



**BRITISH COLUMBIA PROVINCIAL
PRESCRIPTION MANAGEMENT (PPM)
USER GUIDE**

Revision History

To maintain the accuracy of this document, any changes made will be noted in the table below. Please refer to this section before using this document, to ensure no updates were made to the content you may be referencing.

Date	Revision
May 21, 2025	Added a section on Troubleshooting EHR Warnings When Submitting Prescription Authorizations under Creating and Dispensing Prescriptions on the EHR.
May 30, 2025	Expanded the Adapting or Extending Prescription section with more steps on how to initiate an Adaptation or Extension in different scenarios.
June 3, 2025	Updated the Rx Detail Expiry Date section to indicate that the field does not auto-populate and can be entered manually if needed.
August 18, 2025	Added a section on the default Idle Time of 15 minutes in Propel Rx.

Helpful Links

Need more information on how to use Propel Rx? Refer to the [Propel Rx Online Help](#).



Contents

Introduction.....	7
Glossary of Terms.....	8
Pharmacy Preferences.....	14
Idle Time (Min.).....	14
Drug and Mixture Folders.....	15
EHR Type.....	15
TP PIN.....	16
Managing Patient Keywords.....	17
Prompting for a Patient Keyword.....	17
Patient Keyword Indicators on the EHR.....	18
Role Type Restrictions.....	19
Entering a Patient Keyword.....	19
Entering a Patient Keyword in the Patient Search Window.....	19
Entering a Patient Keyword in the Patient Folder Programs Tab.....	20
Updating a Patient Keyword.....	21
Removing a Patient Keyword.....	22
Handling Invalid or Missing Keywords.....	23
Submitting Allergies and Conditions to the EHR.....	24
Adding Existing Allergies or Conditions to the EHR.....	25
Adding New Allergies or Conditions to the EHR.....	28
Removing Allergies or Conditions.....	32
Updating Allergies or Conditions.....	33
Rx Authorizations Profile.....	35
Rx Authorizations Profile Summary View.....	35
Prescriptions Excluded from the Rx Authorizations Profile.....	36
Accessing the Rx Authorizations Profile Summary View.....	36
Overview of the Rx Authorizations Profile Summary View.....	37
Rx Authorizations Profile Detailed Prescription View.....	41
Accessing the Rx Authorizations Profile Detailed Prescription View.....	41
Overview of the Rx Authorizations Profile Detailed Prescription View.....	41
Rx Authorizations Profile Detailed Dispense View.....	48



Accessing the Rx Authorizations Profile Detailed Dispense View	48
Overview of the Rx Authorizations Profile Detailed Dispense View	48
Location Details	50
Accessing Location Details	51
Overview of Location Details	52
Rx Detail.....	53
Extended Tab.....	53
Written Rx Date and Rx Effective Date	53
Interval Days.....	54
Expiry Date.....	55
EHR Tab	56
Overview of the Rx Detail EHR Tab	57
Third Party Tab	60
Overview of the Rx Detail Third Party Tab	60
Notes Tab	62
Submitting Notes Before Filling a Prescription.....	62
Submitting Notes After Filling a Prescription.....	63
Viewing Create Notes on the EHR	64
Viewing Dispense Notes on the EHR	64
Creating and Dispensing Prescriptions on the EHR.....	66
Creating Prescriptions on the EHR.....	66
Creating New Prescriptions on the EHR.....	66
Creating New Prescriptions on the EHR from Historical Prescriptions.....	69
Troubleshooting EHR Warnings When Creating Prescriptions	70
Using the Additional Instructions Function.....	72
Trial Prescriptions	73
Sending Dispenses to the EHR	75
TAC/TDU Response Window	77
Duplicate Therapy DUEs	79
Prescription Submission Scenarios	80
Downloading Prescriptions from the EHR.....	81
Overview of a Downloaded Prescription	82
Downloading Prescriptions from the Rx Authorizations Profile.....	85
Adjusting the QA on a Downloaded Prescription	89



Electronic Prescription Copy	91
Adapting or Extending Prescriptions on the EHR	93
Overview of the Adaptation or Extension Window	94
Initiating the Adaptation Process	98
Initiating the Adaptation Process for a Historical Prescription	98
Initiating the Adaptation Process for a New Paper Prescription	98
Initiating the Adaptation Process for a Downloaded Prescription	101
Initiating the Adaptation Process for a Previously Adapted Prescription	101
Adapting a Prescription	105
Initiating the Extension Process	110
Initiating the Extension Process for a Historical Prescription	110
Initiating the Extension Process for a Downloaded Prescription	110
Initiating the Extension Process for a Previously Extended Prescription	111
Extending a Prescription	115
Sample Forms	119
Notification of Prescription Adaptation Form	119
Notification of Prescription Extension Form	120
Correcting a Prescription	121
Amending a Prescription	122
Rebilling a Prescription	123
Escaping a Rebill	127
Refusing a Prescription	128
Failed Reversals	134
Refusing to Fill a Prescription	135
DURs (Other Medications)	138
Adding a DUR	138
Refilling a DUR	138
Inactivating a DUR	138
Retracting a DUR	139
Updating Prescription Statuses on the EHR	141
Updating the Status of Non-Local Prescriptions	141
Updating the Status of Local Prescriptions	143
Reactivating a Discontinued or Revoked Prescription	144
Updating the Status of Prescriptions Using Stop Dates	144



Transferring Out Prescriptions.....	145
Inactivating Prescription for Group Patients	146
EHR Profile Compare.....	147
Overview of the EHR Profile Compare Window	149
Overview of the EHR Profile Compare Window – Prescription Tab.....	151
Updating Local Prescription Information with an EHR Profile Compare	154
Updating Status with an EHR Profile Compare.....	156
Updating QD with an EHR Profile Compare	157
Adding Prescriptions with an EHR Profile Compare	159
Overview of the EHR Profile Compare Window – Clinical Tab.....	162
Updating Local Clinical Information with an EHR Profile Compare.....	164
Adding Conditions or ADRs with an EHR Profile Compare	165
Updating ADRs with EHR Profile Compare.....	168
Authoritative and Non-Authoritative Prescription Copies	170
Authoritative Prescription Scenarios	170
Overview of the Authoritative and Non-Authoritative Prescription Copies.....	171
Printing an Authoritative or Non-Authoritative Prescription Copy	174
Reprinting the Authoritative Prescription Copy.....	177
Printing Historical Prescriptions.....	177
Network Down.....	178
EHR Queue Tile	178
Transaction Summary View	179
Detailed Transactions View	180
EHR Queue Indicators	183
Abandoning a Transaction	183
Sending Transactions from the EHR Queue When the Network is Restored.....	185
Network Down Prescriptions	186
Processing a Batch When the Network is Down.....	187
Sending Network Down Prescriptions When the Network is Restored.....	187
Network Down Scenarios.....	189
Miscellaneous Changes	190
Terminology	190
Decimal Values for Structured Data.....	191
EHR Profiles	192



Terminology	192
Viewing Requirements.....	193
Forced View of the EHR Profile for Combined Technical Validation and Clinical Review	194
Prescription Expander.....	194
Additional Data	195
Group Folder	196
LTC Number	196
Patient Folder.....	197
Patient Search	197
Patient Compare.....	198
Patient Demographic Data	199
Patient Clinical Data	200
Patient Interaction Checking	201
Patient Official Receipt Report	202
Pharmacy Preferences	202
Bypass Password Verification	202
Prescriber Folder	202
Prescriber Search.....	202
Rx Detail	203
Changing the SIG on Refills	203
TAC/TDU Response	204
New Layout and Viewing Requirements	204
Additional Data	205
Supplementary Information.....	206



Introduction

Provincial Prescription Management (PPM) is an electronic solution designed to streamline the way Prescriptions are managed in British Columbia. It allows healthcare providers to create, view, and modify Prescriptions digitally. Health information is shared and accessible in real-time, enhancing communication and coordination between pharmacies, prescribers, and patients.



There are several benefits of PPM for community pharmacies, including:

- An expanded range of Allergies and Conditions that can be transmitted to the EHR.
- The ability to download Prescription details directly into Propel Rx. This development allows the pharmacy to easily download electronic Prescriptions and/or Prescriptions which are being transferred from other pharmacies with PPM.
- Access to a new Prescription profile on the EHR. Dispenses will now be linked with Prescription records, making it easier to reference Prescription details and Dispense history.
- Reduced manual entry of paper Prescriptions. Initially, Prescriptions will be entered by pharmacies on behalf of the prescriber, with a gradual decrease in paper and verbal orders as e-prescribing becomes more widespread.
- The introduction of Medication Management Intervention (MMI) and Clinical Service (CS) codes that can be submitted with a Prescription or its Dispense. These codes transmit additional information on how a drug therapy problem was addressed or the rationale behind the provision of a clinical service.
- Visibility into pharmacist Adaptations. Information about who initiated an Adaptation and the rationale behind it will now be accessible from the new Prescription profile.
- The ability to reconcile clinical and Prescription discrepancies between the local Propel Rx Profile and the EHR Profile. This allows users to build accurate and comprehensive local Profiles with minimal manual entry.
- The choice of whether to transmit a Prescription note to the EHR and whether it is attached to the Prescription record or its Dispense.
- The introduction of an EHR Queue where a subset of transactions can be Queued when the EHR Network is down.

This user guide will go over the functionality that's introduced when your pharmacy is upgraded to PPM. For more information on general Propel Rx and existing EHR functionality, please refer to the [Propel Rx Online Help](#).




Glossary of Terms

Terminology	Description
Adapt/Adaptation	<p>Refers to the action by a pharmacist to Adapt an existing Prescription (including transfers) with the intention to optimize therapeutic outcomes (Professional Practice Policy-58). In British Columbia, this can include:</p> <ul style="list-style-type: none"> • Changing the dose, formulation, or regimen • Renewing the Prescription • Performing a therapeutic drug substitution within the same therapeutic class <p>Adaptations can be performed on the first or subsequent Fills of the Prescription. The original prescriber can be a pharmacist. However, an Adapted Prescription cannot be Adapted further unless the original prescriber was a pharmacist.</p> <p>In British Columbia, Adaptations are considered a dispensing, not prescribing authority. It creates a new Prescription on the EHR, but it does not have authorization on its own; the original Authorization is required.</p> <p>Adaptations cannot be performed on expired Prescriptions, veterinarian Prescriptions, emergency supplies for continuity of care, or if a prescriber indicated "do not renew/Adapt."</p> <p>In Propel Rx, the process of changing a dose, formulation, or regimen or performing a therapeutic drug substitution is referred to as an Adaptation. The renewal of a Prescription is referred to as an Extension.</p>
Adapted Prescription Record	<p>Refers to the Adaptation itself and not the original Prescription.</p> <p>In Propel Rx, an Adaptation or Extension is indicated with a delta icon  on the Patient Profile. In the Rx Authorizations Profile, both the Adaptation and Adapted (i.e., original) Prescription are indicated with the same icon . Hover over the icon to identify the type (i.e., Adaptation vs Extension locally or Adaptation vs Adapted on the EHR).</p>
Adverse Drug Reaction (ADR)	<p>Any adverse event associated with the use of a drug, whether considered drug related or not, including the following:</p> <ul style="list-style-type: none"> • An adverse event that can occur after using a drug



Terminology	Description
	<ul style="list-style-type: none"> An adverse event occurring from a drug overdose An adverse event occurring from a drug withdrawal
Animal	Patient status to indicate the patient is not an active patient, but perhaps a family pet. Prescriptions for an animal should be Filled under the owner's PHN. If the prescriber is a veterinarian, "ANIMAL DISPENSE" will be automatically inserted at the front of a SIG upon Filling the Prescription.
Best Possible Medication History (BPMH)	Refers to the medication history that a pharmacist collects from the patient. This includes Prescription and non-Prescription medications that are regularly used.
Client Registry (CR)	In British Columbia's healthcare system, the Client Registry serves as a database containing demographic details for its clients.
College of Pharmacists of British Columbia (CPBC)	This is regulatory authority in British Columbia responsible for the registration of pharmacists and pharmacy technicians as well as the licensing of pharmacies within the province.
College of Physicians and Surgeons ID (CPSID)	A unique identifier assigned to a physician by a provincial licensing authority.
College of Physicians and Surgeons of British Columbia (CPSBC)	This regulatory body in British Columbia is tasked with the licensing of physicians and the oversight and enforcement of practice standards within the province.
Controlled Prescription Program	A program used to prevent forgeries and inappropriate prescribing of narcotics or controlled substances. Involves writing Prescriptions on a special duplicate Prescription pad (until e-prescribing is made available). The blue copy is attached to the patient record.
Create (Prescription Authorization)	The Prescription Authorization on the EHR. The Create contains the original Prescription information entered by the prescriber. If the Prescription was not electronically prescribed, the dispensing pharmacy may enter the Create



Terminology	Description
	information on behalf of the prescriber. With PPM, Dispenses can now be organized under Prescription Authorization records.
Demographic Information	Personal health information for identifying a patient including name, date of birth, gender, address, phone, and date of death.
Dispense	The Dispense associated with the Prescription record on the EHR. The Dispense is entered by the pharmacy who Fills the Prescription. Prior to PPM, only Dispenses were recorded on the EHR.
Drug Information System (DIS)	The portion of the EHR that monitors drug interactions, maintains medication profiles, and provides clinical support features.
Drug Utilization Evaluation (DUE)	The process of checking for drug interactions and dosages on the EHR.
Electronic Health Record (EHR)	<p>A collective of information systems across the province that store healthcare data about individuals and providers.</p> <p>The EHR checkbox throughout Propel Rx indicates whether the information resides on the EHR.</p>
Electronic Medical Record (EMR)	The electronic medical record systems used by physicians.
Electronic Prescribing (e-Rx or e-prescribing)	The act of creating electronic Prescriptions by a practitioner for dispensing a drug or device to a patient.
First Data Bank (FDB)	Performs drug utilization evaluation using a database of drug and clinical information.
Folio Number	<p>This number is printed on triplicate/duplicate prescriptions for prescribing controlled substances. In Propel Rx, the folio number is a required Prescription field for a controlled substance if the prescriber is not a Propel Rx pharmacist.</p> <p> NOTE: The majority but not all narcotic prescriptions require a folio number to be entered. If a folio number was not provided, enter "NA."</p>



Terminology	Description
Keyword (Patient Protective Word)	A password that a patient can request a pharmacist or HIBC to assign to their EHR records. These EHR records are then referred to as protected data. Keywords can be stored temporarily or permanently in the Propel Rx Patient Folder and must be submitted, if they exist, to view information about a patient on the EHR.
Health Insurance British Columbia (HIBC)	The organization responsible for administering the Medical Services Plan and PharmaCare.
Location ID	An ID that uniquely identifies a location using the EHR.
Medical Services Plan (MSP)	A government program that offers universal health care coverage for all residents of British Columbia.
Medication Management Intervention (MMI)	MMI codes can be transmitted to the EHR with the Prescription Authorization (Create) or Dispense to provide additional information on how drug therapy problems or clinical decisions were addressed.
National Association of Pharmacy Regulatory Authorities (NAPRA)	A voluntary association of provincial and territorial pharmacy regulatory bodies, as well as the Canadian Forces Pharmacy Services. NAPRA regulates the practice of pharmacy and operation of pharmacies in their respective jurisdictions in Canada. Their primary mandate is to protect the public.
Office Use Medications (O-Meds, Bag Use)	Medications, both Prescription and over-the-counter, provided by pharmacies to medical clinics, dentists, veterinarians, and midwives. It does not include medical supplies, non-drug items, or stock transfers to other pharmacies. O-Med Prescriptions are transmitted using the pharmacy's unique O-Med PHN and keyword. For more information, see Processing an Office Use, Ward Stock, or Stock Transfer Prescription .
Other Medication Record	Also referred to as a DUR in Propel Rx, this is a record of a drug the patient is taking that was not Filled as a Prescription by the recording pharmacy. This could be a recommended over the counter (OTC) product, medication sample, or a Dispense that occurred out of province. When a Prescription is synchronized via an EHR Profile Compare, it is entered as a DUR in Propel Rx.



Terminology	Description
Out of Province	A patient status that indicates the patient does not reside in this province. These patients may or may not exist on the EHR.
Rx Authorizations Profile	A view of the patient's EHR Profile that includes: <ul style="list-style-type: none"> • Adverse Drug Reactions and Conditions • Prescription Authorizations • Dispenses
Patient Session	Refers to the period of time when a Patient is open in Propel Rx. The session ends when the Patient is closed (also referred to as a "break in care"). While a patient session is active, users are not prompted repeatedly to view the EHR Profile when processing Prescriptions or submit a keyword, if one is on file, when performing EHR transactions.
Personal Health Number (PHN)	A unique number that is assigned to a patient who had an interaction with the BC health system. This identifies the patient, but it does not mean the patient is eligible for coverage in BC.
PharmaCare	A program that funds the cost of eligible Prescription drugs and medical supplies. It consists of seven drug plans.
PharmaCare Trial Prescription Program	A program targeted to expensive medications with a high incidence of side effects. With this program, PharmaCare reimburses pharmacies the dispensing fee for trial quantities (10 – 14 days supply).
Pharmacy (Location) ID	An ID issued by HIBC that uniquely identifies a pharmacy. Format: "BC00000" followed by the three-character PharmaCare ID issued by HIBC.
PharmaNet	Network that connects all pharmacists in British Columbia to centralized data systems. In the Propel Rx user interface, PharmaNet is referred to as the EHR.
PharmaNet Participant Message (Fan Out)	Urgent messages such as advisory messages or system disruptions that are transmitted to all PharmaNet users or a targeted list. A maximum of 320 characters can be returned. In Propel Rx, Fan Out messages can be returned in a transaction response and retrieved on demand using the HealthNet/BC Participant Message Report .



Terminology	Description
Practitioner ID Reference Code	A number that uniquely identifies each licensing body.
Practitioner ID Reference Number	ID that uniquely identifies a practitioner. This is assigned by a practitioner licensing body.
Product Identification Number (PIN)	A number that is used to submit products or compounds that do not have a Drug Identification Number (DIN). PINs are assigned by PharmaCare. For a list of PINs, see Product identification numbers (PINs) – Province of British Columbia .
Provider and Location Registry (PLR)	A central repository of information such as licensing and work locations for BC health care providers. In Propel Rx, information about providers can be accessed using MD Match .
Rx ID (EHR Rx ID)	In Propel Rx, this refers to the unique identifier assigned by the EHR for the Prescription. This is not the same as the Propel Rx Prescription number.
Special Service Fee Code (SSC)	A code that uniquely identifies a special service performed by a pharmacist.
Special Services Fee (SSF)	A fee payable to a pharmacy for providing a special service.



Pharmacy Preferences

Idle Time (Min.)

A session timeout of 15 minutes has been established in Propel Rx to conform with privacy and security requirements set out by PharmaNet. If a user has not been active in Propel Rx for 15 minutes, they are automatically logged out and will have to log back in. The CPS (for claim adjudication) and PHS (for Half label prescription printing) applications will remain open. This is controlled by the **Idle Time (Min.)** preference.

- Activity is measured per session. If multiple sessions are open, the user will be logged out of a session after 15 minutes of inactivity even if another session is active.
- Activity within Propel Rx Reports is not counted as activity within Propel Rx. If a user is active in Propel Rx Reports but had no activity in Propel Rx for 15 minutes, they will be logged out of Propel Rx.



Drug and Mixture Folders

In British Columbia, all drugs and mixtures are submitted to the EHR.

However, when performing a stock transfer or dispensing Prescriptions for ward stock, the Prescriptions should be recorded locally only and not transmitted to the EHR. For more information, see [Processing an Office Use, Ward Stock, or Stock Transfer Prescription](#).

EHR Type

In the Drug and Mixture Folders, an **EHR Type** field determines whether the drug or mixture is submitted as a Prescription (Rx) or device to the EHR.

By default, all Drug and Mixture Folders will have the EHR Type set to Rx upon upgrade to PPM and will be accepted by the EHR as Rx with no need to maintain values for specific drugs at this time.

The screenshot shows the 'Drug' folder for METFORMIN 500MG. The 'EHR Type' dropdown is highlighted with an orange box, showing options: Rx, Device, and Lot Expiry. The 'Lot Expiry' dropdown is also highlighted with an orange box, showing options: Rx, Device, and Device.

The screenshot shows the 'Mixture' folder for 2% CLINDAMYCIN IN 1% HC CREAM. The 'EHR Type' dropdown is highlighted with an orange box, showing options: Rx, Route, and Unit. The 'Route' dropdown is also highlighted with an orange box, showing options: Rx, Device, and Device.

If you would like to set the **EHR Type** for a drug or mixture:

1. Open the **Drug** or **Mixture Folder**.
2. In the Main tab, dropdown the **EHR Type** field and select Rx or Device.
3. Select **Save**.



TP PIN

In some cases, PharmaCare will assign Product Identification Numbers (PIN) to allow claims to be adjudicated in lieu of real DINs. These can be entered in the Drug or Mixture Folder if needed. For a list of accepted PINs, see [Product identification numbers \(PINs\) – Province of British Columbia](#).

To add a **TP PIN** for a drug:

1. Open the **Drug Folder**.
2. Select the **Main** tab.
3. Select **TP Rules**. The Drug Third Party Rules window opens.
4. Select **Add**.
5. Enter the following information:
 - **Third Party** – Pharmacare
 - **TP Plan** – ALL
 - **Pack Size**
 - **PIN**
6. Select **OK**.
7. Select **Save**.

To add a **TP PIN** for a mixture:

1. Open the **Mixture Folder**.
2. Select the **Alternatives** tab.
3. Select **Add**.
4. Enter the following information:
 - **Third Party** – Pharmacare – ALL
 - **PIN**
 - **Compound Type** – select this checkbox if you want a compound flag to be transmitted with the Prescription
5. Select **OK**.
6. Select **Save**.



Managing Patient Keywords

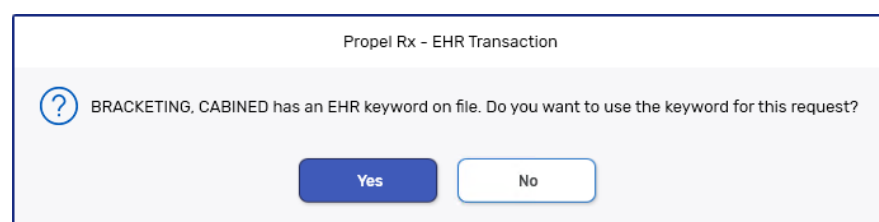
A Patient Keyword is a protective word that patients can use to mask their data on the EHR. This keyword ensures that only authorized individuals can access their personal health information. Patient keywords play an important role in ensuring patient data privacy on the EHR.

A Patient Keyword is necessary to conduct certain transactions with the EHR such as:

- Accessing the patient's EHR Profile
- Performing a Patient Compare
- Performing an EHR Profile Compare
- Creating a Prescription
- Dispensing a Prescription
- Adding or updating Patient Keywords or demographic data
- Adding Allergies or Conditions
- Updating the status of a Prescription
- Discontinuing a Dispense
- Adapting a Prescription
- Adding a Dispense note

Prompting for a Patient Keyword

If a patient has a keyword stored in their Patient Folder, on the first transaction submitted for them, the user will be prompted to use the keyword for the request. First transaction refers to the first transaction within a patient session or the duration from which the Patient Folder was opened until it is closed.



Propel Rx - EHR Transaction

? BRACKETING, CABINED has an EHR keyword on file. Do you want to use the keyword for this request?

Yes No

- If **Yes** is selected, the keyword is included in the transaction to the EHR.
- If **No** is selected, the transaction is sent without the keyword. On the next transaction for the same patient, the above prompt will appear again until Yes is selected.



NOTE: When Prescriptions are Batched, the prompt to use the patient's keyword will not appear. Propel Rx will use the keyword on file to ensure the Batch continues to run as expected.



Contact PTS Customer Care


ptscustomer@mcckesson.ca | 1.800.387.6093

Patient Keyword Indicators on the EHR

If information on the EHR was accessed using a keyword, the phrase, “Keyword Protected” will display in the window.

Propel Rx - TAC/TDU Response (Rx# 7560239 - BRACKETING, CABINED OG PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected))

DIN/GP#/PIN: 2365545 Qty: 90 Max Daily Dose: 1

EHR Rx Id:  Date Dispensed: Apr 11, 2025

Generic Name/Manufacturer: MELOXICAM Status: Filled

Directions: TAKE 1 TABLET DAILY

Practitioner Id: XXAKQ Practitioner Id Ref: 91 - BC - Physician & Surgeon Reference #: 653871

Drug Cost/Product Value: 0 BIN: 1 Status: B - Accepted with Rx price adjustment.

Response Code: CD - Patient not entitled to drug claimed

Intervention Code:

Message Data

Line 1: PLAN= S/A=N EXP= DRUG=00000.00 Line 2: ACC EXP=0000000.00 RBP=N LCA=N BEN= Line 3: RESTRICTION= FEE=000.00

Propel Rx - EHR Patient Profile

BRACKETING, CABINED PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected)

Response Status: 0 Operation successful

Clinical Condition Information

Condition	Chronic	Date Reported	Reported By	Comment Date	Comment
DIABETES MELLITUS	<input checked="" type="checkbox"/>	17 Jan 2025	ER Clinician	17 Jan 2025 (P1 - XXBSA)	Family history of dia
DIABETES MELLITUS	<input checked="" type="checkbox"/>	17 Jan 2025	Physician	17 Jan 2025 (P1 - XXBSA)	Patient tests blood

Adverse Reaction Information

DIN	Drug Name / Mfr	Date Reported	Reported By	Comment Date	Comment
497894	PENICILLAMINE MERC	23 Sep 2024	Patient	22 Nov 2024 (P1 - XXBSA)	note updated again
628115	AMOXICILLIN APOTE	12 Nov 2024	Patient	12 Nov 2024 (P1 - XXBSA)	sdfsf



Role Type Restrictions

Only specific role types are allowed to enter, update, or remove Patient Keywords. These include:

- Pharmacist
- Pharmacy Manager
- Relief Pharmacist
- Pharmacy Student

For all other role types, the Patient Keyword field is disabled.

Entering a Patient Keyword

A Patient Keyword can be entered directly in the Patient Folder Programs tab or copied over to that location from the Patient Search window.

Entering a Patient Keyword in the Patient Search Window

When conducting an **ID** or **Name Search** on the EHR for a patient, a field is available to enter a Patient Keyword before searching. If you locate the appropriate record and choose to create the patient in Propel Rx, a prompt appears upon selecting **OK**.

- If **Accepted** is selected, the keyword is stored in the Patient Folder Programs tab indefinitely.
- If **Declined** is selected, the keyword is stored temporarily in the Patient Folder Programs tab for 24 hours.

The screenshot shows the 'Propel Rx - Patient Search' window. At the top, there are tabs for '1', '2', and '3'. Below the tabs is a table with columns: Last Name, First Name, Middle, PHN, Phone, Gender, Birth Date, Address, Postal, and City. The PHN column contains the value '0009735351984'. Below the table, there is a section for 'EHR Keyword' with a text input field containing '*****'. To the right of the input field are buttons for 'ID Search', 'Name Search', 'Local Search', and 'Clear'. Below these buttons, it says 'No Records Found'. At the bottom of the window, there are buttons for 'New', 'Copy', 'Quick Patient', 'OK', and 'Cancel'. A dialog box is open in the center of the screen with the title 'Propel Rx - Patient Keyword' and the message 'Do we have consent to store your EHR keyword?'. The dialog has two buttons: 'Declined' and 'Accepted'.



Entering a Patient Keyword in the Patient Folder Programs Tab

To enter a Patient Keyword:

1. Open the **Patient Folder**.
2. Select the **Programs** tab.
3. In the section labeled "Do we have consent to store your EHR keyword?", choose one of the following options:
 - **Accepted:** the keyword is stored in the Patient Folder indefinitely.
 - **Declined:** the keyword is stored temporarily for 24 hours.
 - **Not Asked:** no keyword can be entered or stored.

4. If you selected **Accepted** or **Declined**, enter the keyword in the given field.
5. Select **Save**.

A record is added to the Patient Folder History tab to document that a keyword was entered.

Entered	User	Event	Activity	Comments
Jan 17, 2025 11:59	SD	Preference	Added	Patient Keyword



NOTE: Upon upgrade to PPM, the **O-Med Keyword** field was removed in **More (...)** > **British Columbia** > **O-Med**. Going forward, an O-Med keyword can only be stored in the Patient Folder assigned to that location.



Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

Updating a Patient Keyword

A Patient Keyword can only be updated once a day. An error is returned by the EHR if a user attempts to update the keyword more than once a day.

Propel Rx - EHR Response

EHR Response TCP

Patient: BRACKETING, CABINED
PHN: 0009735358496 **Gender:** Male
Date of Birth: Jan 01, 1985

Response Status: Failed
 43 A change has already been made for this date. No more changes are allowed.

OK

To update a Patient Keyword:

1. Open the **Patient Folder**.
2. Select the **Programs** tab.
3. Ensure the keyword consent is set to **Accepted** or **Declined**.

Notifications

Notification Channel

Communication Method

Communication Preference

Pickup Reminders

Refill Reminders

Do we have consent to store your EHR Keyword?

Accepted

Current Keyword

Update Keyword

4. Select **Update Keyword**. The EHR Keyword Update window opens.
5. Enter information in the following fields:

- **Current Keyword:** this is pre-populated if a keyword was previously entered.



NOTE: This field can be left blank if the patient didn't have a keyword previously but wants to add one.

- **New Keyword:** enter the new keyword.
- **Confirm Keyword:** re-enter the new keyword.



NOTE: The keyword requirements are listed at the bottom of the window. A checkmark will appear beside the applicable criteria once it's met.



Contact PTS Customer Care

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Propel Rx - EHR Keyword Update

Current keyword is required for update.
When adding a Keyword leave this blank.

Patient Keyword must meet criteria:

- ✓ 6 to 8 characters in length
- ✓ At least 2 letters (A-Z)
- ✓ At least 2 numbers (0-9)
- ✓ No special characters or spaces
- ✓ New and Confirm must match

OK

Cancel

6. Select **Save**.

A record is added to the Patient Folder History tab to document that the keyword was updated.

propel

Patient

1

2

3

sd

—

×

BRACKETING, CABINED

Jan 01, 1985 (40) M

PHN: 0009735358496 English

ID: 12335

Plans: PC/IA/CA

Allergies: PENICILLINS,QUINOLONES,MACROLIDE A...

Conditions: DIABETES MELLITUS,HYPERTENSION,AB...

C-PACK

MPR 6%
22/365

BRACKETING,...

THIRD PARTY

CLINICAL

PROFILE

HISTORY

PROGRAMS

PREFERENCES

ATTACHMENTS

NOTES

Filtering: **modified**

Rx

Entered	User	Event	Activity	Comments
Jan 30, 2025 15:37	SD	Preference	Modified	Patient Keyword

Removing a Patient Keyword

If a patient does not have a keyword and one was entered in error in the Patient Folder, it can be removed. However, Patient Keywords can only be removed locally; the patient must contact Health Insurance BC (HIBC) to remove a keyword from the EHR. For more information, see [Set a protective word for your PharmaNet record – Province of British Columbia](#).

To remove a Patient Keyword:

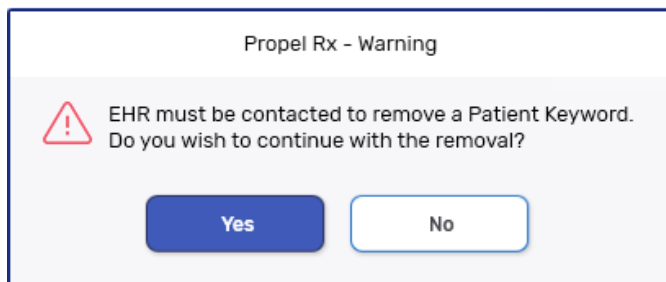
1. Open the **Patient Folder**.
2. Select the **Programs** tab.
3. Clear the text in the **Patient Keyword** field.



Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

- A prompt appears to confirm the removal. Select **Yes**.



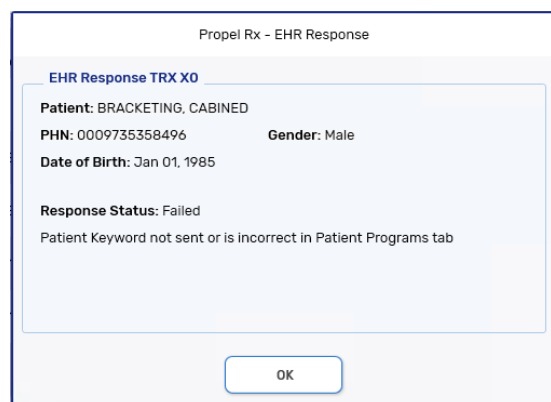
- Select **Save**.

A record is added to the Patient Folder History tab to document that the keyword was removed.



Handling Invalid or Missing Keywords

If a keyword is entered incorrectly or a user chooses not to submit it with the transaction, the EHR will return an error.



To resolve this error:

- Enter the correct keyword by following the steps in the [Entering a Patient Keyword](#) section, or
- Resubmit the transaction and select to send the keyword.



Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

Submitting Allergies and Conditions to the EHR

Allergies and Conditions can be added from the Patient Folder Clinical tab and transmitted to the EHR so other healthcare professionals can access this information. In Propel Rx, there are different Types of Clinical Information records, but not all can be transmitted to the EHR; unsupported Types are saved locally only.

In Propel Rx, the following Types of records can be transmitted to the EHR:

- Medical Allergy
- Allergy Groups
- Non-Medical Allergy
- Conditions
- Reactions
- Custom types entered in **More (...)** > **List Maint** > **Conditions**



NOTE: In Propel Rx, the Type is chosen from the Medical Condition Search window when an Allergy or Condition is added from the Patient Folder Clinical tab.

On the EHR, the above records are categorized as either:

- Clinical Condition – these are Conditions or Allergies that had no drug associated to them.
- Adverse Drug Reaction (ADR) – these are Allergies that had a drug associated to them.

For more information about the data that displays for a Clinical Condition or ADR on the EHR Profile, see [Overview of the Rx Authorizations Profile Summary View](#).

Propel Rx - EHR Patient Profile

BRACKETING, CABINED PHN: 0009735358496 M(40) DOB: Jan 01, 1985

Response Status: 0 Operation successful

Clinical Condition Information

Condition	Chronic	Date Reported	Reported By	Comment Date	Comment
DIABETES MELLITUS	<input checked="" type="checkbox"/>	17 Jan 2025	Patient	17 Jan 2025 (P1 - XXBSA)	Patient's last A1C reading on C
HYPERTENSION	<input checked="" type="checkbox"/>	17 Jan 2025	Patient		

Adverse Reaction Information

DIN	Drug Name / Mfr	Date Reported	Reported By	Comment Date	Comment
497894	PENICILLAMINE MERC	23 Sep 2024	Patient	22 Nov 2024 (P1 - XXBSA)	note updated again
628115	AMOXICILLIN APOTE	12 Nov 2024	Patient	12 Nov 2024 (P1 - XXBSA)	sdfsf



Adding Existing Allergies or Conditions to the EHR

Existing local only Allergies or Conditions can be transmitted to the EHR by selecting the **EHR** checkbox after detailing the record. Any Historical records which were transmitted to the EHR prior to PPM will have the EHR checkbox set appropriately.

To add an existing Allergy or Condition to the EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical Information** section, highlight the local record that has not yet been uploaded to the EHR. This is indicated by the **EHR** checkbox in the grid.

4. Select **Detail**. The Details window opens.
5. Select the **EHR** checkbox at the top.

6. If applicable, select the **Chronic** checkbox if the medical record is chronic. By default, this checkbox is selected.



- The Chronic checkbox is available for all Medical Types, excluding Conditions. For Conditions, a sub-type dropdown is available to indicate if it is Acute or Chronic.
 - Acute or Chronic information is transmitted to the EHR for all Conditions and any Medical Types whereby no drug is associated to the record.
7. In the **Reaction** field, enter a reaction if applicable.
- For all Medical Types, excluding Conditions, this field is required.



NOTE: If no notes are entered and flagged as EHR at the time of creation, the Reaction text, if entered, is automatically added as a note and transmitted to the EHR upon Save.

The Reaction text will only be added for Allergies or Conditions on a go forward basis and not for Historical records already transmitted to the EHR.

8. In the **Reported By** field, select the appropriate reporter. If Patient is selected, the Name field is auto-populated.



NOTE: With PPM, the **Reported By** options have expanded to include ER Clinician and Nurse. DPIC has been removed from the dropdown, however, Historical records that were associated with this option will continue to display DPIC.

9. For Allergies, if applicable, enter a **DIN**, **generic name**, or **trade name** of a drug to associate with the record.
- If no drug is entered, the record is transmitted as a Condition to the EHR.
 - If a drug is entered, the record is transmitted as an ADR to the EHR.
10. To add a note:
- Select **Add** in the **Notes** section.
 - Enter the information for the note in the textbox.
 - Select the following checkboxes if applicable:



- i. **Priority** – if you want the note to pop up as an alert when opening the Patient Folder or processing a Prescription in Rx Detail. If you already viewed the pop up when opening the Patient Folder, it does not display again in Rx Detail.
- ii. **Alert** – if you want the note to appear in the Rx Detail Alerts section when processing a Prescription.
- iii. **Print** – if you want the note to print under the Notes/Alerts section of the Half label or if Digital Workflow is enabled, appear in the Clinical Review Notes tab.
- iv. **EHR** – if you want to transmit the note to the EHR. By default, this checkbox is ON if the overall record has been transmitted to the EHR and there are no other notes flagged as EHR.

Notes	Priority	Alert	Print	EHR	RX #	User	Date	
<div> Allergy Groups - PENICILLINS </div> <div>Rash covers 25% of BSA.</div>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		SD	Jan 29, 2025 15:33	<div>Add</div> <div>Delete</div>



NOTE: Only one note can be associated with a Condition or ADR on the EHR. If you attempt to flag more than one note to send to the EHR, the following prompt will appear upon selecting **OK**.

Propel Rx - EHR

Only one EHR note is allowed per medical record.

OK

11. Select **OK**. The **EHR** column in the Clinical Information section will display a checkmark.

propel

Patient

1 2 3

sd

DEVOUTNESS, BROOKLET
May 31, 1994 (30) M (555) 247-1223
PHN: 0009735351984 English
ID: 12347

Plans: PC/CA

Allergies: PENICILLINS

Conditions: No Known

MPR -%

-/365

DEVOUTNESS,...

THIRD PARTY

CLINICAL

PROFILE

HISTORY

PROGRAMS

PREFERENCES

ATTACHMENTS

NOTES

Observations

Height: ft inches / cm

IBW: kg

Weight: lbs / kg

AJBW: kg

BMI: 0.00

Lab Results

Creatinine

Clinical Information

☐ No Known Medical Allergies
☐ No Known Medical Conditions

EHR	Medical Type	Medical Items	Effective	Note	
<input checked="" type="checkbox"/>	Allergy Groups	PENICILLINS	Jan 29, 2025	<input checked="" type="checkbox"/>	

Add

Remove

Detail

12. Select **Save** in the Patient Folder.

A processing message displays indicating the information is being transmitted to the EHR.



Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

If an error is returned by the EHR, the record is saved locally only. You can reattempt to transmit it by detailing the record again and selecting the **EHR** checkbox.



NOTE: If an Allergy or Conditions fails to transmit to the EHR and you modify the **Reaction** field before retransmitting the record, a new EHR note will be transmitted for the updated Reaction. This only applies if there are no other non-Reaction notes being transmitted to the EHR for the record.

Propel Rx - Details: Allergy Groups - MACROLIDE ANTIBIOTICS

Type: Allergy ☒ Chronic Severity: Moderate ☒ EHR

Reaction: New reaction text

Effective Date: Jan 29, 2025

Effective Until:

Reported By: Patient

Name: BROOKLET DEVOUTNESS

Entered By: SD

Drug

DIN: 2403196 Trade: ACT-CLARITHROMYCIN XL

Generic: CLARITHROMYCIN

Search

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Allergy Groups - MACROLIDE ANTIBIOTICS		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		SD	Jan 29, 2025 16:40
Reaction: New reaction text							
Allergy Groups - MACROLIDE ANTIBIOTICS		<input checked="" type="checkbox"/>				SD	Jan 29, 2025 16:40
Reaction: Hypotension							

Add Delete

Adding New Allergies or Conditions to the EHR

New Allergies or Conditions added to the Patient Folder can be transmitted to the EHR if they fall under one of the transmissible [Types](#).

To add a new Allergy or Condition to the EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical Information** section, select **Add**.

propel Patient

DEVOUTNESS, BROOKLET
May 31, 1994 (30) M (555) 247-1223
PHN: 0009735351984 English
ID: 12347

Plans: PC/CA
Allergies: MACROLIDE ANTIBIOTICS, PENICILLINS
Conditions: HYPERCHOLESTEROLEMIA

MPR -%
-/365

DEVOUTNESS... THIRD PARTY **CLINICAL** PROFILE HISTORY PROGRAMS PREFERENCES ATTACHMENTS NOTES

Observations

Height: ft inches / cm IBW: kg

Weight: lbs / kg AJBW: kg BMI: 0.00

Lab Results Creatinine

Clinical Information

☐ No Known Medical Allergies ☐ No Known Medical Conditions

EHR	Medical Type	Medical Items	Effective	Note
<input checked="" type="checkbox"/>	Allergy Groups	MACROLIDE ANTIBIOTICS	Jan 29, 2025	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Allergy Groups	PENICILLINS	Jan 29, 2025	<input checked="" type="checkbox"/>

Add Remove Detail



Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

4. The Medical Condition Search window opens. In the **Description** column, enter your search criteria.
5. Select **Search**.

Propel Rx - Medical Condition Search

Type	Description
Condition	hypercholesterolemia

Records Found

Search Clear

Type	Description
Condition	HYPERCHOLESTEROLEMIA

6. From the returned results, select the desired record and then select **OK**. The Details window opens.
7. Enter the following details:

- **Type** – select a sub-type for the Allergy or Condition. The sub-type for Conditions is transmitted and used to indicate if the Condition is Acute or Chronic.
- **EHR** checkbox – the EHR checkbox is selected by default when an EHR transmissible type was chosen in the Medical Condition Search window.
- **Effective Date** – cannot be in the future.
- **Reaction** – enter a reaction if applicable.
 - For all Medical Types, excluding Conditions, this field is required.
 - Reactions are only transmitted if no notes are entered and flagged as EHR at the time of creation. In this scenario, the Reaction text, if entered, will be added as a note and transmitted to the EHR.



TIP: If you have a note you want to transmit to the EHR (in addition to the Reaction text), copy/paste the Reaction text in the note that you create. Otherwise, the reaction won't be visible on the EHR (i.e., it won't be automatically added to the note).

- If applicable, select the **Chronic** checkbox if the medical record is chronic.
 - The Chronic checkbox is available for all Medical Types, excluding Conditions. For Conditions, a sub-type dropdown is available to indicate if it is Acute or Chronic.
 - Acute or Chronic information is transmitted to the EHR for all Conditions and any Medical Types whereby no drug is associated to the record.
- **Severity** – select a severity for the Allergy or Condition using the dropdown. The severity will be saved locally only. It will not be transmitted to the EHR.
- **Reported By** – select the appropriate reporter. If Patient is selected, the Name field is auto-populated.



Propel Rx - Details: Condition - HYPERCHOLESTEROLEMIA

Type: Chronic Severity: Moderate ☒ EHR

Reaction: Reported By: Patient

Effective Date: Jan 29, 2025 Name: BROOKLET DEVOUTNESS

Effective Until: Entered By: SD

Drug

DIN: Trade: Search

Generic:

8. For Allergies, if applicable, enter a **DIN, generic name, or trade name** of a drug to associate with the record.
 - If no drug is entered, the record is transmitted as a Condition to the EHR.
 - If a drug is entered, the record is transmitted as an ADR to the EHR.
9. To add a note:
 - a. Select **Add** in the Notes section.
 - b. Enter the information for the note in the textbox.
 - c. Select the following checkboxes if applicable:
 - i. **Priority** – if you want the note to pop up as an alert when opening the Patient Folder or processing a Prescription in Rx Detail. If you already viewed the pop up when opening the Patient Folder, it does not display again in Rx Detail.
 - ii. **Alert** – if you want the note to appear in the Rx Detail Alerts section when processing a Prescription.
 - iii. **Print** – if you want the note to print under the Notes/Alerts section of the Half label or if Digital Workflow is enabled, appear in the Clinical Review Notes tab.
 - iv. **EHR** – if you want to transmit the note to the EHR. By default, this checkbox is ON if the overall record has been transmitted to the EHR and there are no other notes flagged as EHR.

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Condition - HYPERCHOLESTEROLEMIA	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		SD	Jan 29, 2025 19:16

Patient sees a dietitian once a week for dietary advice.

Add Delete OK Cancel





NOTE: Only one note can be associated with a Condition or ADR on the EHR. If you attempt to flag more than one note to send to the EHR, the following prompt will appear upon selecting **OK**.

Propel Rx - EHR

i

Only one EHR note is allowed per medical record.

OK

10. Select **OK**.
11. Select **Save** in the Patient Folder. The **EHR** column in the Clinical Information section will display a checkmark.

propel → Patient

sd ⌵ — ×

DEVOUTNESS, BROOKLET
 May 31, 1994 (30) M (555) 247-1223
 PHN: 0009735351984 English
 ID: 12347

Plans: PC/CA
 Allergies: MACROLIDE ANTIBIOTICS, PENICILLINS
 Conditions: HYPERCHOLESTEROLEMIA

MPR -%
-/365

DEVOUTNESS,...

THIRD PARTY

CLINICAL

PROFILE

HISTORY

PROGRAMS

PREFERENCES

ATTACHMENTS

NOTES

Observations

Height: ft inches / cm

IBW: kg

Lab Results

Weight: lbs / kg

AJBW: kg

BMI:

Creatinine

Clinical Information

☐ No Known Medical Allergies
☐ No Known Medical Conditions

EHR	Medical Type	Medical Items	Effective	Note	
<input checked="" type="checkbox"/>	Condition	HYPERCHOLESTEROLEMIA	Jan 29, 2025	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	Allergy Groups	MACROLIDE ANTIBIOTICS	Jan 29, 2025	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	Allergy Groups	PENICILLINS	Jan 29, 2025	<input checked="" type="checkbox"/>	

Add

Remove

Detail

A processing message displays indicating the information is being transmitted to the EHR.

If an error is returned by the EHR, the record is saved locally. You can reattempt to transmit it by detailing the record again and selecting the **EHR** checkbox.



Removing Allergies or Conditions

Once Allergies or Conditions are sent to the EHR, they cannot be removed from the EHR. You can, however, remove the record locally in Propel Rx. You may choose to do this if these records are no longer applicable, and you want to exclude them from local interaction checking.

If you need to remove a Clinical Condition or Adverse Drug Reactions (ADR) on the EHR, submit a [HLTH 5550 Request to Inactivate Adverse Reaction/Clinical Condition in PharmaNet Profile form](#) to the Ministry.



REMOVING ALLERGIES OR CONDITIONS LOCALLY

If an Allergy or Condition was removed locally in error, you can add it back by performing an [EHR Profile Compare](#).

To remove an Allergy or Condition locally:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical Information** section, highlight the Allergy or Condition to be removed.
4. Select **Remove**. A prompt will appear to confirm the action.



NOTE: The prompt will appear differently depending on whether the record was transmitted to the EHR.

If the record is on the EHR...

Propel Rx - Clinical Information

? Removing MACROLIDE ANTIBIOTICS will not remove from the EHR. Do you want to continue?

Yes No

If the record is not on the EHR...

Propel Rx - Clinical Information

? Remove HYPERCHOLESTEROLEMIA and all corresponding notes?

Yes No

5. Select **Yes**.
6. Select **Save**.

The Allergy or Condition is removed from the **Clinical Information** grid and the action is recorded in the **Patient Folder History** tab.



Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

Updating Allergies or Conditions

Once a Condition has been sent to the EHR, it cannot be edited, except by adding notes locally. No other fields can be modified.

In contrast, an Allergy can be updated on the EHR but only if a drug was associated to the record. The only update permitted is the modification of an existing EHR note. No other fields can be modified. If an Allergy was transmitted without a drug, it can only be updated by adding notes locally, similar to a Condition.



CORRECTING ADVERSE DRUG REACTIONS OR CONDITION RECORDS ON THE EHR

If you need to correct any field for an ADR or Condition, you can remove and re-enter the record in Propel Rx. If you do this for ADRs, it will update the existing record on the EHR (if it has the same DIN) and no further action is required. However, if you do this for Conditions (or Allergies without a DIN), a new (duplicate) record will be created on the EHR. Therefore, it is important to [contact the EHR](#) to remove any erroneous records in these cases.

To update an EHR note for an Allergy:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical Information** section, highlight the Allergy.

propel Patient

DEVOUTNESS, BROOKLET
May 31, 1994 (30) M (555) 247-1223
PHN: 0009735351984 English
ID: 12347

Plans: PC/CA
Allergies: MACROLIDE ANTIBIOTICS, PENICILLINS
Conditions: HYPERCHOLESTEROLEMIA

MPR -%
-365

DEVOUTNESS... THIRD PARTY **CLINICAL** PROFILE HISTORY PROGRAMS PREFERENCES ATTACHMENTS NOTES

Observations

Height: ft inches / cm IBW: kg
Weight: lbs / kg AJBW: kg BMI: 0.00

Lab Results
Creatinine

Clinical Information

☐ No Known Medical Allergies ☐ No Known Medical Conditions

EHR	Medical Type	Medical Items	Effective	Note
<input type="checkbox"/>	Condition	HYPERCHOLESTEROLEMIA	Jan 29, 2025	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Allergy Groups	MACROLIDE ANTIBIOTICS	Jan 29, 2025	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Allergy Groups	PENICILLINS	Jan 29, 2025	<input checked="" type="checkbox"/>

Add
Remove
Detail

4. Select **Detail**. The Details window opens.
5. In the **Notes** section, edit the note text.



Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

Propel Rx - Details: Allergy Groups - MACROLIDE ANTIBIOTICS

Type: Allergy ☒ Chronic Severity: Moderate ☒ EHR

Reaction: New reaction text Reported By: Patient

Effective Date: Jan 29, 2025 Name: BROOKLET DEVOUTNESS

Effective Until: Entered By: SD

Drug

DIN: 2403196 Trade: ACT-CLARITHROMYCIN XL

Generic: CLARITHROMYCIN Search

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Allergy Groups - MACROLIDE ANTIBIOTICS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		SD	Jan 29, 2025 16:40
Reaction: Patient's blood pressure drops below 80/50.							
Allergy Groups - MACROLIDE ANTIBIOTICS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		SD	Jan 29, 2025 16:40
Reaction: Hypotension							

Add Delete

OK Cancel

6. Select **OK**.
7. Select **Save**.

A processing message displays indicating the information is being transmitted to the EHR. If transmission fails for the updated note, the changes are reverted.



NOTE: As mentioned in [Adding Existing Allergies or Conditions to the EHR](#), a **Reaction** note is automatically transmitted to the EHR if a Reaction was entered and there were no other EHR notes for the record. To avoid mismatches between the **Reaction** field and **Notes** section, when an existing Reaction note is modified, the text in the Reaction field is updated to "See notes" once the updated note has transmitted successfully.

Propel Rx - Details: Allergy Groups - MACROLIDE ANTIBIOTICS

Type: Allergy ☒ Chronic Severity: Moderate ☒ EHR

Reaction: See Notes Reported By: Patient

Effective Date: Jan 29, 2025 Name: BROOKLET DEVOUTNESS

Effective Until: Entered By: SD

Drug

DIN: 2403196 Trade: ACT-CLARITHROMYCIN XL

Generic: CLARITHROMYCIN Search

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Allergy Groups - MACROLIDE ANTIBIOTICS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		SD	Jan 29, 2025 16:40
Reaction: Patient's blood pressure drops below 80/50.							

Add Delete



Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

Rx Authorizations Profile

The Rx Authorizations Profile in Propel Rx offers a consolidated view of patient prescriptions, allowing users to manage and access patient medication records efficiently.

This profile can be used to:

- Download prescriptions that were dispensed at another pharmacy (i.e., prescription transfer)
- Download prescriptions that were prescribed electronically
- Download prescriptions to adapt and dispense, if applicable

The Rx Authorizations Profile is one of several EHR Profiles that can be accessed from within Propel Rx. For information on other EHR Profiles, refer to the [Propel Rx Online Help](#).

Rx Authorizations Profile Summary View

The Rx Authorizations Summary view is divided into several sections, each displaying specific information about the patient and their Prescriptions.

Propel Rx - EHR Patient Profile

BRACKETING, CABINED OG PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected)

Response Status: 0 Operation successful

Clinical Condition Information





Condition	Chronic	Date Reported	Reported By	Comment Date	Comment
HYPERCHOLESTEROLEMIA	<input checked="" type="checkbox"/>	02 Apr 2025	Patient		
DIABETES MELLITUS	<input checked="" type="checkbox"/>	17 Jan 2025	ER Clinician	17 Jan 2025 (P1 - BC - Pharmar	Family history of dic

Adverse Reaction Information

DIN	Drug Name / Mfr	Date Reported	Reported By	Comment Date	Comment
497894	PENICILLAMINE MERC	23 Sep 2024	Patient	22 Nov 2024 (P1 - BC - Pharma	note updated again
628115	AMOXICILLIN APOTE	28 Mar 2025	Pharmacist	12 Nov 2024 (P1 - BC - Pharma	sdfsdf

Rx Authorizations - Total 414

of Day's Retrieved: 730

Filter  From: 4/12/2023  To: 4/11/2025  ☒ Active Only ☐ Both 

Local EHR ID	Written Date Prescriber	Status Type	Product Information Instructions	Dose Frequency	QA OD	Refills
50271	16 Aug 2024 (91 - BC - Phys	Active Rx	HALOPERIDOL; APO-HALOPERIDOL; 0.5MG TABLET TAKE 1 AND 1/2 TABLETS TWICE DAILY	0 OTHER FREQUENCY X	120 0	6
50232	15 Aug 2024 (91 - BC - Phys	Active Rx	GABAPENTIN; GABAPENTIN; 800MG TABLET TAKE 1 AND 1/2 TABLETS TWICE DAILY	0 OTHER FREQUENCY X	12 0	5
50231	15 Aug 2024 (91 - BC - Phys	Active Rx	ALPRAZOLAM; APO-ALPRAZ; 0.5MG TABLET TAKE 1 AND 1/2 TABLETS TWICE DAILY	0 OTHER FREQUENCY X	12 2	5
50230	15 Aug 2024 (91 - BC - Phys	Active Device	LEVOFLOXACIN; TEVA-LEVOFLOXACIN; 500MG TABLET TAKE 1 AND 1/2 TABLETS TWICE DAILY	0 OTHER FREQUENCY X	12 4	5

Detail Rx Download Rx OK



Prescriptions Excluded from the Rx Authorizations Profile

Certain Prescriptions cannot be viewed from the Rx Authorizations Profile. These include:

- Prescriptions that were Revoked with a Reason Code = Entered in Error
- Dispenses that were reversed with a Reason Code = Entered in Error
- Veterinary Prescriptions
- Historical Prescriptions that were Filled prior to the PPM upgrade (these will appear when they are Refilled)

Accessing the Rx Authorizations Profile Summary View

To access the Rx Authorizations Profile Summary view:

1. Open the **Patient Folder**.
2. Select the **Profile** tab.
3. Select **Rx > Profile**.
4. Select the **Rx Authorizations** option. The EHR Reason for Access window opens.

5. Enter your reason for accessing the EHR and the date range or number of days to retrieve data.
 - The default retrieval period is set to 2 years, but you can enter up to 50 years.



NOTE: Currently, the EHR only supports returning data for up to 4 years and 2 years for Dispenses.

6. Select **OK**. The Rx Authorizations Profile Summary view opens.
 - Messages are transmitted to the EHR to request the profile information. If successful, the Rx Authorizations Profile Summary view appears.
 - A record is added to **Patient History** to document that the Rx Authorizations Profile was accessed. The User, Event (EHR Profile), Activity (Access Reason), and Comments (name of the profile requested and reason entered) are recorded.



propel Patient

BRACKETING, CABINED
 Jan 01, 1985 (40) M (999) 999-9999
 PHN: 0009735358496 English
 ID: 12335

Plans: PC/CA
Allergies: APIXABAN, AMOXICILLIN, CIPROFLOXACIN...
Conditions: HYPERTENSION, DIABETES MELLITUS, DL...
Groups: Dosette Group 3 (CARD)

C-PACK

MPR 35%
128/365

BRACKETING, ... THIRD PARTY CLINICAL PROFILE **HISTORY** PROGRAMS PREFERENCES ATTACHMENTS NOTES

Rx

Entered	User	Event	Activity	Comments
Apr 11, 2025 08:20	SD	EHR Profile	Access Reason	RX AUTHORIZATIONS: checking profile

- If more than 999 records are found, a "106 Selection criteria chosen resulted in too many matches" error is returned by the EHR. Reduce the date range and resubmit the profile request.

Propel Rx - EHR Response

EHR Response TRX X0

Response Status: Failed

106 Selection criteria chosen resulted in too many matches



OK

Overview of the Rx Authorizations Profile Summary View




The table below outlines the different components of the Rx Authorizations Profile Summary view and their descriptions.

Component	Description of the Rx Authorizations Profile Summary Component
Patient Information	Displays the patient's name, PHN, gender, age, and date of birth. "(Keyword Protected)" also displays here if the patient's data is masked.
Clinical Condition Information	Displays Clinical Conditions as recorded for the patient on the EHR, including:
	Condition: name of the Clinical Condition.
	Chronic Indicator: indicates if the condition is chronic.
	Date Reported: effective date of the condition.
	Reported By: indicates who reported the patient's condition.



Component	Description of the Rx Authorizations Profile Summary Component
	Comment Date: date that the comment (note) was entered along with information about the healthcare professional who entered it, including the prescriber type and license number.
	Comment: note that was entered for the condition, if any.
Adverse Reaction Information	Shows any Adverse Drug Reactions (ADRs) the patient has experienced, as recorded for the patient on the EHR, including:
	DIN: DIN associated to the ADR.
	Drug Name/Mfr: name of the drug associated to the ADR and its manufacturer.
	Date Reported: effective date of the ADR.
	Reported By: indicates who reported the patient's ADR.
	Comment Date: date that the comment (note) was entered along with information about the healthcare professional who entered it, including the prescriber type and license number.
	Comment: note that was entered for the ADR, if any.
Rx Authorizations Information	Displays Prescriptions in descending order by Written Date and includes details of each Prescription, including:  TIP: The columns in the Rx Authorizations grid can be resized and moved for better viewing.
	# of Day's Retrieved: indicates the number of days' worth of data that was retrieved based on the selection made in the EHR Reason for Access window.
	Filter: filters records by any field in the Prescription grid (e.g., drug/device name, EHR ID, prescriber license number, and Prescription status).
	Calendar Controls: filters Prescription records by the date selected. The calendar controls can be used alone or in combination with the Filter field.
	Prescription Expander  : expands the Prescription section, increasing the real estate to view Prescription information in the window.



Component	Description of the Rx Authorizations Profile Summary Component
	Active Only: filters the grid to only display the Prescriptions with an Active status on the EHR.
	Display Dropdown: filters the grid to only display the Prescriptions that are found in Propel Rx (Local), only exist on the EHR (Not Local), or exist both locally and on the EHR (Both).
	Local Flag: indicates if the Prescription is currently local.
	EHR ID: unique identifier for the Prescription on the EHR.
	Written Date: date the Prescription was written.
	Prescriber: information about the prescriber type (code that identifies the licensing body) and license number.
	Status: status of the Prescription. This can be: <ul style="list-style-type: none"> • Active • Revoked – if the Prescription was Revoked. • Completed – if entire QA has been Dispensed. • Obsolete – if the Prescription was Discontinued.
	Type: indicates if the Prescription is for a medication (Rx) or a device.  NOTE: Currently, devices may appear as Prescriptions as requirements to transmit devices still need to be standardized by the EHR.
	Adaptation Indicator  : indicates if the Prescription is an Adaptation or Adapted (original Prescription). The same icon is used for both types of Prescriptions; however, a user can hover over the icon to identify the type.
	Product Information: Includes drug name, strength, and dosage form. This is dependent on how the prescriber or pharmacy entered the Prescription at the time it was created and may not always follow this format.  NOTE: The EHR does not require a DIN, and one may not be provided. If a DIN was entered at the time the Prescription was created, it will be displayed in the Detailed view.



Component	Description of the Rx Authorizations Profile Summary Component
	Instructions: these are the instructions and additional instructions entered by the prescriber or pharmacy at the time the Prescription was created.
	Dose: displays the dose and dose unit for the Prescription if the data was entered by the prescriber.
	Frequency: displays the frequency and frequency code for the Prescription.
	QA and QD: indicates the quantity of drug that was authorized (QA) for the Prescription and the quantity that has been Dispensed so far (QD).
	Refills: a fixed value based on the QA and Max Disp Qty, irrespective of how the pharmacy Dispenses it. If QA = Max Disp Qty, the Refills = 0. If QA is greater than the Max Disp Qty, Refills is greater than 0. For narcotics, this value will always be 0 regardless of the QA and Max Disp Qty. For Historical Prescriptions Filled prior to the PPM upgrade, the Refills will be based on the amount remaining on the Prescription, and not the original QA.
Detail Rx	Opens the Prescription in the Rx Authorizations Profile Detailed Prescription view .
Download	Downloads the Prescription from the EHR Profile so a record is available locally for Dispensing in Propel Rx. For more information, see Downloading Prescriptions from the EHR .
OK	Closes the Rx Authorizations Profile window. Unlike other EHR Profiles, not all sections have to be viewed for the OK button to be enabled.




Rx Authorizations Profile Detailed Prescription View

The Rx Authorizations Profile Detailed Prescription view allows users to see additional information about a Prescription, including its Dispense history.


Propel Rx - EHR Activate Rx Details


Create Info


EHR Rx ID: 62839  Local ☒

Written Date: 10 Apr 2025 Local Rx #: 7560230

Effective Date: 10 Apr 2025 Status: Active

Prescriber: (91 - BC - Physician & Surgeon - XXAKQ) 

Entered By: PHARMACIST (BC000001CR) 


Updated By: (BC000001CR) 

DIN/GCN: 2407256

ATORVASTATIN: AURO-ATORVASTATIN: 10MG TABLET


QA: 360 Refills: 0

Total DS: 360 Max Dispense QTY: 360

Route: Oral Indication: 

No Sub: N QD: 180

Instructions

TAKE 1 TABLET DAILY 

Dispense History: 2 found

Drug Name Disp. Date Instructions DIN Comment	Prescriber Prescriber Type	Mfr. Date Entered	Qty Disc. Date	Strength Max Dose Disc. Source Location ID	Form Status Prescriber Type EHR Rx ID	Same Store Intervention Cd MMI Codes
ATORVASTATIN CALCIUM 10 Apr 2025 TAKE 1 TABLET DAILY 2407256	ABAFT (91 - BC - Physician & Surg.	AURO PHARMA IN	90	10 MG 1 BC000001CR	TABLET Filled 62839	Y UA
ATORVASTATIN CALCIUM 10 Apr 2025 TAKE 1 TABLET DAILY 2407256	ABAFT (91 - BC - Physician & Surg.	AURO PHARMA IN	90	10 MG 1 BC000001CR	TABLET Filled 62839	Y

Prescriber Note **Adaptation** **MMI and CS Code(s)** **Intervention Code(s)** **Update Status**

Detail **OK**

Accessing the Rx Authorizations Profile Detailed Prescription View

To access the Rx Authorizations Profile Detailed Prescription view:

1. Open the [Rx Authorizations Profile Summary view](#).
2. From the **Rx Authorizations** section, select a Prescription.
3. Select **Detail Rx**. The Detailed Prescription view opens.

Overview of the Rx Authorizations Profile Detailed Prescription View



The Detailed Prescription view is divided into several sections, each displaying specific information about the Prescription and its Dispenses.

- The **Create Info** section is located at the top left of the window. Additional buttons are located beneath the Prescription Info section.








- The **DIN/GCN** section is located at the top right of the window.
- The **Dispense History** is located at the bottom of the window.




The table below outlines the different components of the Rx Authorizations Profile Detailed Prescription view and their descriptions.

Component	Description of the Rx Authorizations Profile Detailed Prescription Component
Create Info	Displays details of the Prescription record (Create) on the EHR, including:
	EHR Rx ID: unique identifier for the Prescription on the EHR.
	<p>Additional Rx Info: the folder button  opens the EHR Additional Info window with additional information about the Prescription including:</p> <ul style="list-style-type: none"> • Change Reason: displays the reason that was entered when the Prescription status was changed, if applicable. • Compliance Packing Indicator: indicates if the Prescription was included in compliance packaging (Yes[Y] or No[N]). • Device Indicator: indicates if this Prescription is for a device (Yes[Y] or No[N]). • Folio Number: indicates the number that was printed on the triplicate/duplicate prescription for the controlled substance. • Last Update Location ID: displays the ID of the location that last updated the Prescription. • Last Update Timestamp: displays the timestamp that the Prescription was last updated. • Maximum Dispense Qty: displays the maximum quantity that can be Dispensed at any one time for the Prescription. • Office Use Indicator: Indicates if the Prescription was for a prescriber's office (O-Med) (Yes[Y]/No[N]). This indicator is set to Yes if a Prescription was submitted using a PHN that matched the O-Med PHN entered in More (...) > British Columbia > O-Med. • Previous EHR Rx ID: displays the Rx ID for the previous Authorization in the same Prescription chain. <p> NOTE: The Previous EHR Rx ID will always match the current EHR Rx ID unless the Prescription is an Adaptation.</p> <ul style="list-style-type: none"> • Rx Start Date: displays the earliest date at which the Prescription can be Dispensed. If the Prescription was processed in Propel Rx, this is the Rx Effective Date field in the Rx Detail Extended tab. • Trial Permission: indicates if the Prescription was a trial (Yes[Y]/No[N]).










Component	Description of the Rx Authorizations Profile Detailed Prescription Component
	<ul style="list-style-type: none"> Veterinary Indicator: indicates if the Prescription is for an animal (Yes[Y]/No[N]) (i.e., it was prescribed by a BC veterinarian).  NOTE: Since veterinarian Prescriptions are excluded from the Rx Authorizations Profile, this will always display as No.
	Adaptation Indicator  : Indicates if the Prescription is an Adaptation or Adapted (original Prescription). The same icon is used for both types of Prescriptions; however, a user can hover over the icon to identify the type.
	Local Flag: indicates if the Prescription is currently local in Propel Rx (e.g., if a Prescription was transferred out, it is no longer considered local).
	Written Date: displays the date the Prescription was written by the prescriber. If the Prescription was processed in Propel Rx, this is the Written Rx Date in the Rx Detail Extended tab.
	Local Rx #: displays the local Prescription number in Propel Rx.
	Effective Date: same as the Rx Start Date.
	Status: displays the current status of the Prescription. One of four statuses can display: <ul style="list-style-type: none"> Active Completed Obsolete Revoked
	Prescriber: information about the prescriber type (code that identifies the licensing body) and license number. The folder button  opens a window with the same information formatted in a chart.
	Entered By: displays the user role type and the location ID where the Prescription was entered. The folder button  opens the EHR Additional Info window with additional location details. For more information, see Location Details .
	Updated By: displays the location ID where the Prescription was last updated. The folder button  opens the EHR Additional Info window with additional location details. For more information, see Location Details .





Component	Description of the Rx Authorizations Profile Detailed Prescription Component
DIN/GCN	Provides detailed information about the drug/device/compound prescribed. How the information was entered by the prescriber (or pharmacy if they entered the Prescription on the prescriber's behalf) will determine what information is displayed in this section.
	<p>DIN/GCN: Drug Identification Number (assigned by Health Canada).</p> <p> NOTE: The EHR does not require a DIN and one may not be provided. If a DIN was entered at the time the Prescription was created, it will be displayed.</p>
	<p>Drug/Device/Compound Information: generic name, trade name, and information about the drug/device/compound, including strength, form, compound ingredients, etc., if they were entered in the Prescription. This is a required field.</p> <p> NOTE: The drug name is entered as free-form text and not standardized. Depending on how the Prescription was entered, you may see different formats for the drug/device/compound name.</p>
	QA: quantity authorized for the Prescription.
	Refills: a fixed value based on the QA and Max Disp Qty, irrespective of how the pharmacy Dispenses it. If QA = Max Disp Qty, the Refills = 0. If QA is greater than the Max Disp Qty, Refills is greater than 0. For narcotics, this value will always be 0 regardless of the QA and Max Disp Qty.
	Total DS: displays the days supply of the Prescription.
	Max Dispense QTY: displays the maximum quantity that can be Dispensed at any one time for the Prescription. For regular drugs, this is often the same as the QA. For narcotics, controlled drugs, and targeted substances, this may be less than the QA.
	Route: route of administration, if entered.
	Indication: indications for use. The folder button  opens an additional window that displays the full indication. You can also hover over the field to view the full indication.






Component	Description of the Rx Authorizations Profile Detailed Prescription Component
	 NOTE: If the Indication is Other, select the Prescriber Note folder button  for more information.
	No Sub: indicates if the prescriber allowed substitutions on the Prescription (Yes[Y]/No[N]), if entered.
	QD: quantity that has been Dispensed for the Prescription so far.
	Instructions: Displays the SIG and any additional instructions entered. Users can select the folder button  to view structured dosing information including dose, frequency, interval (as entered in the Rx Detail Extended tab), and instructions to the patient (entered by the prescriber or pharmacy acting on behalf of the prescriber).
Folder Buttons 	Prescriber Note: view read-only notes entered by the prescriber (pharmacy acting on behalf of the prescriber) at the time the Prescription was created. Only one prescriber note can be attached to a Prescription.
	Adaptation: view follow-up or rationale notes entered during an Adaptation.  NOTE: A maximum of 1000 characters can be displayed per note.
	MMI and CS Code(s): view Medication Management Incidence and Clinical Service Codes. These codes communicate information about medication incidents or actions taken on the Prescription (e.g., Adaptation).  NOTE: A maximum of 7 Medication Management Incidence (MMI) and Clinical Service (CS) Codes can be submitted to the EHR.
	Intervention Code(s): view intervention codes entered for the Prescription, if entered.  NOTE: There is no scenario in which these will be populated currently but that may change in the future.
	Update Status: Users can update the status of a Prescription to Aborted (Discontinued) or Revoked. A reason is required for updating the status. MMI and CS codes can also be entered when updating the status. For more information, see Updating Prescription Statuses on the EHR .



Component	Description of the Rx Authorizations Profile Detailed Prescription Component
Dispense History	Displays Dispenses made against the Prescription in descending order by date and includes details of each Dispense. The information displayed here is the same as existing EHR Profiles (e.g., Most Recent Dispenses, All Dispenses, etc.).
	Drug Name: displays the generic name of the drug based on a mapping the EHR uses against the DIN/PIN that was submitted for the Dispense.
	Disp. Date: displays the date the Dispense occurred (i.e., Fill Date).
	Instructions: displays the SIG for the Dispense.  NOTE: The SIG for Dispenses is limited to 80 characters based on current EHR capabilities.
	DIN: displays the DIN/PIN for the Dispense.
	Comment: displays the most recent note that was submitted for the Dispense, if any.
	Prescriber: displays the prescriber's last name.
	Prescriber Type: displays the prescriber type (code that identifies the licensing body) and license number. The Prescriber Type field to the left corresponds to the Dispense. The Prescriber Type on the right corresponds to the comment (note) if one was entered.
	Mfr.: displays the manufacturer for the drug.
	Date Entered: displays the date the comment (note) was entered for the Dispense. This is blank for Dispenses with no notes.
	Qty: displays the quantity for the Dispense.
	Disc. Date: displays the date the Dispense was Discontinued/Aborted.  NOTE: Going forward, once a Prescription is created, the Discontinue message will only Discontinue the Prescription Authorization and not each Dispense anymore.
	Strength: displays the strength of the drug.
	Max Dose: displays the maximum dose specified for the Dispense.



Component	Description of the Rx Authorizations Profile Detailed Prescription Component
	<p>Disc. Source: indicates where the Dispense was Discontinued.</p> <p> NOTE: Going forward, this field will not be populated anymore as the Discontinue message will Discontinue the Prescription Authorization and not the Dispense.</p>
	Location ID: displays the ID of the location that Dispensed the drug.
	Form: displays the form of the drug (e.g., tablet, capsule).
	Status: displays the status of the Dispense (e.g., Filled).
	EHR Rx ID: unique identifier for the Prescription on the EHR. This will be the same when being Dispensed off of the same Prescription (i.e., Prescription Authorization/Create).
	Same Store: indicates if the Dispense was entered by your pharmacy (Yes[Y]/No[N]).
	Intervention Cd: displays intervention codes that were submitted to the EHR with the Dispense.
	MMI Codes: users can select the folder button  to open the Medication Management and Clinical Service Codes window with information on the MMI and CS codes entered for the Dispense.
	Adaptation Indicator  indicates if the Prescription is an Adaptation.
Detail	Opens the Dispense in the Rx Authorizations Profile Detailed Dispense view .
OK	Closes the Rx Authorizations Profile Detailed Prescription view.



Rx Authorizations Profile Detailed Dispense View

The Rx Authorizations Profile Detailed Dispense view allows users to see key information about a particular Dispense in an easily readable format.

The screenshot shows a window titled "Propel Rx - EHR - Rx Details". It contains two main sections: "Dispense Info" and "Instructions".

Dispense Info:

- EHR Rx ID: 57015
- Local flag: ☒ Local
- Dispense Date: Dec 27, 2024
- Status: Filled
- Prescriber: (91 - XXAKQ - ABAFT)
- Entered By: BC000001CR
- Buttons: Record Note(s), MMI and CS Code(s)

Instructions:

- DIN/GCN: 2370921
- Medication: LINAGLIPTIN BOEHRINGER ING 5 MG TABLET
- Qty: 90
- Instructions: TAKE 1 TABLET DAILY
- OK button


Accessing the Rx Authorizations Profile Detailed Dispense View

To access the Rx Authorizations Profile Detailed Dispense view:






1. Open the [Rx Authorizations Profile Summary view](#).
2. From the **Rx Authorizations** section, select a Prescription.
3. Select **Detail**. The Detailed Prescription view opens.
4. From the **Dispense History** section, select a Dispense.
5. Select **Detail**.

Overview of the Rx Authorizations Profile Detailed Dispense View


The table below outlines the different components of the Rx Authorizations Profile Detailed Dispense view and their descriptions.

Component	Description of the Rx Authorizations Profile Detailed Dispense Component
Dispense Information	EHR Rx ID: unique identifier for the Prescription on the EHR.
	Adaptation Indicator  indicates if the Prescription is an Adaptation.
	Local flag: indicates if the Dispense was entered by your pharmacy at some point in time. This is based on the Same Store indicator.
	Dispense Date: displays the date that the Dispense occurred.




Component	Description of the Rx Authorizations Profile Detailed Dispense Component
	Status: displays the status of the Dispense.
	Prescriber: displays the prescriber type (code that identifies the licensing body), license number, and the first 5 characters of the prescriber's last name. The folder button  opens the EHR Additional Info window with the same information.
	Entered By: displays the location ID of the pharmacy that Dispensed the drug. The folder button  opens the EHR Additional Info window with additional location details. For more information, see Location Details .
Folder Buttons 	Record Note(s): view read-only notes entered for the Dispense. The date the note was entered, note text, and author (prescriber type and license number) are displayed. Only one record note can be attached to a Dispense. If a new note is transmitted, the existing note is overridden on the EHR.
	MMI and CS Code(s): view Medication Management Incidence and Clinical Service Codes. These codes communicate information about medication incidents or actions taken on the Prescription (e.g., Adaptation) that were entered for the Dispense.  NOTE: A maximum of 7 Medication Management Incidence (MMI) and Clinical Service (CS) Codes can be submitted to the EHR.
Drug Information	DIN/GCN: Drug Identification Number (assigned by Health Canada). This is a required field in the Detailed Dispense view.
	Drug/Device/Compound information – generic name and additional information about the drug/device/compound, including strength, form, compound ingredients, etc.  NOTE: In the Detailed Dispense view, the drug name is based on a mapping that uses the DIN/PIN of the Dispense. In comparison, the drug name in the Detailed Prescription view (Create) is based on the drug name that was transmitted by the prescriber or pharmacy that entered the Prescription. Therefore, you may notice a different display for the drug name between the two views, even if the drug is the same. This is more evident for mixtures, as the drug name in the Detailed Dispense view is only based on the PIN submitted.
	Qty: the quantity for the Dispense.



Component	Description of the Rx Authorizations Profile Detailed Dispense Component
	<p>Instructions: the instructions for the Dispense.</p> <p> NOTE: The character limit for instructions in the Detailed Prescription view (1000) is greater than the Detailed Dispense view (80). Therefore, instructions may appear cut off in the Detailed Dispense view if they exceed the character limit. This is an existing EHR limitation.</p>
OK	Closes the Rx Authorizations Profile Detailed Dispense view.

Location Details

The Location Details window allows users to retrieve location information about a prescriber that entered a Prescription on the EHR. This is useful when you need to connect with other healthcare professionals to ensure the best clinical care for patients.

 **NOTE:** Initially, the location will reflect the pharmacy that is creating the Prescription on behalf of the prescriber. As more prescribers are onboarded to PPM, the location will reflect the prescriber's location details.

Propel Rx - EHR Additional Info


Location Details

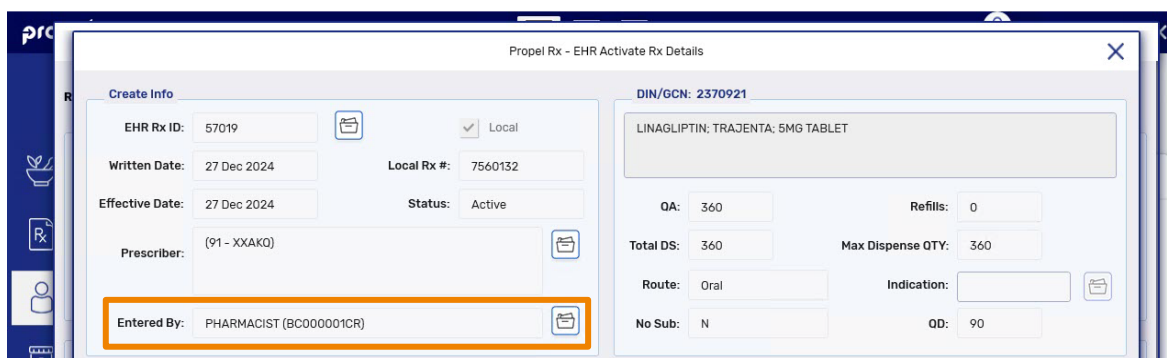
Field	Data
Name	MCKESSON ERXPP
ID	BC000001CR
Address Line 1	302 SLEEPING BEAR LANDING
Address Line 2	(3B) STAFFORDSHIRE
City	HARMONDSWORTH
Province	British Columbia
Postal Code	V1E3K8
Country	Canada
Phone	(555)7081270
Phone Type	NORMAL
Effective Date	Jan 06, 2020

OK




Accessing Location Details

1. Open the [Rx Authorizations Profile Summary view](#).
2. In the **Prescription Info** section, choose the applicable Prescription.
3. Select **Detail** to access more information about the Prescription. You can open the **Location Details** window either from the **Detailed Prescription view** or the **Detailed Dispense view**.
4. If you are opening the location details for a specific Dispense:
 - a. In the **Dispense History** section, highlight the specific Dispense you are interested in.
 - b. Click **Detail**.
5. Beside the **Entered By** field, select the folder button .




Propel Rx - EHR Activate Rx Details


Create Info

EHR Rx ID: 57019  Local ☒

Written Date: 27 Dec 2024 Local Rx #: 7560132

Effective Date: 27 Dec 2024 Status: Active

Prescriber: (91 - XXAKQ) 


Entered By: PHARMACIST (BC000001CR) 

DIN/GCN: 2370921

LINAGLIPTIN; TRAJENTA; 5MG TABLET

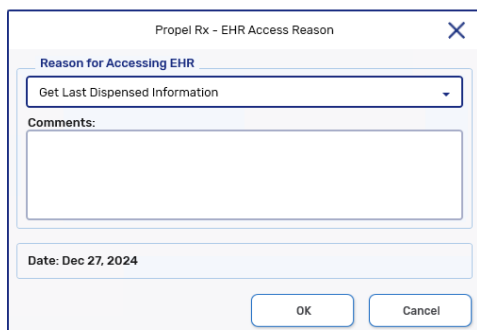
QA: 360 Refills: 0

Total DS: 360 Max Dispense QTY: 360

Route: Oral Indication: 

No Sub: N QD: 90

6. The **EHR Access Reason** window will appear. Choose a reason for accessing the information. Comments are optional.



Propel Rx - EHR Access Reason

Reason for Accessing EHR

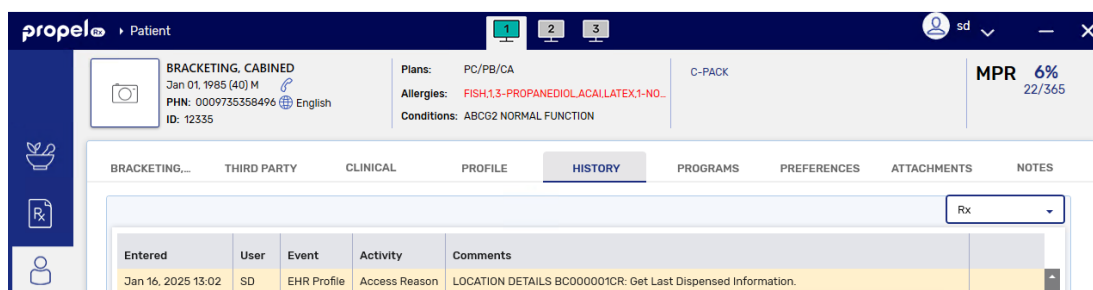
Get Last Dispensed Information

Comments:

Date: Dec 27, 2024

OK Cancel

7. Select **OK**. If the EHR provides a successful response, the **EHR Additional Info** window will open.
 - A record is added to the **Patient History** to document that the location details were accessed. The User, Event (EHR Profile), Activity (Access Reason), location ID of the pharmacy being queried, reason, and any comments are recorded.



propel Patient

BRACKETING, CABINED
Jan 01, 1985 (40) M
PHN: 0009735358496 English
ID: 12335

Plans: PC/PB/CA
Allergies: FISH,1,3-PROPANEDIOL,ACALLATEX,1-NO...
Conditions: ABCG2 NORMAL FUNCTION

C-PACK

MPR 6%
22/365

BRACKETING... THIRD PARTY CLINICAL PROFILE **HISTORY** PROGRAMS PREFERENCES ATTACHMENTS NOTES

Rx

Entered	User	Event	Activity	Comments
Jan 16, 2025 13:02	SD	EHR Profile	Access Reason	LOCATION DETAILS BC000001CR: Get Last Dispensed Information.



Overview of Location Details

The table below outlines the different location details and their descriptions.

Component	Description
Name	Displays the name of the prescribing location.
ID	Displays the location ID that uniquely identifies the prescribing location.
Address Line 1 & 2	Displays the street address of the prescribing location.
City	Displays the city where the prescriber is located.
Province	Displays the province where the prescriber is located.
Postal Code	Displays the postal code where the prescriber is located.
Country	Displays the country where the prescriber is located.
Phone	Displays the contact number of the prescriber, including the area code.
Phone Type	Indicates if the phone number is for normal use or fax.
Effective Date	Displays the date when the prescribing location became operational.
Termination Date	Displays the date when the prescribing location ceased operations, if applicable.
Access Reason	Displays the reason selected in the EHR Access Reason window.
Address Type	Specifies if the address is for mailing or other purposes (e.g., Payments, Site).



Rx Detail

The **Rx Detail** window is the main Prescription Filling screen. It displays all the information about a Prescription. Information can be edited and modified in this window prior to submission to the EHR and detailed in this window after adjudication.

Extended Tab

Written Rx Date and Rx Effective Date

Both the **Written Rx Date** and **Rx Effective Date** are sent to the EHR but depending on how the prescriber wrote the Prescription, these dates may be the same or different.

By default, the Rx Effective Date will be the same as the Written Rx Date for:

- New and Reauthorized Prescriptions
- Historical Prescriptions entered prior to the PPM upgrade

Users can update the Written Rx Date and Rx Effective Date for New and Reauthorized Prescriptions; the fields will be disabled for Refills.

The following constraints must be followed when populating these date fields:

- The Rx Effective Date can never be earlier than the Written Rx Date, however, the Rx Effective Date can be future dated in cases where the prescriber post-dated the prescription.
- The Fill Date can never be earlier than the Rx Effective Date, unless the Prescription is placed on Hold.
- Both dates cannot be left blank.

The screenshot shows the 'Rx Detail' window in the PROPEL RX BC PPM system. The 'Extended' tab is active, displaying various prescription fields. The 'Written Rx Date' and 'Rx Effective Date' are both set to 12/27/2024 and are highlighted with an orange box. Other visible fields include 'Labels' (0), 'Language' (English), 'Drug Name' (B - Generic & Trade), and 'Prescription' details like 'Interval Days' (0) and 'MR Code'.



Interval Days

The **Interval Days** field is used to input the number of days in between Prescription Fills, where applicable. This information is sent to the EHR and retained and disabled on Refills.

If Interval Days is 1, a **Frequency of Dispensing** MMI and CS Code must be selected for the Prescription. If a code is not selected upon **Fill**, a validation error appears, and the cursor focus is brought to the **CS Codes** field in the Rx Detail EHR tab. Once a Frequency of Dispensing MMI and CS Code is selected, it will be retained on Refill.




Contact PTS Customer Care

ptscustomer@ckesson.ca | 1.800.387.6093

Expiry Date

The **Expiry Date** field is used to manually input the expiry date for a Prescription, if desired. This date is sent to the EHR, if it is entered.

 **NOTE:** On the Rx Authorizations Profile, if no expiry date was entered at the time of creating the Prescription, the Rx Expiry Date will not appear, but the Prescription will only be valid for as long as current regulations dictate based on the written date.

Propel Rx - EHR Additional Info

Additional Information

Field	Data
Change Reason	
Compliance Packaging Indicator	N
Device Indicator	N
Folio Number	
Last Update Location ID	BC000001CR
Last Update Timestamp	2025/02/13 12:35:53
Maximum Dispense Qty	180
Office Use Indicator	N
Previous EHR Rx ID	59394
Rx Start Date	13 Feb 2025
Trial Permission	N

OK



EHR Tab

The EHR tab in Rx Detail allows users to view and enter details that are transmitted to the EHR for a Prescription (i.e., included in the Create message). Some fields in this tab are optional, while others are mandatory in certain or all circumstances. Certain defaults are applied automatically based on EHR requirements and the information entered in the Rx Detail Main tab. For fields that are mandatory and require user input, validations exist to guide users to populate these values where needed.

All fields described in this section are:

- Editable for New, Reauthorized, or Historical (i.e., existed before the PPM upgrade) Prescriptions.
- Read-only and auto-populated based on information returned from the EHR if the Prescription was Downloaded using the Rx Authorizations Profile.
- Read-only for Refills, unless the Prescription existed prior to PPM, in which case, they will be editable.
- Reset when the Prescription is Reauthorized.

propel RX Detail

Patient: BRACKETING, CABINED
 Jan 01, 1985 (40) M
 PHN: 0009735358496

Auth: 7560193
Rx Number: 7560193
Fill Type: RE-AUTH

Fill: Mar 13, 2025
Last Fill: Jul 04, 2024 (252 days ago) (DS: 10)
 Dialogue Required

Ready Time: Due: 11 days ago
 3/13/2025 07:27 AM

RX: 7560193 EXTENDED **EHR** THIRD PARTY NOTES

Patient: BRACKETING CABINED PHN: 0009735358496

Create

Rx ID: **Indications:** **Prev. Rx ID:** **No Sub:** No **Result:** **QA:** 180 **Max Disp Qty:** 180 **Total DS:** 180 **Route Code:** Oral **Folio #:**

Dosage Instructions

Dose: 1 **Capsule** **Frequency:** ONCE A DAY **X** 1

Medication Management Codes

MMI Codes: Prescription Management **CS Codes:** Lost Medication

9890 VAZBAGLBCK X1.9-10

RX HOLD ESCAPE PARK QUEUE FILL CLOSE REVERT







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Overview of the Rx Detail EHR Tab



The table below outlines the different components of the Rx Detail EHR tab and their descriptions.

Component	Description of the Rx Detail EHR Tab Component
Rx ID	Displays the EHR ID for the Prescription. The Rx ID is generated by the EHR when a Prescription is Filled or Downloaded. It is carried over on Refills.
Prev. Rx ID	Displays the Rx ID for the previous Authorization in the same Prescription chain. For Downloaded Prescriptions, the Prev. Rx ID will be the same as the Rx ID unless the Downloaded Prescription is an Adaptation. The Prev. Rx ID is blank if there was no previous Prescription in the chain.
Indications	<p>Displays the reason for which the drug was prescribed. The Indication is mandatory for non-PFS Prescriptions where the prescriber is a pharmacist in Propel Rx, excluding Adaptations or Extensions. Users can select the expander button  to search for and select an indication from the list. If an indication cannot be found, "Other Indication" can be selected. There is no default value for this field; it is populated by the user using a list.</p> <p> TIP: It is possible to use wildcard characters (%) to facilitate a search. For example, when searching for conditions pertaining to the urinary tract, you can enter "%urinary tract%."</p> <p> NOTE: If Other Indication is selected, the user is prompted to add a Create note with those details. For more information, see Notes Tab.</p> <p>If a user Adapts or Extends a Prescription that has an indication entered, the indication will be retained.</p>
No Sub	Indicates if a prescriber ordered no substitution for the drug. This is an optional field that is populated by the user using a dropdown (Yes or No). The default value is blank.
Result	<p>Displays whether the transaction was accepted by the EHR or failed. This field will not apply to Downloaded Prescriptions as the Create is not sent for them unless they were Adapted or Extended.</p> <p>The expander button  can open one of two views.</p> <ul style="list-style-type: none"> If the response had failed, the EHR Response window opens displaying additional details of the response.



Component	Description of the Rx Detail EHR Tab Component
	<ul style="list-style-type: none"> If the Prescription was placed on Hold, the TAC/TDU window opens displaying the DUEs if they were returned. If no DUEs were returned, the expander button will be disabled. <p> NOTE: If the Prescription was Filled, the TAC/TDU window can be opened from the Rx Detail > Third Party tab > expander button .</p>
QA	<p>Displays the quantity authorized value that is sent to the EHR. The QA is mandatory.</p> <p>The QA auto-populates based on the QA entered in the Rx Detail Main tab. If a TP Rule is entered for PharmaCare (PC), the conversion is applied to this value. If there are multiple TP Rules entered for PC, this field is left blank for the user to populate.</p>
Max Disp Qty	<p>Displays the maximum quantity that can be Dispensed at any one time. The Max Dispense Qty defaults to the QA (or QA – QD) for non-narcotics and Qty for narcotics. Users can override the default value if needed. A Validation Error will appear if the Max Disp Qty is greater than the QA.</p> <p>If a TP Rule is entered for PharmaCare (PC), the conversion is applied to this value. If there are multiple TP Rules entered for PC, this field is left blank for the user to populate.</p>
Total DS	<p>Displays the calculated days supply of the Prescription. The following formula is used to calculate the default Total Days Supply.</p> $Total\ Days\ Supply = (QA - QD) \times \left(\frac{DS}{Qty}\right)$ <p>If the QA, Qty, or DS is updated in Rx Detail, the Total DS is recalculated automatically. Users can override the default value if needed. The maximum days supply that can be entered is 999. Decimal places are not supported.</p>
Route Code	<p>Displays the route for the drug. The Route Code is mandatory for non-PFS Prescriptions where the prescriber is a pharmacist in Propel Rx, excluding Adaptations and Extensions. This field auto-populates based on the drug in the Prescription.</p>
Folio #	<p>Indicates the number printed on triplicate/duplicate prescriptions for controlled substances. This is a required field, excluding scenarios where the prescriber is a Propel Rx pharmacist, that must be populated by the user.</p>



Component	Description of the Rx Detail EHR Tab Component
	 NOTE: The majority but not all narcotic prescriptions require a folio # to be entered by the prescriber. If a folio # was not provided, enter "NA."
Dose	Displays the dose of the Prescription. Dose is mandatory for non-PFS Prescriptions where the prescriber is a pharmacist in Propel Rx, excluding Adaptations or Extensions. There is no default value for this field; it is populated by the user. The maximum dose can be 6 digits long. Up to 2 decimal places are supported.
Dose Unit	Displays the unit for the dose. Dose Unit is mandatory if a Dose was entered. There is no default value for this field; it is populated by the user using a dropdown.
Frequency	Together with the Frequency Code, indicates how frequently the drug is administered. By default, the Frequency is set to 99, which is the maximum value that can be entered. Users can override the default value if needed. Decimal places are not supported.
Frequency Code	Together with the Frequency, indicates how frequently the drug is administered. By default, the Frequency Code is set to "OTHERFREQUENCY" or for Refills of Historical Prescriptions entered before PPM, "LEGACY REFILL TRANSITION TO V70." This is a mandatory field if the Frequency field is populated. Users can override the default value if needed.
MMI and CS Codes	<p>The expander button  opens the Medication Management and Clinical Services Codes window to allow selection of up to 7 Medication Management Intervention (MMI) and Clinical Service (CS) codes. For each MMI code, a subset of CS codes is available for selection.</p> <p>To add MMI and CS Codes, locate the applicable MMI header and select the applicable CS code underneath. Users can double-click on a code or single-click and select the right (>>) arrow button.</p> <p>For Refills of Historical Prescriptions entered before PPM, the MMI code defaults to "Prescription Management" and CS code to "Legacy Prescription Refill."</p> <p>MMI and CS codes are mandatory in certain prescribing or dispensing scenarios (for more information, see Supplementary Table 1).</p>



Third Party Tab

The Third Party tab in Rx Detail allows users to view and enter details that are transmitted to the EHR for a Prescription Fill (i.e., included in the Dispense message).

propel RX Detail

LGPROFILEONE, TRXXONE
Oct 17, 1994 (30) F
PHN: 0009735351644

(999) 999-9999
English

Auth: 0
Rx Number: 0
Fill Type: NEW

Fill:
Last Fill:
Dialogue Required

Ready Time: Due in: 19 min. 24 sec
12/27/2024 01:04 PM

RX: NEW EXTENDED EHR **THIRD PARTY** NOTES

Claim: 1 of 2 Incomplete TP: PC Special Auth #: Special Services: Special Services 2: Special Services 3: Special Srv Fee: 0.00 TP Qty: 90.0 Product Selection: Fill Type: N - New/Reauth For Non-nar MMI/CS Codes:

DIN/PIN: 2370921 LINAGLIPTIN
Patient: LGPROFILEONE, TRXXONE W
Pharmacist: SD Alternative DIN: 2370921

For Claim For Reversal Modify Reversal
Intervention Intervention Add Remove

Code	Description	Recommendation	Type

9890
VAZBAGLBCX
XL8-20



RX ESCAPE PARK FILL CLOSE REVERT

Overview of the Rx Detail Third Party Tab

The table below outlines the different EHR components of the Rx Detail Third Party tab and their descriptions.

Component	Description of the Rx Detail Third Party Tab Component
Fill Type	<p>Indicates the type of Dispense that is being submitted. Fill Type defaults as follows:</p> <ul style="list-style-type: none"> N – New/ReAuth For Non-narcotic – for New or Reauthorized Prescriptions for non-narcotic drugs.



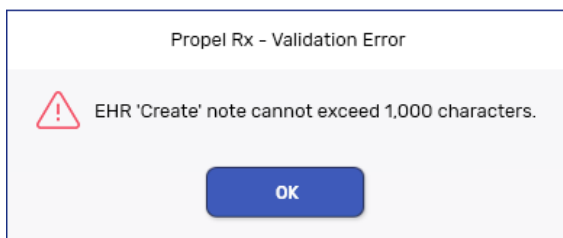
Component	Description of the Rx Detail Third Party Tab Component
	<ul style="list-style-type: none"> • P – Part-Fill First Fill – for New or Reauthorized Prescriptions for narcotic drugs. • Q – Part Fill Refill – for Refills of Prescriptions for narcotic drugs. • R – Refill for Non-narcotic – for Refills of Prescriptions for non-narcotic drugs. <p>Users can override the default value if needed by selecting a new option from the dropdown.</p>
MMI/CS Codes	<p>The expander button  opens the Medication Management and Clinical Services Codes window to allow selection of up to 7 Medication Management Intervention (MMI) and Clinical Service (CS) Codes. For each MMI code, a subset of CS Codes is available for selection.</p> <p>To add MMI and CS codes, locate the applicable MMI header and select the applicable CS code underneath. Users can double-click on a code or single-click and select the right (➤) arrow button.</p> <p>MMI and CS codes are mandatory in certain prescribing or dispensing scenarios (see Supplementary Table 1 for more information).</p>
TAC/TDU Response	<p>The expander button  opens the TAC/TDU Response window. This button is only enabled after the Prescription has adjudicated to PharmaCare.</p>



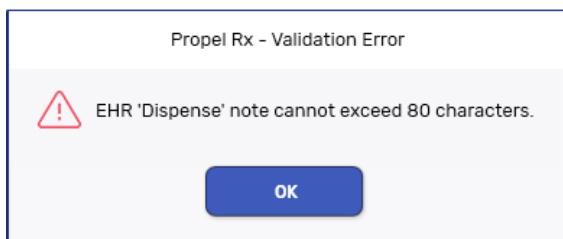
Notes Tab

Notes can be attached to the Prescription Authorization (Create) or its Dispense on the EHR.

- Create notes are entered by the prescriber or pharmacy on behalf of the prescriber. They can only be entered at the time of creating a Prescription. A maximum of one Create note up to 1000 characters can be entered.



- Dispense notes are entered by the pharmacy that performed the Dispense. They can be entered at any time by the pharmacy who submitted the Dispense. A maximum of one Dispense note up to 80 characters can be entered.



Once a note has been transmitted to the EHR, its text cannot be edited, and it cannot be removed.



NOTE: By default, all Historical notes entered in the Rx Detail Notes tab prior to the PPM upgrade will have the **EHR** checkbox and **Dispense** option selected for the note.

Submitting Notes Before Filling a Prescription

To submit a Prescription note prior to Filling a Prescription:

1. Process the New or Reauthorized Prescription until it reaches **Rx Detail**.



NOTE: You cannot enter a Create note for a Refill Prescription, unless it was a Refill of a Historical Prescription that was entered prior to the PPM upgrade.

2. Select the **Notes** tab.
3. Select **Add** to enter a new row and enter the note text.
4. Select the **EHR** checkbox for the note.



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propel RX BC PPM

RX Detail

BRACKETING, CABINED
Jan 01, 1985 (40) M
PHN: 0009735358496

Auth: 0
Rx Number: 0
Fill Type: NEW

Fill: Last Fill: 1/16/2025 03:33 PM

Ready Time: Due: 3 hr, 9 min ago

Dialogue Required

RX: NEW EXTENDED EHR THIRD PARTY NOTES

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Create		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		SD	Jan 16, 2025 19:02

Patient is resuming therapy after a 2-month period of non-compliance.

5. The dropdown becomes enabled. Select **Create** or **Dispense**.

- If the Prescription is a Refill, the Create option is not available.
- If an Indication of "Other" is selected in the **EHR** tab, you will be prompted to enter a Create note upon Fill or Hold if one is not entered.

Propel Rx - Validation Error

⚠ An EHR Create note is required when 'Other Indication' is selected as an indication.

OK

6. Select **Fill** or **Hold**.

Submitting Notes After Filling a Prescription

To submit a Prescription note after Filling a Prescription:

1. **Detail** the Prescription from the **Patient Profile** or **Workbench**.
2. Select the **Notes** tab.
3. If the note already exists, skip to step 4. To add a note, select **Add** and enter the note text.
4. Select the **EHR** checkbox for the applicable note.
 - If this is a New or Reauthorized Prescription placed on Hold, the **EHR** checkbox is disabled as the Prescription has already been created and there is no Dispense yet to attach the note to.
5. The dropdown becomes enabled. Only the **Dispense** option is available as a **Create** note can only be transmitted at the time of creating a Prescription. Select Dispense from the dropdown.

Propel Rx - RX Detail

LGPROFILEONE, TRXXONE
Oct 17, 1994 (30) F
PHN: 0009735351644

Auth: 7560133
Rx Number: 7560134
Fill Type: REFILL

Fill: Dec 27, 2024
Last Fill: Dec 27, 2024 (0 days ago) (DS: 90)

Ready Time: Due in: 11 min, 47 sec

Dialogue Required

RX: 7560134 EXTENDED EHR THIRD PARTY NOTES

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Dispense		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		SD	Dec 27, 2024 13:22

PPM is a forward looking solution for prescription management






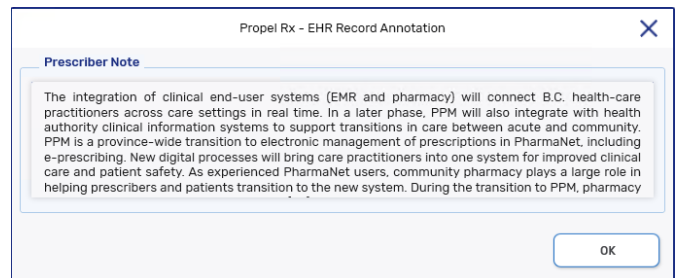
NOTE: Only one Dispense note is supported by the EHR. You can add more than one Dispense note in Propel Rx but only the most recent note will be displayed on the Rx Authorizations Profile.

6. Select **Save**.

Viewing Create Notes on the EHR

To view notes attached to a Prescription record (Create) on the Rx Authorizations Profile:

1. Open the [Rx Authorizations Profile Summary view](#).
2. From the **Rx Authorizations** section, select the applicable Prescription.
3. Select **Detail Rx**. The Detailed Prescription view opens.
4. Select the **Prescriber Notes** folder button . The EHR Record Annotation window opens.
5. Select **OK** once you have finished reviewing the note.




Viewing Dispense Notes on the EHR

To view notes attached to a Dispense on the Rx Authorizations Profile:

1. Open the [Rx Authorizations Profile Summary view](#).
2. From the **Rx Authorizations** section, select the applicable Prescription.
3. Select **Detail Rx**. The Detailed Prescription view opens.
4. The Dispense note can be viewed from two locations:
 - a. In the **Comment** field of the **Dispense History** section.

Dispense History: 2 found

Drug Name Disp. Date Instructions DIN Comment	Prescriber Prescriber Type	Mfr. Date Entered	Qty Disc. Date	Strength Max Dose Disc. Source Location ID	Form Status Prescriber Type EHR Rx ID	Same Store Intervention Cd MMI Codes
LINAGLIPTIN 27 Dec 2024 TAKE 1 TABLET DAILY 2370921	ABAFT (91 - XXAKQ)	BOEHRINGER ING 27 Dec 2024	90	5 MG 1 BC000001CR	TABLET Filled (P1 - XXBSA) 57015	Y UA 
LINAGLIPTIN 27 Dec 2024 TAKE 1 TABLET DAILY 2370921	ABAFT (91 - XXAKQ)	BOEHRINGER ING	90	5 MG 1 BC000001CR	TABLET Filled 57015	Y

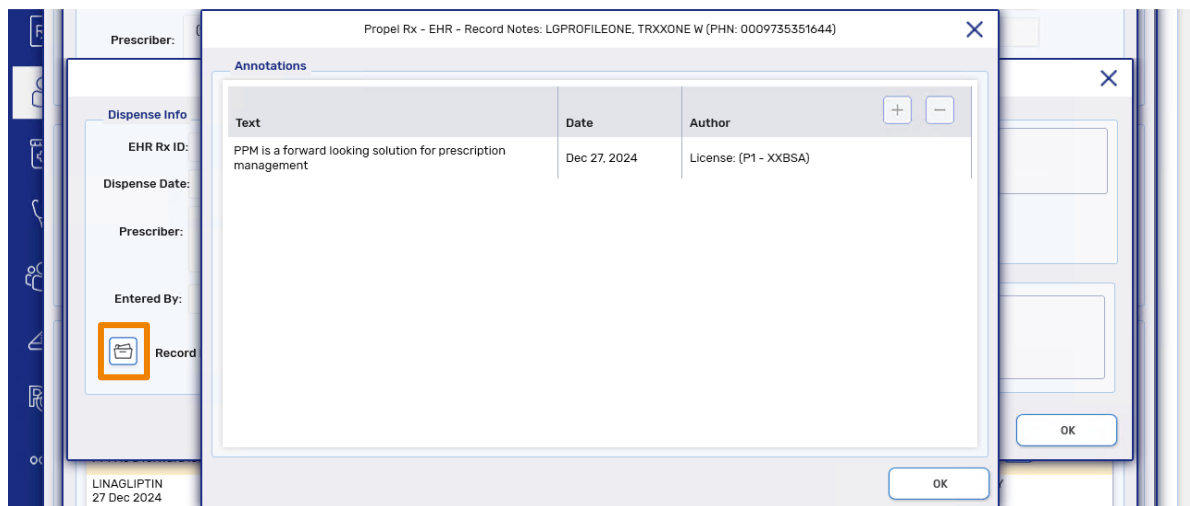
Detail OK

- b. By detailing the Dispense and selecting the **Record Note(s)** button .



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5. Select **OK** once you have finished reviewing the note.



Creating and Dispensing Prescriptions on the EHR

Creating Prescriptions on the EHR

When a New or Reauthorized Prescription is Filled or placed on Hold, a message is transmitted to create the Prescription on the EHR. Any future Dispenses made against the Prescription will then be linked to the Prescription record. Information that's inputted for the Prescription in Propel Rx will become part of the Prescription record on the EHR.


Creating New Prescriptions on the EHR

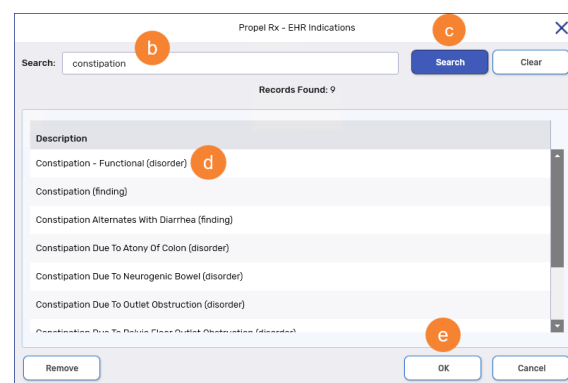
To record a Prescription on the EHR:

1. From the **Workbench** or **Patient Profile**, select **Intake**.
2. Do one of the following:
 - If the Prescription is new, enter the Prescription details.
 - If the Prescription already exists on the Patient Profile, select the **Profile** button > select the Prescription to Reauthorize > select **ReAuth**.
3. Select **Process**. The Prescription opens in Rx Detail.
4. Select the **Extended** tab.
5. In the **Extended** tab, review the **Rx Effective Date** field and update it if needed. For more information, see [Rx Detail Extended Tab](#).
6. Select the **EHR** tab.
7. Enter or update information in the following fields if desired. For fields that are mandatory and require user input, validations exist to guide users to populate these values where needed upon Fill/Hold/Queue. For more information on these fields, see [Rx Detail EHR Tab](#).

- **Indications** – this is only required for non-PFS Prescriptions where the prescriber is a pharmacist in Propel Rx, excluding Adaptations or Extensions.

To enter an indication:

- a. Select the expander button .
- b. Enter the indication in the given field. Wildcard (%) or partial searches are accepted.
- c. Select **Search**.
- d. Select the appropriate indication from the search results.
- e. Select **OK**.






NOTE: If an Indication of “Other” is chosen, a prescriber note is required. For more information, see [Notes Tab](#).

- **No Sub** – only if applicable. Otherwise, this is optional.
- **Total DS** – this is automatically calculated based on the QA, Qty, QD, and DS.



NOTE: The maximum days supply value is 999 (3 digits). If a 4-digit value is entered, an error will appear.

- **Max Dispense Qty** – this is automatically calculated based on the QA and QD for non-narcotics and Qty for narcotics.
- **Route Code** – this is automatically populated based on the drug in the Prescription. The Route Code is only required for non-PFS Prescriptions where the prescriber is a pharmacist in Propel Rx, excluding Adaptations or Extensions.
- **Folio #** – this is required for controlled substances prescribed by a prescriber (i.e., not a Propel Rx pharmacist). In cases where a narcotic prescription does not have a folio number, enter “NA.”
- **Dose** – this is required only for non-PFS Prescriptions where the prescriber is a pharmacist in Propel Rx, excluding Adaptation or Extensions.
- **Dose Unit** – this is required if a dose is entered.
- **Frequency** – by default, this is set to 99 (the maximum allowable value or 2 digits).
- **Frequency Code** – by default, this is set to “OTHERFREQUENCY.”
- **MMI and CS Codes** – MMI and CS Code(s) are required in certain prescribing or dispensing situations. For guidance, see [Supplementary Table 1](#).

- Select the expander button



- Dropdown the appropriate MMI header.

- Double-click on the appropriate CS code or select the CS code and select the >> button.

- Repeat steps b – c to add additional CS codes, up to a maximum of 7 if needed.

- Select **OK**.

- If the Prescription is being Filled, information about the Dispense can be entered in the Third Party tab. For more information, see [Sending Dispenses to the EHR](#).
- Select **Fill** or **Hold**.
- If any warnings are returned by the EHR, the EHR Response window opens. After reviewing the warnings, select **OK**.



- The **TAC/TDU Response** window opens. Review the claim information and use the vertical scroll bar to review all DUEs, detailing them if necessary. Select **OK**.



NOTE: If the Prescription was placed on Hold, the TAC/TDU Response window still appears if a DUE response was returned by the EHR, however no claim information will display. The Dispense Date field will be populated with the Written Date of the Prescription. You can refer to the Filled/Not Filled status to determine if the Prescription was Dispensed. If no DUE information was returned, the TAC/TDU Response window will not appear, but warnings may still be displayed.

Propel Rx - TAC/TDU Response (Rx# 7560240 - BRACKETING, CABINED O9 PHN: 0009735358496 M40) DOB: Jan 01, 1985 (Keyword Protected)

DIN/GP#/PIN: 2384701 Qty: 4 Max Daily Dose: 0.143

EHR Rx Id: [] Date Dispensed: Apr 11, 2025

Generic Name/Manufacturer: ALENDRONATE SODIUM Status: Filled

Directions: ONCE A WEEK

Practitioner Id: KXAKQ Practitioner Id Ref: 91 - BC - Physician & Surgeon Reference #: 653872

Drug Cost/Product Value: 0 BIN: 1 Status: B - Accepted with Rx price adjustment.

Response Code: []

Intervention Code: []

Message Data

Line 1: PLAN= S/A-N EXP= DRUG=00000.00 Line 2: ACC EXP=0000000.00 RBP=N LCA=N BEN= Line 3: RESTRICTION= FEE=000.00

DUE Summary - 3 DUE(s)

DUE Response	Interaction Advisory	Severity	Interaction Advisory Text
ME - Drug/Drug interaction potential	Drug To Drug Interaction	Moderate	ORAL BISPHOSPHONATES/ORAL MULTIVALENT CATIONS DEF IM
MK - Dose appears low	Dosage Outside Minimum Or Maxi		Minimum recommended daily dose is .500
DE - Fill/refill too late noncompliant	Fill Too Soon Or Too Late		Fill too late, expiry date of previous is 2025/03/18

Detail All DUE's in DUE Summary must be viewed to activate the OK button Response Status: Success 0 Operation successful OK

- The Claim Summary window opens. Review the claim responses and make any necessary waivers or adjustments. Select **OK**.

Propel Rx - Pricing Details - BRACKETING, CABINED PC/CA FUCIDIN H 2.81% CREAM (3) LEO

Requested Cost

Claim Summary

Requested: Cost: \$47.25 Markup: \$4.25 Fee: \$10.60 Total: \$62.10

PC Claim

Approved Difference: Cost: \$0.00 \$47.25 Markup: \$0.00 \$4.25 Fee: \$0.00 \$10.60 Plan Pays: \$0.00 Difference: \$62.10 CoPay/Ded: \$0.00

COB Claim

Diff: \$62.10 - Waived (Cost:

PC Paid: \$0.00 + COB Paid: \$0.00 = TP Paid: \$0.00

Difference: \$62.10 + CoPay/Ded: \$0.00 = Patient Pays: \$62.10

23.91% Gross Profit: \$14.85

Claim Response Code

TP	Code	Response Description
PC	CD	Patient not entitled to drug claimed

Claim Response Message

TP	Message
PC	PLAN= S/A-N EXP= DRUG=00000.00
PC	ACC EXP=0000000.00 RBP=N LCA=N BEN=

Refuse OK



If the Prescription was a reauthorization, the previous Authorization will be marked as Complete on the EHR if its QA has been exhausted. While it is not required to change the status of the previous Authorization, you can do so manually from the Rx Authorizations Profile. For more information, see [Updating the Status of Non-Local Prescriptions](#).



NOTE: With Adaptations and Extensions, the EHR will Discontinue (obsolete) the original Prescription on their end. For more information, see [Adapting and Extending Prescriptions on the EHR](#).

Creating New Prescriptions on the EHR from Historical Prescriptions

When a Historical Prescription that was entered prior to the PPM upgrade is Refilled, a message is transmitted to record the Prescription on the EHR. The process to record a Historical Prescription on the EHR is the same as described above. However, certain fields are defaulted in the **Rx Detail EHR** tab to reflect the Prescription existed prior to the PPM upgrade.

This includes:

- **Total DS** – days supply remaining on the Prescription = $(QA - QD) \times \left(\frac{DS}{Qty}\right)$
- **MMI Code** – Prescription Management
- **CS Code** – Legacy Prescription Refill
- **Frequency Code** – LEGACY REFILL TRANSITION TO V70
- **Frequency** – 99



NOTE: For Historical Prescriptions, the QA as displayed on the Rx Authorizations Profile is the quantity remaining on the Prescription ($QA - QD$). The number of repeats on the EHR is based on the quantity remaining on the Prescription $\left(\frac{QA - QD}{Max Disp Qty}\right) - 1$ and not the original quantity that was authorized.



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Troubleshooting EHR Warnings When Creating Prescriptions

“96 – RX EXISTS”

- Cause:** The Prescription that was submitted is a duplicate of an existing Prescription on the EHR in terms of prescriber, DIN (or drug), and Prescription date (if they are within 3 days of each other).
- Example:** If a Prescription was submitted for a days supply of 1 and then another Prescription was submitted the next day for the same prescriber and drug, this warning would be returned.
- Resolution:** Assess whether both Prescription Authorizations are valid.
 - If the duplicate record was created in error, you must update the status of the incorrect record to **Revoked**.
 - If the Prescription was local, [Refuse](#) it and select the Revoke option. If the Prescription was placed on top of the previous Prescription (i.e., in the same chain), use the [Update Status](#) feature on the Rx Authorizations Profile.
 - If the Prescription was non-local, use the [Update Status](#) feature on the Rx Authorizations Profile.
 - If a new Prescription Authorization was received (i.e., both authorizations are valid), you can update the status of the previous Authorization to **Obsolete** with a reason of **“Alternate Prescription Prescribed.”**
 - If the Prescription was local, [deselect its Active checkbox](#) from the Patient Profile. If the new Prescription was placed on top of the previous Prescription (i.e., in the same chain), use the [Update Status](#) feature on the Rx Authorizations Profile.
 - If the Prescription was non-local, use the [Update Status](#) feature on the Rx Authorizations Profile.

Propel Rx - EHR Response

EHR Response TRX X1

Patient: BRACKETING, CABINED OG
 PHN: 0009735358496 Gender: Male
 Date of Birth: Jan 01, 1985
 EHR Rx ID: 64656

Response Status: Successful
 0 Operation successful

⚠ Warning(s):
 • 96 Rx Exists

OK

“95 – RX EXISTS WITH DIFFERENT DATA”

- Cause:** The Prescription that was submitted is a duplicate of an existing Prescription on the EHR in terms of DIN (or drug) and Prescription date (if they are within 3 days of each other). This warning can appear under the same conditions as the “96 – Rx Exists” warning except the prescribers are different.
- Example:** If a Prescription was submitted with the wrong prescriber and then a new Prescription was created with the correct prescriber, this warning would be

Propel Rx - EHR Response

EHR Response TRX X1

Patient: BRACKETING, CABINED OG
 PHN: 0009735358496 Gender: Male
 Date of Birth: Jan 01, 1985
 EHR Rx ID: 64652

Response Status: Successful
 0 Operation successful

⚠ Warning(s):
 • 95 Rx Exists With Different Data

OK



returned if the incorrect Prescription was not Revoked. This could also occur if the patient was multi-doctoring.

- **Resolution:** Assess whether both Prescription Authorizations are valid.
 - If the duplicate record was created in error, update the status of the incorrect record to **Revoked**.
 - If the Prescription was local, [Refuse](#) it and select the Revoke option. If the new Prescription was placed on top of the previous Prescription (i.e., in the same chain), use the [Update Status](#) feature on the Rx Authorizations Profile.
 - If the Prescription was non-local, use the [Update Status](#) feature on the Rx Authorizations Profile.
 - If a new Prescription Authorization was received (i.e., both authorizations are valid), you could update the status of the previous Authorization to **Obsolete** with a reason of **"Alternate Prescription Prescribed."**
 - If the Prescription was local, [deselect its Active checkbox](#) from the Patient Profile. If the new Prescription was placed on top of the previous Prescription (i.e., in the same chain), use the [Update Status](#) feature on the Rx Authorizations Profile.
 - If the Prescription was non-local, use the [Update Status](#) feature on the Rx Authorizations Profile.



Using the Additional Instructions Function

If Prescription instructions exceed the maximum character limit of the Rx Detail SIG field, use the Additional Instructions function. Instructions entered in the Additional Instruction Label window are transmitted to the EHR when a Prescription is created and print on a separate vial label from the instructions entered in the Rx Detail SIG field.



NOTE: Additional Instructions will not be transmitted on any Dispenses due to the current EHR limitation of 80 characters for instructions.

To use the Additional Instructions function:

1. Open the incomplete Prescription in Rx Detail.
2. Select **Rx > Add'l Instructions**. The Additional Instruction Label window opens.
3. Enter the instructions in the Additional Text section.

Propel Rx - Additional Instruction Label

Additional Text

For the first 3 days, take 4 tabs qam c food.
For the next 3 days, take 3 tabs qam c food.
For the next 3 days, take 2 tabs qam c food.
For the last 3 days, take 1 tab qam c food.

Label Preview

FOR THE FIRST 3 DAYS, TAKE 4 TABLETS EACH MORNING WITH FOOD.
FOR THE NEXT 3 DAYS, TAKE 3 TABLETS EACH MORNING WITH FOOD.
FOR THE NEXT 3 DAYS, TAKE 2 TABLETS EACH MORNING WITH FOOD.
FOR THE LAST 3 DAYS, TAKE 1 TABLET EACH MORNING WITH FOOD.

OK Cancel

4. Select **OK**.
5. Continue to process the Prescription as usual.



Trial Prescriptions

Under the Trial Prescription Program, medications can be Dispensed at a smaller quantity than indicated on the Prescription to gauge whether the patient can tolerate the medication and use the full supply. For a list of drugs that are eligible under the program, see [Trial Prescription Program – Province of British Columbia](#).

To Fill a trial Prescription:

1. From the **Workbench** or **Patient Profile**, select **Intake**.
2. Enter the Prescription details:
 - Patient
 - Prescriber
 - Drug
 - QA and Qty
 - SIG
 - DS
3. Select **Process**. The Prescription opens in Rx Detail.
4. Select the **Third Party** tab.
5. For the PharmaCare plan, select **Add**.
6. From the **Intervention** dropdown, select “MT – Trial Rx Program.”

The screenshot displays the 'RX Detail' form in the PROPEL RX BC PPM system. The form is titled 'BRACKETING, CABINED' and shows patient information (Jan 01, 1985 (40) M, PHN: 0009735358496) and prescription details (Auth: 0, Rx Number: 0, Fill Type: NEW). The 'THIRD PARTY' tab is selected, showing a list of interventions. The 'Intervention' dropdown is set to 'MT - Trial Rx Program'. The 'Special Auth #' field is empty, and the 'Special Services' dropdown is set to 'Special Services:'. The 'Special Srv Fee' is 0.00, and the 'TP Qty' is 14.0. The 'Product Selection' dropdown is set to 'N - New/Reauth For Non-nar'. The 'MMI/CS Codes' field is empty. The 'Ready Time' is 'Due in: 19 min, 27 sec'.





NOTE: You cannot submit a Trial Rx claim if the patient is covered under a federally funded program (i.e., Veteran Affairs, Non-Insured Health Benefits (NIHB), Royal Canadian Mounted Police (RCMP), Canadian Armed Forces). A prompt will appear upon Fill if the MT intervention code is added for any of these plans.



7. Select **Fill**.

A "Trial Rx" indicator will appear on the hard copy, official receipt, and e-File copy for the Prescription.

Propel Rx - Validation Error

MT intervention code is not permitted for Non-Insured Health Benefits.

OK

Propel Rx - RX e-File Copy

Rx #: 7560141 RE-AUTH Trace #: 422714

Patient		Prescriber	
CABINET BRACKETING PHN: 0009735358496		LAUREATE ABAFT	
Gender: Male	DOB: Jan 1, 1985 AGE: 40	License #: XXAKQ	
289 FAR/JEDN VISTAr, Surrey, British Columbia, V4V5V6		41 SPARKGREEN STREET, DORCHESTER, British Columbia, V1R 8H1	
Phone #:		Phone #: () -	
		Fax #:	

Prescription		Billing	
14	DULOXETINE 30MG	New price: \$23.06	Old Price: \$27.30 PC/CA
ACCEL-DULOXETINE		Cost: \$5.46	Markup: \$7.00 Fee: \$10.60
TAKE 1 CAPSULE DAILY		Total: \$23.06	
DIN: 2522861	PIN: 2522861 Unit: Capsule(s)	GP: 76.32%	
Mfr: ACC Pk: 100 Lot: Exp:		DED: \$0.00 COP: \$23.06	
Auth #: 7560141 QA: 14 QD: 14 Days: 14		PC: \$0.00 CA: \$23.06	
Fill Date: Jan 17, 2025 LF: Jul 4, 2024 LF QTY:		PC:	
Rx Expiry Date:		Network info:	
Int. Code: MT Prod Set:		PC: CD-Patient not entitled to drug claimed	
		PC: ACC EXP=0000000000 RBP=N LCA=N BEN=	
		PC: PLAN= S/A/NEXP= DRUG=00000000	

COMPLETED / ACTIVE

Trial Rx

Workflow Details

	Completed On	By
Data Entry	January 17, 2025 12:15 PM	SD
Packaging		

Pharmacist Signature:

Prescription

Print Cancel

9890 VAZBAGLBCX X1.8-20

SEARCH RX CORRECT INTAKE REFILL DETAIL PROCESS SAVE CLOSE REVERT



Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

Sending Dispenses to the EHR

When a New or Reauthorized Prescription is Filled, a Dispense message is transmitted for the Prescription. Each Dispense is linked to the Prescription record (Create) on the EHR. Information for a Dispense can be entered in the **Third Party** tab of **Rx Detail**.

To send Dispense information to the EHR:

1. Refill or enter a new Prescription for a patient.
2. If the Prescription is New or a Reauthorization, complete steps 2 – 8 of [Creating New Prescriptions on the EHR](#).
3. In **Rx Detail**, select the **Third Party** tab.
4. Enter or update information in the following fields if desired. For more information on these fields, see [Rx Detail Third Party Tab](#).
 - **Fill Type** – displays the Fill Type code being transmitted for the Dispense. This is defaulted for the user as follows:
 - **N – New/ReAuth For Non-narcotic** – for New or Reauthorized Prescriptions for non-narcotic drugs.
 - **P – Part-Fill First Fill** – for New or Reauthorized Prescriptions for narcotic drugs.
 - **Q – Part Fill Refill** – for Refills of Prescriptions for narcotic drugs.
 - **R – Refill for Non-narcotic** – for Refills of Prescriptions for non-narcotic drugs.





NOTE: Prior to PPM, the Fill Type was sent in the backend. This field is now visible from the frontend.

The screenshot displays the 'RX Detail' interface for a patient named LGPROFILEONE, TRXXONE. The 'THIRD PARTY' tab is active. Key fields include:

- Claim:** 1 of 2, Incomplete, TP: PC
- DIN/PIN:** 2385341, METFORMIN
- Patient:** LGPROFILEONE, TRXXONE W
- Pharmacist:** SD, Alternative DIN: 2385341
- Special Auth #:** (empty)
- Special Services:** (empty)
- Special Services 2:** (empty)
- Special Services 3:** (empty)
- Special Srv Fee:** 0.00, **TP Qty:** 180.0
- Product Selection:** (empty)
- Fill Type:** N - New/Reauth For Non-nar (selected from dropdown)
- MMI/CS Codes:** (empty)

At the bottom, there are sections for 'For Claim' and 'For Reversal', each with an 'Intervention' field. Buttons for 'Add' and 'Remove' are located at the bottom right.



- **MMI and CS Codes** expander button  – MMI and CS Code(s) are required in certain prescribing or dispensing situations. For guidance, see [Supplementary Table 1](#).
 - a. Select the expander button .
 - b. Dropdown the appropriate MMI header.
 - c. Double-click on the appropriate CS code or select the CS code and select the >> button.
 - d. Repeat steps b – c to add additional CS codes, up to a maximum of 7 if needed.
 - e. Select **OK**.
- 5. Select **Fill**.
- 6. If any warnings are returned by the EHR, the EHR Response window opens. After reviewing the warnings, select **OK**.
- 7. The TAC/TDU Response window opens. Review the claim information and use the vertical scroll bar to review all DUEs, detailing them if necessary. Select **OK**.
- 8. The Claim Summary window opens. Review the claim responses and make any necessary waivers or adjustments. Select **OK**.

If the Prescription was a reauthorization, the previous Authorization will be marked as Complete on the EHR if its QA has been exhausted. While it is not required to change the status of the previous Authorization, you can do so manually from the Rx Authorizations Profile. For more information, see [Updating the Status of Non-Local Prescriptions](#).



NOTE: With Adaptations and Extensions, the EHR will Discontinue (obsolete) the original Prescription on their end. For more information, see [Adapting and Extending Prescriptions on the EHR](#).



TAC/TDU Response Window

The **TAC/TDU Response** window houses information that's returned from the EHR after a Prescription and/or its Dispense has been submitted to the EHR. It contains two types of information:

- **TAC** – claim information
- **TDU** – drug utilization evaluation (DUE) information which can include:
 - Drug-to-drug interactions
 - Drug and Adverse Drug Reaction (ADR) interactions
 - Minimum or maximum dosage evaluations
 - Duplicate ingredient or therapy
 - Compliance evaluations (i.e., if the Refill occurred late)

The top half of the window includes details of the drug being Dispensed currently. The bottom half of the window includes DUE information for the interacting drug that was Dispensed previously. All DUEs must be viewed using the scroll bar, if applicable, before the **OK** button is enabled. Highlight a DUE and then select **Detail** to view additional information.

Depending on what's returned by the EHR, some or all fields in the TAC/TDU Response window are populated.

The screenshot displays the TAC/TDU Response window, which is divided into two main sections: a summary view and a detailed view.

Summary View (Top):

- Propel Rx - TAC/TDU Response (Rx# 7560240 - BRACKETING, CABINED OG PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected))**
- DIN/GP# /PIN:** 2384701 **Qty:** 4 **Max Daily Dose:** 0.143
- EHR Rx Id:** [Blank] **Date Dispensed:** Apr 11, 2025
- Generic Name/Manufacturer:** ALENDRONATE SODIUM **Status:** Filled
- Directions:** ONCE A WEEK
- Practitioner Id:** XXAQ **Practitioner Id Ref:** 91 - BC - Physician & Surgeon **Reference #:** 653872
- Drug Cost/Product Value:** 0 **BIN:** 1 **Status:** B - Accepted with Rx price adjustment.
- Response Code:** [Blank] **Intervention Code:** [Blank]
- Message Data:**
 - Line 1:** PLAN= S/A+N EXP= DRUG=0000.00
 - Line 2:** ACC EXP=000000.00 RBP=N LCA=N BEN=
 - Line 3:** RESTRICTION= FEE=000.00
- DUE Summary - 3 DUE(s)**

DUE Response	Interaction Advisory	Severity	Interaction Advisory Text
ME - Drug/Drug interaction potential	Drug To Drug Interaction	Moderate	ORAL BISPHOSPHONATES/ORAL MULTIVALENT CATIONS :DEF :M
MK - Dose appears low	Dosage Outside Minimum Or Maxi		Minimum recommended daily dose is 500
DE - Fill/refill too late noncompliant	Fill Too Soon Or Too Late		Fill too late, expiry date of previous is 2025/03/18



Detail View (Bottom):

Propel Rx - TAC/TDU Response Detail (Rx# 7560240 - BRACKETING, CABINED OG PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected))


- DIN/GP# /PIN:** 2384701 **Qty:** 4 **Max Daily Dose:** 0.143
- EHR Rx Id:** [Blank] **Date Dispensed:** Apr 11, 2025
- Generic Name/Manufacturer:** ALENDRONATE SODIUM **Status:** Filled
- Directions:** ONCE A WEEK
- Practitioner Id:** XXAQ **Practitioner Id Ref:** 91 - BC - Physician & Surgeon **Reference #:** 653872
- Interaction Advisory Code:** Drug To Drug Interaction **Interaction Advisory Source Reference:** 18/903.00 **Interaction Advisory Severity Level:** Moderate
- Interaction Advisory Text:** ORAL BISPHOSPHONATES/ORAL MULTIVALENT CATIONS :DEF :M
- Due Response Status:** ME - Drug/Drug interaction potential
- Historical Drug Previously Filled:**
 - DIN/GP# /PIN:** 2237556 **Qty:** 60 **Max Daily Dose:** 3
 - EHR Rx Id:** [Blank] **Date Dispensed:** Apr 08, 2025
 - Generic Name/Manufacturer:** FERROUS FUMARATE **Status:** Filled
 - Directions:** TAKE 1 AND 1/2 TABLETS TWICE DAILY
 - Practitioner Id:** XXSA **Practitioner Id Ref:** P1 - BC - Pharmacist **Same Store Indicator:** Y
 - Drug Discontinuation Date:** Nov 11, 1111 **Drug Discontinuation Source:** [Blank]
 - Patient Pays:** [Blank] **Intervention Code:** [Blank]

Navigation: 1 of 3, OK, Cancel



When an EHR Rx ID is returned by the EHR, the folder button  adjacent to the field becomes enabled. Users can select this folder button  to open the Rx Authorizations Profile – Detailed Prescription view for the Prescription. However, if the EHR does not return an EHR Rx ID, this button will be disabled.

To view detailed Prescription information from the TAC/TDU Response window:

1. **Fill** or place a Prescription on **Hold**. The TAC/TDU Response window will appear if claim and/or DUE information is returned.
2. Select the folder button  beside the relevant **EHR Rx Id** field. The top EHR Rx Id pertains to the current Prescription, while the bottom one pertains to the interacting Prescription.
3. The **EHR Access Reason** window opens. Choose a reason for accessing the data and provide optional comments.
4. Select **OK**.
 - If the query is successful, the [Rx Authorizations Profile – Detailed Prescription view](#) opens.
 - A record is added to **Patient History** to document that the EHR Profile was accessed. The User, Event (EHR Profile), Activity (Access Reason), and any Comments (name of the profile requested and reason entered) are recorded.



Duplicate Therapy DUEs

When a Prescription is created or Dispensed on the EHR, a duplicate therapy drug use evaluation (DUE) can be returned if there is a match between the current Prescription and an existing Prescription for the same PHN, DIN, pharmacy, and transaction date. The management of a duplicate therapy DUE differs depending on whether you're Filling the Prescription or placing it on Hold.

- When a duplicate therapy DUE is returned after Filling a Prescription (i.e., submitting a Dispense), the Prescription will not be accepted by the EHR until the duplication is addressed, such as entering an intervention code.

Propel Rx - EHR Response

TAC/TDU

Response Status: Failed

121 This is a Duplicate Prescription

OK

- When a duplicate therapy DUE is returned after placing a Prescription on Hold (i.e., submitting a Create only), the warning only requires acknowledgement by selecting OK in the TAC/TDU Response window to proceed.

Propel Rx - TAC/TDU Response (Rx# 7560244 - BRACKETING, CABINED OG PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected))

DIN/GP#/PIN: 2384701 Qty: 28 Max Daily Dose: 0.143

EHR Rx Id: Date Dispensed: Apr 11, 2025

Generic Name/Manufacturer: ALENDRONATE SODIUM Status: Not Filled

Directions: ONCE A WEEK

Practitioner Id: XXAKQ Practitioner Id Ref: 91 - BC - Physician & Surgeon Reference #:

Drug Cost/Product Value: BIN: Status:

Response Code:

Intervention Code:

Message Data

Line 1: Line 2: Line 3:

DUE Summary - 4 DUE(s)

DUE Response	Interaction Advisory	Severity	Interaction Advisory Text
ME - Drug/Drug interaction potential	Drug To Drug Interaction	Moderate	ORAL BISPHOSPHONATES/ORAL MULTIVALENT CATIONS :DEF :M
MK - Dose appears low	Dosage Outside Minimum Or Max		Minimum recommended daily dose is .500
MX - Duplicate therapy	Duplicate Ingredient		New RX duplicates ingredient ALENDRONATE SODIUM

Detail

All DUE's in DUE Summary must be viewed to activate the OK button

Response Status:


OK Cancel



Prescription Submission Scenarios

In Propel RX, all patient statuses are associated with EHR functionality. In certain scenarios, you may be required to use a certain PHN to transmit a Prescription, or you may need to bypass the EHR because you are dispensing medications for a group or long-term care home.

The table below summarizes how to handle these unique Prescription submission scenarios. For more information on the first three scenarios, see [Processing an Office Use, Ward Stock, or Stock Transfer Prescription](#).

Scenario (Type of Patient)	Prescription Submission Method
Group or long-term care home	Create a Non-Retail Group and use the Facility Patient to submit Prescriptions for the home. These Prescriptions will bypass the EHR.
Pharmacy (stock transfer)	Create a Non-Retail Group and use the Facility Patient to submit Prescriptions for the pharmacy. These Prescriptions will bypass the EHR.
Doctor's Office (O-Med)	Create a Patient Folder for the doctor's office and enter your pharmacy's O-Med PHN in the PHN field. These Prescriptions will be submitted to the EHR with your O-Med PHN.
Animal	<p>Enter the Prescription for the animal under the owner's Patient Folder. If the prescriber is a veterinarian, "ANIMAL DISPENSE" will be automatically inserted at the front of the SIG upon Fill. You may be prompted to shorten the SIG if the auto-insertion of the "ANIMAL DISPENSE" tag exceeds the maximum character limit for the SIG.</p> <p> NOTE: Emergency Fills are not permitted for animal Prescriptions; you cannot use the MMI/CS code for emergency medication supply.</p>



Downloading Prescriptions from the EHR

With the introduction of PPM, Prescriptions can be Downloaded from the Rx Authorizations Profile.

To be eligible for Download, a Prescription must be non-local and have one of the following statuses:

- Active
- Complete
- Obsolete/Discontinue

Once a Prescription is Downloaded, it can be Dispensed or Adapted/Extended and then Dispensed at your pharmacy.



NOTE: You can Download an Obsolete Prescription and Adapt or Extend it if it was Adapted before. However, you cannot Dispense it. The following rejection is returned from the EHR if a Dispense is attempted.

Propel Rx - EHR Response

TAC/TDU

Patient: BRACKETING, CABINED
PHN: 0009735358496 **Gender:** Male
Date of Birth: Jan 01, 1985

Response Status: Failed
299 Dispense not allowed for this Rx

OK

Until all pharmacies are on PPM, you may still be required to contact the transferring pharmacy for a Prescription and perform the transfer in/out process in Propel Rx. For more information about the transfer in/out process, see [Transferring Prescriptions](#).



Overview of a Downloaded Prescription

Once a Prescription is Downloaded, a rendered image of it will appear on the left side of the Intake window.

Patient:
BRACKETING, CABINED

DOB: Jan 01, 1985
Age: 40
Phone: (____)____-____

Address Line 1: 289 FAR/JEON VISTAr

Gender: Male
PHN: 0009735358496
Profile

Ready Time:
20 min

Due in: 19 min, 51 sec

Download Date: Feb 13, 2025 13:56:16
ID: 57598 Status: Active
Prior RX ID: 57598

BRACKETING, CABINED
Male
PHN: 0009735358496 Keyword Protected
DOB: Jan 01, 1985

METFORMIN; APO-METFORMIN ER; 1000MG TABERGR24H
Compound Ingredients:
Compound Instructions:
DIN: 2460653

LN#: XXAKQ Practice Code: 91 - BC Physician & Surgeon
Location ID: BC000001CR

QA: 23.1 OD: 4.8 Repeats: 0 Total DS: 50
Max Disp. Qty: 23.1
SIG: **AS DIRECTED**

Frequency: OTHER FREQUENCY X 99
Dose:
Written Date: Jan 10, 2025 Interval: 0
Start Date: Jan 10, 2025 Expiry Date:
Last Disp. DIN/PIN: 2460653 Last Disp. Date: Jan 14, 2025

Folio Number:
☐ Indication For Use ☐ Do Not Substitute ☐ Do Not Adapt
☐ Note ☐ Trial Eligibility ☐ Compliance Pack
☐ Adaptation ☐ Adapted

☒ EHR Electronic Prescription Copy

New Prescription

Prescriber

Name:
ABAF, LAUREATE

Address:
41 SPARKGREEN STREET
License:
XXAKQ

Drug

Name:
APO-METFORMIN ER

Pack Size: 100 On Hand: 145

Qty Auth: 23.1 OD: 4.8 Qty:

SIG:
AS DIRECTED

AS DIRECTED

DS: Rep:

Notes

Exclude

Add to Workbench

Process

Cancel




The table below outlines the different components of a Downloaded Prescription in Intake and their descriptions.

Component	Description of the Downloaded Prescription Component
Download Date	Displays the date the Prescription was Downloaded. This appears in red if it is different from the current date to serve as an alert that additional updates may have been made since the Prescription was Downloaded, such as a Dispense. The user can




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Component	Description of the Downloaded Prescription Component
	re-Download the Prescription if desired and it will automatically replace the existing one on the Workbench.
ID/EHR Rx ID	<p>Unique identifier for the Prescription on the EHR.</p> <p> NOTE: The rendered Prescription in Intake displays information about the Prescription. To view information about Dispenses, such as the last quantity Dispensed, select the folder button  to open the Detailed Prescription view.</p>
Status	Displays the current status of the Prescription on the EHR.
Prior RX ID	The EHR Rx ID for the previous Authorization in the same Prescription chain. This is the same as the ID unless the Downloaded Prescription is an Adaptation.
Patient	Displays the patient's name, gender, PHN, date of birth, PHN, and an indication if the patient's data is protected by a keyword.
Drug	Displays the drug name, compound ingredients and instructions (if applicable), and DIN (if entered by the prescriber). Long drug names can be viewed by hovering over them.
Prescriber	Displays information about the license number, prescriber type (code that identifies the licensing body), and ID of the location that created the Prescription. The location ID can reflect the location of the prescriber or the pharmacy if they entered the Prescription on the prescriber's behalf. Users can select the folder button  to view additional location information. For more information, see Overview of Location Details .
Prescription Details	<p>QA: displays the quantity that was authorized for the Prescription. If the Prescription has already been Dispensed, the QA reflects the original quantity that was authorized, not the quantity remaining.</p> <p>QD: displays the quantity that has been Dispensed so far for the Prescription.</p> <p>Total DS: displays the days supply of the Prescription.</p> <p>Max Disp. Qty: displays the maximum quantity that can be Dispensed at any one time for the Prescription. For regular drugs, this is often the same as the QA. For narcotics, controlled drugs, and targeted substances, this may be less than the QA.</p>



Component	Description of the Downloaded Prescription Component
	Repeats: based on the QA and Max Disp Qty, irrespective of how the pharmacy Dispenses it. If QA = Max Disp Qty, Repeats = 0. If QA is greater than Max Disp Qty, Repeats is greater than 0.
	SIG: displays the SIG for the Prescription.
	Frequency: displays the frequency and frequency code for the Prescription.
	Dose: displays the dose and dose unit for the Prescription if the data was entered by the prescriber.
	Written Date: displays the date the Prescription was written.
	Interval: displays the interval specified for the Prescription.
	Start Date: displays the earliest date that the Prescription can be Dispensed (i.e., Rx Effective Date).
	Expiry Date: displays the expiry date of the Prescription.
	Last Disp. DIN/PIN: the DIN or PIN that was last Dispensed. This field is blank if the Prescription was not Dispensed previously.
	Last Disp. Date: the date the Prescription was last Dispensed.
	Folio Number: indicates the number printed on the triplicate/duplicate prescription for a controlled substance.
	Indication for Use: this checkbox is selected if an indication was entered for the Prescription. To view the indication, open the Rx Authorizations Profile Detailed Prescription view by selecting the folder button  at the top of the rendered Prescription.
	Do Not Substitute: this checkbox is selected if substitutions are not permitted.
	Do Not Adapt: this checkbox is selected if Adaptations are not permitted.



Component	Description of the Downloaded Prescription Component
	<p>Note: this checkbox is selected if there were Prescriber Notes, Instructions to the Patient, Follow-Up Plans, or Rationale entered for the Prescription. These notes can be viewed:</p> <ul style="list-style-type: none"> • Under the Notes section on the right side of the Intake window • On the electronic Prescription copy • In the Rx Detail Notes tab as a Create note with the EHR and Alert checkboxes ON and disabled. If multiple notes were entered, they will be combined into a single note in Propel Rx with descriptive headers.
	Trial Eligibility: this checkbox is selected if the Prescription is a trial.
	Compliance Pack: indicates if the Prescription is included in compliance packaging.
	Adaptation: indicates if the Prescription is an Adaptation of another Prescription.
	Adapted: indicates if the Prescription was Adapted.
EHR Electronic Prescription Copy	The electronic Prescription copy is automatically attached to the Downloaded Prescription and cannot be removed. Select the Attachments button  to open it.
Exclude	Removes the current Prescription from the Intake window. If the Prescription was not previously added to the Workbench (via the Add to Workbench button), it is removed from Data Entry and must be re-Downloaded if needed. If it was previously added to the Workbench, it remains in Data Entry.
Cancel	Closes the Intake window. If the Prescriptions were not previously added to the Workbench (via the Add to Workbench button), they are removed from Data Entry. If they were previously added to the Workbench, they remain in Data Entry.

Downloading Prescriptions from the Rx Authorizations Profile

To Download a Prescription from the Rx Authorizations Profile:

1. Open the **Rx Authorizations Profile**. For more information, see [Accessing the Rx Authorizations Profile Summary View](#).
2. Select one or more non-local Prescriptions to Download.



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TIP: Use the filter to find Prescriptions by status (i.e., Active, Completed, Obsolete).

3. Select **Download Rx**.

Rx Authorizations - Total 414

of Day's Retrieved: 730

Filter [] From: 4/12/2023 To: 4/11/2025 [x] Active Only [v] Both []

Local EHR ID	Written Date Prescriber	Status Type	Product Information Instructions	Dose Frequency	QA OD	Refills
50271	16 Aug 2024 (91 - BC - Phys)	Active Rx	HALOPERIDOL; APO-HALOPERIDOL; 0.5MG TABLET TAKE 1 AND 1/2 TABLETS TWICE DAILY	0 OTHER FREQUENCY X	120 0	6
50232	15 Aug 2024 (91 - BC - Phys)	Active Rx	GABAPENTIN; GABAPENTIN; 800MG TABLET TAKE 1 AND 1/2 TABLETS TWICE DAILY	0 OTHER FREQUENCY X	12 0	5
50231	15 Aug 2024 (91 - BC - Phys)	Active Rx	ALPRAZOLAM; APO-ALPRAZ; 0.5MG TABLET TAKE 1 AND 1/2 TABLETS TWICE DAILY	0 OTHER FREQUENCY X	12 2	5
50230	15 Aug 2024 (91 - BC - Phys)	Active Device	LEVOFLOXACIN; TEVA-LEVOFLOXACIN; 500MG TABLET TAKE 1 AND 1/2 TABLETS TWICE DAILY	0 OTHER FREQUENCY X	12 4	5

Detail Rx [] **Download Rx** [] OK []

The Intake window opens with the following information pre-populated from the EHR:

- **Patient**
- **Prescriber** – pre-populates if a matching prescriber was found in Propel Rx. If no address was entered by the prescriber, the primary address is chosen by default. Search for and select the correct address if needed.
- **Drug** – pre-populates if the DIN was entered by the prescriber.
- **SIG** – pre-populates if the SIG returned by the EHR is less than 120 characters. If the SIG is over 120 characters, it will not pre-populate.
- **Qty Auth** – this is the full quantity that was authorized for the Prescription. This cannot be changed.



TIP: If the Qty Auth needs to be adjusted, see [Adjusting the QA on a Downloaded Prescription](#) for more information.

- **QD** – this is the quantity that has been Dispensed so far for the Prescription. This cannot be changed.

4. If you want to view additional information about the Prescription such as its Dispenses:

- Select the folder button at the top of the rendered Prescription within the Intake window. The EHR Access Reason window opens.
- Enter a reason for accessing the patient's EHR Profile.
- Select **OK**. The Rx Authorizations Profile Detailed Prescription view opens.
- Review the Prescription information and select **OK** once done.

Propel Rx - EHR Access Reason [X]

Reason for Accessing EHR

[]

Date: Feb 12, 2025

OK [] Cancel []



5. Do one of the following:

- If the Prescription already exists on the Profile:
 - i. Select **Profile**.
 - ii. Select the applicable Prescription. You can only Reauthorize one Prescription at a time for a Downloaded Prescription.



ALERT: There is no validation against drug name when a Prescription is Reauthorized using the Profile button. Ensure you are selecting the correct Prescription to Reauthorize.


- iii. Select **ReAuth**.
- iv. Select **OK**. The drug, Qty, SIG, and DS from the last Fill are auto-populated in the Intake window. The Qty Auth and QD values will remain unchanged from what was Downloaded from the EHR and cannot be edited.



TIP: If the Qty Auth needs to be adjusted, see [Adjusting the QA on a Downloaded Prescription](#) for more information.

- v. Make any necessary adjustments to the Prescription information.
- If the Prescription is new for the patient:
 - i. Enter the remaining Prescription information.



TIP: The **Copy Rx** button  is unavailable for Downloaded Prescriptions at this time. However, the following fields on the rendered Prescription can be copied (CTRL + C or right-click) and pasted (CTRL + V or right-click) on the right. These include the:

- **PHN**
- **Drug**
- **LN#**
- **QA**
- **QD**
- **Total DS**
- **SIG**
- **Frequency**
- **Dose**

The screenshot displays the 'Propel Rx - Intake' interface. On the left, a sidebar contains icons for various functions. The main area is divided into sections: 'Patient' information (BRACKETING, CABINED), 'Download Date' (Feb 13, 2025), and a list of prescriptions. The 'New Prescription' section is highlighted, showing fields for 'Name' (APHORISM TOLERANT), 'Address' (6978 GELSTON VISTA), 'Drug' (OZEMPIC (1MG DOSE)), and 'Pack Size' (2). The 'On Hand' status is 0.





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NOTE: If you want to Adapt/Extend the Prescription, Intake the Prescription as if it were an Adaptation/Extension Prescription and then initiate the Adapt/Extend functionality from within Rx Detail to complete the process.

6. Review any information in the **Notes** section.
7. If multiple Prescriptions were Downloaded, use the left  and right  buttons to navigate between Prescriptions. Repeat steps 4 – 6 for the remaining Prescriptions.
8. Select **Process**. The Prescription opens in Rx Detail with information pre-populated from the EHR and Intake window.
9. *Optional:* Initiate the Adapt/Extend process if desired. For more information, see [Adapting and Extending Prescriptions on the EHR](#).
10. Update Prescription information in Rx Detail if needed. Certain fields cannot be modified and will be disabled. This includes:

- **QA**

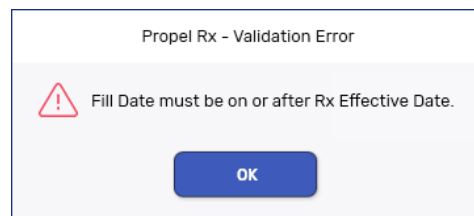


TIP: If the QA needs to be adjusted, see [Adjusting the QA on a Downloaded Prescription](#) for more information.

- **Interval Days, Written Rx Date, Rx Effective Date, and Rx Expiry Date** in the Extended tab



NOTE: If the Prescription is backdated using **Rx > Set Fill Date**, the Rx Effective Date will not be updated. The Set Fill Date also cannot precede the Rx Effective Date; a validation error will appear if this occurs.




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- All fields in the **EHR** tab.

11. Select **Fill** or **Hold**.
12. The EHR Profile for the patient opens if it has not been viewed yet during this encounter. Use the scrollbars if applicable to review all clinical conditions, all adverse drug reactions, and the last 15 Prescription records. Select **OK**.



NOTE: The **OK** button will not be enabled until you have scrolled through the minimum number of records outlined in this step.

13. The TAC/TDU Response window opens. Review any responses returned from the EHR, using the vertical scroll bar to view all DUEs. Select **OK**.
14. The **Claim Summary** window opens. Review the responses from the EHR and any Third Parties if applicable and make any necessary waivers. Select **OK**.

Adjusting the QA on a Downloaded Prescription

If you need to adjust the QA on a Downloaded Prescription, such as in the case of unit discrepancies, you must **enter the Prescription manually and Discontinue the existing Prescription from the Rx Authorizations Profile**.

To adjust the QA on a Downloaded Prescription:

1. **Escape** out of the Downloaded Prescription in Rx Detail or select **Cancel** in the Intake window.
2. Reopen the **Intake** window.
3. Use the **Select Image** button to select the e-Prescription that was Downloaded.
4. Enter the Prescription information in Intake.
5. Select **Process**.
6. In Rx Detail, select the **EHR** tab.
7. In the **Medication Management Codes** section, select the expander button



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- In the Medication Management and Clinical Services Codes window, dropdown the “Prescription Management” row and add the CS code of “Quantity Adjustment.”

- Select **OK**.
- Fill the Prescription as per usual process.
- Open the Rx Authorizations Profile and update the status of the existing Prescription to Obsolete (Discontinue).
 - Select the existing Prescription on the Rx Authorizations Profile Summary view.
 - Select **Detail**.
 - Select **Update Status**.
 - From the **Reason** dropdown, select Alternate Prescription Prescribed. A MMI and CS code is not required.
 - Select **OK**.




ALERT: Do not forget to Discontinue the existing Prescription on the Rx Authorizations Profile. Otherwise, duplicate authorizations will exist on the EHR!

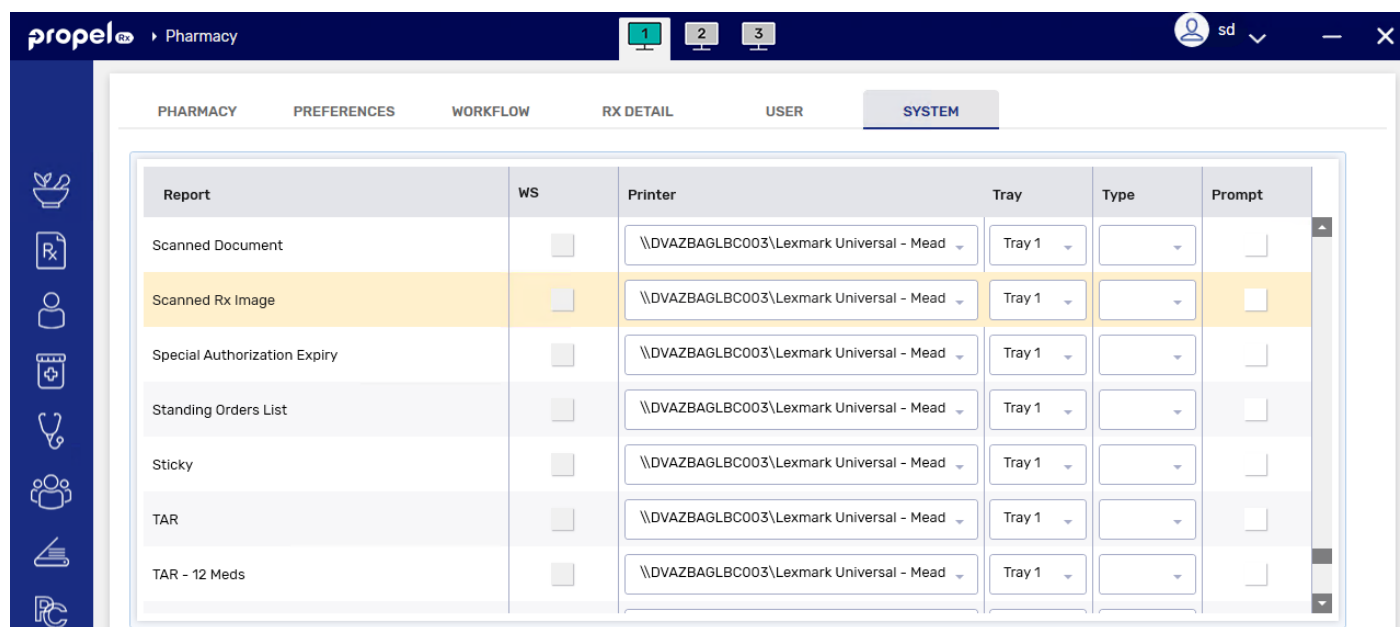


Electronic Prescription Copy

A physical copy of a Downloaded Prescription can be generated if required for Third Party audit or technical/clinical checking purposes. When a Prescription is Downloaded from the EHR, a rendered image of the electronic Prescription is attached to it.

- From the Intake window, the electronic Prescription copy can be viewed from the left and using the **Attachments** button .
- After the Prescription is processed, the electronic Prescription copy remains accessible in Propel Rx like any regular attachment such as from the Patient Profile, Rx Detail, Packaging, and Technical Validation/Clinical Review.
- On Refill, the electronic Prescription copy will be carried over as an attachment.

If needed, the electronic Prescription copy can be printed from the window it was accessed from using the printer button. The printer used will be based on the **Scanned Rx Image** row in **More (...) > Pharmacy > System**.



Report	WS	Printer	Tray	Type	Prompt
Scanned Document	<input type="checkbox"/>	\\DVAZBAGLBC003\Lexmark Universal - Mead	Tray 1		
Scanned Rx Image	<input type="checkbox"/>	\\DVAZBAGLBC003\Lexmark Universal - Mead	Tray 1		
Special Authorization Expiry	<input type="checkbox"/>	\\DVAZBAGLBC003\Lexmark Universal - Mead	Tray 1		
Standing Orders List	<input type="checkbox"/>	\\DVAZBAGLBC003\Lexmark Universal - Mead	Tray 1		
Sticky	<input type="checkbox"/>	\\DVAZBAGLBC003\Lexmark Universal - Mead	Tray 1		
TAR	<input type="checkbox"/>	\\DVAZBAGLBC003\Lexmark Universal - Mead	Tray 1		
TAR - 12 Meds	<input type="checkbox"/>	\\DVAZBAGLBC003\Lexmark Universal - Mead	Tray 1		

The information contained on the electronic Prescription copy is the same as the rendered Prescription that was displayed in Intake with the following additional data points:

- Route**
- Notes**
- Medication Management Codes**
- Disclaimer** – “THIS IS A REPRESENTATION OF THE PRESCRIPTION AUTHORIZATION FROM EHR FOR THIRD-PARTY AUDIT.”



EHR Electronic Prescription

Download Date: Apr 11 2025 09:56:01

INWOVE, DIVEST

Rx Id: 60993

Patient

INWOVE, DIVEST

Gender: Male

DOB: Jan 04, 1980

PHN: 0009735385099

Prescriber

LN#: XXAKQ

Practice Code: 91 - BC Physician & Surgeon

Location ID: BC000001CR

Prescription

Rx ID: 60993

Status: Active

Written Date: Mar 14, 2025

Prior Rx ID: 60993

Start Date: Mar 14, 2025

Expiry Date:

ACEBUTOLOL; APO-ACEBUTOLOL; 400MG TABLET

Compound Ingredients:

Compound Instructions:

DIIIN/PIN: 2147629

SIG: TAKE 1 AND 1/2 TABLETS TWICE DAILY

Dose: 0

Frequency: OTHER FREQUENCY X 99

QA:44.6

Max QTY:6.2

Repeats: 6

QD:0

Total DS: 10

Route: Oral

Interval: 0

Last Disp. DIN/PIN: 0

Last Disp. Date:

Indication For Use:

Folio Number:

☐

Do Not Substitute

☐

Do Not Adapt

☐

Trial Eligibility

☐

Compliance Pack

☐

Adapted

☐

Adaptation

Prescriber Notes:

Instructions to Patient:

Follow-Up Plan:

Rationale:

Medication Management Codes

THIS IS A REPRESENTATION OF THE PRESCRIPTION AUTHORIZATION FROM EHR FOR THIRD-PARTY AUDIT.

Page 1 of 1



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Adapting or Extending Prescriptions on the EHR

Pharmacists can adapt an existing prescription to optimize patient care. This can be done due to a:

- Change in dose, formulation, or regimen
- Renewal
- Therapeutic drug substitution

When a Prescription is adapted, the existing Prescription (i.e., Adapted Prescription) is marked as Obsolete by the EHR and linked to the current Prescription (i.e., Adaptation). In Propel Rx, the process of changing a dose, formulation or regimen, or performing a therapeutic drug substitution is referred to as an Adaptation whereas the renewal of a Prescription is referred to as an Extension. Both an Adaptation and Extension in Propel Rx fall under the umbrella of what is considered an adaptation in British Columbia.

New, Refill, and Reauthorized Prescriptions, regardless of repeats remaining, can be Adapted or Extended. This includes paper Prescriptions, Downloaded Prescriptions, and Prescriptions that existed prior to the PPM upgrade.

Prescriptions that cannot be Adapted or Extended include:

- Transferred Prescriptions
- Downloaded Prescriptions indicated as "Do Not Adapt"
- Veterinarian Prescriptions
- Prescriptions with a Revoked status
- Prescriptions with an Obsolete status (unless it was Obsolete as a result of being Adapted)



Overview of the Adaptation or Extension Window

The Adaptation or Extension window allows users to view details of the original Prescription (i.e., Adapted) and pharmacist Adaptation (i.e., Adaptation), document consent, and enter information about the Adaptation or Extension which will be visible from the Rx Authorizations Profile.

As the processes are performed similarly in Propel Rx, the window appears the same for Adaptations and Extensions, except for differences in the report name, reason, and information that is auto-populated.

Propel Rx - EHR - Adaptation
X

Report Name: Adaptation
Reason: Therapeutic Substitution
User: SD

Patient
Name: INWOVE, DIVEST
Phone: (555) 127-0727
PHN: 0009735385099

Data and Rationale
Patient was not tolerating amlodipine.

Prescriber
Name: Dr. LAUREATE ABAFT
Address: 41 SPARKGREEN STREET, DORCHESTER, British Columbia
Phone: (999) 999-9999
Fax: (999) 999-9998

Assessment and Instructions to Patient
Performed a therapeutic substitution to diltiazem.

Original Prescription
Drug: PRO-AMLODIPINE 5MG MPR: -%
Prescriber: Dr. LAUREATE ABAFT
SIG: TAKE 1 TABLET DAILY
RX: 7560261 QA: 180 Qty: 90 DS: 90
Fill Date: Audit History

Follow-Up Plan
Follow-up scheduled with the patient after two weeks time to review tolerance and effectiveness of the new drug.

Adapted Prescription
Drug: AA-DILTIAZ 30MG
Prescriber: Pr. SHARE APPREHENSIBLE
SIG: ADAPTED TAKE 1 TABLET DAILY
RX: 7560262 QA: 180 Qty: 90 DS: 90
Fill Date: Apr 11, 2025

Patient Consent
The patient and/or their representative was provided sufficient information, including the risks and benefits associated with this service and voluntarily provided their consent.
☒ Patient ☐ Representative





Sign Print ☐ Send Fax OK Cancel




The table below outlines the different components of the Adaptation or Extension window and their descriptions.

Component	Description of the Adaptation or Extension Window Component
Report Name	Displays as "Extension" or "Adaptation" depending on which process was initiated.
Reason	Displays the CS code that was chosen for the Prescription in the Rx Detail EHR tab.
User	Displays the pharmacist or associated pharmacist user for logging in the Patient Clinical note record.
Patient	Displays the patient's name, phone number, and PHN.
Prescriber	Displays the prescriber's name, address, phone, and fax number. The expander button  allows a different prescriber to be chosen for the Notification of Prescription Adaptation or Extension form. A different address for the prescriber can also be selected from the dropdown.
Original Prescription	Drug: displays the name of the drug as entered on the EHR or Propel Rx.
	MPR: displays the Medication Possession Ratio for the patient in Propel Rx.
	Prescriber: displays the name of the prescriber who originally prescribed the medication.
	SIG: displays the SIG for the Prescription.
	RX: displays the Rx Number or EHR Rx ID for the Prescription. EHR displays in brackets to indicate the Prescription came from the EHR.
	QA: displays the total quantity authorized for the Prescription.
	Qty: this is populated for Propel Rx Prescriptions but blank for Downloaded ones.
	DS: this is populated for Propel Rx Prescriptions but blank for Downloaded ones.
	Fill Date: displays the date the Prescription was last Filled.
	Audit History: this button is enabled for Propel Rx Prescriptions but blank for Downloaded ones.



Component	Description of the Adaptation or Extension Window Component
Extended Prescription	<p>Drug: displays the brand name of the drug or device and its strength.</p> <p>Prescriber: displays the name of the pharmacist who is Adapting or Extending the Prescription.</p> <p>SIG: displays the SIG for the Prescription.</p> <p>RX: displays the local Prescription number in Propel Rx.</p> <p>QA: displays the total quantity authorized for the Prescription.</p> <p>Qty: displays the quantity being dispensed for the Prescription.</p> <p>DS: displays the days supply for the Prescription.</p> <p>Fill Date: displays the date the Prescription will be Filled.</p>
Data and Rationale	A required field that is populated by the user. Text entered in this field can be viewed from the Rx Authorizations Profile Detailed Prescription view > Adaptation folder button  , Clinical notes, and Notification of Prescription Adaptation or Extension form.
Assessment and Instructions to Patient	Auto-populated with text for Extensions only, however the text can be edited. Text entered in this field can be viewed from the Rx Authorizations Profile Detailed Prescription view > Instructions folder button  , Clinical notes, and Notification of Prescription Adaptation or Extension form.
Follow-Up Plan	Auto-populated with text for Extensions only, however the text can be edited. Text entered in this field can be viewed from the Rx Authorizations Profile Detailed Prescription view > Adaptation folder button  , Clinical notes, and Notification of Prescription Adaptation or Extension form.
Patient Consent	A required field that indicates if the patient or their representative consented to the Adaptation or Extension. There is no default option; the user must select the appropriate radio button. If Representative is selected, search for their Patient Folder using the expander button  .
Print	Prints the Notification of Prescription Adaptation or Extension form for the purposes of manual faxing. The Adaptation or Extension window will remain open until OK or



Component	Description of the Adaptation or Extension Window Component
	Cancel is selected. Users can also reprint the form from the Prescription's attachments if needed later.
Send to Fax	If this checkbox is selected, the Notification of Prescription Adaptation or Extension form is faxed to the prescriber once the Adaptation or Extension is successfully submitted to the EHR. By default, this checkbox is selected if a fax number is entered in the Prescriber Folder. If no fax number is entered, a validation error will appear, and the user will need to update the Prescriber Folder using the expander button  beside the Prescriber field, before Filling, Queuing, or placing the Prescription on Hold again.
Sign	Opens the Signature window to capture an optional digital signature which will appear on the Notification of Prescription Adaptation or Extension form. The following methods can be used for signing: <ul style="list-style-type: none"> • Fingerprint (if set up in More (...) > Security for your user account) • Mouse • Signature pad • Credential entry
OK	Closes the Adaptation or Extension window. The Prescription is then submitted to the EHR.
Cancel	Closes the Adaptation or Extension window without submitting the Prescription to the EHR. The user is returned to Rx Detail to make any necessary changes. Upon Fill, Queue, or Hold, the Adaptation or Extension window will open again with information pre-populated from the last attempt.



Initiating the Adaptation Process

To Adapt a Prescription, you may need to create the Prescription Authorization on the EHR first if it does not exist. Once EMRs are on PPM, the Adaptation process will become seamless, eliminating the need for pharmacies to create the Prescription Authorization first.



NOTE: The Adaptation button is available from Rx Detail. It cannot be selected from the Patient Profile.

Initiating the Adaptation Process for a Historical Prescription

When a Historical Prescription is Adapted, two messages are sent in sequence – one to create the Prescription Authorization on the EHR and the other to Adapt it. As a result, you do NOT need to place the Prescription on Hold first before Adapting it.

To Adapt a Historical Prescription entered before the PPM upgrade:

1. Refill the Prescription until it reaches **Rx Detail**.
2. Select **Rx > PFS > Adaptation**.

3. Proceed to [Adapting a Prescription](#).

Initiating the Adaptation Process for a New Paper Prescription

For new paper prescriptions (i.e., not Downloaded), you must create the Prescription Authorization first on the EHR before Adapting it.

To Adapt a new paper prescription after the PPM upgrade:



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1. **Intake** the Prescription from the Workbench or Patient Profile. Enter the details of the original Prescription (not the Adaptation). Use the **New Scan** button to attach a copy of the paper Prescription.



NOTE: If the drug in the Prescription does not exist in Propel Rx, create a free-form Drug Folder and enter the [PharmaNet PIN as a TP Rule](#). Ensure to include details of the written drug in the SIG or Additional Instructions.

2. **Process** the Prescription until it reaches **Rx Detail**.
3. Select **Hold**. This will trigger a message to create the Prescription on the EHR.

RX	HOLD	ESCAPE	PARK	QUEUE	FILL	CLOSE	REVERT
----	-------------	--------	------	-------	------	-------	--------

4. If Digital Workflow is enabled, complete **Technical Validation** and **Clinical Review** for the Prescription.
5. Select **Intake** from the Workbench or Patient Profile.
6. In the Intake window, select the **Profile** button.
 - a. Select the Hold Prescription that was entered in steps 1 – 3.
 - b. Select **ReAuth**.
 - c. Select **OK**.
7. Select the **Select Image** button.
 - a. Select the scanned image for the paper Prescription. You can sort the images by their entered timestamp by selecting the **Attached TimeStamp** header.

Propel Rx - Select Rx Image

Patient: BRACKETING, CABINED OG
Type: Prescription

Source	Description	Attached TimeStamp
NewScan	Written Prescription	May 23, 2025 11:33 AM
NewScan	Adaptation Continuity of C	May 23, 2025 09:37 AM
NewScan	EHR Electronic Prescriptio	May 23, 2025 09:23 AM
NewScan	Adaptation Continuity of C	May 22, 2025 06:02 PM
NewScan	EHR Electronic Prescriptio	May 22, 2025 05:37 PM
NewScan	Adaptation Continuity of C	May 15, 2025 12:11 PM
NewScan	EHR Electronic Prescriptio	May 13, 2025 08:25 AM
NewScan	EHR Electronic Prescriptio	May 13, 2025 08:15 AM
NewScan	EHR Electronic Prescriptio	May 06, 2025 05:48 PM
NewScan	EHR Electronic Prescriptio	May 06, 2025 05:48 PM
NewScan	EHR Electronic Prescriptio	May 06, 2025 05:19 PM
NewScan	Adaptation Continuity of C	May 05, 2025 08:04 PM
NewScan	Adaptation Continuity of C	May 05, 2025 07:59 PM

Patient Name: Cabined Bracketing
 Address: 789 Fair Village, Victoria BC Date: May 23, 2025

Rx

Candesartan 32mg
1 tab DY x 90
Refills: 1

Dr. Laureate Abaffi (HXXAKQ) Laureate Abaffi
41 Sparkgreen Street, Victoria BC
 999.999.9999

1 / 1

Link Select Cancel



- b. Select **Select**.
8. Enter the Adaptation information for the Prescription.

The screenshot shows the 'Propel Rx - Intake' interface. At the top, patient information is displayed: Patient: BRACKETING, CABINED; DOB: Jan 01, 1985; Age: 40; Phone: (999)999-9999. Address Line 1: 289 FAR/JEON VISTATr; Gender: Male; PHN: 0009735358496. Below this, a 'Ready Time' of 20 min and 'Due in: 19 min, 58 sec' are shown. The main area is divided into two sections. On the left, a 'Written Prescription' image is displayed with the text: 'Candesartan 32mg', '1 tab DY x 90', 'Refills: 1'. On the right, the 'ReAuth Prescription' form is visible, containing fields for Prescriber (Name: ABAFT, LAUREATE; Address: 41 SPARKGREEN STREET; License: XXAKQ) and Drug (Name: CANDESARTAN: ACCEL-CANDESARTAN 32MG; Pack Size: 100; On Hand: 410; Qty Auth: 0; QD: 0; Qty: 90; SIG: T 1 TAB DY; TAKE 1 TABLET DAILY; DS: 90; Rep: 0). At the bottom, there are buttons for 'Add to Workbench', 'Process', and 'Cancel'.

9. Select **Process**.
10. In Rx Detail, select **Rx > PFS > Adaptation**.

The screenshot shows the 'Rx Detail' interface. On the left, a sidebar menu lists various options: BACKGROUND, SHIPPING REPORT, MAIL, TRANSFER, Methadone, CHANGE PACK, PRINT, OWE BALANCE, DELIVERY LABEL, ADD'L INSTRUCTIONS, BATCH, ADD DUR, DIALOGUE, REFILL DUR, SCHEDULE, RX READY, RX STATUS CHANGE, AUTO REFILL, SET FILL DATE, INTERCHANGEABLES, PFS (highlighted), AUTHREQUEST, COUNSEL, INVOICE, INTERACTIONS, PROFILE, ATTACHMENTS, AUDIT HISTORY, WORKFLOW DETAIL, RX E-FILE COPY. On the right, a 'Bills' section shows 'PC/CA' and 'User: SD'. Below this, a list of services is displayed: FLU INJECTION, E CONSENT, COVID INJECTION, TRIAL RX, ADAPTATION (highlighted), EXTENSION, OPINIONS, FORMS, MINOR AILMENTS, MED REVIEW, PROF SERVICES. At the bottom, there are buttons for 'RX', 'HOLD', 'ESCAPE', 'PARK', and 'QUEUE'.

11. Proceed to [Adapting a Prescription](#).

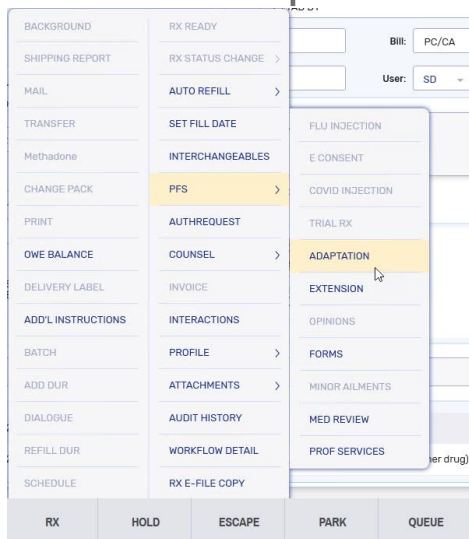


Initiating the Adaptation Process for a Downloaded Prescription

Downloaded Prescriptions already exist on the EHR. Therefore, you can simply Adapt the Prescription without having to create the Prescription Authorization first on the EHR.

To Adapt a Downloaded Prescription:

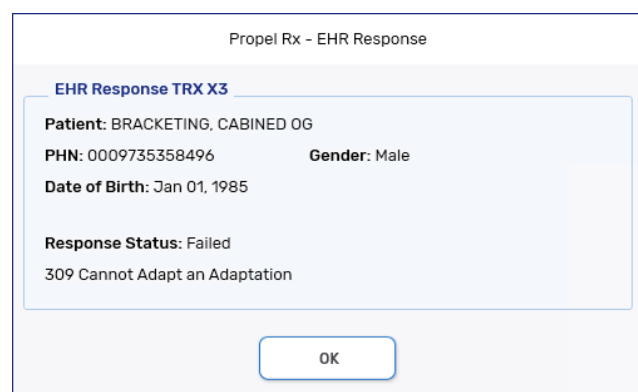
1. [Download the Prescription](#) until it reaches **Rx Detail**.
2. Select **Rx > PFS > Adaptation**.



3. Proceed to [Adapting a Prescription](#).

Initiating the Adaptation Process for a Previously Adapted Prescription

When performing multiple Adaptations on the same Prescription, the Adaptation must be performed on the Adapted (original) Prescription and not the most recent Adaptation. Otherwise, the EHR will return the response, "Cannot Adapt an Adaptation" if this is attempted.



In this scenario, you must create the Prescription Authorization again on the EHR and **Discontinue (Obsolete) the previous Authorization**. In the future, the EHR will be updated to allow Adaptations of previously Adapted Prescriptions, and the process outlined below will be unnecessary.



To Adapt a previously Adapted Prescription:

1. Select **Intake** from the Workbench or Patient Profile.
2. Select the **Profile** button.
 - a. Select the original Prescription.
 - b. Select **ReAuth**.
 - c. Select **OK**.
3. Enter the details of the original Prescription that was previously Adapted, except for the **QA**, which should be the remaining quantity on the Prescription.
 - If the drug is different for the Adaptation, update it after the Adaptation process has been initiated in Rx Detail (step 16).
4. Select the **Select Image** button.
 - a. Select the scanned image for the original Prescription.

Propel Rx - Select Rx Image


Patient: BRACKETING, CABINED OG

Type: Prescription

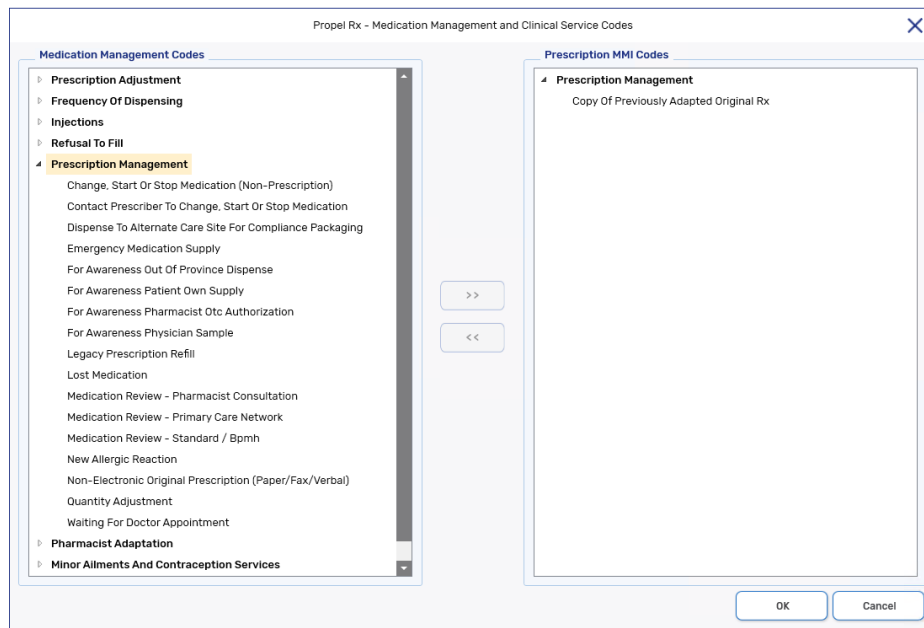
Source	Description	Attached TimeStamp
NewScan	Written Prescription	May 23, 2025 11:33 AM
NewScan	Adaptation Continuity of C	May 23, 2025 09:37 AM
NewScan	EHR Electronic Prescription	May 23, 2025 09:23 AM
NewScan	Adaptation Continuity of C	May 22, 2025 06:02 PM
NewScan	EHR Electronic Prescription	May 22, 2025 05:37 PM
NewScan	Adaptation Continuity of C	May 15, 2025 12:11 PM
NewScan	EHR Electronic Prescription	May 13, 2025 08:25 AM
NewScan	EHR Electronic Prescription	May 13, 2025 08:15 AM
NewScan	EHR Electronic Prescription	May 13, 2025 08:15 AM
NewScan	EHR Electronic Prescription	May 06, 2025 05:48 PM
NewScan	EHR Electronic Prescription	May 06, 2025 05:48 PM
NewScan	EHR Electronic Prescription	May 06, 2025 05:19 PM
NewScan	Adaptation Continuity of C	May 05, 2025 08:04 PM
NewScan	Adaptation Continuity of C	May 05, 2025 07:59 PM

Patient Name: Cabined Brackeling
 Address: 284 Fox Valley, Victoria BC Date: May 23, 2025
Rx
Candesartan 32mg
1 tab DY x 90
Refills: 1
Dr. Laureate Abaff (MOCKING) Laureate Abaff
41 Sparkgreen Street, Victoria BC
999.999.9999

Link Select Cancel

- b. Select **Select**.
5. Select **Process**.
6. Select the **Extended** tab.
 - In the **Written Date**, **Effective Date**, and **Expiry Date** fields, enter the dates that were associated to the original Prescription.
7. Select the **EHR** tab.
 - a. In the **Medication Management Codes** section, select the expander button .
 - b. Dropdown the **Prescription Management** row on the left.
 - c. Select **Copy of Previously Adapted Original Prescription**.
 - d. Select the **>>** button.





e. Select **OK**.

8. Select the **Notes** tab.

a. Select the **Add** action button at the bottom.

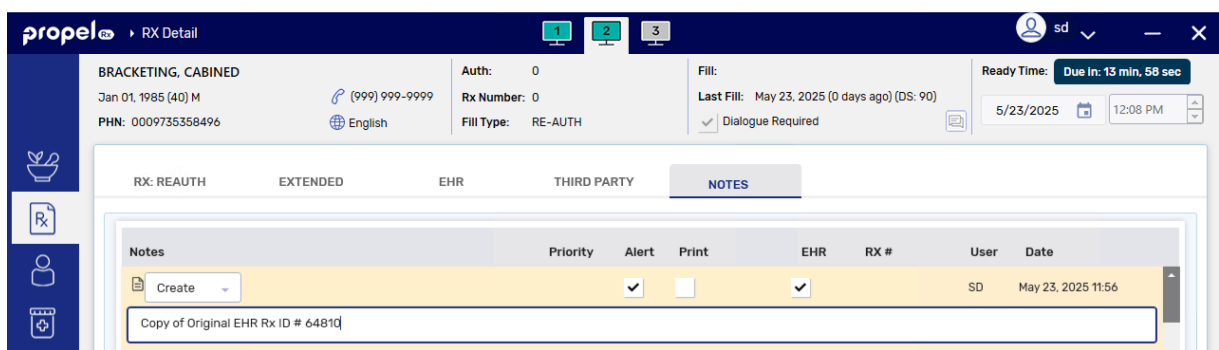
b. Enter the following note, "Copy of Original EHR Rx ID# _____" and reference the EHR Rx ID of the original Prescription. If there is no EHR Rx ID, enter "Copy of Original prior to PPM."



TIP: You can locate the EHR Rx ID by selecting the Main tab of Rx Detail > **Rx** > **Audit History** > **Detail** the original Prescription > **EHR** tab > **Rx ID**.

c. Select the **EHR** checkbox.

d. Select **Create** from the dropdown.



9. Select **Hold**. This will trigger a message to create the Prescription Authorization on the EHR.



10. If Digital Workflow is enabled, complete **Technical Validation** and **Clinical Review** for the Prescription.



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11. Select **Intake** from the Workbench or Patient Profile.
12. In the Intake window, select the **Profile** button.
 - a. Select the Hold Prescription that was entered in steps 1 – 9.
 - b. Select **ReAuth**.
 - c. Select **OK**.
13. Select the **Select Image** button.
 - a. Select the scanned image for the original Prescription.

Propel Rx - Select Rx Image

Patient: BRACKETING, CABINED OG

Type: Prescription

Source	Description	Attached TimeStamp
NewScan	Written Prescription	May 23, 2025 11:33 AM
NewScan	Adaptation Continuity of C	May 23, 2025 09:37 AM
NewScan	EHR Electronic Prescriptio	May 23, 2025 09:23 AM
NewScan	Adaptation Continuity of C	May 22, 2025 06:02 PM
NewScan	EHR Electronic Prescriptio	May 22, 2025 05:37 PM
NewScan	Adaptation Continuity of C	May 15, 2025 12:11 PM
NewScan	EHR Electronic Prescriptio	May 13, 2025 08:25 AM
NewScan	EHR Electronic Prescriptio	May 13, 2025 08:15 AM
NewScan	EHR Electronic Prescriptio	May 13, 2025 08:15 AM
NewScan	EHR Electronic Prescriptio	May 06, 2025 05:48 PM
NewScan	EHR Electronic Prescriptio	May 06, 2025 05:48 PM
NewScan	EHR Electronic Prescriptio	May 06, 2025 05:19 PM
NewScan	Adaptation Continuity of C	May 05, 2025 08:04 PM
NewScan	Adaptation Continuity of C	May 05, 2025 07:59 PM

Link

Select Cancel

Scanned Prescription Image:

Patient Name: Cabined Bracketing
 Address: 289 Fair Vistado, Victoria BC Date: May 23, 2025

Rx

Candesartan 32mg
1 tab DY x 90
Refills: 1

Dr. Laureate Abaffi (#XXXXXX) Laureate Abaffi
41 Sparkgreen Street, Victoria BC
999.999.9999

- b. Select **Select**.
14. Enter the Adaptation information for the Prescription. If the drug is different for the Adaptation, update it after initiating the Adaptation process in Rx Detail (step 16).
15. Select **Process**.
16. In Rx Detail, select **Rx > PFS > Adaptation**.

BACKGROUND

SHIPPING REPORT

MAIL

TRANSFER

Methodone

CHANGE PACK

PRINT

OWE BALANCE

DELIVERY LABEL

ADD'L INSTRUCTIONS

BATCH

ADD DUR

DIALOGUE

REFILL DUR

SCHEDULE

RX READY

RX STATUS CHANGE >

AUTO REFILL >

SET FILL DATE

INTERCHANGEABLES

PFS >

AUTHREQUEST

COUNSEL >

INVOICE

INTERACTIONS

PROFILE >

ATTACHMENTS >

AUDIT HISTORY

WORKFLOW DETAIL

RX E-FILE COPY

Bill: PC/CA

User: SD

FLU INJECTION

E CONSENT

COVID INJECTION

TRIAL RX

ADAPTATION

EXTENSION

OPINIONS

FORMS

MINOR AILMENTS

MED REVIEW

PROF SERVICES

RX HOLD ESCAPE PARK QUEUE



17. Complete steps 1 – 11 of [Adapting a Prescription](#).
18. After Adapting the Prescription, **update the status of the previous Adaptation to Discontinued/Obsolete from the Rx Authorizations Profile.**
 - **Status – Discontinued (Obsolete)**
 - **Reason – Subsequent Adaptation**



ALERT: Ensure to Discontinue the previous Adaptation so duplicate Adaptations do not exist on the EHR.

Adapting a Prescription

To Adapt a Prescription:

1. After [initiating the Adaptation process](#), a prompt appears to confirm the action. Select **Yes**.

2. The Prescription opens in Rx Detail with the following information:
 - **Prescriber** – updated to the pharmacist that is logged in at the time or is associated to the user logged in. If this is incorrect, the prescriber can be changed. For more information, see [Prescriber Change](#).
 - **QA** – Edit the QA to an appropriate value.
 - **SIG** – pre-pended with “Adapted.”
 - **Drug** – can be changed to any drug, including a non-interchangeable.




Contact PTS Customer Care

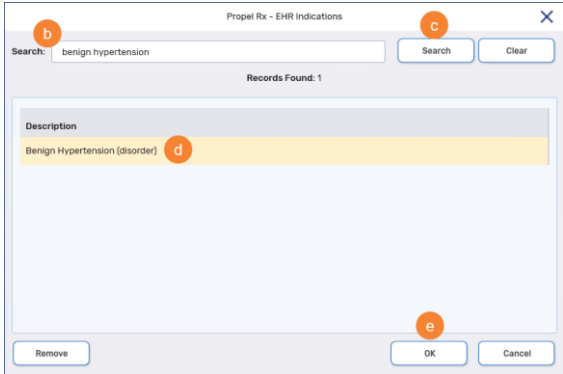
ptscustomer@mcckesson.ca | 1.800.387.6093

3. Review and update all other information in the Rx Detail Main tab as needed.
4. Select the **EHR** tab.
5. *Optional* – Enter the following information:

- **Indications**

To enter an indication:

- a. Select the expander button .
- b. Enter the indication in the given field. Wildcard (%) or partial searches are accepted.
- c. Select **Search**.
- d. Select the appropriate indication from the search results.
- e. Select **OK**.



- **Route Code**

- **Folio #** – if the Prescription is for a controlled substance.

- **Dose**

- **Dose Unit**

- **Frequency**

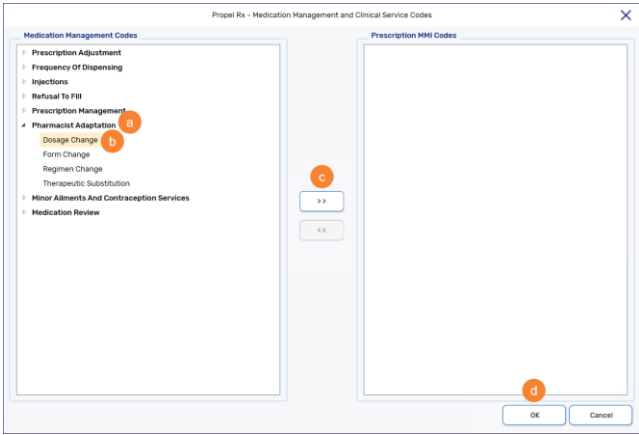
- **Frequency Code**



NOTE: When refiling a Prescription with repeats remaining that was previously Adapted prior to PPM, the above fields in step 5 must be entered, as if the pharmacist was prescribing. For future Adaptations, these fields will be optional.

6. Next to the **MMI/CS Codes** field, select the expander button .

- a. Dropdown the Pharmacist Adaptation MMI header and select the applicable CS code. If you performed multiple actions on the Prescription, choose the core reason for Adapting it. Only one Adaptation CS code can be submitted with an Adaptation.
- b. Double-click on the CS code or single-click and select the right (➤) arrow button.
- c. Repeat steps a – b to submit additional non-Adaptation CS codes. Up to 7 CS codes can be submitted.
- d. Select **OK**.





NOTE: Depending on the CS code chosen, the applicable intervention code will be auto-inserted in the **Rx Detail Third Party** tab for PharmaCare. If the Prescription was placed on Hold, the intervention code is retained for the first Fill.



Contact PTS Customer Care

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7. Select **Fill**, **Queue**, or **Hold**.
8. The Adaptation window opens with the user, patient information, prescription information, and reason (based on the CS code selected) pre-populated.
Enter the following information:
 - **Data and Rationale**
 - **Assessment and Instructions to Patient**
 - **Follow-Up Plan**
 - **Patient Consent** – indicate if the patient or their representative provided consent for the Adaptation. If Representative is chosen, enter their name and select the expander button  to search for and select their Patient Folder.
9. *Optional:* If you wish to enter a digital signature which will appear on the Notification of Prescription Adaptation form:
 - a. Select the **Sign** button. The Signature window opens.
 - b. Enter your signature using one of the following methods:
 - Fingerprint (if set up in **More (...)** > **Security** for your user account)
 - Mouse
 - Signature pad
 - Credential entry
10. Select the **Print** button and/or **Send Fax** checkbox.
 - **Print** – prints the Notification of Prescription Adaptation form that must be manually faxed to the prescriber.
 - **Send Fax** – automatically faxes the Notification of Prescription Adaptation form to the prescriber after the Adaptation successfully transmits to the EHR. By default, this checkbox is selected if a fax number is present in the Prescriber Folder. Fax integration is required for this feature to work.
11. Select **OK**.

The Adaptation is transmitted to the EHR. If the transmission fails, the EHR Response window returns the rejection message. Upon selecting OK, you are returned to Rx Detail to make any necessary adjustments. Upon Fill, Queue, or Hold, the Adaptation window will open again with your previously entered information pre-populated.

Once the Prescription transmits successfully to the EHR:

- The Prescription is adjudicated to the applicable Third Parties.
- A **Rx ID** is assigned to the Adaptation. The Rx ID of the Adapted Prescription (i.e., original prescriber's Prescription) will appear in the **Prev EHR Rx ID** field of the Rx Detail EHR tab.



Propel Rx - RX Detail

BRACKETING, CABINED
Jan 01, 1985 (40) M
PHN: 0009735358496

Auth: 7560171
Rx Number: 7560171
Fill Type: RE-AUTH

Fill: Feb 18, 2025
Last Fill: Feb 13, 2025 (5 days ago) (DS: 9)
Dialogue Required

Ready Time: Due: 40 min, 59 sec ago
2/18/2025 12:33 PM

RX: 7560171 EXTENDED **EHR** THIRD PARTY NOTES

Patient: BRACKETING CABINED PHN: 0009735358496

Create

Rx ID: 59607 Indications: Benign Hypertension (disorder)

Prev. Rx ID: 55932 No Sub: Result:

- The **Notification of Prescription Adaptation form** is automatically attached to the Adaptation Prescription. If the Prescription was Downloaded, the electronic Prescription copy is also attached. Both the form and electronic Prescription copy can be viewed from the Technical Validation/Clinical Review window to verify the Prescription.

propel Technical Validation and Clinical Review

BRACKETING, CABINED
Jan 01, 1985 (40) M
PHN: 0009735358496

Auth: 7560171
Rx Number: 7560171
Fill Type: RE-AUTH

Fill: Feb 18, 2025
Last Fill: Feb 13, 2025 (5 days ago) (DS: 9)
Dialogue Required

Ready Time: Due: yesterday
2/18/2025 12:33 PM

Notification of Prescription Adaptation
DATE CHANGE

The following prescription(s) have been adapted with your patient's consent.
For Your Information Only

Prescription	Drug	Strength	Form	Qty	DS	QA	DD	Rep	QTY	OWD	QTY	OWD
Original	ADALAPINE A	100.00	TABLET	10	1	1	1	1	10	1	1	1
Adapted	ADALAPINE A	100.00	TABLET	10	1	1	1	1	10	1	1	1

Notes and Remarks:
Patient's blood pressure readings in the past few weeks have been consistently above 160/100.
Recommendation and Instruction to Patient:
Increase the adaptation dose to 10mg. Individual patient to take blood pressure readings twice daily for two weeks.
Follow-Up Plan:
Follow-up scheduled with the patient after two weeks time to review tolerance and effectiveness of the new dose.

Patient: BRACKETING, CABINED
Name: BRACKETING, CABINED
Address: 289 FAR/JEON VISTAR, Surrey, British Columbia V4V5...
Phone: PHN: 0009735358496
Gender: M DOB: 01/01/1985
HT: Wt: MPR: 16%

Prescriber:
Name: BEDLAM, TOES BC - Pharmacist
Address: EEF-F1a9 EcF1Ea F1F1F1, Kamloops, British Columbia L4Z 1R9
Phone: (999) 999-9999 Fax: (999) 999-9999 License: XXBSA

Drug:
Generic: AMLODIPINE & ATORVASTATIN Mfr: APX
Trade: APO-AMLODIPINE-ATORVASTATIN
Strength: 10&80MG Form: TABLET DIN: 2411342 On Hand: 0.00 Pk Size: 100

Prescription:
QA: 90 QTY: 90 DS: 90 QD: 90 Rep: 0 QTY Packaged: 90 QTY Owed: 0
SIG: ADAPTED TAKE AS DIRECTED
Product Selection: MR Code: Int Code: NI
Skipped UPC:

Pricing:
New Price: \$123.16 Old Price: \$25.93 TP: PC/CA
Cost: \$103.27 TP Paid: \$0.00 Gross Profit: 16.15% \$19.89
Markup: \$9.29 Patient Pays: \$123.16 Waived: \$0.00
Fee: \$10.60 Deductible: \$0.00
Total: \$123.16 Prev. Paid: TP: \$0.00, Waived: \$0.00, Patient Pays: \$25.93
Network Info (1): TP Info (1):
PC: CD - Patient not entitled to drug claimed

CLINICAL INFO AUDIT HISTORY PATIENT PROFILE NOTES

RX CORRECT DETAIL PARK REJECT SIGN RX CLOSE REFRESH

- In the **Patient Folder Clinical** tab, a **Clinical History** note is created based on the information added in the Adaptation window. Details of the Adaptation can be reviewed from the Prescription's attachment or by detailing the Clinical History note. Any text entered in the Adaptation window appears in the Comments field of the applicable section.



Clinical Note
Propel Rx - Clinical Notes - BRACKETING, CABINED PHN 0009735358496

Date: Feb 18, 2025 Type: -- Duration: -- Service Level: --

Description: DOSAGE CHANGE

Medical Allergy

Description	Severity	Effective Date
PENICILLIN	M	Jan 17, 2025
MACROLIDE ANTIBIOTICS	M	Jan 17, 2025
QUINOLONES	M	Jan 17, 2025

Medical Condition

Description	Severity	Effective Date
HYPERTENSION	M	Jan 17, 2025
DIABETES MELLITUS	M	Jan 17, 2025
ABO2 NORMAL FUNCTION	M	Oct 16, 2024

Rx #: 7560171 Status: COM DIN: 2411542 Drug: APO-AMLODIPINE Strength: 10&80MG

Data and Rationale

Signs: Symptoms: Lab Results

Comments: Patient's blood pressure readings in the past four weeks have been consistently above 150/100.

Assessment and Instructions to Patient

Therapy: Comments: Increased the amlodipine dose to 10mg. Instructed patient to

Follow-Up Plan

Treatment: Monitor: Effectiveness Allergic Reaction Adherence Side Effects

Comments: Follow-up scheduled with the patient after two weeks time to review tolerance and effectiveness of the new dose.

Patient Follow Up: Patient: BRACKETING, CABINED


Prescriber Follow Up: Prescriber: PY, BEDLAM, TOES

Clinical History
Viewing last 90 days

EHR	Entered Date	User	Type	Description	Medical Condition	Rx #	Rx Status	DIN	Trade Name
	Feb 18, 2025	SD	Adaptation	DOSAGE CHANGE		7560171	COM	2411542	APO-AMLODIPINE

Buttons: Dialogue, Add, Detail (highlighted), Print, Med Review

Buttons: OK, Cancel

- An Adaptation icon  appears on the local **Profile** and **Rx Authorizations Profile** for the Prescription.



TIP: The same icon is used to indicate a Prescription Extension. Hover over the icon to distinguish between the two types of Prescriptions.

propel Patient


BRACKETING, CABINED
Jan 01, 1985 (40) M
PHN: 0009735358496 English
ID: 12335

Plans: PC/CA C-PACK
Allergies: PENICILLINS, QUINOLONES, MACROLIDE A...
Conditions: DIABETES MELLITUS, HYPERTENSION, AB...

MPR 16%
58/365

BRACKETING... THIRD PARTY CLINICAL **PROFILE** HISTORY PROGRAMS PREFERENCES ATTACHMENTS NOTES

Display Options
Display: All Deselect All Condense Active Only Criteria: amlodipine Filter Clear Filter

Workflow	Fill Date	Perf On	Due	Drug Name	Strength	Form	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
Technical Validation	Feb 18, 2025	Feb 18, 2025	89	AMLODIPINE & ATORVASTATIN; APO-AI	10&80MG	TABL	7560171	90	APX ADAPTED TAKE AS DIRECTED	0	COM	

Rx Adapted



Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

Initiating the Extension Process

To Extend a Prescription, you may need to create the Prescription Authorization on the EHR first if it does not exist. Once EMRs are on PPM, the Extension process will become seamless, eliminating the need for pharmacies to create the Prescription Authorization first.



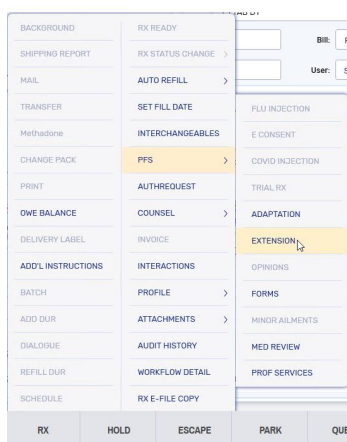
NOTE: The Extension button is available from Rx Detail. It cannot be selected from the Patient Profile.

Initiating the Extension Process for a Historical Prescription

When a Historical Prescription is Extended, two messages are sent in sequence – one to create the Prescription Authorization on the EHR and the other to Extend it. As a result, you do NOT need to place the Prescription on Hold first before Extending it.

To Extend a Historical Prescription entered before the PPM upgrade:

1. Refill the Prescription until it reaches **Rx Detail**.
2. Select **Rx > PFS > Extension**.



3. Proceed to [Extending a Prescription](#).

Initiating the Extension Process for a Downloaded Prescription

Downloaded Prescriptions already exist on the EHR. Therefore, you can simply Extend the Prescription without having to create the Prescription Authorization first on the EHR.

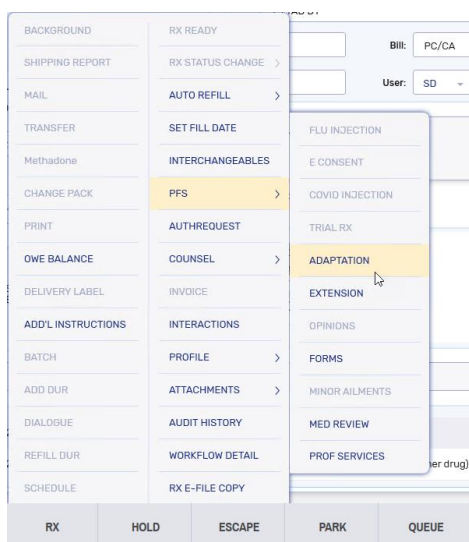
To Extend a Downloaded Prescription:

1. [Download the Prescription](#) until it reaches **Rx Detail**.
2. Select **Rx > PFS > Extension**.



Contact PTS Customer Care

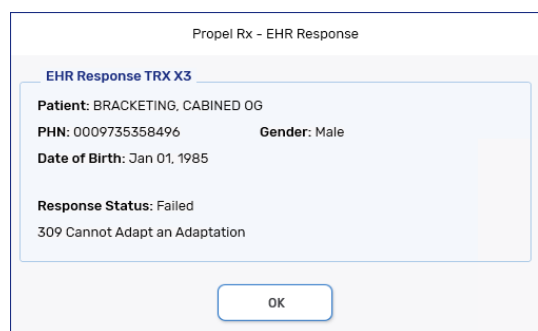
ptscustomer@mcckesson.ca | 1.800.387.6093



3. Proceed to [Extending a Prescription](#).

Initiating the Extension Process for a Previously Extended Prescription

When performing multiple Extensions on the same Prescription, the Extension must be performed on the Extended (original) Prescription and not the most recent Extension. Otherwise, the EHR will return the response, "Cannot Adapt an Adaptation."



In this scenario, you must create the Prescription Authorization again on the EHR and **Discontinue (Obsolete) the previous Authorization**. In the future, the EHR will be updated to allow Adaptations of previously Adapted Prescriptions, and the process outlined below will be unnecessary.

To Extend a previously Extended Prescription:

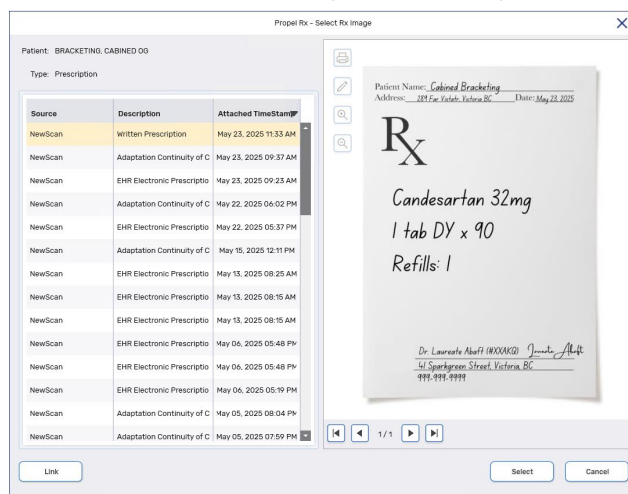
1. Select **Intake** from the Workbench or Patient Profile.
2. Select the **Profile** button.
 - a. Select the original Prescription.
 - b. Select **ReAuth**.
 - c. Select **OK**.
3. Enter the details of the original Prescription that was previously Extended, except for the **QA**, which should be the remaining quantity on the Prescription.



- If the drug is different for the Extension, update it after the Extension process has been initiated in Rx Detail (step 16).

4. Select the **Select Image** button.

- Select the scanned image for the original Prescription.




- Select **Select**.

5. Select **Process**.

6. Select the **Extended** tab.

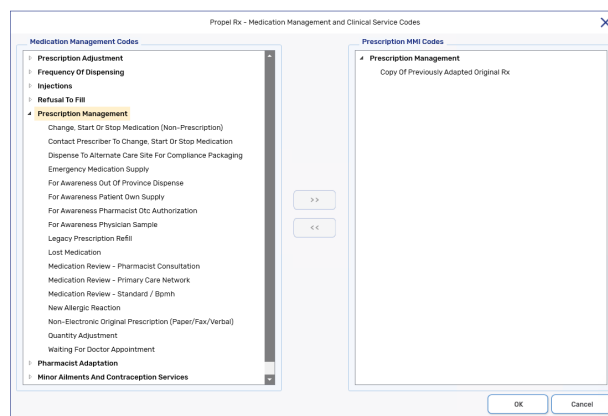
- In the **Written Date**, **Effective Date**, and **Expiry Date** fields, enter the dates that were associated to the original Prescription.

7. Select the **EHR** tab.

- In the **Medication Management Codes** section, select the expander button .
- Dropdown the **Prescription Management** row on the left.
- Select **Copy of Previously Adapted Original Prescription**.
- Select the **>>** button.
- Select **OK**.

8. Select the **Notes** tab.

- Select the **Add** action button at the bottom.
- Enter the following note, "Copy of Original EHR Rx ID# _____" and reference the EHR Rx ID of the original Prescription. If there is no EHR Rx ID, enter "Copy of Original prior to PPM."



TIP: You can locate the EHR Rx ID by selecting the Main tab of Rx Detail > **Rx** > **Audit History** > **Detail** the original Prescription > **EHR** tab > **Rx ID**.

- Select the **EHR** checkbox.
- Select **Create** from the dropdown.



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9. Select **Hold**. This will trigger a message to create the Prescription Authorization on the EHR.

10. If Digital Workflow is enabled, complete **Technical Validation** and **Clinical Review** for the Prescription.
11. Select **Intake** from the Workbench or Patient Profile.
12. In the Intake window, select the **Profile** button.
 - a. Select the Hold Prescription that was entered in steps 1 – 9.
 - b. Select **ReAuth**.
 - c. Select **OK**.
13. Select the **Select Image** button.
 - a. Select the scanned image for the original Prescription.

- b. Select **Select**.
14. Enter the Extension information for the Prescription. If the drug is different for the Extension, update it after initiating the Extension process in Rx Detail (step 16).
 15. Select **Process**.
 16. In Rx Detail, select **Rx > PFS > Extension**.



The screenshot shows the PROPEL RX BC PPM interface. On the left is a sidebar menu with options like BACKGROUND, SHIPPING REPORT, MAIL, TRANSFER, Methadone, CHANGE PACK, PRINT, OWE BALANCE, DELIVERY LABEL, ADD'L INSTRUCTIONS, BATCH, ADD DUR, DIALOGUE, REFILL DUR, and SCHEDULE. The main area has a 'RX READY' section with options like RX STATUS CHANGE, AUTO REFILL, SET FILL DATE, INTERCHANGEABLES, PFS (highlighted), AUTHREQUEST, COUNSEL, INVOICE, INTERACTIONS, PROFILE, ATTACHMENTS, AUDIT HISTORY, WORKFLOW DETAIL, and RX E-FILE COPY. On the right, there's a 'BILL: P' and 'User: S' section, followed by a list of services: FLU INJECTION, E CONSENT, COVID INJECTION, TRIAL RX, ADAPTATION, EXTENSION (highlighted), OPINIONS, FORMS, MINOR AILMENTS, MED REVIEW, and PROF SERVICES. At the bottom, there are buttons for RX, HOLD, ESCAPE, PARK, and QUE.

17. Complete steps 1 – 11 of [Extending a Prescription](#).
18. **Update the status of the Extension to Discontinued/Obsolete from the Rx Authorizations Profile.**
 - **Status – Discontinued (Obsolete)**
 - **Reason – Subsequent Adaptation**



ALERT: Ensure to Discontinue the previous Adaptation so duplicate Adaptations do not exist on the EHR.

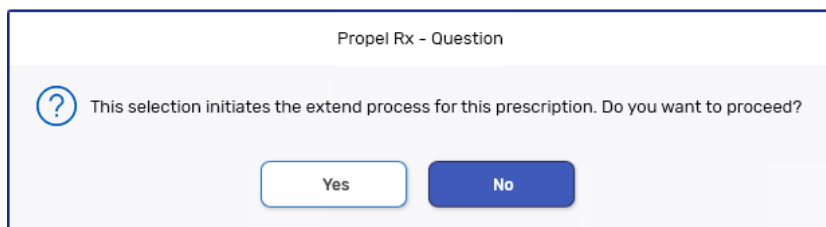
The screenshot shows a dialog box titled 'Propel Rx - EHR - Update Status'. It contains a section 'Select a Status and Reason to update this prescription on EHR' with two dropdown menus: 'Status' set to 'Obsolete (Discontinue)' and 'Reason' set to 'Subsequent Adaption'. Below this is a 'Medication Management Codes' section with input fields for 'MMI Codes' and 'CS Codes', and a 'Notes' section with a text area. At the bottom are 'OK' and 'Cancel' buttons.



Extending a Prescription

To Extend a Prescription:

1. After [initiating the Extension process](#), a prompt appears to confirm the action. Select **Yes**.




Propel Rx - Question

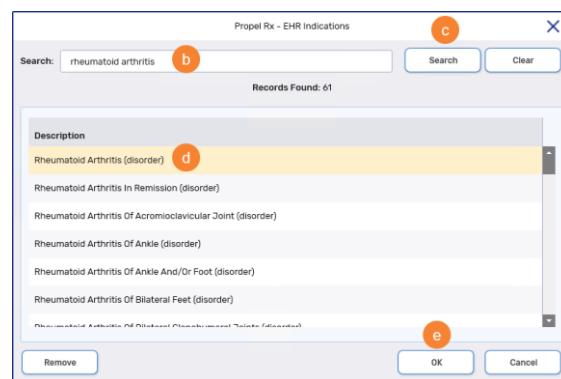
? This selection initiates the extend process for this prescription. Do you want to proceed?

Yes No



2. The Prescription opens in Rx Detail with the following information:
 - **Prescriber** – updated to the pharmacist that is logged in at the time or is associated to the user logged in. If this is incorrect, the prescriber change be changed. For more information, see [Prescriber Change](#).
 - **QA** – auto-populated based on the Qty of the previous Fill. Pharmacists should use their discretion to determine if the QA should be changed.
 - **SIG** – pre-pended with “Adapted.”
3. Review and update all other information in the Rx Detail Main tab as needed.
4. Select the **EHR** tab.
5. Enter the following optional information:
 - **Frequency**
 - **Frequency Code**
 - **Dose**
 - **Dose Unit**
 - **Indications**

To enter an indication:


- a. Select the expander button .
- b. Enter the indication in the given field. Wildcard (%) or partial searches are accepted.
- c. Select **Search**.
- d. Select the appropriate indication from the search results.
- e. Select **OK**.






Propel Rx - EHR Indications

Search: rheumatoid arthritis  

Records Found: 61

Description
Rheumatoid Arthritis (disorder) 
Rheumatoid Arthritis In Remission (disorder)
Rheumatoid Arthritis Of Acromioclavicular Joint (disorder)
Rheumatoid Arthritis Of Ankle (disorder)
Rheumatoid Arthritis Of Ankle And/Or Foot (disorder)
Rheumatoid Arthritis Of Bilateral Feet (disorder)
Rheumatoid Arthritis Of Distal Interphalangeal Joints (disorder)

- **Folio #** – if the Prescription is for a controlled substance. For pharmacist Extensions, enter “NA.”




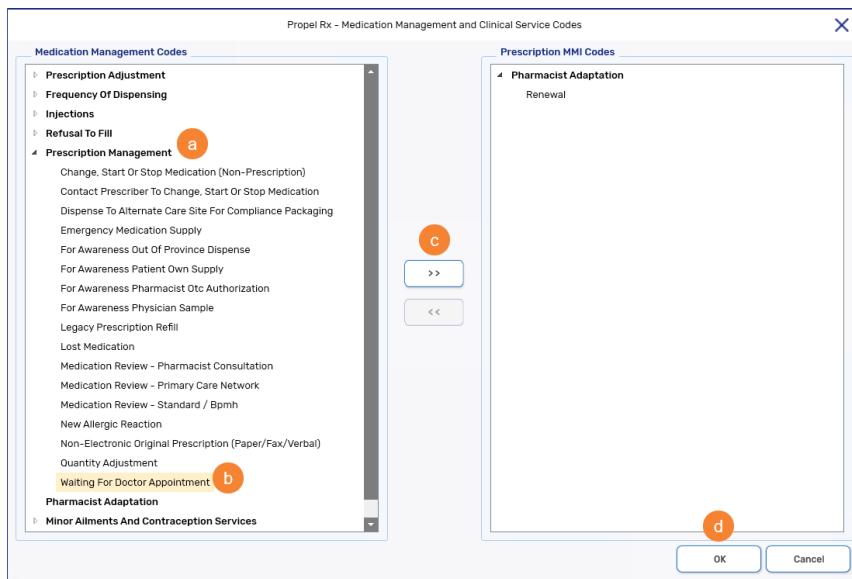
NOTE: When Refiling a Prescription with repeats remaining that was previously Extended prior to PPM, the above fields in step 5 must be entered, as if the pharmacist was prescribing. For future Extensions, these fields will be optional.



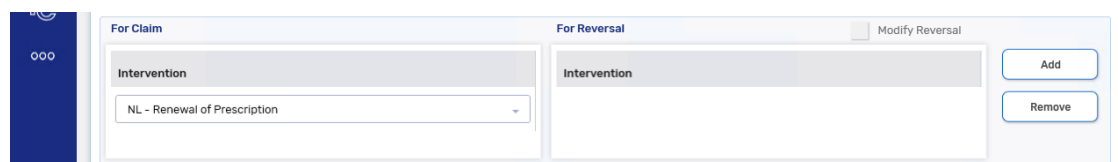
Contact PTS Customer Care


ptscustomer@mcckesson.ca | 1.800.387.6093

6. A Renewal CS code will be automatically inserted for the Prescription. To add another MMI/CS code, select the expander button .
 - a. Dropdown the MMI header and select the applicable CS code. Only one Adaptation CS code can be submitted with an Extension.
 - b. Double-click on the CS code or single-click and select the right (➤) arrow button.
 - c. Repeat steps a – b to submit additional non-Adaptation CS codes. Up to 7 CS codes can be submitted.
 - d. Select **OK**.




NOTE: In addition to the Renewal CS code auto-populating, the applicable intervention code will be auto-inserted in the **Rx Detail Third Party** tab for PharmaCare. If the Prescription was placed on Hold, the intervention code is retained for the first Fill.



7. Select **Fill**, **Queue**, or **Hold**.
8. The Extension window opens with the user, patient information, Prescription information, and reason (based on the CS code selected) pre-populated. Enter the following information:
 - **Data and Rationale**
 - **Assessment and Instructions to Patient** – auto-populated with text that can be edited.
 - **Follow-Up Plan** – auto-populated with text that can be edited.
 - **Patient Consent** – indicate if the patient or their representative provided consent for the Extension. If Representative is chosen, enter their name and select the expander button  to search for and select their Patient Folder.



9. *Optional:* If you wish to enter a digital signature which will appear on the Notification of Prescription Extension form:
 - a. Select the **Sign** button. The Signature window opens.
 - b. Enter your signature using one of the following methods:
 - Fingerprint (if set up in **More (...)** > **Security** for your user account)
 - Mouse
 - Signature pad
 - Credential entry
10. Select the **Print** button and/or **Send Fax** checkbox.
 - **Print** – prints the Notification of Prescription Extension form that must be manually faxed to the prescriber.
 - **Send Fax** – automatically faxes the Notification of Prescription Extension form to the prescriber.
11. Select **OK**.

The Extended Prescription is transmitted to the EHR. If the transmission fails, the EHR Response window returns the rejection message. Upon selecting OK, you are returned to Rx Detail to make any necessary adjustments. Upon Fill, Queue, or Hold, the Extension window will open again with your previously entered information pre-populated.

Once the Prescription transmits successfully to the EHR:

- The Prescription is adjudicated to the applicable Third Parties.
- A **Rx ID** is assigned to the Extension. The Rx ID of the Extended Prescription (i.e., original prescriber's Prescription) will appear in the **Prev EHR Rx ID** field.
- The **Notification of Prescription Extension form** is automatically attached to the Extension Prescription. The form can be viewed from the Technical Validation/Clinical Review window to verify the Prescription.
- In the **Patient Folder Clinical** tab, a **Clinical History** note is created based on the information added in the Extension window. Details of the Extension can be reviewed from the Prescription's attachment or by detailing the Clinical History note. Any text entered in the Extension window appears in the Comments field of the applicable section.



Clinical Note
 Date: Feb 18, 2025 Type: [dropdown] Duration: [dropdown] Service Level: [dropdown]
 Description: RENEWAL
 Medical Allergy:

Description	Severity	Effective Date
PENICILLINS	M	Jan 17, 2025
MACROLIDE ANTIBIOTICS	M	Jan 17, 2025
QUINOLONES	M	Jan 17, 2025

 Medical Condition:

Description	Severity	Effective Date
HYPERTENSION	M	Jan 17, 2025
DIABETES MELLITUS	M	Jan 17, 2025
ABCO2 NORMAL FUNCTION	M	Oct 16, 2024

 Rx #: 7560172 Status: CDM DIN: 2435632 Drug: ACCEL-CELECOX Strength: 100MG
 Data and Rationale
 Signs: [text] Symptoms: [text] Lab Results [button]
 Comments: Patient has taken this medication for 3 years. Prescriber is currently on vacation and they have run out of refills.
 Assessment and Instructions to Patient
 Therapy: [dropdown] Comments: Treatment is indicated and appropriate; patient tolerating and [dropdown]
 Follow-Up Plan
 Treatment: [text] Monitor: Effectiveness Allergic Reaction Adherence Side Effects [dropdown]
 Patient Follow Up [button] Patient: BRACKETING, CABINED
 Prescriber: Pr. BEDLAM, TOES
 [button] Add [button] Remove [button] OK [button] Cancel

Clinical History
 Viewing last 90 days

EHR	Entered Date	User	Type	Description	Medical Condition	Rx #	Rx Status	DIN	Trade Name
	Feb 18, 2025	SD	Extension	RENEWAL		7560172	CDM	2435632	ACCEL-CELECOXI
	Feb 18, 2025	SD	Adaptation	DOSAGE CHANGE		7560171	CDM	2411342	APQ-AMLODIPINE

 [button] Filter [button] Add [button] Detail [button] Print [button] Med Review [button] OK [button] Cancel

- If a Prescription was Downloaded, the electronic Prescription copy is retained and linked to the Extension.
- An Extension icon appears on the local **Profile** and **Rx Authorizations Profile** for the Prescription.



TIP: The same icon is used to indicate an Adaptation Prescription. Hover over the icon to distinguish between the two types of Prescriptions.

propel Patient
 1 2 3
 sd [dropdown] [button] [button]
 BRACKETING, CABINED
 Jan 01, 1985 (40) M
 PHN: 0009735358496 English ID: 12335
 Plans: PC/CA C-PACK
 Allergies: PENICILLINS, QUINOLONES, MACROLIDE A...
 Conditions: DIABETES MELLITUS, HYPERTENSION, AB...
 MPR 16% 58/365
 BRACKETING, ... THIRD PARTY CLINICAL **PROFILE** HISTORY PROGRAMS PREFERENCES ATTACHMENTS NOTES
 Display Options
 Display [dropdown] Deselect All [checkbox] Condense [checkbox] Active Only [checkbox] Criteria celecoxib [button] Filter [button] Clear Filter [button]
 MS: ?

Workflow	Fill Date	Perf On	Due	Drug Name	Strength	Forn	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
Packaging	Feb 18, 2025	Feb 18, 2025	13	CELECOXIB; ACCEL-CELECOXIB	100MG	CAPS	7560172	100	ACC ADAPTED AS DIRECTED	0	COM	

 Rx Extended



Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

Sample Forms

The Notification of Prescription Adaptation or Extension form includes information entered in the Adaptation or Extension window, which will be faxed to the prescriber either manually or automatically. The name of the form indicates if an Adaptation or Extension was performed, and the reason (i.e., CS code) displays below it.

Notification of Prescription Adaptation Form

While a Prescription barcode is available, it is not necessary to batch scan the form as it is automatically attached to the Prescription upon Fill/Queue/Hold.

The reason for the Adaptation appears below the title of the form.

Notification of Prescription Adaptation

DOSAGE CHANGE

Page 1 of 1

Date: Feb 18, 2025

From: **QAAZPIAGBC01**
Eef-f1aa Ecf1ea F1f1f1.
Kamloops BC V4Z 1R9

To: **Dr. TOLERANT C APHORISM**
6978 GELSTON VISTA
SHIPLEY BC V0A 5P3

Phone: (778) 471-5972
Fax: (999) 999-9999
Pharmacist: SAGAR DESAI; Lic#: XXBSA

Phone: (555) 228-1123
Fax:

Patient: **CABINED BRACKETING**
289 FAR/JEON VISTAr
pts234 Surrey BC V4V5V6

Phone: () -
Birth Date: Jan 01, 1985 (Age: 40)
Health #: 0009735358496

**The following prescription(s) have been adapted with your patient's consent.
For Your Information Only.**

Prescription Type	Drug	Instruction	Fill Date Prescriber	Qty QA	Day Supply	Rx # RX Status
Original	AMLODIPINE & ATORVASTATIN APO-AMLODIPINE-ATORVASTATIN 10&80MG TABLET	TAKE AS DIRECTED	Feb 13, 2025 Dr. APHORISM, TOLERANT (91 - XXBEC)	9 10	9	7560166 Complete
Adaptation	AMLODIPINE & ATORVASTATIN APO-AMLODIPINE-ATORVASTATIN 10&80MG TABLET	ADAPTED TAKE AS DIRECTED	Feb 18, 2025 Pr: BEDLAM, TOES (P1 - XXBSA)	90 90	90	7560171

Data and Rationale
Patient's blood pressure readings in the past four weeks have been consistently above 150/100.

Assessment and Instructions to Patient
Increased the amlodipine dose to 10mg. Instructed patient to take blood pressure readings twice daily for two weeks.

Follow-Up Plan
Follow-up scheduled with the patient after two weeks time to review tolerance and effectiveness of the new dose.

THE PATIENT (CABINED BRACKETING) WAS PROVIDED SUFFICIENT INFORMATION, INCLUDING THE RISKS AND BENEFITS ASSOCIATED WITH THIS SERVICE AND VOLUNTARILY PROVIDED THEIR CONSENT

THE INFORMATION CONTAINED IN THIS FACSIMILE MESSAGE IS LEGALLY PRIVILEGED AND CONFIDENTIAL INFORMATION INTENDED FOR THE USE OF THE ADDRESSEE LISTED ABOVE. IF THE READER OF THIS MESSAGE IS NOT INTENDED AS A RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPY OF THE INFORMATION CONTAINED IN THIS FACSIMILE MESSAGE IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS FACSIMILE IN ERROR, PLEASE NOTIFY US IMMEDIATELY AT THE TELEPHONE NUMBER LISTED ABOVE, AND DESTROY ALL RECEIVED SHEETS. THANK YOU.
L'INFORMATION CONTENUE DANS CETTE TÉLÉCOPIE EST CONFIDENTIELLE ET POUR L'USAGE DE LA PERSONNE À LAQUELLE ELLE EST ADRESSÉE. SI VOUS AVEZ REÇU CETTE TÉLÉCOPIE PAR ERREUR, VEUILLÉZ NOTER QUE LA DISTRIBUTION OU LA DISSIMULATION DE L'INFORMATION EST STRICTEMENT INTERDITE, S.V.P. NOUS AVERTIR DE L'ERREUR PAR TÉLÉPHONE ET DETRUIRE LA TÉLÉCOPIE. MERCI!!

The QA is a new field.
The RX Status has been moved to the right.
The Prescriber field includes the license number and prescriber type in brackets.

Consent verbiage matches the Adaptation window. If the patient's representative provided the consent, their name appears at the bottom instead.

The headers at the bottom match the Adaptation window.



Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

Notification of Prescription Extension Form

While a Prescription barcode is available, it is not necessary to batch scan the form as it is automatically attached to the Prescription upon Fill/Queue/Hold.

The reason for the Extension appears below the title of the form.

Notification of Prescription Extension

RENEWAL

Page 1 of 1

Date: Feb 18, 2025

From: **QAAZPIAGBC01**
Eef-f1aa Ecf1ea F1f1f1.
Kamloops BC V4Z 1R9

To: **Dr. LAUREATE L ABAFT**
41 SPARKGREEN STREET
DORCHESTER BC V1R 8H1

Phone: (778) 471-5972
Fax: (999) 999-9999
Pharmacist: SAGAR DESAI; Lic#: XXBSA

Phone: () -
Fax:

Patient: **CABINED BRACKETING**
289 FARJEON VISTAr
pts234 Surrey BC V4V5V6

Phone: () -
Birth Date: Jan 01, 1985 (Age: 40)
Health #: 0009735358496

**The following prescription(s) have been extended to ensure continuity of care.
For Your Information Only.**

Prescription Type	Drug	Instruction	Fill Date Prescriber	Qty QA	Day Supply	Rx # RX Status
Original	CELECOXIB ACCEL-CELECOXIB 100MG CAPSULE	AS DIRECTED	Jul 04, 2024 Dr. ABAFT, LAUREATE (91 - XXAKQ)	100 1,100	14	765856 Complete
Extension	CELECOXIB ACCEL-CELECOXIB 100MG CAPSULE	ADAPTED AS DIRECTED	Feb 18, 2025 Pr: BEDLAM, TOES (P1 - XXBSA)	100 100	14	7560172

Data and Rationale
Patient has taken this medication for 3 years. Prescriber is currently on vacation and they have run out of refills.

Assessment and Instructions to Patient
Treatment is indicated and appropriate; patient tolerating and adherent.

Follow-Up Plan
Confirmed patient's understanding of therapy; patient to continue monitoring efficacy and tolerability and follow up with their doctor within 14 days.

THE PATIENT (CABINED BRACKETING) WAS PROVIDED SUFFICIENT INFORMATION, INCLUDING THE RISKS AND BENEFITS ASSOCIATED WITH THIS SERVICE AND VOLUNTARILY PROVIDED THEIR CONSENT

THE INFORMATION CONTAINED IN THIS FACSIMILE MESSAGE IS LEGALLY PRIVILEGED AND CONFIDENTIAL INFORMATION INTENDED FOR THE USE OF THE ADDRESSEE LISTED ABOVE. IF THE READER OF THIS MESSAGE IS NOT INTENDED AS A RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPY OF THE INFORMATION CONTAINED IN THIS FACSIMILE MESSAGE IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS FACSIMILE IN ERROR, PLEASE NOTIFY US IMMEDIATELY AT THE TELEPHONE NUMBER LISTED ABOVE, AND DESTROY ALL RECEIVED SHEETS. THANK YOU.
L'INFORMATION CONTENUE DANS CETTE TÉLÉCOPIE EST CONFIDENTIELLE ET POUR L'USAGE DE LA PERSONNE À LAQUELLE ELLE EST ADRESSÉE. SI VOUS AVEZ REÇU CETTE TÉLÉCOPIE PAR ERREUR, VEUILLÉZ NOTER QUE LA DISTRIBUTION OU LA DISSIMULATION DE L'INFORMATION EST STRICTEMENT INTERDITE; S.V.P. NOUS AVERTIR DE L'ERREUR PAR TÉLÉPHONE ET DÉTRUIRE LA TÉLÉCOPIE. MERCI

The QA is a new field.
The RX Status has been moved to the right.
The Prescriber field includes the license number and prescriber type in brackets.

Consent verbiage matches the Extension window. If the patient's representative provided the consent, their name appears at the bottom instead.

The headers at the bottom match the Extension window.



Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

Correcting a Prescription

The Correct function allows you to fix errors (e.g., wrong quantity, drug, instructions) on a Prescription that was processed by your pharmacy. Depending on the Prescription and the Correct function used, a corresponding message may be transmitted to Revoke the Prescription or reverse its Dispense from the EHR.



NOTE: The timeframe to submit corrections for a Dispense is 120 days. After 120 days, pharmacies can notify Health Insurance British Columbia (HIBC) for an Extension of the reversal window to 180 days. After 180 days, the pharmacy must contact the [Ministry's PharmaNet Data Quality Services Team](#) to reverse a Dispense. There is no time limit for updating the status of a Prescription Authorization.

Amend Allows you to make changes to a processed Prescription without impact to billing. These changes are not transmitted to the EHR.

Amend Next Disabled for British Columbia pharmacies. Amend Next records can only be created when performing an [EHR Profile Compare](#).

Rebill Allows you to Cancel (and in some cases Revoke) a Prescription Authorization and Dispense, Correct it, and then Fill the Prescription in one step using the same Prescription number and same Fill Date (e.g., incorrect quantity authorized).

Refuse Allows you to Cancel (and in some cases Revoke) the Prescription Authorization and Dispense (e.g., Prescription Filled in error).

RTS Allows you to Cancel (and in some cases Revoke) a Prescription Authorization and Dispense. RTS allows you to enter the Prescription numbers by scanning privacy labels.

Manual Reversal Disabled for EHR integrated pharmacies. However, a [Manual Reversal](#) button will be available in Rx Detail.

Trace # Reversal Allows you to reverse a claim from a Third Party using a unique trace number.

Wrong Patient Disabled for EHR integrated pharmacies.



Amending a Prescription

Changes made using the Amend function are not transmitted to the EHR. As a result, only certain fields are enabled when Amending a Prescription that was transmitted to the EHR (i.e., has an EHR Rx ID). All other fields will be disabled.

Refer to the lists below for the fields that can be Amended for Prescriptions with an EHR Rx ID.

Main Tab	Extended Tab
<ul style="list-style-type: none"> Labels Refill Rem Act (days) (Independent stores only) Compliance Pack checkbox and dosing information 	<ul style="list-style-type: none"> Label setup Language Next Fill Qty Special Auth Expiry Auto Refill Leaflet

To Amend a Prescription:

1. From the **Patient Profile** or **Workbench**, highlight the completed Prescription.
2. Select **Correct**. The Correct window opens.
3. Select **Amend**. The Prescription opens in Rx Detail.
4. Make the necessary edits in the allowed fields.
5. Select **Save**.
6. A prompt asks if you want to print a new vial label. Select **Yes** or **No**.

In the **Patient Folder Profile** tab, the Prescription's status is updated to **AMD** to reflect that it was Amended.

BRACKETING,...

THIRD PARTY

CLINICAL

PROFILE

HISTORY

PROGRAMS

PREFERENCES

ATTACHMENTS

NOTES

Display Options

Display

All

Deselect All

☒

Condense

☒

Active Only

Criteria

apo-metformin er

Filter

Clear Filter

MS: 7

Workflow	Fill Date Perf On	Due	Drug Name Strength	Form	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
Packaging	Mar 13, 2025 Mar 13, 2025	86	METFORMIN; APO-METFORMIN ER 1000MG	TABE	7560192	180	APX TAKE 1 TABLET DAILY	1	AMD	<input checked="" type="checkbox"/>

In **Patient Folder History** tab, a record is added indicating the user who performed the action and when it occurred.

BRACKETING,...	THIRD PARTY	CLINICAL	PROFILE	HISTORY	PROGRAMS	PREFERENCES	ATTACHMENTS	NOTES
<div>Rx</div>								
Entered	User	Event	Activity	Comments				
Mar 17, 2025 07:10	SD	Refill Rx	Amend	APO-METFORMIN ER; METFORMIN				



If Digital Workflow is enabled, Amending any Prescription field will require Technical Validation to be completed again. If the Prescription has already been Picked Up, Amending will not impact its Workflow status (i.e., it will not go through Workflow again).

Rebiling a Prescription

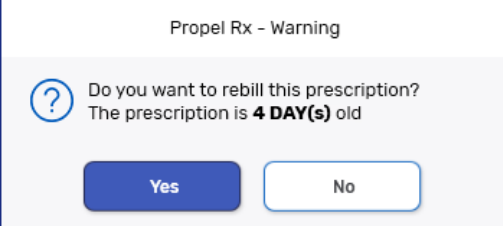
When a Prescription is Rebill, the Prescription is first Refused and then Filled again. For New and Reauthorized Prescriptions, during the Refusal portion of the Rebill, the Prescription record (i.e., Create) is Revoked on the EHR, allowing the modification of all fields. After the Prescription is Filled, a new Prescription Authorization is created on the EHR.

Downloaded Prescriptions are not Revoked since the Prescription Authorization record was not created by the pharmacy. If a Downloaded Prescription should be Revoked, the user can update its status from the Patient Profile.

To Rebill a Prescription:

- Do one of the following:
 - From the **Workbench** or **Patient Profile**, highlight the completed Prescription(s). Select **Correct** > **Rebill**.
 - From **Rx Detail**, select **Correct** > **Rebill**.
 - From the **Claim Summary** window, select **Rebill**.

A prompt appears.

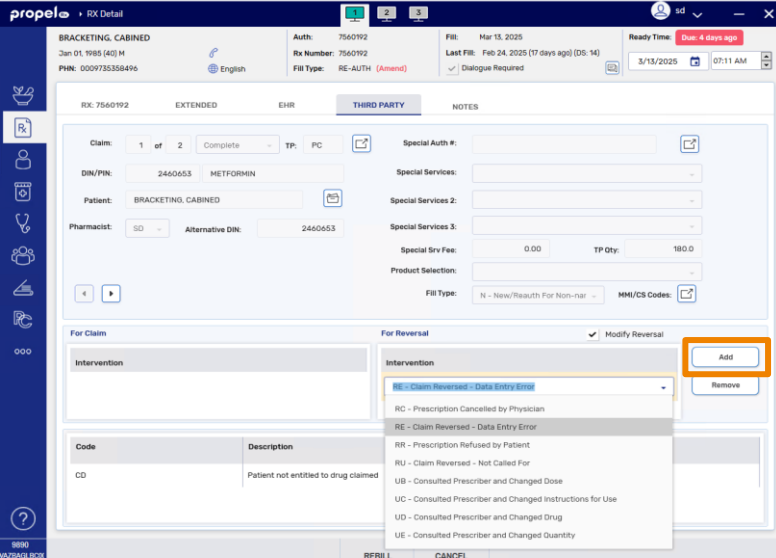


Propel Rx - Warning

Do you want to rebill this prescription?
The prescription is **4 DAY(s)** old

Yes No

- Select **Yes**. The Prescription opens in Rx Detail for you to enter an intervention code for PharmaCare for the reversal.
- Select **Add**.
- Select the appropriate intervention code from the dropdown.
- Select **Rebill**. Propel Rx reverses the Third Party claim, and the appropriate reversal message is sent to the EHR. For detailed information on the Prescription changes that occur on the EHR with a Rebill, refer to the table below.
- Select **Fill**.



propel - Rx Detail

BRACKETING, CABINED
Jan 01, 1985 (40) M
PHN: 0009735358496

Auth: 7560792
Rx Number: 7560792
Fill Type: RE-AUTH (Amend)

Fill: Mar 13, 2025
Last Fill: Feb 24, 2025 (17 days ago) (DS: 14)
✓ Dialogue Required

Ready Time: Due: 4 days ago
3/13/2025 07:11 AM

RX: 7560792 EXTENDED EHR THIRD PARTY NOTES

Claim: 1 of 2 Complete TP: PC

DIN/PIN: 2460653 METFORMIN

Patient: BRACKETING, CABINED

Pharmacist: SD Alternative DIN: 2460653

Special Auth #:

Special Services:

Special Services 2:

Special Services 3:

Special Srv Fee: 0.00 TP Qty: 180.0

Product Selection:

Fill Type: N - New/Reauth For Non-mar MM/CS Codes:

For Claim

Intervention

Code Description

CD Patient not entitled to drug claimed

For Reversal

Intervention

RE - Claim Reversed - Data Entry Error

RC - Prescription Cancelled by Physician

RE - Claim Reversed - Data Entry Error

RU - Prescription Refused by Patient

RU - Claim Reversed - Not Called For

UC - Consulted Prescriber and Changed Dose


UC - Consulted Prescriber and Changed Instructions for Use

UD - Consulted Prescriber and Changed Drug


UE - Consulted Prescriber and Changed Quantity

REBILL CANCEL



Prescription Scenario	Prescription Changes
First Fill or ReAuth including First Fill from Hold (no subsequent Dispenses exist in the same Prescription chain)	<ul style="list-style-type: none"> The claim is reversed from the Third Party. The Dispense is reversed on the EHR. The Prescription Authorization is Revoked on the EHR with a default reason of "Entered in Error." Once the reversal completes, the Prescription opens in Rx Detail and all information is retained, except for the EHR Rx ID. All fields are open for editing. Upon Fill, a new EHR Rx ID is assigned, and the Prev EHR Rx ID field becomes populated with the previous EHR Rx ID in the chain if applicable. If the status change is unsuccessful on the EHR (e.g., Network Down), the Prescription is Cancelled (CAN) and remains Active on the Profile. <p> TIP: Perform an EHR Profile Compare to update the local status if it does not match the EHR.</p>
First Fill or ReAuth including First Fill from Hold (subsequent Dispenses in the same Prescription chain)	<ul style="list-style-type: none"> The claim is reversed from the Third Party. The Prescription Authorization is not Revoked as it has been Dispensed. The Dispense is reversed on the EHR. Once the reversal is completed, the Prescription opens in Rx Detail and all information is retained, including the EHR Rx ID. Information entered for the Prescription was used for both the Create and Dispense messages. Since the Create cannot be Revoked when there are subsequent Dispenses, fields that were transmitted for the Prescription Authorization cannot be edited. Only fields related to Prescription billing (e.g., pricing, bill codes) are open for editing. If you need to edit a disabled field, do one of the following: <ul style="list-style-type: none"> Escape out of the Rebill. Then, Refill and backdate the Prescription. This option can be used if a correction only needs to be made for the Dispense. Escape out of the Rebill. Then, Discontinue the Prescription with a reason of Alternate Prescription Prescribed (no MMI/CS code required). Reauthorize the Prescription and enter the original information, except for the QA, which should be the quantity remaining. Cross-reference the Prescriptions (same process that you would perform if you encountered this scenario prior to PPM). Upon Fill, the EHR Rx ID is retained and the Dispense is associated with it. The Prev EHR Rx ID field becomes populated with the previous EHR Rx ID in the chain if applicable.



Refill (Dispenses in the chain) or Downloaded Prescription	<ul style="list-style-type: none"> The claim is reversed from the Third Party. The Dispense is reversed on the EHR. Once the reversal completes, all information is retained in Rx Detail. All information is editable except for the QA. Upon Fill, the Dispense is linked to the existing EHR Rx ID.
Adaptation/Extension (i.e., First Fill or ReAuth)	<ul style="list-style-type: none"> The claim is reversed from the Third Party. The Dispense is reversed on the EHR. The Adaptation Prescription is Revoked on the EHR with a default reason of "Entered in Error." Once the reversal is completed, the Prescription opens in Rx Detail and all information is retained, except for the EHR Rx ID. All fields are open for editing. Upon Fill, the Adaptation or Extension window opens. Information that was previously entered for the Adaptation or Extension will be retained. Make any necessary adjustments to the fields and select OK. The previous EHR Rx ID (of the original Prescription Authorization) is retained. A new EHR Rx ID is assigned which gets associated with the Dispense. If the status change is unsuccessful on the EHR (e.g., Network Down), the Prescription is Cancelled (CAN) and remains Active on the Profile. <p> TIP: Perform an EHR Profile Compare to update the local status if it does not match the EHR.</p> <ul style="list-style-type: none"> If Rebilling a subsequent Fill of the Adaptation (i.e., Refill), the same rules described above for Refill/Downloaded Prescriptions will apply.
Historical Prescription Filled prior to PPM	<ul style="list-style-type: none"> The claim is reversed from the Third Party. The Dispense is reversed on the EHR. Once the reversal completes, all information is retained in Rx Detail. Upon Fill, the Dispense is submitted to the EHR. An EHR Rx ID is assigned if the Prescription is the last in the chain, otherwise no EHR Rx ID is assigned.

In Propel Rx, the Prescription status is updated to Complete, and the same Prescription number is assigned. All successful Prescription Rebills are recorded in the **Patient Folder History** tab.

LGPROFILEON..	THIRD PARTY	CLINICAL	PROFILE	HISTORY	PROGRAMS	PREFERENCES	ATTACHMENTS	NOTES
					Rx			
Entered	User	Event	Activity	Comments				
Mar 17, 2025 07:52	SD	Refill Rx	Dispensed	METFORMIN;METFORMIN FC				
Mar 17, 2025 07:52	SD	Refill Rx	Refused	METFORMIN;METFORMIN FC				



The **Audit History** for the Prescription also accurately tracks the Refusal and Fill.

Propel Rx - Audit History: LGPROFILEONE, TRXXONE - DIN 2385341 - METFORMIN FC 500MG TABLET

Rx #	Auth Rx	Price	TP Bill	Fill Date	DIN	MFR	Status	QA	Qty	OD	REM
7560187	7560136	\$27.41	PC/CA	Feb 26, 2025	2385341	SIV	Complete	360	180	180	1
Dr. ABAFT,LAUREATE Performed on: Mar 17, 2025 By: SD TAKE 1 TABLET TWICE DAILY Packaging											
7560187	7560136	\$27.41	PC/CA	Feb 26, 2025	2385341	SIV	Cancelled	360	180	0	2
Dr. ABAFT,LAUREATE Performed on: Mar 17, 2025 By: SD TAKE 1 TABLET TWICE DAILY Packaging											
7560187	7560136	\$27.41	PC/CA	Feb 26, 2025	2385341	SIV	Complete	360	180	180	1
Dr. ABAFT,LAUREATE Performed on: Feb 26, 2025 By: SD TAKE 1 TABLET TWICE DAILY Packaging											

If Digital Workflow is enabled, certain Workflow steps (i.e., Packaging, Technical Validation, Clinical Review) may need to be completed again depending on the Prescription fields that were updated during the Rebill. For more information, refer to the table below.

Rebill Field	Data Entry	Packaging	Technical Validation	Clinical Review
Prescriber	✓		✓	
Drug	✓	✓	✓	✓
SIG	✓		✓	✓
QA	✓		✓	
Qty	✓	✓	✓	
Days Supply	✓		✓	
Pack Size	✓	✓	✓	
Packager	✓	✓	✓	
Pricing	✓		✓	
Bill Code	✓		✓	
Compound Extended Tab	✓		✓	
Labels	✓		✓	



Rebill Field	Data Entry	Packaging	Technical Validation	Clinical Review
All Other Fields	✓		✓	

Escaping a Rebill

After initiating the Rebill process, if you determine the Prescription should not be Filled again, you can escape at any time during the Rebill process, except if adjudication to the first payer in the bill code (i.e., PC) is successful. The **Escape** button will be enabled in Rx Detail after the Prescription reversal portion of the Rebill has occurred. When using Escape during the Rebill process, the Prescription is not removed from Profile and full audit logging is maintained. If the Prescription was already adjudicated to a Third Party, the **Escape** button will be unavailable.

Refer to the table below for the outcomes that can occur after escaping a Rebill.



NOTE: If the reversal portion of the Rebill has not occurred yet (i.e., you haven't submitted the reversal intervention code yet), select **Cancel** in Rx Detail to exit the Rebill.

Prescription Scenario	Prescription Changes
First Fill or ReAuth including First Fill from Hold (no subsequent Dispenses in the same Prescription chain)	<ul style="list-style-type: none"> The previous Prescription is Revoked on the EHR. If a user Escapes before submitting the Create, there will not be an Active Prescription Authorization on the EHR, and the Prescription will remain on the Propel Rx Profile as Cancelled and Revoked. If a user Escapes after submitting the Create (PharmaCare rejects the claim), an Active Prescription Authorization will exist on the EHR, and the Prescription will be Cancelled and Active in Propel Rx. The Prescription can be Discontinued or left Active for the next Fill. A cancellation record appears in Audit History to reflect the cancellation.
First Fill or ReAuth including First Fill from Hold (no subsequent Dispenses in the same Prescription chain)	<ul style="list-style-type: none"> No Revoke message is sent to the EHR as Dispenses exist in the chain. The Prescription is Cancelled in Propel Rx. A cancellation record appears in Audit History to reflect the cancellation.
Refill (Dispenses in the chain) or Downloaded Prescription	<ul style="list-style-type: none"> The Prescription is Cancelled in Propel Rx. A cancellation record appears in Audit History to reflect the cancellation.



Adaptation or Extension	<ul style="list-style-type: none"> Same as the First Fill or ReAuth scenario above. If the Adaptation or Extension was subsequently Refilled and then Rebilled, it would behave the same as the Refill scenario above.
Historical Prescription Filled prior to PPM	<ul style="list-style-type: none"> The Prescription is Cancelled in Propel Rx. A cancellation record appears in Audit History to reflect the cancellation.

Refusing a Prescription

Depending on the scenario, when a Prescription is Refused, you may be given the options to Revoke the Prescription or place it on Hold locally in Propel Rx. Corresponding messages are transmitted to the EHR to update the status of the Prescription Authorization and/or reverse its Dispense.

To Refuse a Prescription:

- Do one of the following:
 - From the **Patient Profile** or **Workbench**, highlight the Prescription(s). Select **Correct** > **Refuse**.
 - From **Rx Detail**, select **Correct** > **Refuse**.
 - From the **Claim Summary** window, select **Refuse**.
 - From the **Batch Profile** window, highlight the Prescription(s) and select **Refuse**.

A validation prompt appears.

- Select **Yes**. The Prescription opens in Rx Detail for you to enter an intervention code for PharmaCare for the reversal.
 - If the Prescription was a New or ReAuth Prescription placed on Hold, you will not be prompted to enter an intervention code for the reversal, as the Prescription has not been Dispensed yet. In these scenarios, you can skip steps 3 – 5.
- Select **Add**.
- Select the appropriate intervention code from the dropdown.

Propel Rx - Refuse Prescription

Are you sure you want to refuse?

Rx #7560203 (AVA-HYDROCHLOROTHIAZIDE) for TRXXONE LGPROFILEONE

Yes No

propel Rx - Rx Detail

LGPROFILEONE, TRXXONE
Oct 17, 1994 (30) F
PHN: 000973535644

Auth: 7560203
Rx Number: 7560203
Fill Type: NEW

Fill: Mar 17, 2025
Last Fill:
Dialogue Required

Ready Time: Due In: 10 min, 4 sec
3/17/2025 08:25 AM

RX: 7560203 EXTENDED EHR THIRD PARTY NOTES

Claim: 1 of 2 Complete TP: PC
DIN/PIN: 2363968 HYDROCHLOROTHIAZIDE
Patient: LGPROFILEONE, TRXXONE W
Pharmacist: SD Alternative DIN: 2363968

Special Auth #:
Special Services:
Special Services 2:
Special Services 3:
Special Srv Fee: 0.00 TP Qty: 90.0
Product Selection:
Fill Type: N - New/Reauth For Non-nar MM/CS Codes:

For Claim For Reversal Modify Reversal

Intervention

Code Description
CD Patient not entitled to drug claimed

Intervention
RC - Claim Reversed - Data Entry Error
RE - Claim Reversed - Data Entry Error
RR - Prescription Refused by Patient
RU - Claim Reversed - Not Called For
UB - Consulted Prescriber and Changed Dose
UC - Consulted Prescriber and Changed Instructions for Use
UD - Consulted Prescriber and Changed Drug
UE - Consulted Prescriber and Changed Quantity

Add Remove

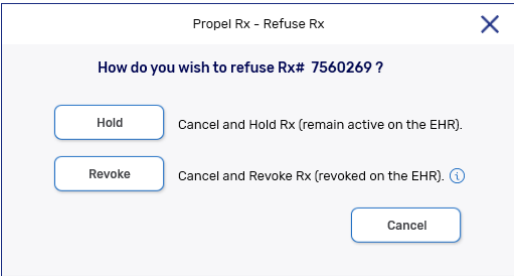
REFUSE CANCEL



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5. Select **Refuse**. The Refuse Rx window opens if the Prescription was not a Refill. Depending on the Prescription scenario, the buttons that are visible in the window vary, as indicated in the chart below.

Prescription Scenario	Prompt	Options/Actions
First Fill or ReAuth (including First Fill from Hold)		<p><u>Hold</u></p> <ul style="list-style-type: none"> The claim is reversed from the Third Party. The Dispense is reversed but the Prescription Authorization remains Active on the EHR. The Prescription is placed on Hold locally and continues through Workflow (if applicable). The EHR Rx ID is retained and carried over on subsequent Fill. Use Hold for example, if the patient didn't pick up the medication, or if you only need to reverse the Dispense. <p><u>Revoke</u></p> <ul style="list-style-type: none"> The claim is reversed from the Third Party. If the Prescription was not Downloaded (i.e., Create was sent by the pharmacy), it is Revoked on the EHR with a default reason of "Entered in Error." If the Prescription was Downloaded, its status remains Active on the EHR since the pharmacy did not create the Prescription Authorization in the first place; if the Prescription should be Revoked, this can be done afterwards. If the Prescription was not Downloaded (i.e., Create was sent by the pharmacy), it is Cancelled




(CAN) and Revoked (*V*) in Propel Rx. If it was Downloaded, it is Cancelled (CAN) and Inactivated (*I*) in Propel Rx.

- If the status change on the EHR is unsuccessful, the Prescription is Cancelled (CAN) and remains Active in Propel Rx.

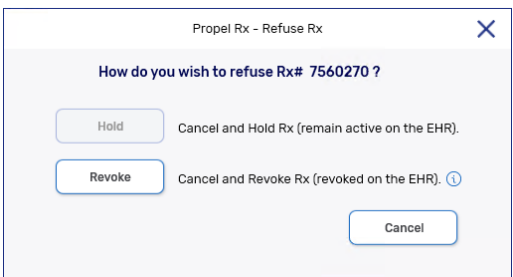

 **TIP:** Perform an EHR Profile Compare to update the local status if it does not match the EHR or Discontinue the Prescription and Reauthorize it.

- Use Revoke for example, if the Prescription was entered in error, and a new Prescription Authorization needs to be created with the correct information.

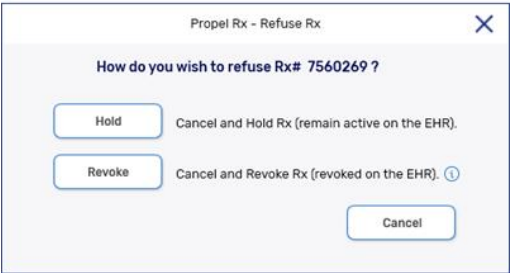
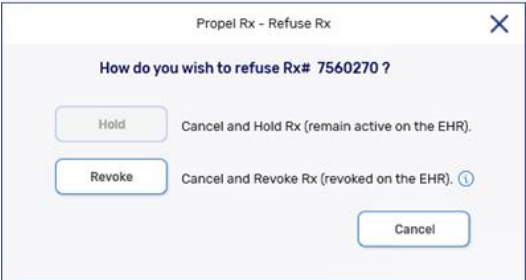
 **TIP:** In this scenario, a faster alternative would be to Rebill the Prescription, unless you do not intend to Fill the Prescription.

If you chose not to Revoke the Prescription and entered a new Authorization, duplicate authorizations will exist on the EHR. Revoke the previous Authorization from the Rx Authorizations Profile, otherwise a [96 – Rx Exists/95 – Rx Exists with Different Data response](#) will be returned by the EHR.



<p>New or ReAuth Prescription placed on Hold</p>		<h3>Revoke</h3> <ul style="list-style-type: none"> • The claim is reversed from the Third Party. • If the Prescription was not Downloaded (i.e., Create was sent by the pharmacy), it is Revoked on the EHR with a default reason of "Entered in Error." If the Prescription was Downloaded, its status remains unchanged on the EHR since the pharmacy did not create the Prescription Authorization in the first place; if the Prescription should be Revoked, this can be done afterwards • If the Prescription was not Downloaded, it is Cancelled (CAN) and Revoked (*V*) in Propel Rx. If it was Downloaded, it is Cancelled and Inactivated (*I*) in Propel Rx. • If the status change on the EHR is unsuccessful, the Prescription is Cancelled and remains Active in Propel Rx. <p> TIP: Perform an EHR Profile Compare to update the local status if it does not match the EHR or Discontinue the Prescription and Reauthorize it.</p>
<p>Refill</p>	<p>No prompt is displayed</p>	<ul style="list-style-type: none"> • The claim is reversed from the Third Party. • The Prescription is Cancelled in Propel Rx. • The Dispense is reversed on the EHR. • The Prescription can be Refilled later against the same EHR Rx ID.



		<ul style="list-style-type: none"> If the Refill created the Prescription Authorization on the EHR (i.e., Refill of a Historical Prescription that existed before PPM), it will not be Revoked. The user can Revoke manually and recreate the Prescription if corrections are needed.
Historical First Fill or ReAuth (including First Fill from Hold) from before PPM (i.e., no EHR Rx ID)		<p><u>Hold</u></p> <ul style="list-style-type: none"> The claim is reversed from the Third Party. The Dispense is reversed on the EHR. The Prescription is placed on Hold in Propel Rx. <p><u>Revoke</u></p> <ul style="list-style-type: none"> The claim is reversed from the Third Party. The Dispense is reversed on the EHR. The Prescription is Cancelled (CAN) and Revoked (*V*) in Propel Rx.
Historical New or ReAuth Prescription placed on Hold (i.e., no EHR Rx ID)		<p><u>Revoke</u></p> <ul style="list-style-type: none"> No message is sent to the EHR as the Prescription record was not created before PPM. The Prescription is Cancelled (CAN) and Revoked (*V*) in Propel Rx.

All successful Prescription Refusals and Revokes are recorded in the **Patient Folder History** tab.

LGPROFILEON.	THIRD PARTY	CLINICAL	PROFILE	HISTORY	PROGRAMS	PREFERENCES	ATTACHMENTS	NOTES
Filtering: hydro Rx								
Entered	User	Event	Activity	Comments				
Mar 17, 2025 08:21	SD	New Rx	Refused	HYDROCHLOROTHIAZIDE;AVA-HYDROCHLOROTHIAZIDE				
Mar 17, 2025 08:06	SD	New Rx	Dispensed	HYDROCHLOROTHIAZIDE;AVA-HYDROCHLOROTHIAZIDE				

The **Audit History** for the Prescription also accurately tracks the Refusal. If the Prescription was placed on Hold, a Cancelled record will always precede the Hold record in the Audit History.



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Propel Rx - Audit History: LGPROFILEONE, TRXXONE - DIN 2363968 - AVA-HYDROCHLOROTHIAZIDE 25MG TABLET											
Rx #	Auth Rx	Price	TP Bill	Fill Date	DIN	MFR	Status	QA	Qty	QD	REM
7560203	7560203	\$17.60	PC/CA	Mar 17, 2025	2363968	AVA	Cancelled	90	90	0	1
Dr. ABAFT,LAUREATE TAKE 1 TABLET DAILY Performed on: Mar 17, 2025 By: SD Inter Codes: RE											
7560203	7560203	\$17.60	PC/CA	Mar 17, 2025	2363968	AVA	Complete	90	90	90	0
Dr. ABAFT,LAUREATE TAKE 1 TABLET DAILY Performed on: Mar 17, 2025 By: SD											

Propel Rx - Audit History: BRACKETING, CABINED - DIN 2440644 - ACH-PRAVASTATIN 10MG TABLET											
Rx #	Auth Rx	Price	TP Bill	Fill Date	DIN	MFR	Status	QA	Qty	QD	REM
7560210	7560210	\$41.50	PC/CA	Apr 02, 2025	2440644	ACH	Hold	90	90	0	1
Dr. ABAFT,LAUREATE TAKE 1 TABLET DAILY Performed on: Apr 02, 2025 By: SD Inter Codes: RE Technical Validation											
7560210	7560210	\$41.50	PC/CA	Apr 02, 2025	2440644	ACH	Cancelled	90	90	0	1
Dr. ABAFT,LAUREATE TAKE 1 TABLET DAILY Performed on: Apr 02, 2025 By: SD Inter Codes: RE Technical Validation											
7560210	7560210	\$41.50	PC/CA	Apr 02, 2025	2440644	ACH	Complete	90	90	90	0
Dr. ABAFT,LAUREATE TAKE 1 TABLET DAILY Performed on: Apr 02, 2025 By: SD Technical Validation											



Failed Reversals

If a reversal is rejected by a Third Party, various options become available to manage the Prescription. Some of these options are only available depending on which Third Party in the billing sequence had rejected the reversal.

Refuse

- The reversal is resubmitted (i.e., online) to the Third Party.
- This option is always available regardless of which Third Party rejected the reversal.

Abort

- The Prescription reverts to its previous state (e.g., Complete/COM).
- This option is only available if the reversal failed at the first or only Third Party. For example, for a Prescription billed to PC/AS/CA, the reversal failed at AS.



NOTE: Reversals proceed in the opposite order as when the Prescription was adjudicated.

Manual Reversal

- The claim for that Third Party is manually reversed (i.e., offline) and Propel Rx proceeds with the online reversal for the remaining Third Parties and then the EHR. Your pharmacy is responsible for contacting the Third Party to have the claim reversed on their end.
- This option is always available regardless of which Third Party rejected the reversal.
- In the Prescription's Audit History, a *MANUAL REVERSAL* indicator will appear.

Code	Description	Recommendation	Type
CD	Patient not entitled to drug claimed	Drug is not covered under TP plan	For Claim

9890 MAZBAGLBCO X1.9-10	RX	ABORT	MANUAL REVERSAL	CORRECT	PARK	REFUSE	MORE INFO	REVERT
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Refusing to Fill a Prescription

If a pharmacist in their professional judgement deems that a Prescription should not be Filled, they can Discontinue the Prescription on the EHR Profile and indicate that the Prescription was refused with a Clinical Service (CS) code. This advises other healthcare professionals that a pharmacy decided not to complete the dispense.

This replaces the previous Refusal to Fill process that required submission of a Special Service Code (SSC). As such, the SSC of Refusal to Fill has been removed from the dropdown in the **Rx Detail Third Party** tab. Refusal to Fill special service fees will now be paid offline/monthly. PharmaCare will always pay the maximum amount going forward, regardless of the dispensing fee. To receive payment for a Refusal to Fill, the process outlined below should be followed.


In British Columbia, a Refusal to Fill can only be transmitted after a Prescription is created on the EHR (i.e., has a Rx ID). If the Prescription does not exist on the EHR, the Prescription must be placed on Hold first.

To indicate a Refusal to Fill for a Prescription.

1. If the Prescription does not exist on the EHR, enter it in Propel Rx and then place it on **Hold** and complete its Workflow.
2. From the **Patient Profile**, deselect the **Active** checkbox for the Prescription. The Inactivate Rx window opens.



NOTE: If the Prescription exists on the EHR, you can do one of the following:

- [Download the Prescription](#) and place it on Hold before Discontinuing it. This keeps a record of the Prescription locally and is the recommended approach.
 - [Update its status](#) and indicate the Refusal to Fill from the Rx Authorizations Profile.
3. Select the **Discontinue** option.
 4. Select **OK**. The EHR – Update Status window opens.
 5. From the **Reason** dropdown, select Refusal to Fill.
 6. In the **Medication Management Codes** section, select the expander button  to open the Medication Management and Clinical Service Codes window.
 7. Select the **Refusal to Fill** dropdown and select the appropriate code that corresponds to your rationale for refusing to Fill the Prescription.



Propel Rx - Medication Management and Clinical Service Codes

Medication Management Codes

- Prescription Adjustment
- Frequency Of Dispensing
- Injections
- Refusal To Fill**
 - Allergy To Product Is On Record
 - Consulted Prescriber - Changed Dosage
 - Consulted Prescriber - Changed Instructions For Use
 - Dangerously High Dose
 - Falsified/Altered Prescription**
 - Multi-Doctoring / Multi-Pharmacy
 - Potential Overuse/Abuse
 - Prior Adverse Reaction
 - Product Is Not Effective
 - Quantity Prescribed Is Not Rational
 - Significant Drug Interaction (Drug-To-Drug)
 - Sub-Therapeutic Dose
 - Therapeutic Duplication
 - Treatment Failure
- Prescription Management
- Pharmacist Adaptation
- Minor Ailments And Contraception Services
- Medication Review

Prescription MMI Codes

>> <<

OK Cancel

8. Select the right arrow button (>>).

Propel Rx - Medication Management and Clinical Service Codes

Medication Management Codes

- Prescription Adjustment
- Frequency Of Dispensing
- Injections
- Refusal To Fill**
 - Allergy To Product Is On Record
 - Consulted Prescriber - Changed Dosage
 - Consulted Prescriber - Changed Instructions For Use
 - Dangerously High Dose
 - Multi-Doctoring / Multi-Pharmacy
 - Potential Overuse/Abuse
 - Prior Adverse Reaction
 - Product Is Not Effective
 - Quantity Prescribed Is Not Rational
 - Significant Drug Interaction (Drug-To-Drug)
 - Sub-Therapeutic Dose
 - Therapeutic Duplication
 - Treatment Failure
- Prescription Management
- Pharmacist Adaptation
- Minor Ailments And Contraception Services
- Medication Review

Prescription MMI Codes

- Refusal To Fill**
 - Falsified/Altered Prescription

>> <<

OK Cancel

9. Repeat steps 7 -8 if you want to transmit additional codes.

10. Select **OK**.

Propel Rx - EHR - Update Status

Select a Status and Reason to update this prescription on EHR

Status: Obsolete (Discontinue)

Reason: Refusal To Fill

Medication Management Codes

MMI Codes: Refusal To Fill

CS Codes: Falsified/Altered Prescription

Notes:

OK Cancel



11. Enter any optional notes. These notes remain local only as a Prescription note. They cannot be referenced from the EHR Profile.
12. Select **OK**.

The Prescription is Discontinued locally, and a Prescription note will be added indicating the reason, MMI and CS codes, and any notes entered.

The screenshot shows the 'Propel Rx - RX Detail' window. At the top, it displays 'INWOVE, DIVEST' with contact information. Below this, there are fields for 'Auth: 7560271', 'Rx Number: 7560271', 'Fill Type: NEW (Hold)', 'Hold: Apr 21, 2025', and 'Ready Time: Due in: 15 min, 29 sec'. A 'Notes' tab is selected, showing a table with columns: Notes, Priority, Alert, Print, EHR, RX #, User, Date. A single note is listed: 'Discontinued Rx' with a priority of 'SD' and date 'Apr 21, 2025 12:32'. Below the table, a text box contains the following information: 'Reason: Refusal To Fill', 'MMI Codes: Refusal To Fill', and 'CS Codes: Falsified/Altered Prescription'.

On the **Rx Authorizations Profile**, the Prescription will appear with an Obsolete status. In the Detailed Prescription view, the **EHR Additional Info** window will indicate the Prescription was changed due to a Refusal to Fill.

The screenshot shows the 'Propel Rx - EHR Activate Rx Details' window. It contains fields for 'EHR Rx ID: 63332', 'Written Date: 21 Apr 2025', 'Effective Date: 21 Apr 2025', 'Prescriber: (91 - BC - Phys)', 'Entered By: (BC000001CR)', and 'Updated By: (BC000001CR)'. A 'Local Rx #' field is also present. An 'Additional Information' dialog box is open, showing a table with the following data:

Field	Data
Change Reason	Refusal To Fill
Compliance Packaging Indicator	N
Device Indicator	N
Folio Number	
Last Update Location ID	BC000001CR
Last Update Timestamp	2025/04/21 12:32:09
Maximum Dispense Qty	90
Office Use Indicator	N
Previous EHR Rx ID	63332
Rx Expiry Date	
Rx Start Date	21 Apr 2025

The dialog box has an 'OK' button at the bottom right.



DURs (Other Medications)

DURs (Other Medications) are medications that were not Filled as Prescriptions in your pharmacy. These include over the counter drugs, natural health products, prescriber drug samples, etc. They can also be Prescriptions that have been copied using an EHR Profile Compare. These medications can be added to a patient's Profile for Propel Rx interaction checking, clinical decision making, and to build a BPMH.

Adding a DUR

A DUR can be manually added using the **Add DUR** function or copied using an [EHR Profile Compare](#). Manually added DURs are local only; the EHR checkbox is always off and disabled.



TRANSMITTING DURs TO THE EHR

Transmitting OTCs to PharmaCare is optional and not required. If a user wants to transmit an OTC to the EHR, they can create a Prescription with themselves as the prescriber and enter the DE intervention code for PharmaCare.

For information on how to manually add a DUR, see [Adding a DUR](#).

Refilling a DUR

DURs can be Refilled but similar to when a DUR is manually added, the record will remain local only. For information on how to Refill a DUR, see [Refilling a DUR](#).

Inactivating a DUR

When a DUR is Inactivated in Propel Rx, the status of the DUR becomes Inactive in Propel Rx but no status change is transmitted to the EHR (i.e., the status update is local only).

To Inactivate a DUR:

1. Open the **Patient Folder**.
2. Select the **Profile** tab.
3. Deselect the **Active** checkbox for the DUR you wish to Inactivate.
4. Select **Save**.

The DUR is Inactivated and an *I* indicator displays beside it on the Patient Profile in Propel Rx.



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Workflow	Fill Date Perf On	Due	Drug Name Strength	Form	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
	Mar 12, 2025 Mar 12, 2025		ACETAMINOPHEN; ACETAMINOPHEN X: 500MG	TABL	239DUR	56	PMT TAKE 2 TABLETS EVERY 6 HOURS WI		DUR	*1*

A record is added to the **Patient Folder History** tab for the inactivation.

Entered	User	Event	Activity	Comments
Mar 12, 2025 15:35	SD	Profile	DUR Deactivated	ACETAMINOPHEN XST 500MG TABLET

Retracting a DUR

If a DUR was entered in error on the Patient Profile, you can remove it locally. No message is transmitted to the EHR for the removal and there is no impact to the EHR.

To retract a DUR:

1. Open the **Patient Folder**.
2. Select the **Profile** tab.
3. Select the DUR.
4. Select **Rx > Audit History**. The DUR Audit History window opens.

Start Date	End Date	Qty	DS	DUR #	Activity	Instructions	User
Mar 12, 2025		56	0	239DUR		TAKE 2 TABLETS EVERY 6 HOURS WHEN REQUIRE	SD

5. Select one or more records from the Audit History that you want to retract.
6. Select **Remove**.



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7. Select **Save**.

The DUR is removed from the Profile and a record is added to the **Patient Folder History** tab for the deletion.

BRACKETING...

THIRD PARTY

CLINICAL

PROFILE

HISTORY

PROGRAMS

PREFERENCES

ATTACHMENTS

NOTES

All

Entered	User	Event	Activity	Comments
Mar 12, 2025 14:55	SD	Profile	DUR Deleted	APO-METFORMIN ER 1000MG TABERGR24H



Updating Prescription Statuses on the EHR

After a Prescription is processed for a patient, it is flagged as Active on the Patient Profile. If the patient is no longer actively taking a medication, the Prescription Authorization was Revoked or Discontinued, or a Downloaded Prescription has been adjusted, the Prescription status should be updated. It is important that you update the status of Prescriptions that a patient is not currently taking. This ensures a patient's local and EHR Profile are accurate to support effective clinical decision-making.

Updating the Status of Non-Local Prescriptions

The Update Status button on the Rx Authorizations Profile – Detailed Prescription view can be used to change the status of a non-local Prescription.



UPDATING THE STATUS OF LOCAL PRESCRIPTIONS

If a Prescription is found locally and on the EHR, update the status from the Patient Profile tab in Propel Rx. Prescription status changes from the Patient Profile are transmitted to the EHR but not vice versa.

However, any mismatches can be resolved by performing an [EHR Profile Compare](#).

Prescriptions that are Discontinued or Revoked cannot have their status changed; the EHR will reject the status change with a response like the one below. If a Prescription was accidentally Discontinued or Revoked and it needs to be Filled, Refill it and create a new Prescription on the EHR.

Propel Rx - EHR Response

EHR Response TRX X2

Patient: BRACKETING, CABINED
PHN: 0009735358496 **Gender:** Male
Date of Birth: Jan 01, 1985
EHR Rx ID: 58445

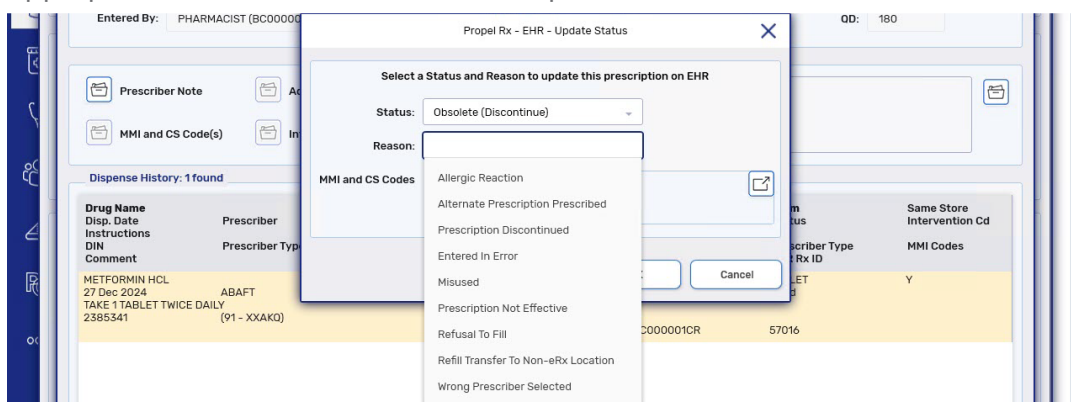
Response Status: Failed
276 Rx is not eligible to be changed


OK

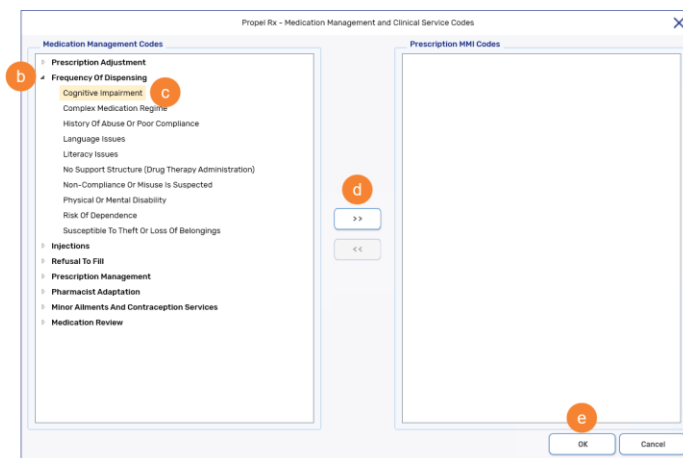


To update the status of a non-local Prescription on the EHR Profile:

1. Open the [Rx Authorizations Profile Summary view](#).
2. From the **Prescription Information** section, select the applicable Prescription that requires a status update.
3. Select **Detail**. The Detailed Prescription view opens.
4. Select **Update Status**. The Update Status window opens.
5. From the **Status** dropdown, select either Revoke or Obsolete (Discontinue) and choose the appropriate reason from the **Reason** dropdown.



6. To add MMI and CS codes:
 - a. Select the expander button .
 - b. Dropdown the appropriate MMI header.
 - c. Double-click on the appropriate CS code or select the CS code and select the >> button.
 - d. Repeat steps b - c to add additional CS codes, up to a maximum of 7 if needed.
 - e. Select **OK**.
7. Select **OK** to update the Prescription's status on the EHR.



NOTE: The status update will reflect immediately in the Rx Authorizations Profile Detailed Prescription view. However, the Rx Authorizations Profile Summary view will continue to show the former status until it is refreshed (i.e., closed and then reopened).



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Updating the Status of Local Prescriptions


For Prescriptions that exist locally, only certain status changes will transmit to the EHR. These include the Discontinue/Obsolete and Revoke status changes. The Inactivate and Suspend/Resume status changes are performed locally only. Updating the status of local Prescriptions maintains good profile hygiene in cases where the Prescription Authorization has been Revoked or Discontinued.

To update the status of a local Prescription on the EHR Profile:

1. Open the **Patient Folder** and navigate to the **Profile** tab.
12. Do one of the following:
 - For a single Prescription: deselect the **Active** checkbox.
 - For multiple Prescriptions: highlight the applicable rows and select the **Active** header.

The Inactivate Rx window opens.

13. Select one of the following options:
 - a. **Discontinue** (Obsolete on the EHR) – patient will no longer take the medication, effective immediately. Repeats are removed.
 - b. **Revoke** (Completed on the EHR) – patient will take the remaining medication until finished and then stop. Repeats are removed. This status change is only permitted if there are no Dispenses against the Prescription.
 - c. **Inactivate** – patient is not currently taking medication but may resume later. Repeats are retained.
 - d. **Suspend** – patient will stop the medication for a specific period and then resume on a chosen date. Repeats are retained.

14. Select **OK**.
15. If Discontinue or Revoke was selected, an additional window appears.
 - a. Select a reason from the dropdown.
 - b. To add MMI and CS codes:
 - i. Select the expander button .
 - ii. Dropdown the appropriate MMI header.
 - iii. Double-click on the appropriate CS code or select the CS code and select the **>>** button.
 - iv. Repeat steps ii – iii to add additional CS codes, up to a maximum of 7 if needed.
 - v. Select **OK**.
 - c. Enter any optional notes. These are not transmitted to the EHR.



16. Select **OK**.

If applicable, a message will be sent to update the status of each selected Prescription on the EHR. If successful, each Prescription is flagged as Inactive on the Patient Profile in Propel Rx with one of the following indicators:

- Discontinued = *D*
- Revoked = *V*
- Inactivated = *I*
- Suspended = *S*

A note is added to each selected Prescription indicating the status change, reason, MMI and CS codes, and notes entered at the time of the update.



NOTE: The MMI and CS codes entered for the status change are not visible from the Rx Authorizations Profile. However, they can be referenced from the Prescription note in Propel Rx.

RX: 7560144

EXTENDED

EHR

THIRD PARTY

NOTES

Notes

Priority

Alert

Print

EHR

RX #

User

Date

Discontinued Rx

7560144

SD

Feb 03, 2025 10:57

Reason: Prescription Not Effective

MMI Codes: Prescription Management

CS Codes: Contact Prescriber To Change, Start Or Stop Medication

Notes: Patient's symptoms did not improve.

A record is added to the Patient Folder History tab to document the status change of the Prescription.

If a status update fails on the EHR, the Prescription status will remain unchanged locally. Depending on the rejection returned, [update the status](#) of the Prescription from the Rx Authorizations Profile or perform an [EHR Profile Compare](#) to ensure the Prescription has the most up-to-date status synced from the EHR.

Reactivating a Discontinued or Revoked Prescription

Prescriptions which are Discontinued or Revoked cannot be reactivated on the Patient Profile or EHR. A new Authorization must be created by Refilling and then Reauthorizing the Prescription or creating a New Prescription.

Updating the Status of Prescriptions Using Stop Dates

You can automate the status update of a Prescription that exists on the EHR (i.e., has a Rx ID) using Stop Dates. On the Stop Date, the Prescription is Discontinued in Propel Rx and a Discontinue message is sent



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to the EHR. If a [keyword](#) was entered in the Patient Folder, it will be automatically transmitted with the status update message.



NOTE: If the status update fails on the EHR, the transaction appears in the [EHR Queue tile](#) for management. The Prescription's local status remains unchanged until the transaction is sent to the EHR.

To set a Stop Date for a Prescription:

- Do one of the following:
 - If the Prescription is incomplete, **Process** it until it reaches Rx Detail.
 - If the Prescription is complete, **Amend** it to open Rx Detail.
- Select the expander button next to the Compliance Pack checkbox. The Administration Details window opens.
- Dropdown the **Stop Date** field and select one of the following options:
 - Days Supply** – Prescription is Discontinued once the days supply has elapsed.
 - Date** – Prescription is Discontinued on the specified date.
- Dropdown the **Reason** field and select an appropriate option.

Propel Rx - Rx Detail - Administration Details: SYNTHROID 112MCG TABLET

Group: Drug: SYNTHROID 112MCG

Rx Status: Instructions: TAKE 1 TABLET DAILY

Route: ORAL

Dosage | Calendar

Admin Times: Compliance Pack: ☐ Packager: No auto-dispensing

Frequency: Daily

Start Date: 7/4/2024 (Day 1 of this pattern)

Stop Date: Days Supply

Reason: Alternate Prescription Prescribed

- Select **OK**.

Transferring Out Prescriptions

With the introduction of PPM, Prescriptions can be Downloaded from the EHR Profile and Dispensed. As pharmacies are onboarded with PPM, you may encounter situations where you need to transfer a Prescription to a non-PPM integrated pharmacy. To account for this scenario, a prompt appears when transferring out a Prescription that exists on the EHR (i.e., has an EHR Rx ID), for you to specify if the receiving pharmacy is on PPM or not.



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Propel Rx - Transfer-Out Prescription

? Are the prescription(s) being transferred to a pharmacy on "Provincial Prescription Management"(PPM)?

YesNo

- Selecting **Yes** to the prompt will not send any message to the EHR. This is because the existing Prescription on the EHR is authoritative can be Downloaded and Dispensed by any pharmacy.
- Selecting **No** to the prompt will trigger a Discontinue message to the EHR with a reason of "Refill transferred to non-erx location." This will prevent multiple authorizations from existing on the EHR.

Regardless of whether **Yes** or **No** is selected in the above prompt, the local Prescription status is updated to Transferred (TRN) and a transfer report is printed or faxed as requested.



TROUBLESHOOTING FAILED PRESCRIPTION STATUS UPDATES

If the Discontinue message fails to transmit to the EHR (e.g., Prescription is already Discontinued), you should review the [Rx Authorizations Profile](#) to determine if the Authorization should still be transferred out. If the transfer out should occur, perform the transfer again and select **Yes** in the prompt to bypass the EHR. Otherwise, perform an [EHR Profile Compare](#).

For more information on transferring out Prescriptions, see [Transferring Out Prescriptions](#).

Inactivating Prescription for Group Patients

When adding a Patient to a Group or moving them in between Groups, a prompt appears with the option to carry over the Prescriptions for the Patient.

Propel Rx - Patient

? Do you want to carry over the prescriptions for INWOVE, DIVEST?
Please ensure you update the prescription information.

YesNoCancel

- If **Yes** is selected, the status of the Prescriptions will be carried over as is to the new Group.
- If **No** is selected, any active Prescriptions will be Inactivated on the Patient Profile.



EHR Profile Compare

The EHR Profile Compare window is designed to help users identify and resolve discrepancies between the EHR Profile and the local Propel Rx Profile. If a discrepancy is found, EHR information can be copied one-way from the EHR to Propel Rx. Any clinical and Prescription records copied from the EHR or DURs added locally also appear in Patient Centre to assist with Medication Reviews.

EHR Profile Compare is a manual process and can be incorporated into your Workflow as needed. Some scenarios using the EHR Profile Compare are provided below.

- **New patient** – Download Allergies and/or Conditions from the EHR.
- **Hospital discharge** – compare Prescription or clinical changes that might have occurred during the patient's hospitalization.
- **Returning patient** – update the Prescription and/or clinical information for a patient that hasn't visited your pharmacy in a while. Create a Best Possible Medication History (BPMH) in preparation for a medication review.

Propel Rx - EHR Profile Compare - BRACKETING, CABINED PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected)

PRESCRIPTION **CLINICAL**

Local ☐ Active Only *i* # of Day's Retrieved: 730 From: 03/13/2023 To: 03/12/2025

Propel Rx

	Local Rx#	Fill Date	QA	Drug Name
	Status	Written Date	OD	Updated OD
⚠	7560189 Active	26 Feb 2025 20 Jan 2025	90 90	RAMIPRIL; ACT-RAMIPRIL; 1.25M
⚠	7560179 Active	24 Feb 2025 13 Jan 2025	44 8	BACLOFEN; APO-BACLOFEN; 20
⚠	7560177 Discontinued	24 Feb 2025 24 Feb 2025	0 0	PERINDOPRIL; APO-PERINDOPRIL

EHR

	EHR Rx ID	Fill Date	QA	Drug Name
	Status	Written Date	OD	Status Reason
	57982 Discontinued	20 Jan 2025	90 0	RAMIPRIL; ACT-RAMIPRIL; 1.25MG CA ALTERNATE PRESCRIPTION PRESCRIE
	57668 Discontinued	14 Jan 2025 13 Jan 2025	44 8	BACLOFEN; APO-BACLOFEN; 20MG TA PRESCRIPTION DISCONTINUED
	60068 Active	24 Feb 2025	90 0	PERINDOPRIL; APO-PERINDOPRIL; 2M

Select All >>

Deselect >>

<< Copy

Revert Last Reconcile Date: Detail Detail Next Cancel





TROUBLESHOOTING EHR REJECTIONS DUE TO MISMATCHED CLINICAL OR PRESCRIPTION INFORMATION

If there's a mismatch between the local clinical or Prescription information and the EHR, EHR rejections may be returned when performing actions that involve EHR transmission.

Examples include:

- A Prescription that cannot be Dispensed in its current status.
- A Prescription status that cannot be updated.

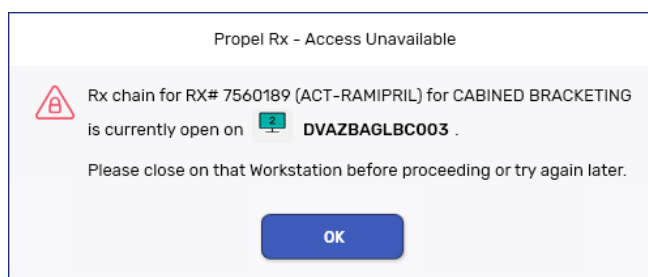
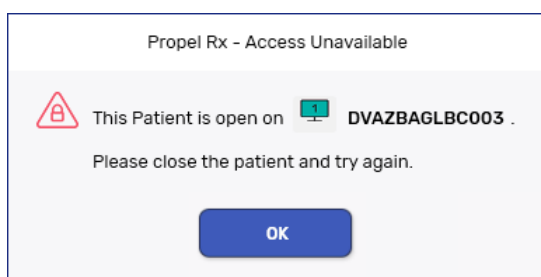
If this happens, perform an EHR Profile Compare, and update the information in Propel Rx to match the EHR.

Once the EHR Profile Compare window is opened, a lock is placed on the Patient Folder and Prescriptions for which discrepancies were found. The lock will block users from adding or updating information in any Patient Folder tabs. However, you can still view information and perform EHR queries. In the Profile tab, a user can only perform Prescription actions such as Filling, correcting, inactivating, transferring, etc. for the non-locked Prescriptions. The lock will be released once the EHR Profile Compare window is closed.

Conversely, the EHR Profile Compare window cannot be opened if the Patient Folder or Prescription is opened on another workstation or instance. The lock will be released once the Patient Folder or Prescription is closed.






TIP: The instance or workstation that has the patient or Prescription locked is indicated in the Access Unavailable prompt. Use this information to remove the lock from the specified location if needed.



Overview of the EHR Profile Compare Window

The EHR Profile Compare window is broken into two tabs. If there are no discrepancies returned for a tab, this will be indicated on the applicable tab and the other tab will be defaulted. If no discrepancies were found for either tab, a prompt will appear indicating this and the EHR Profile Compare window will not open.

The table below outlines the different components of the EHR Profile Compare window and their descriptions.

Component	Description of the EHR Profile Compare Component
Prescription Tab	<p>Displays Prescriptions and DURs on the EHR for which discrepancies exist between the EHR and Propel Rx. When comparing Prescriptions that exist locally, only the most recent Prescription in a chain is displayed. When comparing Prescriptions that do not exist locally, multiple Prescriptions for the same drug may display but the Active Only checkbox can be leveraged to filter out Active records. For additional details on the information displayed in this tab, see Overview of the EHR Profile Compare Window – Prescription Tab.</p> <p> NOTE: If a Prescription or a related transaction for the Prescription (e.g., Update Status) is in a Network Down state, the Prescription will be excluded from the EHR Profile Compare until the Network Down transaction has been sent.</p>
Clinical Tab	<p>Displays Conditions and Adverse Drug Reactions (ADRs) for which discrepancies exist between the EHR and Propel Rx. For additional details on the information displayed in this tab, see Overview of the EHR Profile Compare Window – Clinical Tab.</p> <p> NOTE: If a Condition or ADR exists in the EHR Queue tile, it will be excluded from the EHR Profile Compare until the Network Down transaction has been sent.</p>
Discrepancies	<p>When a discrepancy exists between the EHR and Propel Rx for a record, the discrepant field appears in red font on the Propel Rx side. A warning indicator  also appears for the overall record on the Propel Rx side.</p>
Select All	<p>Allows selection of all rows on the EHR side for copying. Users can also manually select individual rows on the EHR side if desired.</p>



Component	Description of the EHR Profile Compare Component
Deselect	Deselects all rows on the EHR side.
Copy	Copies information from the EHR to Propel Rx, but not vice versa. A checkmark on the row shows when information has been copied over for a record.
Revert	Undoes the changes made since the window was last opened.
Last Reconcile Date	Displays the date that the last EHR Profile Compare was completed (i.e., Update was selected in the window).
Detail	If a Prescription is selected on the Propel Rx side, Detail opens the Prescription in Rx Detail. If a Prescription is selected on the EHR side, Detail opens the Rx Authorizations Profile Detailed Prescription view. The Detail buttons allow users to view additional information about the Prescription (e.g., Audit History, Dispenses on the EHR) when investigating discrepancies.
Next	Moves to the next tab, and changes to "Update" when all tabs are viewed.
Update	Updates the record(s) in Propel Rx for which information was copied over from the EHR.
Cancel	Closes the window without saving changes.



Overview of the EHR Profile Compare Window – Prescription Tab

The Prescription tab in the EHR Profile Compare window displays Prescriptions for which discrepancies exist between Propel Rx and the EHR. Only Prescriptions that have been transmitted to the EHR are evaluated for discrepancies. Local only Prescriptions, Prescriptions with a transaction in the EHR Queue tile, and local Prescriptions with no discrepancies are excluded.

A discrepancy can include:

- **A Prescription that exists on the EHR but not locally** – this includes transferred out Prescriptions. These discrepancies appear as blank rows with a warning indicator on the Propel Rx side.
- **Status mismatches** – status mismatches appear in **red** font on the Propel Rx side.
- **Quantity Dispensed (QD) mismatches** – these QD values appear in **red** font on the Propel Rx side.

Propel Rx - EHR Profile Compare - BRACKETING, CABINED PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected)

PRESCRIPTION

CLINICAL

Local

Active Only

of Day's Retrieved: 730

From: 03/13/2023 To: 03/12/2025

Propel Rx

	Local Rx#	Fill Date	QA	Drug Name
	Status	Written Date	QD	Updated QD
!	7560189	26 Feb 2025	90	RAMIPRIL; ACT-RAMIPRIL; 1.25M
	Active	20 Jan 2025	90	
!	7560179	24 Feb 2025	44	BACLOFEN; APO-BACLOFEN; 20
	Active	13 Jan 2025	8	
!	7560177	24 Feb 2025	0	PERINDOPRIL; APO-PERINDOPRIL
	Discontinued	24 Feb 2025	0	

Select All >>

Deselect >>

<< Copy

EHR

EHR Rx ID	Fill Date	QA	Drug Name
Status	Written Date	QD	Status Reason
57982	20 Jan 2025	90	RAMIPRIL; ACT-RAMIPRIL; 1.25MG CA
Discontinued		0	ALTERNATE PRESCRIPTION PRESCRIE
57668	14 Jan 2025	44	BACLOFEN; APO-BACLOFEN; 20MG T
Discontinued	13 Jan 2025	8	PRESCRIPTION DISCONTINUED
60068	24 Feb 2025	90	PERINDOPRIL; APO-PERINDOPRIL; 2M
Active		0	

Revert

Last Reconcile Date:

Detail

Detail

Next

Cancel





QUANTITY DISPENSED MISMATCHES – FALSE POSITIVES

In the following scenarios, the QD may appear mismatched when it's not an actual discrepancy. Detail the Prescription on the Propel Rx and/or EHR sides to verify if it is a true discrepancy.

- **Historical Prescriptions Filled prior to PPM** – Dispenses Filled prior to PPM are not linked to the Prescription record on the EHR, resulting in different QD values between Propel Rx and the EHR.
- **Prescriptions Filled for decimal quantities** – on the EHR, only one decimal place is supported, as opposed to two decimal places in Propel Rx.
- **Prescriptions that have a Third Party Rule (TP Rule)** – the TP Qty entered for a Prescription is transmitted to the EHR. If the TP Qty is different than the Rx Qty, the QD values on the EHR will be different than in Propel Rx.

You may choose to update the QD values in Propel Rx or leave the records as is. If a QD value is updated locally, the Prescription will not appear in the EHR Profile Compare window until it is Dispensed again.

The table below outlines the different components of the Prescription tab in the EHR Profile Compare window and their descriptions.

Component	Description of the EHR Profile Compare Prescription Component
Display Dropdown	Filters the Prescriptions so discrepancies are only listed for: <ul style="list-style-type: none"> • Prescriptions that are found locally in Propel Rx based on the EHR Rx ID (Local). • Prescriptions that are found only on the EHR (Non-local). • Prescriptions that are found locally and on the EHR (Both).
Active Only	Selecting this checkbox filters the Prescriptions so discrepancies are only listed for Prescriptions that have an Active status on the EHR.
# Day's Retrieved	Displays the number of days worth of data that was specified in the EHR Access Reason window.
From and To Dates	Displays the date range that was specified in the EHR Access Reason window.
Local Rx#	Displays the local Prescription. If a Prescription is incomplete or Amend Next, it will show as 0.



Component	Description of the EHR Profile Compare Prescription Component
EHR Rx ID	Displays the ID for the Prescription on the EHR.
Status	<p>Displays the Prescription status locally or on the EHR. EHR statuses are displayed as follows:</p> <ul style="list-style-type: none"> • Obsolete = Discontinued • Revoke = Revoke • Complete = Active • Active = Active
Fill Date	Displays the date the Prescription was Filled, if applicable.
Written Date	Displays the date the Prescription was written.
QA (Quantity Authorized)	Displays the authorized Prescription quantity.
QD (Quantity Dispensed)	Displays the quantity Dispensed for the Prescription so far.
Drug Name	Displays the generic name followed by the trade name of the drug on the Propel Rx side. The format of the drug name may vary on the EHR side depending on how it was transmitted.
Updated QD	Displays the updated Dispensed quantity after copying from the EHR. This field is editable and must be populated before selecting Update, otherwise, a validation error will alert the user to complete it. For Prescriptions copied into Propel Rx for DUR purposes, this field is not editable.
Status Reason	Displays the reason for the Prescription's current status if its status was previously changed.
Detail	If a Prescription on the Propel Rx side is highlighted, Detail opens the Prescriptions in Rx Detail. If a Prescription on the EHR side is highlighted, it opens the Rx Authorizations Profile Detailed Prescription view.



Updating Local Prescription Information with an EHR Profile Compare

- Do one of the following:
 - From the **Patient Folder Profile** tab, select **Rx > Profile**.
 - From the **Workbench**, highlight a Prescription and select **Rx > Profile**.
 - From the **Workflow Detail** window (Data Entry, Packaging, Technical Validation, Clinical Review), select **Rx > Profile**.
- Select the **EHR Compare** option. The EHR Access Reason window opens.
- Enter your reason for accessing the EHR and the date range or number of days to retrieve Prescription data.
- Select **OK**. The EHR Profile Compare window opens.
- Review the information on the EHR side. If there are any discrepancies between the left (Propel Rx) and right (EHR) sides, a warning icon appears in the indicator column on the left. The mismatched field is also highlighted in **red**.

Propel Rx - EHR Profile Compare - BRACKETING, CABINED PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected)

PRESCRIPTION **CLINICAL**

Local Active Only ⓘ # of Day's Retrieved: 730 From: 03/13/2023 To: 03/12/2025

Local Rx#	Fill Date	QA	Drug Name
Status	Written Date	OD	Updated OD
7560189 Active	26 Feb 2025 20 Jan 2025	90 0	RAMIPRIL; ACT-RAMIPRIL; 1.25
7560179 Active	24 Feb 2025 13 Jan 2025	44 8	BACLOFEN; APO-BACLOFEN; 20
7560177 Discontinued	24 Feb 2025 24 Feb 2025	0 0	PERINDOPRIL; APO-PERINDOPRIL

Select All >>
Deselect >>
<< Copy

EHR Rx ID	Fill Date	QA	Drug Name
Status	Written Date	OD	Status Reason
57982 Discontinued	20 Jan 2025	90 0	RAMIPRIL; ACT-RAMIPRIL; 1.25MG CA/ ALTERNATE PRESCRIPTION PRESCRIE
57648 Discontinued	14 Jan 2025 13 Jan 2025	44 8	BACLOFEN; APO-BACLOFEN; 20MG T/ PRESCRIPTION DISCONTINUED
60068 Active	24 Feb 2025	90 0	PERINDOPRIL; APO-PERINDOPRIL; 2M

Revert Last Reconcile Date: Mar 12, 2025 Detail Detail Next Cancel

- To copy information from the EHR to Propel Rx:
 - Select one or more records on the EHR side or click the **Select All** button to highlight all records.
 - Click **Copy**. A checkmark will appear beside copied records on the left.



NOTE: If a Prescription is still active in Workflow, a prompt will appear alerting you of the fact. You must cancel the Prescription or complete its Workflow before it can be



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copied over. Information for all other Prescriptions that were highlighted will be copied over.

Propel Rx - Validation Error

The following prescription(s) are active in the workflow and must be cancelled or picked up before any further action can be taken.

If you choose to continue, these prescriptions will be excluded:

RX# 7560189 (Data Entry)

OK

Cancel

Propel Rx - EHR Profile Compare - BRACKETING, CABINED PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected)

PRESCRIPTION

CLINICAL

Local

Active Only

of Day's Retrieved: 730

From: 03/13/2023 To: 03/12/2025

Local Rx#	Status	Fill Date	Written Date	QA	QD	Drug Name	Updated QD
7560189	Active	26 Feb 2025	20 Jan 2025	90	0	RAMIPRIL; ACT-RAMIPRIL; 1.25	
7560179	Discontinued	24 Feb 2025	13 Jan 2025	44	8	BACLOFEN; APO-BACLOFEN; 20	
7560177	Discontinued	24 Feb 2025	24 Feb 2025	0	0	PERINDOPRIL; APO-PERINDOPRIL	

EHR

EHR Rx ID	Status	Fill Date	Written Date	QA	QD	Drug Name	Status Reason
57982	Discontinued	20 Jan 2025	20 Jan 2025	90	0	RAMIPRIL; ACT-RAMIPRIL; 1.25MG CA	ALTERNATE PRESCRIPTION PRESCRIE
57668	Discontinued	14 Jan 2025	13 Jan 2025	44	8	BACLOFEN; APO-BACLOFEN; 20MG T	PRESCRIPTION DISCONTINUED
60068	Active	24 Feb 2025	24 Feb 2025	90	0	PERINDOPRIL; APO-PERINDOPRIL; 2M	

Select All >>

Deselect >>

<< Copy

Revert

Last Reconcile Date: Mar 12, 2025

Detail

Detail

Next

Cancel

- If the QD was updated, enter the new QD in the **Updated QD** field.
- Select **Next** to navigate to the **Clinical** tab if discrepancies exist.
- If needed, copy the clinical information from the EHR to Propel Rx. For more information, see [Updating Local Clinical Information with an EHR Profile Compare](#).
- Select **Update**.
- A window opens for you to sign off on the changes made. Enter your credentials or signature or scan your fingerprint, if applicable.

For more information about the different type of updates that occur, refer to the applicable sections below.

- [Updating Status with an EHR Profile Compare](#)
- [Updating QD with an EHR Profile Compare](#)
- [Adding Prescriptions with an EHR Profile Compare](#)



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Updating Status with an EHR Profile Compare

When an EHR Profile Compare is performed, the EHR statuses are mapped to their Propel Rx equivalents for comparison purposes.

The following EHR statuses on the left match the Propel Rx statuses on the right.

- Obsolete = Discontinue
- Revoke = Revoke
- Complete = Active
- Active = Active



NOTE: For the purposes of identifying discrepancies, Inactivated or Suspended Prescriptions in Propel Rx are considered as Active as these status updates are not transmitted to the EHR.

Not all status updates are permitted. For example, a user cannot reactivate a Prescription that is Revoked or Discontinued in Propel Rx. A prompt will alert the user to update the status from the Rx Authorizations Profile so it matches the local status or if the Prescription should be reactivated, it can be Reauthorized (i.e., create a new Authorization on the EHR).

Once a Prescription or DUR status is copied from the EHR, the following updates are performed in Propel Rx:

- For Prescriptions:
 - The local status is updated, and the repeats are removed.

Workflow	Fill Date	Due	Drug Name	Strength	Form	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
	Feb 24, 2025 Mar 12, 2025		BACLOFEN; APO-BACLOFEN	20MG	TABL	7560179	14	APX AS DIRECTED	0	CAN *D*	<input type="checkbox"/>

- A Prescription note is added indicating the status was updated via an EHR Profile Compare.

Entered	User	Event	Activity	Comments
Mar 12, 2025 14:37	SD	EHR - Profile Compare	Rx Deactivated	BACLOFEN; APO-BACLOFEN

- A record is added to the **Patient Folder History** tab indicating the Prescription was deactivated via an EHR Profile Compare.

Entered	User	Event	Activity	Comments
Mar 12, 2025 14:37	SD	EHR - Profile Compare	Rx Deactivated	BACLOFEN; APO-BACLOFEN



- For DURs:
 - The DUR record is Discontinued or Revoked depending on the Prescription's status on the EHR and the mapping described above.
 - A record is added to the **Patient Folder History** tab indicating the DUR was deactivated via an EHR Profile Compare.



UPDATING PRESCRIPTION STATUS ON THE EHR

If the Prescription's status on the EHR is out of date, you can update it by detailing the Prescription in the EHR Profile Compare window and selecting the **Update Status** button from the **Rx Authorizations Profile Detailed Prescription** view. After the status is updated on the EHR, the change will be reflected immediately in the EHR Profile Compare window. For more information, see [Updating Prescription Status on the EHR](#).

Updating QD with an EHR Profile Compare

When a Quantity Dispensed (QD) value is updated via an EHR Profile Compare, you are required to confirm the new value by entering it in the **Updated QD** field.

Propel Rx - EHR Profile Compare - BRACKETING, CABINED PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected) X

PRESCRIPTION **CLINICAL**

Local ☐ Active Only # of Day's Retrieved: 730 From: 03/13/2023 To: 03/12/2025

Propel Rx				EHR					
	Local Rx# Status	Fill Date Written Date	QA QD	Drug Name Updated QD		EHR Rx ID Status	Fill Date Written Date	QA QD	Drug Name Status Reason
✓	7560191 Active	12 Mar 2025 20 Jan 2025	180 30	RAMIPRIL; ACT-RAMIPRIL; 1.25M 90		60930 Active	12 Mar 2025 20 Jan 2025	180 90	RAMIPRIL; ACT-RAMIPRIL; 1.25MG CAI

If an **Updated QD** is not entered, the following validation error appears upon **Update**.

Propel Rx - Validation Error

Updated QD is a required field.

OK

Once a QD value is successfully copied over, the following updates are performed in Propel Rx:

- For Prescriptions:
 - An **Amend Next** record is created in Propel Rx on top of the existing Prescription chain. All Prescription values from the previous Prescription in the chain are carried over except for



the QD which is copied over from the EHR. Upon Refill, the new **QD** will display in Rx Detail prior to Fill/Hold/Queue.



NOTE: The Amend Next record cannot be edited, however, it can be Inactivated or refused like a regular Prescription if a QD was updated in error. If an Amend Next is Inactivated, the original Prescription will also be Inactivated.

Workflow	Fill Date Perf On	Due	Drug Name Strength	Form	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
	Mar 12, 2025	90	RAMIPRIL: ACT-RAMIPRIL 1.25MG	CAPS	0	30	ACT TAKE 1 CAPSULE DAILY	3	AMX	<input checked="" type="checkbox"/>

- A record is added to the **Patient Folder History** tab indicating the affected Prescription number and the old and new QD values.

Entered	User	Event	Activity	Comments
Mar 12, 2025 15:22	SD	EHR - Profile Compare	QD Update	RX#7560191 Old Value: 30, New Value: 90

- For DURs:
 - The QD of the existing DUR record is updated.
 - A record is added to the **Patient Folder History** tab indicating the affected DUR number and the old and new QD values.

Prescriptions and DURs will continue to appear in the EHR Profile Compare window if discrepancies remain between Propel Rx and the EHR, except in the following two scenarios:

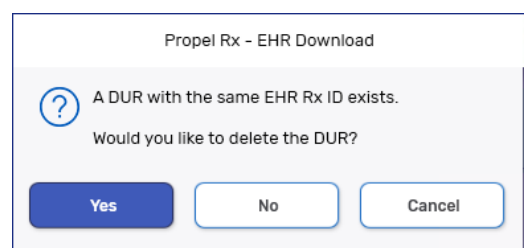
- The Prescription is Discontinued/Revoked in Propel Rx and the EHR, but the QD does not match. In this case, no further QD updates are permitted in Propel Rx so the Prescription will not appear in the EHR Profile Compare window.
- The QD cannot be aligned between Propel Rx and the EHR. For example, a Third Party quantity conversion rule (TP Rule) was entered in the Drug Folder for PharmaCare. In this case, the Prescription will appear again in the EHR Profile Compare window after being Dispensed.



Adding Prescriptions with an EHR Profile Compare

When a Prescription does not exist locally, it can be copied from the EHR via the EHR Profile Compare. When copied through this window, the Prescription record is added as a DUR in Propel Rx for BPMH purposes.

If you copied a DUR via EHR Profile Compare and then Download and Dispense the same Prescription (i.e., EHR Rx ID) from the Rx Authorizations Profile, a prompt will alert you to this fact and ask if the DUR should be locally deleted.



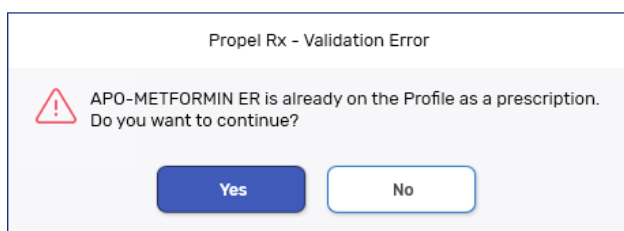
- **Yes** – the DUR is removed locally and a record is added to the **Patient Folder History** tab for the deletion.
- **No** – the DUR will continue to appear in the EHR Profile Compare window along with the Downloaded Prescription if discrepancies exist. Updates copied over from the EHR for this Prescription will apply to both the DUR and Downloaded Prescription.



NOTE: If needed, DURs can be manually removed by the user later. For more information, see [Retracting a DUR](#).

To copy a Prescription record locally using EHR Profile Compare:

1. Complete steps 1 – 9 of [Updating Local Prescription Information with an EHR Profile Compare](#).
2. If the prescriber of the Prescription cannot be found locally based on the license number, the **Prescriber Search** window opens with the prescriber's license number pre-populated. Search for and select the appropriate prescriber. If necessary, add the prescriber using [MD Match](#) if it does not exist.
3. If the DIN is not available on the EHR or cannot be found locally, the **Drug and Mixture Search** window opens with the drug name pre-populated. Search for and select the appropriate drug/mixture. If necessary, add the drug/mixture if it does not exist.
4. If the drug or its interchangeable already exists on the Profile, a prompt appears for you to confirm the action. If you want to proceed with adding another record, select **Yes**.



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5. Select **Update**.
6. A window opens for you to sign off on the changes made. Enter your credentials or signature or scan your fingerprint, if applicable.

The Prescription is added to the **Patient Profile** as a DUR with the following details auto-populated from the EHR:

Propel Rx - DUR Instructions: DIN 2252813 - ACETAMINOPHEN XST 500MG TABLET

DUR#: 239 Fill Date: 03/12/2025 Start Date: 3/12/2025 QA: 56 Qty: 56

User: SD Written Date: 03/12/2025 End Date: QD: 56 DS:

Route: Oral Prescribed or OTC?: Prescribed Status: Active EHR Rx ID: 60911

Indication: Doctor: Dr. ABAFT, LAUREATE

SIG: TAKE 2 TABLETS EVERY 6 HOURS WHEN REQUIRED

Translated Instructions: TAKE 2 TABLETS EVERY 6 HOURS WHEN REQUIRED

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Max Disp Qty: 56 Frequency: OTHER FREQUENCY X 99				✓		SD	Mar 12, 2025 14:50

Add Delete

OK Cancel

- **DUR#**
- **Fill Date**
- **Start Date (Rx Effective Date)** – the earliest date at which the Prescription can be Dispensed.
- **QA** – as entered on the EHR
- **Qty** – if returned from the EHR
- **User** – user who completed the EHR Profile Compare
- **Written Date**
- **QD** – as displayed on the EHR if it was Dispensed
- **Route** – if returned from the EHR
- **Prescribed or OTC?** – Prescribed
- **Status** – the Prescription’s status on the EHR based on the mapping described in [Updating Status with an EHR Profile Compare](#)
- **EHR Rx ID**
- **Indication** – if returned from the EHR
- **Doctor**
- **SIG** – as entered on the EHR



- **Notes** – includes additional information for the record if it's available from the EHR including Dispense Interval, Maximum Dispense Qty, Frequency, Dose, Prescriber Notes, Rationale, Instructions to Patient, and Follow-Up Plan. These notes cannot be removed by a user.



NOTE: The **QA**, **QD**, **Status**, and **Indication** fields are new fields in the DUR Instructions window. These fields only appear for copied DURs.

A record is added to the **Patient Folder History** tab indicating the DUR was added via an EHR Profile Compare.

BRACKETING,...	THIRD PARTY	CLINICAL	PROFILE	HISTORY	PROGRAMS	PREFERENCES	ATTACHMENTS	NOTES
All								
Entered	User	Event	Activity	Comments				
Mar 12, 2025 14:50	SD	EHR - Profile Compare	DUR Added	RX#239DUR ACETAMINOPHEN; ACETAMINOPHEN XST; 500MG TABLET (DIN: 2252813)				

Once the DUR is added:

- It cannot be updated on the EHR except by adding local notes.
- It can still be updated locally such as through inactivation. There is no impact to the EHR when activating/inactivating a DUR locally as the action is not transmitted to the EHR.
- It can be removed locally similar to DURs that are manually entered. There is no impact to the EHR if a DUR is removed locally as the action is not transmitted to the EHR.



Contact PTS Customer Care

ptscustomer@pts.ca | 1.800.387.6093

Overview of the EHR Profile Compare Window – Clinical Tab

The Clinical tab in the EHR Profile Compare window is a vital tool for managing clinical information between Propel Rx and the EHR. It allows users to update Conditions or Adverse Drug Reactions (ADRs) that may or may not be present locally by copying them from the EHR. Only Conditions and ADRs for which discrepancies exist between Propel Rx and the EHR are included in the Compare.

A discrepancy can include:

- A Condition or ADR that exists on the EHR but not locally. These will appear as blank rows on the Propel Rx side with a warning indicator.
- Differences in the **Date Reported**, **Reported By**, or **Note** fields for ADRs. These fields will display in **red** text on the Propel Rx side.

Propel Rx - EHR Profile Compare - BRACKETING, CABINED OG PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected)

PRESCRIPTION

CLINICAL

Full Profile - Displaying all Conditions and Adverse Reactions on the EHR.

Propel Rx

	Medical Type Medical Item	DIN	Date Reported Reported By	Notes
⚠	Allergy APIXABAN	2377233	02 Apr 2025 Patient	✓
⚠	Add Local			
⚠	Add Local			

EHR

	EHR Type Medical Item	DIN	Date Reported Reported By	Chronic	Notes
	Adverse Reaction APIXABAN	2377233 B-M SQUIBB 2.5 M	02 Apr 2025 Patient		✓
	Adverse Reaction ATORVASTATIN CALCIUM	2243097 BGP PHARM	20 Nov 2024 Physician		✓
	Condition HYPERCHOLESTEROLEMIA		02 Apr 2025 Patient	✓	

Select All >>

Deselect >>

<< Copy

Revert

Last Reconcile Date: Apr 2, 2025

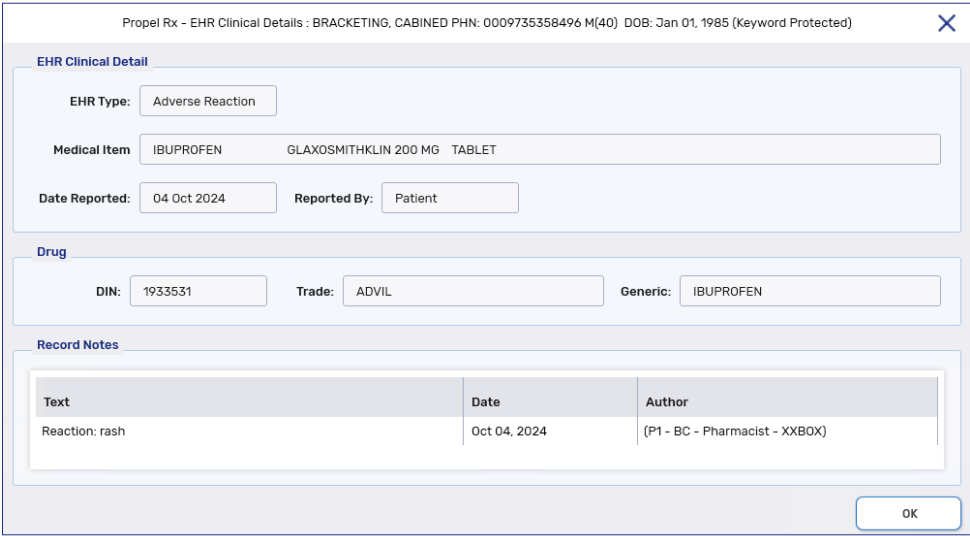
Detail

Update

Cancel




The table below outlines the different components of the Clinical tab in the EHR Profile Compare window and their descriptions.

Component	Description of the EHR Profile Compare Clinical Component
Medical Type	Displays the Medical Type chosen for the record in Propel Rx.
EHR Type	Indicates whether the record is for a Condition or ADR. Records are sorted alphabetically.
Medical Item	Displays the name of the Condition or generic drug name for the ADR.
DIN	Displays the DIN associated to the ADR.
Date Reported	Displays the date that the Condition or ADR was reported.
Reported By	Indicates who reported the Condition or ADR.
Chronic	Indicates if the Condition is chronic.
Notes	Indicates if any notes were added to the record.
Detail	<p>Opens an additional window which presents the same information in a different format along with details of the EHR note.</p> 



Updating Local Clinical Information with an EHR Profile Compare

To update clinical information:




- Do one of the following:
 - From the **Patient Folder Profile** tab, select **Rx > Profile**.
 - From the **Workbench**, highlight a Prescription and select **Rx > Profile**.
 - From the **Workflow Detail** window (Data Entry, Packaging, Technical Validation, Clinical Review), select **Rx > Profile**.
- Select the **EHR Compare** option. The EHR Access Reason window opens.
- Enter your reason for accessing the EHR and the date range or number of months to retrieve Prescription data.
- Select **OK**. The EHR Profile Compare window opens.
- Review the information on the EHR side. If there are any discrepancies between the left (Propel Rx) and right (EHR) sides, warning indicator  on the left. The mismatched field is also highlighted in red.

Propel Rx - EHR Profile Compare - BRACKETING, CABINED OG PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected)

PRESCRIPTION **CLINICAL**

Full Profile - Displaying all Conditions and Adverse Reactions on the EHR.

Propel Rx

Medical Type	Medical Item	DIN	Date Reported	Reported By	Notes
	Allergy APIXABAN	2377233	02 Apr 2025	Patient	<input checked="" type="checkbox"/>
	Add Local				<input type="checkbox"/>
	Add Local				<input type="checkbox"/>

EHR

EHR Type	Medical Item	DIN	Date Reported	Reported By	Chronic	Notes
Adverse Reaction	APIXABAN	2377233	02 Apr 2025	B-M SQUIBB 2.5 M Patient		<input checked="" type="checkbox"/>
Adverse Reaction	ATORVASTATIN CALCIUM	2243097	20 Nov 2024	BGP PHARM Physician		<input checked="" type="checkbox"/>
Condition	HYPERCHOLESTEROLEMIA		02 Apr 2025	Patient	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Select All >>
Deselect >>
<< Copy

Revert Last Reconcile Date: Apr 2, 2025 Detail Update Cancel

- To copy clinical information from the EHR to Propel Rx:
 - Select one or more records on the EHR side or the **Select All** button to highlight all records.
 - Select **Copy**. A checkmark will appear beside the copied records on the left.
- Select **Update**.



8. A window will open for you to sign off on the changes. Enter your credentials, signature, or scan your fingerprint if applicable.

For more information about the types of updates, refer to [Adding Conditions or ADRs with an EHR Profile Compare](#) and [Updating ADRs with an EHR Profile Compare](#).

Adding Conditions or ADRs with an EHR Profile Compare

In the Clinical tab of the EHR Profile Compare window, there is no mapping of EHR to Propel Rx records since a Condition on the EHR could represent an Allergy (without a DIN) or Condition in Propel Rx. If clinical information was copied from the EHR, once **Update** is selected, Propel Rx will open the Search window for each record selected. When searching for ADRs, the generic name of the DIN entered for the ADR will be used for the search. When searching for Conditions, the name of the Condition will be used.

To add a Condition or ADR using EHR Profile Compare:

1. Complete steps 1 – 7 of [Updating Local Clinical Information with an EHR Profile Compare](#).
2. The Search window opens with the Description pre-populated with the generic drug name (based on the DIN) for ADRs or Condition name from the EHR.

Propel Rx - Medical Condition Search

Type	Description
	4-AMINOQUINOLINES

Records Found

Search Clear

Type	Description
Allergy Groups	4-AMINOQUINOLINES

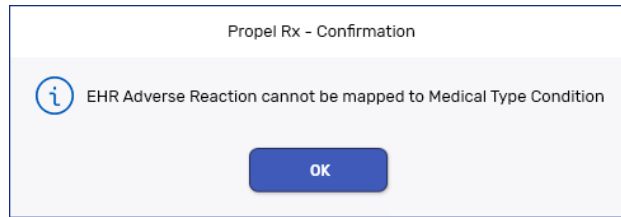
OK Cancel

3. Search for and select the appropriate Condition or Allergy to create the record in Propel Rx. The Type does not need to match the EHR.





NOTE: For Conditions, any Type can be chosen. For ADRs, only non-Condition Types can be chosen, otherwise a validation error appears upon selecting **OK**.



- If you can't find a suitable Condition or Allergy in Propel Rx, select **Cancel** to exit the EHR Profile Compare window and add the Type to the **Conditions** list in **More (...)** > **List Maint**. Then, re-run the EHR Profile Compare. Once a Condition or Allergy is added, it will no longer be considered a discrepancy going forward, even if its name is different in Propel Rx than on the EHR, unless it is removed locally.
 - If you copied a Condition or ADR in error, select **Revert** to remove the record.
4. If multiple Conditions or Allergies were added, repeat steps 2 – 3 for each record. After all records have been added, you will be returned to the EHR Profile Compare window.

Propel Rx - EHR Profile Compare - BRACKETING, CABINED OG PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected)

PRESCRIPTION **CLINICAL**

Full Profile - Displaying all Conditions and Adverse Reactions on the EHR.

Propel Rx

Medical Type	Medical Item	DIN	Date Reported	Reported By	Notes
✓	Allergy Groups		03 Dec 2024	Patient	✓
	4-AMINOQUINOLINES				
⚠	Allergy	2377233	02 Apr 2025	Patient	✓
	APIXABAN				
⚠	Add Local				
✓	Condition		07 Oct 2024	Patient	✓
	CAFFEINE TOXICITY				

EHR

EHR Type	Medical Item	DIN	Date Reported	Reported By	Chronic	Notes
Condition	4-AMINOQUINOLINES		03 Dec 2024	Patient	✓	✓
Adverse Reaction	APIXABAN	2377233	02 Apr 2025	Patient		✓
	B-M SQUIBB 2.5 M					
Adverse Reaction	ATORVASTATIN CALCIUM	2243097	20 Nov 2024	Physician		✓
	BGP PHARM					
Condition	CAFFEINE TOXICITY		07 Oct 2024	Patient		✓

Select All >>

Deselect >>

<< Copy

Revert Last Reconcile Date: Apr 2, 2025

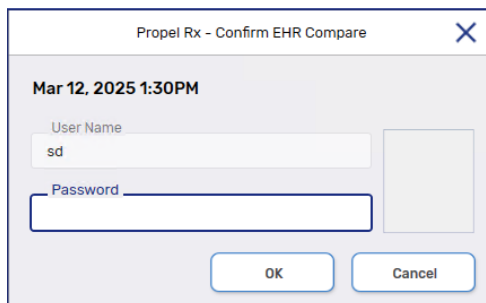
Detail Update Cancel



Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

5. Select **Update**.
6. A window will open for you to sign off on the changes. Enter your credentials, signature, or scan your fingerprint if applicable.



Propel Rx - Confirm EHR Compare

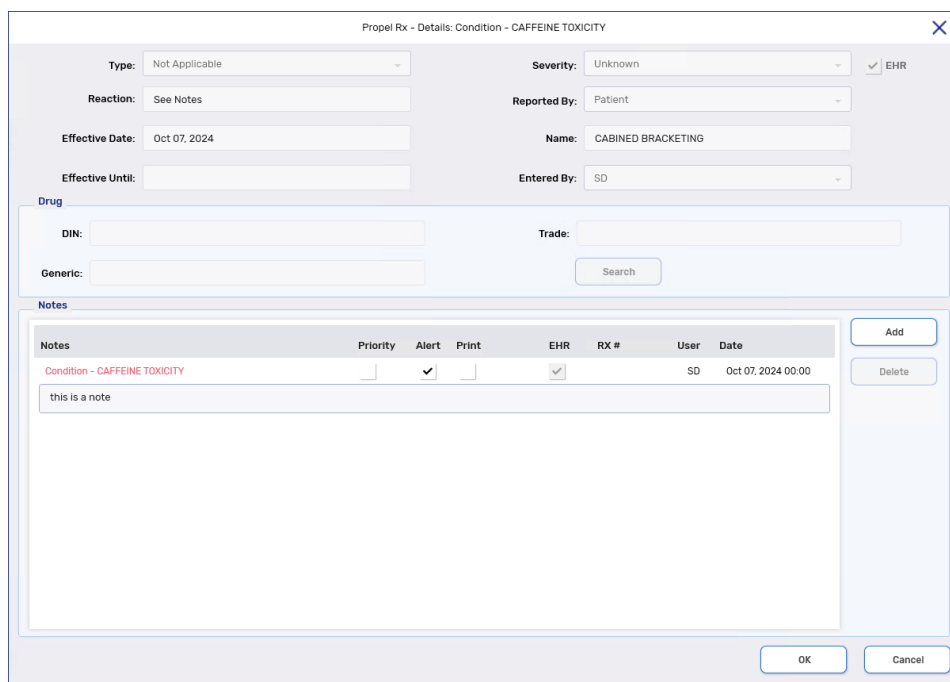
Mar 12, 2025 1:30PM

User Name: sd

Password: [input field]

OK Cancel

The Condition or Allergy is added to the **Patient Folder Clinical** tab with the following details auto-populated from the EHR:



Propel Rx - Details: Condition - CAFFEINE TOXICITY

Type: Not Applicable

Severity: Unknown

Reaction: See Notes

Effective Date: Oct 07, 2024

Effective Until: [input field]

Reported By: Patient

Name: CABINED BRACKETING

Entered By: SD

Drug

DIN: [input field]

Trade: [input field]

Generic: [input field]

Search

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Condition - CAFFEINE TOXICITY		✓		✓		SD	Oct 07, 2024 00:00

this is a note

Add

Delete

OK Cancel

- **Type**
- **Chronic** – if applicable
- **EHR** – ON
- **Reaction** – populates with “See Notes” if an EHR note is entered and blank if otherwise
- **Reported By**
- **Effective Date**
- **Name** – only populated if the patient reported the Condition or ADR
- **Entered By** – user who performed the EHR Profile Compare
- **Drug** – only applicable to ADRs. If the DIN cannot be found locally, the DIN and Generic Name auto-populate
- **Notes** – notes entered for the record on the EHR

If **No Known Allergies** or **No Known Conditions** was previously selected in the **Patient Folder Clinical** tab, it will be deselected once the Condition or ADR is added.



A record is added to the **Patient Folder History** tab indicating the Condition or ADR drug name that was added.

BRACKETING,...	THIRD PARTY	CLINICAL	PROFILE	HISTORY	PROGRAMS	PREFERENCES	ATTACHMENTS	NOTES
Filtering: <i>medical added</i> All								
Entered	User	Event	Activity	Comments				
Apr 02, 2025 11:05	SD	EHR - Profile Compare	Medical Added	CAFFEINE TOXICITY				
Apr 02, 2025 11:05	SD	EHR - Profile Compare	Medical Added	4-AMINOQUINOLINES				

Updating ADRs with EHR Profile Compare

If an ADR exists locally but the **Date Reported**, **Reported By**, and/or **Note** (i.e., text) fields do not match the EHR, this information can be copied over using the EHR Profile Compare.



TIP: To view the notes from the EHR Profile Compare window, select the corresponding record on the Propel Rx or EHR side and then select Detail.

Propel Rx - EHR Profile Compare - BRACKETING, CABINED OG PHN: 0009735358496 M[40] DOB: Jan 01, 1985 (Keyword Protected)

PRESSCRIPTION CLINICAL

Full Profile - Displaying all Conditions and Adverse Reactions on the EHR.

Propel Rx				EHR				
Medical Type	DIN	Date Reported	Notes	EHR Type	DIN	Date Reported	Chronic	Notes
Allergy	2377233	02 Apr 2025	Patient	Adverse Reaction	2377233	02 Apr 2025	Patient	
APIXABAN				APIXABAN	B-M SQUIBB 2.5 MI			
Add Local				Adverse Reaction	2243097	20 Nov 2024	Physician	
				ATORVASTATIN CALCIUM	BGP PHARM			

For notes, in addition to the note text, the timestamp and user, who performed the EHR Profile Compare, are copied over. If an update was made to a note, an additional note is added locally instead of overriding the existing note. The **Reaction** field for the record will also display "See Notes."

Propel Rx - Details: Medical Allergy - APIXABAN

Type: Allergy Chronic Severity: Unknown EHR

Reaction: See Notes Reported By: Patient

Effective Date: Apr 02, 2025 Name: CABINED BRACKETING

Effective Until: Entered By: SD

Drug

DIN: 2377233 Trade: ELIQUIS

Generic: APIXABAN Search

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Allergy - APIXABAN		✓		✓		SD	Apr 02, 2025 00:00
Rash actually covers 75% BSA							
Medical Allergy - APIXABAN		✓		✓		SD	Apr 02, 2025 00:00
Rash covers 50% BSA							

Add Delete

OK Cancel





NOTE: Notes can only be added to an ADR by the original pharmacy that transmitted the record. EHR notes will be uneditable for records that were copied from the EHR.

A record is added to the **Patient Folder History** indicating the Condition or ADR drug name that was updated.

BRACKETING...	THIRD PARTY	CLINICAL	PROFILE	HISTORY	PROGRAMS	PREFERENCES	ATTACHMENTS	NOTES
All								
Entered	User	Event	Activity	Comments				
Apr 02, 2025 11:11	SD	EHR - Profile Compare	Medical Updated	APIXABAN				
Apr 02, 2025 11:09	SD	EHR Profile	Access Reason	EHR COMPARE: checking profile				



Authoritative and Non-Authoritative Prescription Copies

In some situations, a patient may request an Authoritative copy of their Prescription so they can Fill it elsewhere. A pharmacy may also want to print a Non-Authoritative copy of the Prescription for reference purposes.



REQUESTING A COPY OF NON-LOCAL PRESCRIPTIONS

Pharmacies can request a copy of a patient's data, including non-local Prescriptions, from the EHR to provide to the patient. This is done using the Rx > Mailing option.

The Authoritative and Non-Authoritative copy cannot be printed for Prescriptions added to the Profile as DURs (see [Adding Prescriptions with an EHR Profile Compare](#) for more information).

Authoritative Prescription Scenarios

An Authoritative Prescription copy can be printed if a Prescription was prescribed by your pharmacy but not dispensed (more details are provided in [Printing an Authoritative or Non-Authoritative Prescription Copy](#)). The table below outlines the scenarios to consider when printing an Authoritative Prescription copy. In some cases, the Authoritative Prescription is not required if the dispensing pharmacy is on PPM.

Scenario	Print the Authoritative Prescription copy?	Alternative
Network is down and the patient wants to take the Prescription elsewhere	Yes	Have the patient wait if possible or use judgment for the payment and Dispense (see Network Down Prescriptions for information about printing the Prescription label).
Patient wants to Dispense the Prescription at a non-PPM pharmacy or out of province	Yes	No alternative.



Scenario	Print the Authoritative Prescription copy?	Alternative
Patient wants to Dispense the Prescription at another PPM pharmacy	Optional unless the patient prefers to have a copy	Transfer the Prescription and select "Written Rx" as the receiving pharmacy (this is an inactive pharmacy record).

Overview of the Authoritative and Non-Authoritative Prescription Copies

The Authoritative and Non-Authoritative copies contain many of the same details but differ in that one is considered the official Prescription Authorization while the other is a copy. One page will be allocated to a single Prescription. The table below outlines the different components of the Prescription copy and their descriptions.

Authoritative Prescription Copy

Patient: BRACKETING, CABINED PHN: 0009735358496 289 FARJON VISTAR Surrey, British Columbia, V4V5V6 Date of Birth: Jan 1, 1985	Prescriber: BEDLAM, TOES LIC: XXBSA Ref ID: P1 - BC - Pharmacist 2300 Meadowvale Blvd Kamloops, British Columbia, V4Z 1R9 (999) 999-9999
---	---

Recorded at: GAZPAGBC01, Eef-Haa Eef-Haa F1111, Kamloops, British Columbia, (999) 999-9999 Printed on: Feb 24, 2025

Local Rx Number: 7560176 Written Date: Feb 24, 2025
Effective Date: Feb 24, 2025

HYDROCHLOROTHIAZIDE/AVA-HYDROCHLOROTHIAZIDE, 25MG , TABLET
DIN: 02363968

TAKE 1 TABLET DAILY

Total Authorized Qty:	180
Dose:	1 Tablet
Frequency:	OTHER FREQUENCY X 99
Interval Days:	0
Total Authorized Refills:	0
Max. Dispense Qty:	180
Total Days Supply:	180
No Sub:	

Prescriber Signature

THIS IS THE OFFICIAL PRESCRIPTION AUTHORIZATION

Page 1 of 1

Non-Authoritative Prescription Copy

Patient: BRACKETING, CABINED PHN: 0009735358496 289 FARJON VISTAR Surrey, British Columbia, V4V5V6 Date of Birth: Jan 1, 1985	Prescriber: BEDLAM, TOES LIC: XXBSA Ref ID: P1 - BC - Pharmacist 2300 Meadowvale Blvd Kamloops, British Columbia, V4Z 1R9 (999) 999-9999
---	---

Recorded at: GAZPAGBC01, Eef-Haa Eef-Haa F1111, Kamloops, British Columbia, (999) 999-9999 Printed on: Feb 24, 2025

Rx Order ID: 00061 Written Date: Feb 24, 2025
Local Rx Number: 7560176 Effective Date: Feb 24, 2025

HYDROCHLOROTHIAZIDE/AVA-HYDROCHLOROTHIAZIDE, 25MG , TABLET
DIN: 02363968

TAKE 1 TABLET DAILY

Total Authorized Qty:	180
Dose:	1 Tablet
Frequency:	OTHER FREQUENCY X 99
Interval Days:	0
Total Authorized Refills:	0
Max. Dispense Qty:	180
Total Days Supply:	180
No Sub:	

Prescriber Signature

THIS IS A COPY - SEE PHARMANET FOR THE PRESCRIPTION AUTHORIZATION

Page 1 of 1



Component	Description of the Prescription Copy Component
Printed Date	The date when the Authoritative or Non-Authoritative copy was printed.
Recorded at "Pharmacy"	Information about the pharmacy where the Prescription was entered.
Patient Information	Includes Patient Health Number (PHN), name, date of birth (DOB), address, and phone number.
Prescription Details	Comprehensive details about the Prescription including:
	EHR Rx ID: the unique identifier for the Prescription on the EHR. This only displays on the Non-Authoritative copy as the Authorization is Revoked (or not sent) when the Authoritative Prescription copy is printed.
	Written Rx Date: the date when the Prescription was written as entered in the Rx Detail Extended tab.
	Rx Effective Date: displays the earliest date at which the Prescription can be Dispensed as entered in the Rx Detail Extended tab.
	Local Rx Number: the local Prescription number.
	DIN/PIN: Drug Identification Number/Product Identification Number.
	Drug Name: the name of the prescribed drug.
	Strength: the strength of the drug.
	Drug Form: the form in which the drug is administered (e.g., tablet, liquid).
	Compound Ingredients: details of the ingredients if the Prescription is for a compound.
	SIG and Additional SIG: instructions and any additional instructions provided for the Prescription.
	Frequency and Frequency Code: indicates how frequently the drug is administered as entered in the Rx Detail EHR tab.
	Dose and Dose Unit: the prescribed dose and its unit as entered in the Rx Detail EHR tab.



Component	Description of the Prescription Copy Component
	QA (Quantity Authorized): the quantity authorized for the Prescription as entered on the EHR.
	Max Dispense Quantity: the maximum quantity of the drug that can be Dispensed at one time as entered in the Rx Detail EHR tab.
	Total Days Supply: the days supply as entered in the Rx Detail EHR tab.
	No Sub: Indicates if a prescriber ordered no substitution for the drug as entered in the Rx Detail EHR tab.
	Refills/Repeat Authorizations: number of Refills authorized based on the QA and Max Dispense Quantity, irrespective of how the pharmacy Dispenses it.
	Interval: the interval at which the Prescription can be Refilled as entered in the Rx Detail Extended tab.
Prescriber Information	Includes the prescriber's type (code that identifies the licensing body), name, address, phone number, and license number.
Signature Line	Space for the prescriber to enter their signature.
Message	Contains one of the following messages: <ul style="list-style-type: none"> For an Authoritative copy: "THIS IS THE OFFICIAL PRESCRIPTION AUTHORIZATION." For a Non-Authoritative copy: "THIS IS A COPY – SEE PHARMANET FOR THE PRESCRIPTION AUTHORIZATION."
Page Number	The page number of the printed Authoritative or Non-Authoritative copy.



Printing an Authoritative or Non-Authoritative Prescription Copy

To print an Authoritative or Non-Authoritative Prescription copy:

1. From the **Patient Profile**, select the Prescription you wish to print.
2. Select **Rx > Print**.
3. The Rx Print window opens. The options available in the window depend on whether you are using Half or Thermal labels. Ensure the **Written Prescription** checkbox is selected and then select **OK**.



NOTE: You can configure the printer for the Written Prescription in **More (...)** > **Pharmacy > System > Written Prescription**.

Half Label

Thermal Label



NOTE: If the Prescription is in the Network Down Queue and a label is printed (File Copy for Half or Vial, Official Receipt, or All for Thermal), the EHR Network Down – Print Options window appears next with additional printing options. For more information, see [Network Down Prescriptions](#).

4. A prompt appears if the Prescription meets all the following conditions:
 - Prescriber is a Propel Rx pharmacist
 - Not been Dispensed (QD = 0)

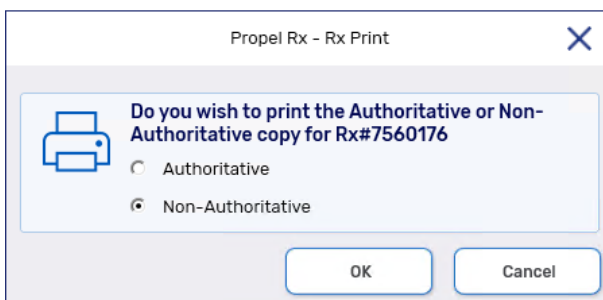


Contact PTS Customer Care

ptscustomer@pts.ca | 1.800.387.6093

- In a Network Down state, not Transferred Out, or not in Workflow

Select either the **Authoritative** or **Non-Authoritative** option. If the Prescription does not meet the above conditions, the prompt does not appear and the Non-Authoritative copy prints automatically.



Propel Rx - Rx Print

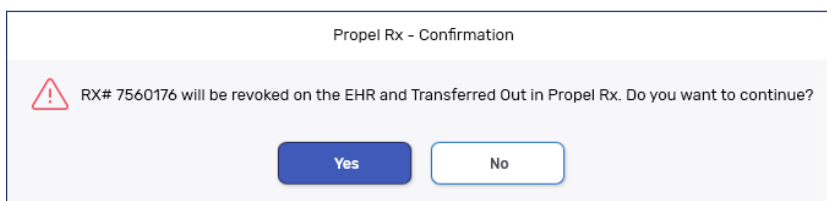
Do you wish to print the Authoritative or Non-Authoritative copy for Rx#7560176

☐ Authoritative


☒ Non-Authoritative

OK Cancel

- If the Authoritative option is chosen, additional prompts may appear depending on the scenario.
 - If the Prescription has a Rx ID, a prompt indicates that the Prescription will be Revoked on the EHR (with a reason of "Alternate Prescription Prescribed") and marked as Transferred Out in Propel Rx. Select **Yes** to continue or **No** to abort the action.

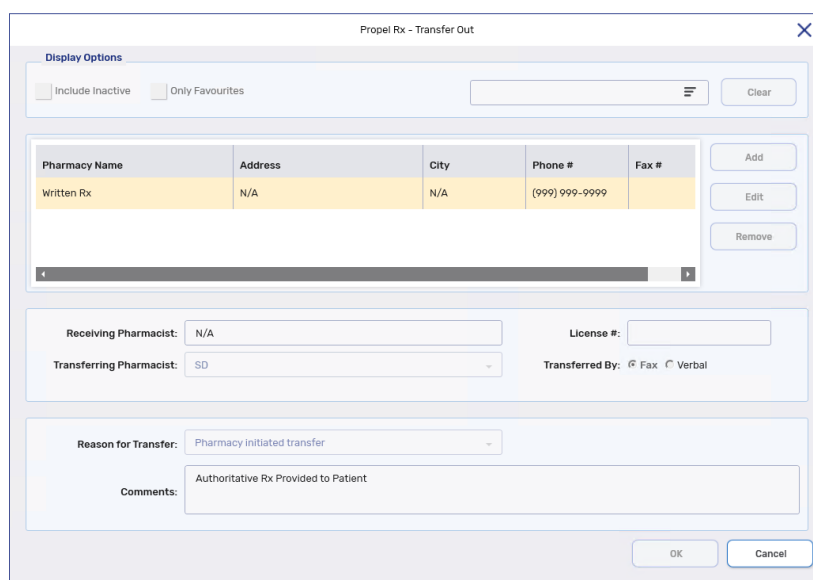


Propel Rx - Confirmation

 RX# 7560176 will be revoked on the EHR and Transferred Out in Propel Rx. Do you want to continue?

Yes No

- The Prescription's Transfer Out details will include:
 - Transferring Pharmacist** – initials of the pharmacist logged in at the time of printing
 - Reason for Transfer** – Pharmacy initiated transfer
 - Comments** – Authoritative Rx Provided to Patient



Propel Rx - Transfer Out

Display Options

☐ Include Inactive ☐ Only Favourites

Pharmacy Name Address City Phone # Fax #

Written Rx	N/A	N/A	(999) 999-9999	
------------	-----	-----	----------------	--

Receiving Pharmacist: N/A License #:

Transferring Pharmacist: SD Transferred By: ☒ Fax ☐ Verbal

Reason for Transfer: Pharmacy initiated transfer

Comments: Authoritative Rx Provided to Patient

OK Cancel



- The following pharmacy record will be created and used:

- Pharmacy Name** – Written Rx

Propel Rx - Other Pharmacy

Display Options

☒ Include Inactive ☐ Only Favourites

written

Pharmacy Name	Address	City	Phone #	Fax #	Active	Favourite	Custom
Written Rx	N/A	N/A	(999) 999-9999		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Banner Store # Pharmacy Name

Address Line 1 Phone

Address Line 2 Mobile

City Province Fax

Postal Code Country E-mail

- If the status change is rejected by the EHR, the Authoritative Prescription will not print, and the status of the Prescription will remain unchanged in Propel Rx. Perform an EHR Profile Compare and then transfer or re-write the Prescription if required.
- If the Prescription is in the Network Down Queue, a prompt indicates that the Prescription will be marked as Transferred Out in Propel Rx but no message will be sent to the EHR. Select **Yes** to continue or **No** to abort the action.
 - The Prescription will be placed on Hold first and then set to a Transferred Out status in Propel Rx. If Workflow is enabled, the Hold Prescription will need to be processed through Workflow as per usual.



Reprinting the Authoritative Prescription Copy

An Authoritative Prescription copy can be reprinted if needed. To do this, you must initiate the print request from the original Prescription and not the transferred record. Reprints will not trigger any messages to the EHR or local status changes to the Prescription.

To reprint an Authoritative Prescription copy:

1. Open the **Patient Folder**.
2. Select the **Profile** tab.
3. Select the Prescription. It should have a Transferred Out (TRN) status.



TIP: You may need to deselect the **Active** checkbox to see the Prescription on the Profile.

4. Select **Rx > Audit History**.
5. Select the original Prescription that you printed the Authoritative Prescription copy for.
6. Select **Detail**.
7. Select **Rx > Print**.
8. A prompt appears. Select the **Written Prescription** option and then select **OK**.
9. Another prompt appears. Select the **Authoritative** option and then select **OK**.

10. Select **OK**.

Printing Historical Prescriptions

For Prescriptions entered before the PPM upgrade, you can print the Authoritative or Non-Authoritative copies. However, fields introduced with PPM (i.e., Max Dispense Quantity, No Sub, Total Days Supply, Refills/Repeat Authorizations, Frequency, Dose) will be blank.



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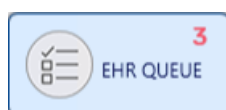
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Network Down

If the EHR Network is down, transactions will fail to submit to the EHR. A subset of actions can still be performed locally and in some cases, their associated EHR messages placed in the EHR Queue tile for submission later. For Prescriptions, adjudication cannot be completed while the Network is down. As a result, Prescriptions will remain in an Incomplete status and can either be placed in the Data Entry Queue of the Workbench or Parked Rx tile for processing later. Once the Network is restored, these transactions can be resubmitted.

EHR Queue Tile

The EHR Queue tile houses transactions that could not be sent due to Network issues. A counter on the tile indicates how many transactions reside in the EHR Queue.



A subset of transactions can be EHR Queued:

- Revoking or Discontinuing a Prescription (i.e., Propel Rx Patient Profile, stop date, transfers to non-PPM pharmacies, printing an Authoritative Prescription copy)

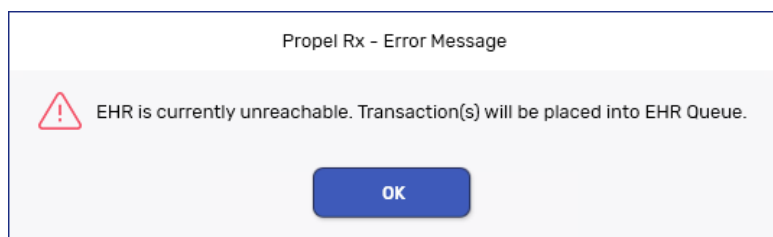


NOTE: Prescription status updates from the Rx Authorizations Profile are not placed in the EHR Queue tile.

- Adding or updating Allergies or Conditions
- Adding a Dispense note

Queries such as a Patient Compare and status updates using an EHR Profile Compare are not Queueable. Prescriptions are also not placed in the EHR Queue; they appear in the Data Entry Queue of the Workbench with a Network Down (ND) indicator or Parked Rx tile. For more information, see [Network Down Prescriptions](#).

When an EHR Queueable transaction fails to send to the EHR, the following prompt appears, and the transaction is placed in the EHR Queue.



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Within the EHR Queue tile, there are two main sections: Transaction Summary view and Detailed Transactions view.

Transaction Summary View

The Transaction Summary view is the left section of the EHR Queue. The total number of Queued transactions and the number of transactions per patient are listed here. Selecting one of the following options in the Transaction Summary view changes the display of the Detailed Transactions view to the right.

- **Queued Transactions** – displays all transactions that were added to the EHR Queue due to the EHR Network being unavailable/unreachable.
- **Patient** – displays all transactions for the patient that are EHR Queued.

The screenshot displays the PROPEL RX BC PPM EHR Queue interface. At the top, there is a navigation bar with the PROPEL logo and 'EHR Queue' text. Below this is a dashboard with several tiles: WORKFLOW (836), PARKED RX (5), DIALOGUE (163), PICK UP/DELIVERY (0), MESSAGES (0), ACTIVITIES (134), and EHR QUEUE (3). The EHR QUEUE tile is selected and highlighted. On the left side, there is a sidebar with various icons, including a question mark icon at the bottom. The main content area is divided into two sections. The left section, titled 'All (3)', contains a list of 'Queued Transactions (3)' and a sub-item 'BRACKETING, CABINED (3)'. The right section is a table with the following columns: Status, Creation Date, Patient, Rx#, Transaction Description, and Attempt Da. The table contains three rows of data, all with a status of 'Queued' and a patient of 'BRACKETING, CABINED'.

Status	Creation Date	Patient	Rx#	Transaction Description	Attempt Da
Queued	Feb 24, 2025 3:38 PM	BRACKETING, CABINED	7560177	Update Prescription Status	
Queued	Feb 24, 2025 3:38 PM	BRACKETING, CABINED	7560170	Profile Update - Add Dispense Comment	
Queued	Feb 24, 2025 3:39 PM	BRACKETING, CABINED		Profile Update - Add Adverse Reaction	

At the bottom of the interface, there is a footer with the text '9890 VAZBAGLBC01 X1.9-01' on the left, and 'SEND' and 'REFRESH' buttons in the center.



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Detailed Transactions View


The Detailed Transactions view is the right section of the EHR Queue. This view lists all the EHR transactions that have been Queued for all patients or a selected patient. Transactions are ordered by creation date in ascending order with each row representing a detailed view of each transaction.

Status	Creation Date	Patient	Rx#	Transaction Description	Attempt Date
Rejected	Feb 24, 2025 3:38 PM	BRACKETING, CABINED	7560177	Update Prescription Status	Feb 24, 2025
Queued	Feb 24, 2025 3:38 PM	BRACKETING, CABINED	7560170	Profile Update - Add Dispense Comment	
Queued	Feb 24, 2025 3:39 PM	BRACKETING, CABINED		Profile Update - Add Adverse Reaction	



The table below outlines the different components of the Detailed Transactions view and their descriptions.

Component	Description of the Detailed Transaction View Component
Filter	Users can filter for specific transactions by entering text in this field.



Component	Description of the Detailed Transaction View Component
	 NOTE: The Date and Status columns are not filterable.
Patient Folder	Opens the Patient Folder to view and update information (e.g., PHN) if needed.
Checkbox	Indicates which transactions are selected for sending. This checkbox is disabled and defaulted ON for Queued Transactions.
Status	Displays the current status of the transaction. This can be one of four types: <ul style="list-style-type: none"> • Queued – Message is waiting to be sent. • Started – Message is currently being sent. • Rejected – Message was rejected by the EHR. • Failed (Network still down) – Message transmitted unsuccessfully after a predefined number of attempts.
Creation Date	Displays the date the transaction was added to the EHR Queue.
Patient	Displays the name of the patient associated with the transaction.
Rx #	Displays the Prescription number for the transaction, if applicable.
Transaction Description	Displays the name of the transaction.
Attempt Date	Displays the date of the most recent attempt to send the transaction.
Trade Name and Generic Name	Displays the drug name for the Prescription, if applicable.
Strength	Displays the strength of the drug for the Prescription, if applicable.
Medical Item	Displays the description for the Allergy or Condition, if applicable.
# of Attempts	Displays the total number of attempts and the current attempt number.
Initials	Displays the initials of the user currently sending the transaction.



Component	Description of the Detailed Transaction View Component
Send	<p>Sends selected transactions to the EHR. All EHR Queued transactions are defaulted to send.</p> <p>Transactions are sent in order by creation date. A prompt will appear after the transactions are sent to indicate the number that were successful or if unsuccessful, the number that were Cancelled, Rejected, or Abandoned. If rejection is returned for a transaction, all subsequent transactions are not sent.</p> <div data-bbox="440 653 959 882"> <p>Propel Rx - Confirmation</p>  <p>0 transactions have been successfully sent to DIS. 1 have been Cancelled, Rejected or Abandoned.</p> <p>OK</p> </div> <p>If a transaction fails three times, upon selecting OK in the response window, the user is prompted with the option to Abandon the transaction.</p> <div data-bbox="440 1024 1313 1251"> <p>Propel Rx - Confirmation</p>  <p>The Queued item could not be processed due to errors or unmanageable issues. Would you like to Abandon this and any associated items and continue processing the rest of the queue?</p> <p>Yes No</p> </div>
Abandon	<p>Removes a Failed or Rejected transaction from the EHR Queue. This button should only be used if every option has been exhausted to send the transaction.</p> <p>A reason must be entered for Abandoning a transaction. This is recorded in the Patient Folder History tab.</p> <p>Any associated transactions are also Abandoned. For example, if the addition of an Allergy or Condition was Abandoned and an update transaction for the same Allergy or Condition record existed in the Queue, the update transaction will also be Abandoned.</p> <p>For more information, see Abandoning a Transaction.</p>
Refresh	<p>Refreshes the EHR Queue.</p>



EHR Queue Indicators

If a patient has a transaction in the EHR Queue, a blue **(Q)** indicator appears in the following locations:

- Patient Folder information bar beside the patient name

- On the **Rx Detail EHR** tab if the transaction was for a Prescription (i.e., update status, Dispense note)

- Beside the **EHR** checkbox for non-Prescription transactions (e.g., Allergy, Condition)



ALERT: Each pharmacy is responsible for ensuring that any EHR Queue transactions are resolved each day or once the EHR Network is available again.

Abandoning a Transaction

An Abandon button is available in the EHR Queue. By selecting the Abandon button, you can remove the transaction from the EHR Queue. This button may be required if, for example, the transaction cannot be submitted to the EHR through the normal process.

The Abandon button will be enabled for transactions with a Failed or Rejected status.

To Abandon a transaction:

1. Highlight the transaction(s) in the EHR Queue.
2. Select **Abandon**. The Abandon EHR Queue Transaction window opens.



NOTE: If a transaction fails to send from the EHR Queue, after the fourth attempt, a prompt gives you the option to Abandon the transaction.



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Propel Rx - Confirmation

The Queued item could not be processed due to errors or unmanageable issues.

Would you like to Abandon this and any associated items and continue processing the rest of the queue?

Yes

No

- If **Yes** is selected, the Abandon EHR Queue Transaction window opens.
- If **No** is selected, you are returned to the EHR Queue, and the remaining selected transactions are not sent to the EHR.

3. Enter a reason for Abandoning the transaction.

Propel Rx - Abandon EHR Queue Transaction

The associated transaction(s) to this patient and transaction will be removed from the EHR Queue and will not be sent to the Provincial EHR:

BRACKETING, CABINED
Update Prescription Status

Please provide a reason for abandoning this transaction:

Prescription is already discontinued on the EHR.

OK

Cancel

4. Select **OK**.

The Abandon action and its reason is recorded in the **Patient Folder History** tab.

propel_{rx}

Patient

1

2

3

sd

—

×

(Q) BRACKETING, CABINED

Jan 01, 1985 (40) M

PHN: 0009735358496 English

ID: 12335

Plans: PC/CA

Allergies: PENICILLINS, QUINOLONES, MACROLIDE A...

Conditions: DIABETES MELLITUS, HYPERTENSION, AB...

C-PACK

MPR 19%

69/365

BRACKETING,...

THIRD PARTY

CLINICAL

PROFILE

HISTORY

PROGRAMS

PREFERENCES

ATTACHMENTS

NOTES

Filtering: ehr queue

Rx

Entered	User	Event	Activity	Comments
Feb 26, 2025 13:33	SD	EHR Queue	Abandoned	Update Prescription Status: Prescription is already discontinued on the EHR.



ALERT: When the Abandon button is used, you may create mismatches in data between Propel Rx and the EHR. It is your pharmacy's responsibility to update your local records and/or the EHR to maintain accurate data. Best practice is to perform an [EHR Profile Compare](#) to resolve mismatches and/or re-attempt the desired action (e.g., sending a note or allergy).



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Sending Transactions from the EHR Queue When the Network is Restored

Once the Network is back up, you can send transactions from the EHR Queue.

To send transactions from the EHR Queue:

1. Select the **EHR Queue** tile on the Workbench.
2. Choose the applicable row from the Transaction Summary view (left).
 - **Queued Transactions** – to send all transactions in the EHR Queue.
 - **Patient** – to send transactions for a specific patient.

The screenshot displays the 'EHR Queue' interface in the Propel Rx system. The top navigation bar includes the 'propel' logo and the 'EHR Queue' title. Below this, a row of tiles represents different transaction categories: WORKFLOW (832), PARKED RX (4), DIALOGUE (163), PICK UP/DELIVERY (0), MESSAGES (0), ACTIVITIES (134), and EHR QUEUE (2). The left sidebar contains icons for various functions. The main area shows a table with columns: Status, Creation Date, Patient, Rx#, Transaction Description, and Attempt D. The table lists two 'Queued' transactions for 'BRACKETING, CABINED' on Feb 24, 2025. At the bottom, there are 'SEND' and 'REFRESH' buttons. The 'SEND' button is highlighted with an orange border.

Status	Creation Date	Patient	Rx#	Transaction Description	Attempt D
Queued	Feb 24, 2025 3:38 PM	BRACKETING, CABINED	7560170	Profile Update - Add Dispense Comment	
Queued	Feb 24, 2025 3:39 PM	BRACKETING, CABINED		Profile Update - Add Adverse Reaction	

3. Select **Send**.



TIP: Open another instance of Propel Rx to send EHR Queued transactions while continuing to Fill Prescriptions.



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Network Down Prescriptions

When a Prescription is processed when the EHR Network is down, a prompt will appear with the following print and Workflow options:

Propel Rx - EHR Network Down

The EHR is currently down.

Please make a selection or cancel any try again.

☒ Bill the patient \$0.00 and submit to EHR later.
 ☐ Do not print a label, queue the Rx only.

Data Entry
Park
Cancel

- **Bill the patient \$0.00 and submit to EHR later** – prints the label with a patient pays amount of \$0 and a “PNET OFFLINE” indicator on the receipt.
- **Do not print a label, queue the Rx only** – no label is printed.



NOTE: You can also print a label for a Network Down Prescription from **Rx > Print**. The same print options as above are available if the Prescription is still currently in a Network Down state.

- **Data Entry** – keeps the Prescription in the Data Entry Queue.
- **Park** – places the Prescription in the Parked Rx tile with a default reason of Network Down.

The Prescription will remain in an Incomplete/Queued status until it can be successfully submitted to the EHR. On the Workbench, these Prescriptions can be identified by their Network Down (**ND**) indicator.



NOTE: The ND indicator does not appear in the Parked Rx tile. However, you can filter for these Prescriptions by choosing Network Down from the **Display Options** dropdown.

The screenshot shows the Propel Rx Workbench interface. At the top, there are tabs for WORKFLOW (835), PARKED RX (4), DIALOGUE (164), PICK UP/ DELIVERY (0), MESSAGES (0), ACTIVITIES (134), and EHR QUEUE (2). Below these is a table with columns: Overdue, 0-1 hr, 1-2 hrs, 2-4 hrs, 4+ hrs, Tomorrow +, Compliance, Parked, and Total. The rows are Data Entry, Packaging, Technical Validation, and Clinical Review. To the right of this table is a 'Daily Rx Count' section showing New (0), Refill (1), ReAuth (0), and Total (1). Below the table is a 'Quick Lookup' section with a search bar and a 'Filter' dropdown. The main table below shows a list of prescriptions with columns: Ready Time, Workflow, Rx#, Auth, Patient, Trade Name, and Generic Name. The 'Ready Time' column has a dropdown menu with 'ND' (Network Down) selected, which is highlighted with a red box. The prescriptions listed are for METFORMIN, LINAGLIPTIN, and RAMIPRIL.

Ready Time	Workflow	Rx#	Auth	Patient	Trade Name	Generic Name
ND	Data Entry	756018	AUT	LGPROFILEONE, TRXXO	METFORMIN FC	METFORMIN
ND	Data Entry	756018	AUT	LGPROFILEONE, TRXXO	TRAJENTA	LINAGLIPTIN
ND	Data Entry	756018	AUT	LGPROFILEONE, TRXXO	RAMIPRIL	RAMIPRIL



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Processing a Batch When the Network is Down

If the EHR Network is down when a Batch is processed, the first Prescription that fails to transmit to the EHR goes into a Network Down state. All subsequent Prescriptions in the Batch will automatically be assigned a Network Down state. Once the Network is restored, the Prescriptions can be resent from the Batch Profile window or Workbench.

Sending Network Down Prescriptions When the Network is Restored

Once the Network is back up, you can send Prescriptions that are in a Network Down state. This can be done from the Workbench or Parked Rx tile, depending on where the Prescription was placed after it was initially processed.

To send transactions from the Workbench:

1. Select the **Data Entry** Queue on the **Workbench**.
2. Select the applicable Prescription(s) with the Network Down (**ND**) indicator.

The screenshot shows the Propel Rx Workbench interface. At the top, there are several status tiles: WORKFLOW (835), PARKED RX (4), DIALOGUE (164), PICK UP/ DELIVERY (0), MESSAGES (0), ACTIVITIES (134), and EHR QUEUE (2). Below these is a table with columns: Overdue, 0-1 hr, 1-2 hrs, 2-4 hrs, 4+ hrs, Tomorrow +, Compliance, Parked, and Total. The rows are Data Entry, Packaging, Technical Validation, and Clinical Review. The Data Entry row shows 305 in the Overdue column and 623 in the Total column. To the right of the table is a 'Daily Rx Count' section with a table showing New (0), Refill (1), ReAuth (0), and Total (1). Below the table is a 'Quick Lookup' field and a 'Filter' button. At the bottom, there is a list of prescriptions with columns: Ready Time, Workflow, Rx#, Auth, Patient, Trade Name, and Generic Name. One prescription is visible with the status 'ND' (Network Down) and the trade name 'METFORMIN FC'.

3. Select **Process**.
4. A prompt appears asking if you want to submit all Network Down Prescriptions. Select **Yes** to detail and submit all Prescriptions.

The dialog box is titled 'Propel Rx - Confirmation'. It contains a question mark icon and the text: 'There are multiple prescriptions queued as a result of the network being down. Would you like to detail / submit them all now?'. There are two buttons: 'Yes' and 'No'.

5. The EHR Response window opens in Rx Detail displaying the previous EHR error response, in this case, the transaction failed due to the EHR being down. Select **OK**.



Propel Rx - EHR Response

TAC/TDU

Patient: LGPROFILEONE, TRXXONE W
PHN: 0009735351644 **Gender:** Female
Date of Birth: Oct 17, 1994

Response Status: Failed
 The EHR is currently down. Please try again later.

OK

6. Process the Prescriptions as usual.

To send transactions from the Parked Rx tile:

1. Select the **Parked Rx** tile on the Workbench.
2. From the **Display Options** dropdown, select Network Down.
3. Select the applicable Prescriptions.

The screenshot shows the Propel Rx interface with the 'Parked Rx' tile selected. The 'Display Options' dropdown is set to 'Network Down'. Below this, there are tabs for 'RETAIL (1)' and 'COMPLIANCE (0)'. A table of prescriptions is displayed:

	Ready Time	Parked Until		Group	Rx#			Generic Name	Reason
<input checked="" type="checkbox"/>	Feb 26 03:22 PM	Feb 27 03:02 PM			7560	BRACKETING, CABINEI	ACT-RAMIPRIL	RAMIPRIL	Network Down

4. Select **Process**.
5. Process the Prescriptions as usual.



TIP: Open another instance of Propel Rx to send EHR Queued transactions while continuing to Fill Prescriptions.



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Network Down Scenarios

The table below summarizes how to address certain scenarios that can occur during and after a Network Down.

Scenario	Recommended Actions
Patient needs to be created during a Network Down	The PHN field cannot be blank in the Patient Folder. Propel Rx will automatically assign a mock PHN of 99999999999998 when a user creates a patient, and the Network is down.
Patient was created during a Network Down and the PHN needs to be updated after the Network is restored	<p>Perform an EHR patient search and if the patient has an existing PHN, copy the information over from the EHR to Propel Rx.</p> <p>If the patient does not have a PHN, create a new Patient Folder in Propel Rx. A PHN will be assigned automatically. Then, Merge the two Patient Folders together.</p>



Miscellaneous Changes

This section outlines the miscellaneous changes in Propel Rx that were introduced with the PPM upgrade.

Terminology

All references of “PharmaNet” in Propel Rx have been replaced with “EHR.”

Propel Rx - Details: Condition - HYPERTENSION

Type: Chronic Severity: Moderate ☒ EHR

Reaction: Reported By: Patient

Effective Date: Jan 17, 2025 Name: CABINED BRACKETING

Effective Until: Entered By: SD

Drug

DIN: Trade:

Generic: Search

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date

Add

Delete

OK Cancel

9890
VAZBAGLBCOK
X1.8-20

SEARCH REPORTS SAVE CLOSE REVERT



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Decimal Values for Structured Data

The following rules are now followed for the display of structured data:

- If the value is less than 1, a leading 0 appears before the decimal point (e.g., 0.25 and not .25).
- No trailing zeroes appear after the decimal point (e.g., 2.1 and not 2.10).



NOTE: These rules do not apply to unstructured data (e.g., Message Data fields in the TAC/TDU Response window).

Propel Rx - TAC/TDU Response (Rx# 7560240 - BRACKETING, CABINED OG PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected))

DIN/GP#/PIN: 2384701 Qty: 4 Max Daily Dose: 0.143

EHR Rx Id: Date Dispensed: Apr 11, 2025

Generic Name/Manufacturer: ALENDRONATE SODIUM Status: Filled

Directions: ONCE A WEEK

Practitioner Id: XXAKQ Practitioner Id Ref: 91 - BC - Physician & Surgeon Reference #: 653872

Drug Cost/Product Value: 0 BIN: 1 Status: B - Accepted with Rx price adjustment.

Response Code:

Intervention Code:

Message Data

Line 1: PLAN= S/A=N EXP= DRUG=00000.00 Line 2: ACC EXP=0000000.00 RBP=N LCA=N BEN= Line 3: RESTRICTION= FEE=000.00

DUE Summary - 3 DUE(s)

DUE Response	Interaction Advisory	Severity	Interaction Advisory Text
ME - Drug/Drug interaction potential	Drug To Drug Interaction	Moderate	ORAL BISPHOSPHONATES/ORAL MULTIVALENT CATIONS :DEF :M
MK - Dose appears low	Dosage Outside Minimum Or Maxi		Minimum recommended daily dose is .500
DE - Fill/refill too late noncompliant	Fill Too Soon Or Too Late		Fill too late, expiry date of previous is 2025/03/18

Detail All DUE's in DUE Summary must be viewed to activate the OK button
Response Status: Success 0 Operation successful OK



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EHR Profiles

Terminology

The EHR Profiles in Propel Rx have been renamed to more clearly indicate what information they display. These new terms will be used in the Rx menu and Patient History when these EHR Profiles are accessed.

- **Most Recent** is now **Most Recent Dispenses**.
- **Full Profile** is now **All Dispenses**.
- **Rx's Elsewhere** is now **Dispenses Elsewhere**.

The screenshot displays the Propel Rx BC PPM interface. On the left is a dark blue sidebar with icons for various functions. The main area shows a menu with two columns: 'BACKGROUND' and 'RX READY'. The 'PROFILE' option under 'RX READY' is highlighted, and a sub-menu is open showing options: 'MOST RECENT DISPENSES', 'ALL DISPENSES', 'DISPENSES ELSEWHERE', 'MAILING', 'RX AUTHORIZATIONS', and 'EHR COMPARE'. In the background, a table of prescriptions is visible with columns: 'Form', 'Rx#', 'Qty (Owe)', 'MFR Instructions', 'REM', 'Status', and 'Active'. The table contains several rows of prescription data.

Form	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
TABL	7560239	90	AVA TAKE 1 TABLET DAILY	0	COM	✓
CAPS	7560237	100	ACC ADAPTED AS DIRECTED	0	COM	✓
O-AI TABL	7560171	90	APX ADAPTED TAKE AS DIRECTED	1	CAN	✓
ATIN TABL	7560231	90	AUR TAKE 1 TABLET DAILY	2	COM	✓
RTAI TABL	7560228	90	ACC TAKE 1 TABLET DAILY	1	CAN	✓
SE) PEN I	7560223	2	NNC ADAPTED AS DIRECTED	0	COM	✓
TABL	7560220	30	APX AS DIRECTED	1	HOL	✓
			LEO AS DIRECTED	0	COM	✓
			ACT ADAPTED T 1 AND 1/2 TABS BID	1	HOL	✓
			SDZ T 1 AND 1/2 TABS BID	0	COM	✓

Within these Profiles, the term “Dispenses” is used in lieu of “Prescriptions” as these Profiles display Dispense and not Create records.



Viewing Requirements

Users now only must view the last 15 Prescriptions in any EHR Profile, except for the Rx Authorizations Profile. Verbiage has been updated at the bottom of each EHR Profile to reinforce this new requirement.



NOTE: The responsiveness of the EHR Profile windows has been enhanced to more accurately count the number of records that have been viewed based on scrolling.

Propel Rx - EHR Patient Profile

BRACKETING, CABINED OG PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected)

☐ Condense

Response Status: 3048 Operation Successful: Most recent 15 Rx's.

Clinical Condition Information

Condition	Chronic	Date Reported	Reported By	Comment Date	Comment
HYPERCHOLESTEROLEMIA	<input checked="" type="checkbox"/>	02 Apr 2025	Patient		
DIABETES MELLITUS	<input checked="" type="checkbox"/>	17 Jan 2025	ER Clinician	17 Jan 2025 (P1 - BC - Pharma	Family history of dia

Adverse Reaction Information

DIN	Drug Name / Mfr	Date Reported	Reported By	Comment Date	Comment
497894	PENICILLAMINE MERC	23 Sep 2024	Patient	22 Nov 2024 (P1 - BC - Pharma	note updated again
628115	AMOXICILLIN APOTE	28 Mar 2025	Pharmacist	12 Nov 2024 (P1 - BC - Pharma	sdf sdf

Most Recent Dispenses - Total 15 (Note: There may be more profile data available.)

Drug Name Disp. Date Instructions DIN Comment	Prescriber Prescriber Type	Mfr. Date Entered	Qty Disc. Date	Strength Max Dose Disc. Source Location ID	Form Status Prescriber Type EHR Rx ID	Same Store Intervention Cd MMI Codes
ALENDRONATE SODIUM 11 Apr 2025 ONCE A WEEK 2384701	ABAFT (91 - BC - Physician & Surg	RANBAXY PHARMA	4	10 MG 0.143	TABLET Filled	Y UA
ALENDRONATE SODIUM 11 Apr 2025 ONCE A WEEK 2384701	ABAFT (91 - BC - Physician & Surg	RANBAXY PHARMA	4	10 MG 0.143 BC000001CR	TABLET Filled	Y
MELOXICAM 11 Apr 2025	ABAFT	AVANSTRA INC.	90	7.5 MG 1 BC000001CR	TABLET Filled	Y

Last 15 Dispenses and all Clinical and Adverse Reactions must be viewed to activate the OK button

The 'X' button has been removed from the forced view of the Most Recent Dispenses EHR Profile when a Prescription is Filled. Users must select **OK** to acknowledge that the Profile has been viewed.



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Forced View of the EHR Profile for Combined Technical Validation and Clinical Review

A preference has been introduced in **More (...)** > **Pharmacy** > **Rx Detail** called **Display EHR Profile at Clinical**. This preference controls whether the EHR Profile is automatically displayed when a Prescription is processed into a combined Technical Validation and Clinical Review view.


- When this preference is ON, a forced view of the EHR Profile displays for the selected patient. If multiple Prescriptions were loaded for the patient, the forced view only occurs on the first Prescription unless there is a break in service (i.e., navigate to another Profile and return). Upon selecting **OK** in the EHR Profile window, the **Allergy Check**, **Pharmanet Check**, and **D.T Issues** checkboxes are automatically selected.
- When this preference is OFF, the EHR Profile does not display automatically in Technical Validation and Clinical Review. Users must manually select the **Allergy Check**, **Pharmanet Check**, and **D.T Issues** checkboxes to confirm these checks have been completed.

This preference also applies to the Aggregate window. If multiple patients are loaded in Aggregate, the user must view each patient's EHR Profile.



NOTE: If the setting is changed, ensure to restart Propel Rx on all computers for the changes to take effect.

Prescription Expander

Like the Rx Authorizations Profile, an expander button  has been added to the Prescription section of the Full, Most Recent Dispenses, and Dispenses Elsewhere Profiles. This button increases the real estate to view Prescription information in the window.

Propel Rx - EHR Patient Profile						
BRACKETING, CABINED OG PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected)						
Response Status: 3048 Operation Successful: Most recent 15 Rx's.						
Most Recent Dispenses - Total 15 (Note: There may be more profile data available.)						
Drug Name Disp. Date Instructions DIN Comment	Prescriber Prescriber Type	Mfr. Date Entered	Qty Disc. Date	Strength Max Dose Disc. Source Location ID	Form Status Prescriber Type EHR Rx ID	Same Store Intervention Cd MMI Codes
ALENDRONATE SODIUM 11 Apr 2025 ONCE A WEEK 2384701	ABAFT (91 - BC - Physician & Surg	RANBAXY PHARMA	4	10 MG 0.143 BC000001CR	TABLET Filled 59594	Y UA
ALENDRONATE SODIUM 11 Apr 2025 ONCE A WEEK 2384701	ABAFT (91 - BC - Physician & Surg	RANBAXY PHARMA	4	10 MG 0.143 BC000001CR	TABLET Filled 59594	Y
MELOXICAM 11 Apr 2025 TAKE 1 TABLET DAILY 2365545	ABAFT (91 - BC - Physician & Surg	AVANSTRA INC.	90	7.5 MG 1 BC000001CR	TABLET Filled 59594	Y
CELECOXIB 10 Apr 2025 ADAPTED AS DIRECTED 2435632	BEDLAM (P1 - BC - Pharmacist - XXE	ACCEL PHARMA	100	100 MG 7.143 BC000001CR	CAPSULE Filled 62891	Y NL
				BC000001CR	62857	





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Additional Data

The following data points have been added to all EHR Profiles:

- **Comment Date** – formerly called “Date Entered,” this displays the date that the comment (note) was entered along with information about the healthcare professional who entered it, including the prescriber type and license number in brackets.
- **Location ID (i.e., Entered By)** – this is the location that entered the Prescription record.
- **Adaptation indicator**  – this is not displayed in the All Dispenses Profile.
- **EHR Rx ID** – unique identifier for the Prescription on the EHR.
- **MMI and CS codes folder button**  – displays information about the MMI and CS codes that were submitted with the Prescription record.



NOTE: For Historical Prescriptions that were transmitted to the EHR before the PPM upgrade, no EHR Rx ID, Adaptation indicator, and MMI and CS codes will display on the EHR Profiles.

Propel Rx - EHR Patient Profile
BRACKETING, CABINED OG PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected)
Condense

Response Status: 0 Operation successful

Clinical Condition Information

Condition	Chronic	Date Reported	Reported By	Comment Date	Comment
DIABETES MELLITUS	<input checked="" type="checkbox"/>	17 Jan 2025	ER Clinician	17 Jan 2025 (P1 - BC - Pharm	Family history of dia
DIABETES MELLITUS	<input checked="" type="checkbox"/>	17 Jan 2025	Physician	17 Jan 2025 (P1 - BC - Pharm	Patient tests blood

Adverse Reaction Information

DIN	Drug Name / Mfr	Date Reported	Reported By	Comment Date	Comment
497894	PENICILLAMINE MERC	23 Sep 2024	Patient	22 Nov 2024 (P1 - BC - Pharma	note updated again
628115	AMOXICILLIN APOTE	28 Mar 2025	Pharmacist	12 Nov 2024 (P1 - BC - Pharma	sdfsdf

All Dispenses - Total 565

Drug Name Disp. Date Instructions DIN Comment	Prescriber Prescriber Type	Mfr. Date Entered	Qty Disc. Date	Strength Max Dose Disc. Source Location ID	Form Status Prescriber Type EHR Rx ID	Same Store Intervention Cd MMI Codes
CELECOXIB 10 Apr 2025 ADAPTED AS DIRECTED 2435632	BEDLAM (P1 - BC - Pharmacist - XXE	ACCEL PHARMA	100	BC000001CR 100 MG 7.143	62891 CAPSULE Filled	Y NL
ATORVASTATIN CALCIUM 10 Apr 2025 TAKE 1 TABLET DAILY 2407256	ABAFT (P1 - BC - Physician & Surg	AURO PHARMA IN	90	BC000001CR 10 MG 1	62857 TABLET Filled	Y UA
ATORVASTATIN CALCIUM		AURO PHARMA IN		BC000001CR	62839	

All Dispenses
Last 15 Dispenses and all Clinical and Adverse Reactions must be viewed to activate the OK button
OK



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Group Folder

LTC Number

The **LTC** field in the Group Folder will now be transmitted for Prescriptions billed to any PharmaCare plan, not just Plan B (P2).

The screenshot displays the 'Nursing Home' group folder form in the PROPEL RX BC PPM system. The form is organized into several sections:

- Header:** Includes the 'propel' logo, a 'Group' dropdown, and tabs for '1', '2', and '3'. A user profile icon labeled 'sd' is in the top right.
- Form Fields:**
 - Name:** 'Nursing Home'
 - Address:** '12'
 - Phone:** '(111)111-1111'
 - Mobile:** '(---)---' (with a 10-digit local dropdown)
 - Fax:** '(---)---' (with a 10-digit local dropdown)
 - Email:** (empty field)
 - Short:** 'NH'
 - Type:** 'Nursing Home' (dropdown)
 - City:** 'Kamloops' (dropdown)
 - Province:** 'British Columbia' (dropdown)
 - Postal Code:** (empty field)
 - Status:** 'Active' (dropdown)
 - LTC:** '12345' (highlighted with an orange box)
- Primary Contact:** A section for contact details including Title, Last Name, First Name, Phone, and Email.
- Grp #:** '27' (displayed in two boxes)
- Bottom Section:** Includes tabs for 'SCHEDULE', 'STANDING ORDERS', 'ATTACHMENTS', and 'NOTES'.
- Footer:** Contains a version number '9890', a code 'VAZBAGLBC00', and a date 'X1.8-20'. Action buttons for 'REPORTS', 'TP RULES', 'RXSTATUS', 'SAVE', 'CLOSE', and 'REVERT' are also present.



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Patient Folder

Patient Search

ADDITIONAL SEARCH RESULT COLUMNS

When performing an ID or Name Search for a patient on the EHR, the following columns are now visible in the search results:

- **Address Type** – can be set to Mailing or Office
- **Country**
- **Province**

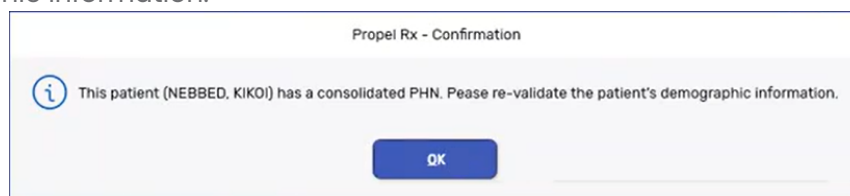
The screenshot shows the 'Propel Rx - EHR Patient ID Search' window. It contains two tables. The top table has columns: PHN, Last Name, First Name, Middle, Phone, Gender, Birth Date, Address, and Postal. The bottom table has columns: Phone, Gender, Birth Date, Address, Postal, City, Province, Country, Address Type, and Group ID. The 'Province', 'Country', and 'Address Type' columns in the bottom table are highlighted with an orange border.

PHN	Last Name	First Name	Middle	Phone	Gender	Birth Date	Address	Postal
0009735358496								

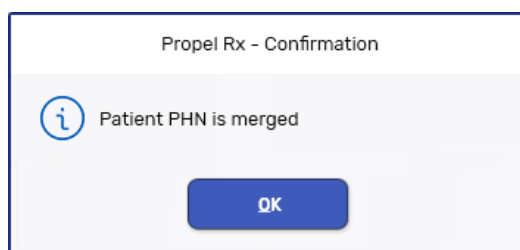
Phone	Gender	Birth Date	Address	Postal	City	Province	Country	Address Type	Group ID
00	M	Jun 10, 1901	1865 BENET CLOSE	V7M2C1	AXBRIDGE	British Columbia	Others	MAILING	

PHN MERGED NOTIFICATION

When sending a message to the EHR, a prompt now appears if the patient's PHN has been merged on the EHR. Upon selecting OK, a Patient Compare will automatically be initiated so the user can update the patient's demographic information.



If the patient's PHN has been merged in the EHR, searching with the old PHN will now prompt a merge notification.



Patient Compare

The Country can now be copied over from the **EHR Profile Compare** window.

- If the Country is anything other than United States or Canada on the EHR, it will be copied over as "Other" in Propel Rx.
- If the Country is "Other" in Propel Rx, it will copy over as "Other" in the EHR Profile Compare window. However, in the backend, the Country will default to Canada on the EHR.

The screenshot shows the 'Propel Rx - EHR Profile Compare' window for patient BRACKETING, CABINED. The window is divided into two main sections: 'Propel Rx' and 'EHR'. The 'Propel Rx' section contains patient information such as PHN, First Name, Middle Name, Last Name, Birth Date, Gender, Address, City, Province, and Country. The 'EHR' section shows the same information as it appears in the EHR system. A 'Country' field in both sections is highlighted with an orange box, showing 'Canada'. Between the sections are buttons for '<< Select All', '<< Deselect', and 'Copy >>'. At the bottom, there are buttons for 'Revert', 'Update', and 'Cancel'. The 'Response Status' is 'Successful'. The background shows the main patient profile with tabs for BRACKETING, THIRD PARTY, CLINICAL, PROFILE, HISTORY, PROGRAMS, PREFERENCES, ATTACHMENTS, and NOTES.

Field	Propel Rx	EHR
PHN	0009735358496	0009735358496
First Name	CABINED	UPTHROWS
Middle Name		
Last Name	BRACKETING	CELLULOIDS
Birth Date	Jan 01, 1985	Jun 10, 1901
Gender	Male	Male
Address Line 1	289 FAR/JEON VISTATR	289 FAR/JEON VISTATR
Address Line 2	pts234	PTS234
City	Burnaby	BURNABY
Province	British Columbia	British Columbia
Country	Canada	Canada
Postal Code	V4V5V6	V4V 5V6



Patient Demographic Data

The patient's PHN, Date of Birth, and Gender have been added to the top of all EHR windows using the format: "Last Name, First Name PHN: xxxxxx Gender (Age) DOB: MMM DD, YYYY."

This includes:

- All EHR Profiles
- TAC/TDU Response window
- TDU window (from requesting an interaction check from the EHR)
- Intake window (for a Downloaded Prescription)
- E-File Copy (for a Downloaded Prescription)

Propel Rx - TAC/TDU Response (Rx# 7560239 - BRACKETING, CABINED O PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected))

DIN/GP#/PIN: 2365545 Qty: 90 Max Daily Dose: 1

EHR Rx Id: Date Dispersed: Apr 11, 2025

Generic Name/Manufacturer: MELOXICAM Status: Filled

Directions: TAKE 1 TABLET DAILY

Practitioner Id: XXAKQ Practitioner Id Ref: 91 - BC - Physician & Surgeon Reference #: 653871

Drug Cost/Product Value: 0 BIN: 1 Status: B - Accepted with Rx price adjustment.

Response Code: CD - Patient not entitled to drug claimed

Intervention Code:

Message Data

Line 1: PLAN= S/A=N EXP= DRUG=00000.00 Line 2: ACC EXP=0000000.00 RBP=N LCA=N BEN= Line 3: RESTRICTION= FEE=000.00

DUE Summary - 14 DUE(s)

DUE Response	Interaction Advisory	Severity	Interaction Advisory Text
ME - Drug/Drug interaction potential	Drug To Drug Interaction	Moderate	ANGIOTENSIN II RECEPTOR BLOCKER (ARB)/NSAIDS; SALICYLATES :DEF :TCR
ME - Drug/Drug interaction potential	Drug To Drug Interaction	Moderate	ACE INHIBITORS/SELECTED NSAIDS; SALICYLATES :DEF :MTCR
ME - Drug/Drug interaction potential	Drug To Drug Interaction	Moderate	ACE INHIBITORS/SELECTED NSAIDS; SALICYLATES :DEF :MTCR
ME - Drug/Drug interaction potential	Drug To Drug Interaction	Moderate	ACE INHIBITORS/SELECTED NSAIDS; SALICYLATES :DEF :MTCR
ME - Drug/Drug interaction potential	Drug To Drug Interaction	Moderate	ACE INHIBITORS/SELECTED NSAIDS; SALICYLATES :DEF :MTCR
ME - Drug/Drug interaction potential	Drug To Drug Interaction	Moderate	ACE INHIBITORS/SELECTED NSAIDS; SALICYLATES :DEF :MTCR
ME - Drug/Drug interaction potential	Drug To Drug Interaction	Moderate	ACE INHIBITORS/SELECTED NSAIDS; SALICYLATES :DEF :MTCR
MM - Prior ADR on record	Prior Adverse Reaction To Drug		Grp All to IBUPROFEN DIN 01933531 on 2024/10/04 by PA
MM - Prior ADR on record	Prior Adverse Reaction To Drug		Grp Xsen to IBUPROFEN DIN 01933531 on 2024/10/04 by PA
MX - Duplicate therapy	Duplicate Ingredient		New RX duplicates ingredient MELOXICAM
MX - Duplicate therapy	Duplicate Ingredient		New RX duplicates ingredient MELOXICAM

988 AZBA X19

Detail

All DUE's in DUE Summary must be viewed to activate the OK button

Response Status: Success 0 Operation successful

OK



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Patient Clinical Data

When adding a Clinical Information record in the **Patient Folder Clinical** tab, the following options are now available from the **Reported By** dropdown:

- ER Clinician
- Nurse
- Family Member

The DPIC option is no longer available for selection but is still visible for Historical records.

The screenshot shows the 'Propel Rx - Details: Medical Allergy - PENICILLIN' form. The 'Reported By' dropdown menu is open, displaying the following options: Patient, Pharmacist, Physician, ER Clinician, Nurse, and Family Member. The form includes the following fields and sections:

- Type:** [Dropdown]
- Reaction:** [Text Field]
- Effective Date:** Apr 24, 2025
- Effective Until:** [Text Field]
- Chronic:** ☒
- Severity:** Moderate
- EHR:** ☒
- Reported By:** [Dropdown Menu (Open)]
 - Name: Patient
 - Pharmacist
 - Physician
 - ER Clinician
 - Trade: Nurse
 - Family Member
- Drug:**
 - DIN: [Text Field]
 - Generic: [Text Field]
- Notes:**

Notes	Priority	Alert	Print	EHR	RX #	User	Date

Buttons: Add, Delete, OK, Cancel.



Patient Interaction Checking

It is now possible to perform an EHR interaction check when no Prescriptions exist on the Patient Profile. This can be done from the Patient Profile by selecting **Rx > Interactions** and then adding drugs manually prior to selecting **Check**.

The screenshot displays the Propel Rx BC PPM interface. At the top, the patient profile for DEVOUTNESS, BROOKLET is shown with details such as date of birth (May 31, 1994), phone number, and language. The interface includes a sidebar with navigation icons and a main content area with tabs for DEVOUTNESS, THIRD PARTY, CLINICAL, PROFILE, HISTORY, PROGRAMS, PREFERENCES, ATTACHMENTS, and NOTES. The PROFILE tab is selected, and a modal window titled "Propel Rx - EHR Drug Interaction - DEVOUTNESS, BROOKLET R" is open. This modal contains a table with drug interaction data and buttons for Add, Remove, Check, and OK.

DIN	Quantity	DS	Trade Name	Generic Name	Strength
2401509	0	0	AMOXICILLIN	AMOXICILLIN	500MG
2242924	0	0	APO-WARFARIN	WARFARIN	1MG

For more information, see [Interactions](#).



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Patient Official Receipt Report

The pharmacy's BC PharmaCare ID, patient's PHN, and prescriber's license number have been added to the Patient Official Receipt report.

Official Receipt

** DUPLICATE **

QAAZPIAGBC01
Eef-f1aa Ec1ea F1f1f1.
Kamloops, British Columbia V4Z 1R9

Date: Apr 23, 2025
BC PharmaCare ID: BC000001CR
Report Period: Apr 21, 2025 to Apr 23, 2025

DIVEST INWOVE
8871 BUNNAI VISTA, DOVER, TROWBRIDGE, British Columbia V2T 8C5 (555) 127-0727

PHN: 0009735385099

				Plan Paid	Special Auth#	Patient Paid
Apr 21, 2025	Rx # 7560272	DIN 2363968	HYDROCHLOROTHIAZIDE; AVA-HYDROCHLOROTHIAZIDE 25MG TABLET (AVA)			
Qty: 90.00	DS: 90	Dr. LAUREATE L ABAFT	91-XXAKQ	PNET \$0.00		\$17.60

Pharmacy Preferences

Bypass Password Verification

The **Bypass Password Verification** preference in **More (...)** > **Pharmacy** has been removed. Users are no longer required to enter their Propel Rx login credentials when performing an EHR transaction.

Prescriber Folder

Prescriber Search

When performing a MD Match search, the following columns are now visible in the search results:

- Address Line 2 (displayed in the Full Address column)
- Effective Date
- Prescriber Type

The screenshot shows the 'Propel Rx - Master Doctor Search' window. It features a search form at the top with fields for Last Name, First Name, Phone, Address, City, License ID, and ID Ref. Below the form is a table of search results. The table has columns: Middle Name, Phone, Full Address, City, Province, Postal Code, License #, Prescriber Type, and Effective Date. The first row of results is highlighted, showing 'L' for Middle Name, '(0) 0' for Phone, '41 SPARKGREEN STREET' for Full Address, 'DORCHESTER' for City, 'BC' for Province, 'V1R8H1' for Postal Code, 'XXAKQ' for License #, 'BC - Physician & Surgeon' for Prescriber Type, and an empty field for Effective Date.



Rx Detail

Changing the SIG on Refills

The SIG field is now enabled when a Prescription is Refilled. The updated SIG will be associated with the Refill Dispense on the EHR Profile.

BRACKETING, CABINED

Jan 01, 1985 (40) M

PHN: 0009735358496

(999) 999-9999

English

Auth: 7560249

Rx Number: 7560250

Fill Type: REFILL

Fill: Apr 11, 2025

Last Fill: Apr 11, 2025 (0 days ago) (DS: 28)

Dialogue Required

Ready Time: Due in: 18 min, 18 sec

4/11/2025 09:38 AM

RX: 7560250

EXTENDED

EHR

THIRD PARTY

NOTES

BRACKETING, CABINED

TP Bill: PC/CA

Phone: (999)999-9999 Age: 40

☒ Allergy
 ☒ Medical

Dr. ABAFT, LAUREATE

Phone: (999)999-9999

41 SPARKGREEN STREET

DIN 2478080

Pk (OH): 56 (0) - Defau

Unmonitored

IVACAFTOR & TEZACAFTOR; SYMDEKO; 150&100MG TABLET SEQ

Desc: blister (4 x14)

Sticky Note:

Alerts

Apr 11, 2025 Patier

Apr 11, 2025 This r

Prescription

QA: 112

OD: 112

Qty: 56

SIG: TAKE 1 TAB BID FOR 28 DAYS (CYSTIC FIBROSIS)

Price Override

Cost: \$1,000.00

Markup: \$90.00

Propel Rx - EHR Activate Rx Details

Create Info

EHR Rx ID: 62892

Local

Written Date: 11 Apr 2025

Local Rx #: 7560249

Effective Date: 11 Apr 2025

Status: Completed

Prescriber: (91 - BC - Physician & Surgeon - XXAKQ)

Entered By: PHARMACIST (BC000001CR)

Updated By: (BC000001CR)

DIN/GCN: 2478080

IVACAFTOR AND TEZACAFTOR; SYMDEKO; 150 AND 100MG TABLET SEQ

QA: 112

Refills: 0

Total DS: 56

Max Dispense QTY: 112

Route: Oral

Indication:

No Sub: N

OD: 112

Instructions

TAKE 1 TABLET TWICE DAILY

Prescriber Note

Adaptation

MMI and CS Code(s)

Intervention Code(s)

Update Status

Dispense History: 2 found

Drug Name	Prescriber	Mfr.	Qty	Strength	Form	Status	Same Store
Disp. Date	Prescriber Type	Date Entered	Disc. Date	Max Dose	Location ID	Prescriber Type	Intervention Cd
DIN						EHR Rx ID	MMI Codes
Comment							
TEZACAFTOR/IVACAFTOR	ABAF	VERTEX PHARMAC	56	100-150 MG	2	TABLET SEQ	Y
11-Apr-2025	(91 - BC - Physician & Surg					Filled	UA
2478080							
TEZACAFTOR/IVACAFTOR	ABAF	VERTEX PHARMAC	56	100-150 MG		TABLET SEQ	Y
11-Apr-2025	(91 - BC - Physician & Surg					Filled	
2478080							

Detail

OK



TAC/TDU Response

New Layout and Viewing Requirements

The TAC/TDU Response window has been reformatted. DUE information is arranged in a grid at the bottom of the window. The total number of DUEs is displayed at the top of the grid. Additional details of a DUE can be viewed by highlighting the applicable record and selecting **Detail**. The TAC/TDU Detail view will appear the same as the previous TAC/TDU Response window.

Users must now view all DUE responses returned in a TAC/TDU before the **OK** button can be selected in the TAC/TDU window.

- If all DUEs are visible without vertical scrolling, the **OK** button will be enabled.
- If vertical scrolling is required, the **OK** button will only be enabled after all DUEs have been scrolled through.

Propel Rx - TAC/TDU Response [Rx# 7560240 - BRACKETING, CABINED O5 PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected)]

DIN/GP# /PIN: 2384701 Qty: 4 Max Daily Dose: 0.143

EHR Rx Id: [] Date Disposed: Apr 11, 2025

Generic Name/Manufacturer: ALENDRONATE SODIUM Status: Filled

Directions: ONCE A WEEK

Practitioner Id: XXAXD Practitioner Id Ref: 91 - BC - Physician & Surgeon Reference #: 653872

Drug Cost/Product Value: 0 BIN: 1 Status: B - Accepted with Rx price adjustment.

Response Code: []

Intervention Code: []

Message Data

Line 1: PLAN+ S/A+N EXP+ DRUG-00000.00 Line 2: ACC EXP-000000.00 RBP+N LCA+N BEN+ Line 3: RESTRICTION+ FEE-000.00

DUE Summary - 3 DUE(s)

DUE Response	Interaction Advisory	Severity	Interaction Advisory Text
ME - Drug/Drug interaction potential	Drug To Drug Interaction	Moderate	ORAL BISPHOSPHONATES/ORAL MULTIVALENT CATIONS DEF IM
MC - Dose appears low	Dosage Outside Minimum Or Maxi		Minimum recommended daily dose is 500
DE - Fill/Refill too late noncompliant	Fill Too Soon Or Too Late		Fill too late, expiry date of previous is 2025/03/18

Detail

Propel Rx - TAC/TDU Response Detail [Rx# 7560240 - BRACKETING, CABINED O5 PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected)]

DIN/GP# /PIN: 2384701 Qty: 4 Max Daily Dose: 0.143

EHR Rx Id: [] Date Disposed: Apr 11, 2025

Generic Name/Manufacturer: ALENDRONATE SODIUM Status: Filled

Directions: ONCE A WEEK

Practitioner Id: XXAXD Practitioner Id Ref: 91 - BC - Physician & Surgeon Reference #: 653872

Interaction Advisory Code: Drug To Drug Interaction Interaction Advisory Source Reference: 18/903.00 Interaction Advisory Severity Level: Moderate

Interaction Advisory Text: ORAL BISPHOSPHONATES/ORAL MULTIVALENT CATIONS DEF IM

Due Response Status: ME - Drug/Drug interaction potential

Historical Drug Previously Filled

DIN/GP# /PIN: 2237556 Qty: 60 Max Daily Dose: 3

EHR Rx Id: [] Date Disposed: Apr 08, 2025

Generic Name/Manufacturer: FERROUS FUMARATE Status: Filled

Directions: TAKE 1 AND 1/2 TABLETS TWICE DAILY

Practitioner Id: XXBSA Practitioner Id Ref: P1 - BC - Pharmacist Same Store Indicator: Y

Drug Discontinuation Date: Nov 11, 1111 Drug Discontinuation Source: []

Patient Pays: [] Intervention Code: []

1 of 3 OK Cancel



Additional Data

The **EHR Rx ID**, **BIN**, **Drug Cost/Product Value**, and **Message Data** have been added to the TAC/TDU Response window.



NOTE: The Message Data fields contain unstructured data. The information displayed is exactly how the information was returned by the EHR.

Propel Rx - TAC/TDU Response (Rx# 7560239 - BRACKETING, CABINED OG PHN: 0009735358496 M(40) DOB: Jan 01, 1985 (Keyword Protected))

DIN/GP#/PIN: 2365545 Qty: 90 Max Daily Dose: 1

EHR Rx Id: **Date Dispensed:** Apr 11, 2025

Generic Name/Manufacturer: MELOXICAM Status: Filled

Directions: TAKE 1 TABLET DAILY

Practitioner Id: XXAKQ Practitioner Id Ref: 91 - BC - Physician & Surgeon Reference #: 653871

Drug Cost/Product Value: 0 **BIN:** 1 **Status:** B - Accepted with Rx price adjustment.

Response Code: CD - Patient not entitled to drug claimed

Intervention Code:

Message Data

Line 1: PLAN= S/A=N EXP= DRUG=00000.00 Line 2: ACC EXP=0000000.00 RBP=N LCA=N BEN= Line 3: RESTRICTION= FEE=000.00

DUE Summary - 14 DUE(s)

DUE Response	Interaction Advisory	Severity	Interaction Advisory Text
ME - Drug/Drug interaction potential	Drug To Drug Interaction	Moderate	ANGIOTENSIN II RECEPTOR BLOCKER (ARB)/NSAIDS; SALICYLATES :DEF :TCR
ME - Drug/Drug interaction potential	Drug To Drug Interaction	Moderate	ACE INHIBITORS/SELECTED NSAIDS; SALICYLATES :DEF :MTCR
ME - Drug/Drug interaction potential	Drug To Drug Interaction	Moderate	ACE INHIBITORS/SELECTED NSAIDS; SALICYLATES :DEF :MTCR
ME - Drug/Drug interaction potential	Drug To Drug Interaction	Moderate	ACE INHIBITORS/SELECTED NSAIDS; SALICYLATES :DEF :MTCR
ME - Drug/Drug interaction potential	Drug To Drug Interaction	Moderate	ACE INHIBITORS/SELECTED NSAIDS; SALICYLATES :DEF :MTCR
ME - Drug/Drug interaction potential	Drug To Drug Interaction	Moderate	ACE INHIBITORS/SELECTED NSAIDS; SALICYLATES :DEF :MTCR
ME - Drug/Drug interaction potential	Drug To Drug Interaction	Moderate	ACE INHIBITORS/SELECTED NSAIDS; SALICYLATES :DEF :MTCR
MM - Prior ADR on record	Prior Adverse Reaction To Drug		Grp All to IBUPROFEN DIN 01933531 on 2024/10/04 by PA
MM - Prior ADR on record	Prior Adverse Reaction To Drug		Grp Xsen to IBUPROFEN DIN 01933531 on 2024/10/04 by PA
MX - Duplicate therapy	Duplicate Ingredient		New RX duplicates ingredient MELOXICAM
MX - Duplicate therapy	Duplicate Ingredient		New RX duplicates ingredient MELOXICAM

Detail **All DUE's in DUE Summary must be viewed to activate the OK button** **Response Status: Success** 0 Operation successful **OK**



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Supplementary Information

Table 1. Scenarios that require submission of MMI and CS codes.

Scenario	Location for MMI and CS Codes	MMI Code Required	CS Code Required (At Minimum)	Additional Information
Emergency Dispenses	EHR tab	Prescription Management	Emergency Medication Supply	
Adjusting QA	EHR tab	Prescription Management	Quantity Adjustment	<p>Enter as a new Prescription with the MMI and CS codes and Discontinue the previous Prescription.</p> <p>For detailed steps, see Adjusting the QA on a Downloaded Prescription.</p>
Refusal to Fill	Update Status window	Refusal to Fill	One CS code associated with Refusal to Fill	A validation prompt will appear when a Prescription's status is updated with a reason of Refusal to Fill without a Refusal to Fill CS code.
Adaptation	EHR tab	Prescription Adaptation	One CS code associated with Adaptation	For Extensions, the MMI and CS codes are auto-populated in Rx Detail. For Adaptations, the user must select them, but validation exist to prompt them if one is not entered.



Scenario	Location for MMI and CS Codes	MMI Code Required	CS Code Required (At Minimum)	Additional Information
Dispense interval is 1 day	EHR tab	Frequency of Dispensing	One CS code associated with Frequency of Dispensing	If a Frequency of Dispensing code is not entered at the time of Fill or Hold, a prompt will appear. This code will be carried forward when the Prescription is Reauthorized, similar to the Interval Days.
Adapting a previously Adapted/Extended Prescription	EHR tab	Prescription Management	Copy of Previously Adapted Original Prescription	<p>Update the status of the Adaptation/Extension to Discontinued/Obsolete from the Propel Rx Patient Profile (if local) or Rx Authorizations Profile (if not local) using the reason of "Subsequent Adaptation."</p> <p>Enter as a new Prescription with all the original dates and remaining Prescription quantity.</p> <p>Enter a Create Prescription note indicating "Copy of Original EHR Rx ID _____"</p>





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