



**NOVA SCOTIA
DRUG INFORMATION SYSTEM (DIS)
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

Helpful Links

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



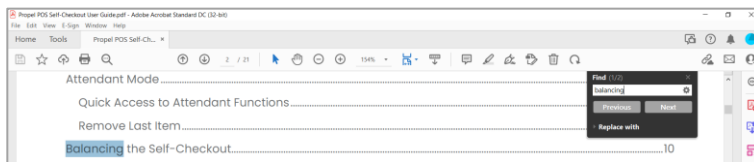
How to Use this User Guide

To navigate this user guide quickly, use the **Table of Contents** to find your topic or search for a keyword using one of the following features on a desktop:

- **Find Feature** – Searches the PDF for your keyword and displays one result at a time in sequential order.
- **Advanced Search Feature** – Searches the PDF for your keyword and displays all the pages that contain that keyword on the left side. You can click on any page from the panel, and it will display the content on the side.

To use the Find Feature:

1. Select **Edit > Find**. The **Find** window appears.



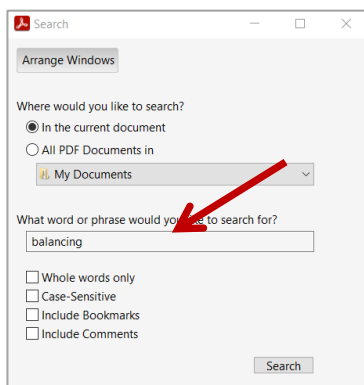
2. Enter in the keyword you want to search (e.g., balancing).
3. Select **Next** to view the next page that contains the keyword you searched.



TIP: The **Find** window can also open by selecting **Ctrl + F** on the keyboard.

Using the Advanced Search Feature:

1. Select **Edit > Advanced Search**. The **Search** window opens.



2. Enter in the keyword you want to search (e.g., balancing).
3. Select **Search**.
4. From the *Results* returned, select the page you want to view.



TIP: The **Search** window can also open by selecting **Shift + Ctrl + F** on the keyboard.



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Getting Started

If you are new to Drug Information System (DIS) integration or need a refresher, review this user guide. Read it carefully before transmitting claims to the DIS.

Introduction to eHealth

The Nova Scotia Drug Information System (DIS) is a secure, province-wide electronic system that records and stores information about medications dispensed to patients in Nova Scotia. It includes details such as prescriptions, known allergies, and any adverse reactions to medications. The DIS is part of the province's broader electronic health record (EHR) system and is designed to support safe and effective healthcare by giving authorized providers access to accurate medication data.

The DIS offers several important benefits to healthcare professionals:

- **Reduces the risk of medication errors** by providing a complete view of a patient's drug history
- **Improves access to medication records**, especially in urgent or emergency situations
- **Supports better communication and coordination** among healthcare providers
- **Helps manage chronic conditions more effectively**
- **Promotes safer prescribing practices**, especially for medications that require close monitoring

Propel Rx has worked closely with the Nova Scotia Department of Health and Wellness to develop a software that supports the conformance standards set out by the province. This user guide provides detailed instructions to help your pharmacy understand how to navigate the Nova Scotia DIS using Propel Rx.

Client and Provider Registry

The Client and Provider Registries are a key part of Nova Scotia's EHR system. It works alongside the DIS to help healthcare professionals access accurate and up-to-date information about patients and providers.

The **Client Registry** stores basic details about individuals who receive healthcare services in the province, including their name, health card number, date of birth, address, and contact information. This registry ensures that every patient has a unique and complete record, which is essential for safely dispensing medications and managing health information.

The **Provider Registry** contains verified information about healthcare professionals who are licensed to practice in Nova Scotia, as well as certain out-of-province prescribers. It includes details such as names, credentials, and licensing numbers. This registry helps pharmacies and other healthcare providers confirm that prescriptions are written by authorized professionals.



Glossary of Terms

Terminology	Translation
Adverse Drug Reaction (ADR)	Any adverse event associated with the use of a drug, whether considered drug related or not, including the following: • An adverse event that can occur after using a drug. • An adverse event occurring from drug overdose. • An adverse event occurring from drug withdrawal.
Animal	Patient Status to indicate the patient is not an active patient, but perhaps a family pet. An Animal record will have no provincial health number. Prescriptions for Animals are not transmitted to the DIS. Patients that have had DIS activity cannot change their Status to an Animal.
CeRx	Pan-Canadian Electronic Drug Messaging Standard. Provincial Drug Information Systems comply with this standard.
Client Registry (CR)	A comprehensive registry of residents and other individuals who had a health service in Nova Scotia that contain patient demographic information. This information can be reviewed by all users that have DIS access.
Consent	For a health professional to view a patient's EHR data that has been masked, consent override must be provided.
Create	The Create is the original prescription information from the prescriber (either created electronically by the prescriber or transcribed by the pharmacist).
Detected Issue	The list of clinical conflicts that have been detected and recorded involving a patient's drug administration. Within Propel Rx, errors, warnings, and information are sometimes displayed via a Detected Issues Maintenance window. In Nova Scotia, Detected Issues can be managed by correcting the data that caused the rejection, adding Issue Management codes, or resending the original message, if the issue was a technical error.
Device	An instrument, apparatus, implement, machine, contrivance, implant, in vitro reagent, or other similar or related article, including any



Terminology	Translation
	component, part, or accessory. In Nova Scotia, Device transactions are transmitted to the DIS using an Opinions PIN.
Dispense	The dispense record on the DIS offers detailed information regarding the dispensing of a prescription.
Dispense ID	In Propel Rx, this refers to the unique identifier that the DIS assigns to each dispense. This is not the same as the Propel Rx prescription number.
Drug Information System (DIS)	A single, secure repository where health professionals can view all the drugs dispensed to patients, regardless of the location or prescriber.
Electronic Health Record (EHR)	Includes the patient medication profile that is populated by the DIS. The EHR checkbox throughout Propel Rx indicates whether the information resides on the DIS.
Issue Management	When a Detected Issue is brought to the attention of a health professional, it may be necessary to deal with it by entering an Issue Management(s). The Issue Management provides information to other health professionals regarding the actions or outcomes taken to resolve the Detected Issue(s).
Masked	Indicates that a patient's EHR profile has been protected from viewing. To view a masked record, the health professional must get express consent to override the mask.
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.
Other Medication Record	A record of a drug the patient is taking but was not prescribed through the system. This could be a recommended OTC product or a dispense that occurred out of province. This could also be used when a patient is provided a medication sample.
Out of Province	A Patient Status that indicates the patient does not reside in this province. These patients may or may not have records in the Client Registry. Prescriptions for Out of Province Patients will be transmitted to the DIS just like an Active Status Patient.



Terminology	Translation
Patient	A person who is a recipient of a health care service.
Patient Medication Profile	The portion of a patient's record that contains specific information regarding drug therapy. The profile includes all medications prescribed and dispensed for the patient that resides on the DIS.
Personal Health Number (PHN)	A unique identification number assigned to a resident of a province. This number is used to store and retrieve all personal information, including their demographics, medication history and eligibility for publicly funded health care.  NOTE: In Nova Scotia, the patient health care number is called the Nova Scotia Health Care Number and throughout Propel Rx, it is referred to as PHN.
Pharmacist ID	Pharmacist Identification number refers to the dispensing pharmacist's license number.
Pickup	It is important that claims are marked as Picked Up in Propel Rx at the time the customer physically picks up the medication. Pickup identifies that the prescription is in the patient's possession. This can be set in EHR Preferences.  NOTE: For pharmacies with Propel POS integration, the Pickup will be performed at the time the prescription has been scanned at the register.
Provider Registry (PR)	A comprehensive registry of prescriber records. All providers that are eligible to prescribe are included. The Provider Registry can be accessed using the MD Match feature in Propel Rx.
RxID	In Propel Rx, this refers to the unique identifier assigned by the DIS for the prescription authorization. This is not the same as the Propel Rx prescription number.
Synchronized	Synchronized means local patient information, including drug therapy, is synchronized with the information on the Client Registry and DIS. When local patient demographics have been verified against the Client Registry, the Patient is referred to as EHR Sync'd in Propel Rx.



Terminology	Translation
Office Supply	An office supply is when a pharmacy sells a drug to a doctor's office, dentist office, clinic, etc. These transactions must be transmitted to the DIS using the Stock Supply functionality as outlined in this user guide.
Stock Transfer	A pharmacy to pharmacy stock transfer is when your pharmacy supplies another pharmacy with a drug (e.g., bottle of 100 amoxicillin 500mg capsules). Pharmacy to pharmacy transfers do not need to be transmitted to the DIS.



Managing User Accounts

Propel Rx supports role-based access control, allowing different users to have different levels of access depending on their job functions. For example, certain users can be authorized to view Prescriber Folders but not alter them. By mapping such access privileges to a small set of work-related roles, and then assigning users to those roles, the task of administering user privileges is considerably simplified. It also prevents security mistakes that might otherwise occur if each type of access or service had to be directly mapped to each user.

The **Security Administration Facility** window allows authorized users to add or remove users and customize existing user access options. All Propel Rx user accounts can be managed through this window, which is accessed through the **Security** button within the **More (...)** menu, or by logging into Propel Rx as the Administrator (ADM). The **Security Administration Facility** window has two tabs: **Users** and **Role Types**.

In the Users tab, the ADM, Pharmacy Manager, or a user with administrator security access, can assign one of the following access types to the various areas or reports listed for each user.

Access Type	Permissions
Full Access	User can view, modify, and edit the specified folder or window.
Read Only Access	User cannot modify or edit but can view the specified folder or window. In some instances, the user can modify their own settings only (e.g., Password, Narcotic Code).
No Access	User cannot view, modify, or edit the specified folder or window.



NOTE: For Reports Access, you can only select either Full Access or No Access. There is no Read Only Access for reports.

Upon upgrade to Propel Rx, all users have the same permissions and access they had prior to the upgrade. Any new users added after the Propel Rx upgrade have permissions based on their Role Type. User access for specific Role Types can be seen in the Role Types tab of the Security Administration Facility window.



PROPEL RX ONLINE HELP

This user guide will cover the features of the Security Administration Facility window that affect DIS functionality. For additional information about this window, refer to the [Propel Rx Online Help](#).



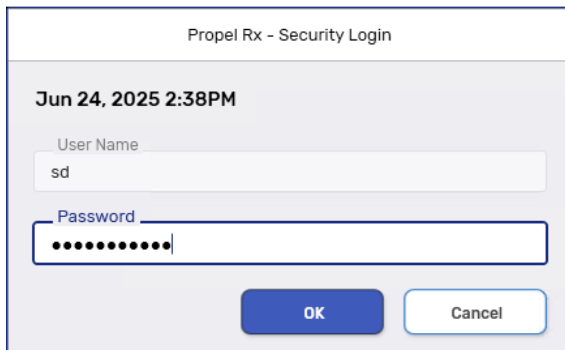
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Accessing the Security Administration Facility Window

To access the Security Administration Facility window:

1. Log into Propel Rx. If you logged in as the ADM user, you may skip the remaining steps as the Security Administration Facility window opens automatically.
2. Select **More (...)** > **Security**. The Security Login window opens.
3. Enter the Propel Rx login credentials of the user who wishes to access the Security window.



Propel Rx - Security Login

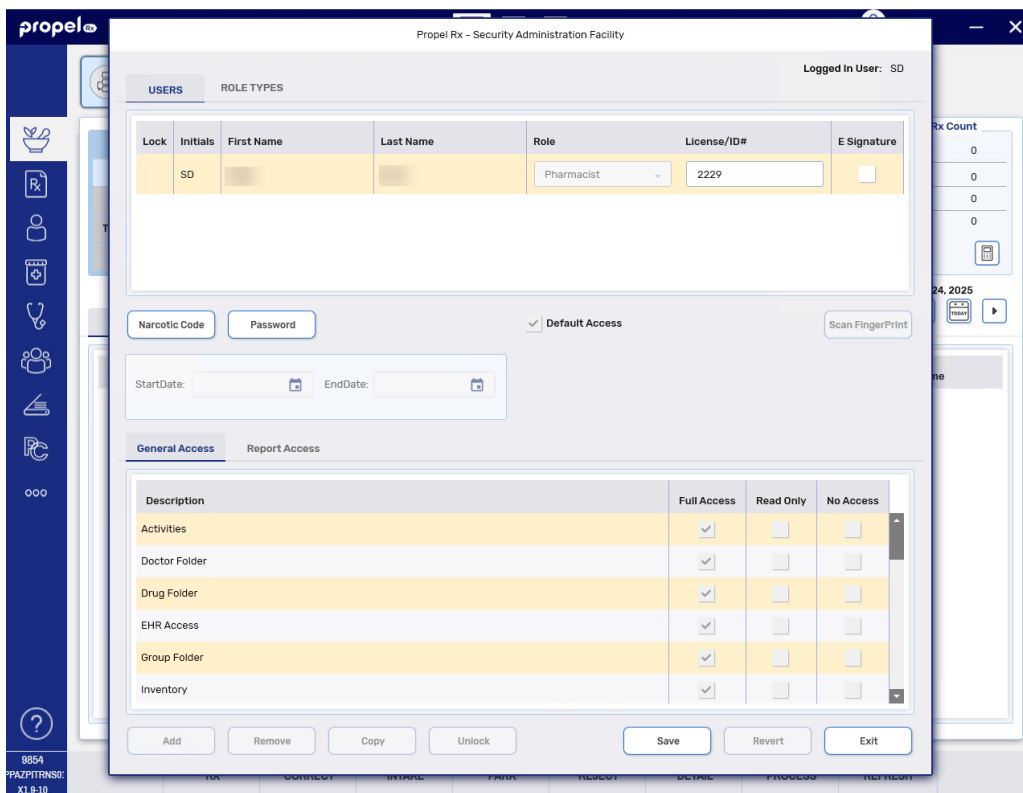
Jun 24, 2025 2:38PM

User Name
sd

Password
●●●●●●●●

OK Cancel

4. Select **OK**. The Security Administration Facility window opens.



Propel Rx - Security Administration Facility

Logged In User: SD

USERS ROLE TYPES

Lock	Initials	First Name	Last Name	Role	License/ID#	E Signature
SD				Pharmacist	2229	

Narcotic Code Password ☒ Default Access Scan Fingerprint

StartDate: EndDate:

General Access Report Access

Description	Full Access	Read Only	No Access
Activities	☒	☐	☐
Doctor Folder	☒	☐	☐
Drug Folder	☒	☐	☐
EHR Access	☒	☐	☐
Group Folder	☒	☐	☐
Inventory	☒	☐	☐

Add Remove Copy Unlock Save Revert Exit



NOTE: A user must have Full Access to the Security Folder to manage all user accounts. The ADM or Pharmacy Manager user can assign this privilege to other users within Propel Rx.



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Setting Up Users with DIS Access

To set up a user with DIS access in Propel Rx, a user with administrative access must log into Propel Rx and grant DIS access from within the Security Administration Facility window.

DIS access is granted by default to the following Role Types but can be modified if needed:

- Pharmacy Manager
- Pharmacist
- Relief Pharmacist
- Pharmacy Technician
- Pharmacy Assistant
- Pharmacy Student

For the following Role Types, DIS access is turned OFF by default and cannot be modified:

- Customer Support
- Banner Support
- Accountant
- Inventory Clerk

When DIS access is not enabled, EHR-labelled buttons (e.g., EHR Search, Patient Compare) will be disabled, or the user will be prompted that an action requires EHR access (e.g., filling a prescription).

To set up DIS access for a user within Propel Rx:

1. Log into Propel as the ADM, Pharmacy Manager, or other user with administrative access.



NOTE: While the ADM user can grant DIS access for another user, it does not have DIS access on its own, nor can it be configured with DIS access.

2. If you did not log in using the ADM user:
 - a. Select **More (...)** > **Security**. The Security Login window opens.
 - b. Enter the password for the user account.
 - c. Select **OK**. The Security Administration Facility window opens.
3. From the **Users** tab, select the user you wish to grant DIS Access to.
4. Validate that the **License/ID #** is entered in the correct format, if applicable. If the License or ID # is not entered, Propel Rx will send the backend system ID of the user for DIS transactions.
5. From the General Access tab, locate the **EHR Access** row and select the **Full Access** checkbox.



Propel Rx - Security Administration Facility

Logged In User: ADM

Lock	Initials	First Name	Last Name	Role	License/ID#	E Signature
LP	Lee	Po	Pharmacist	99999		
AA			Pharmacy Assistant			
ADM			Administrator			

Narcotic Code: Password: ☒ Default Access Scan FingerPrint

StartDate: EndDate:

General Access Report Access

Description	Full Access	Read Only	No Access
Activities	☒	☐	☐
Doctor Folder	☒	☐	☐
Drug Folder	☒	☐	☐
EHR Access	☒	☐	☐
Group Folder	☒	☐	☐
Inventory	☒	☐	☐

Add Remove Copy Unlock Save Revert Exit

6. Select **Save**. The user whose access you modified can now submit transactions to the DIS.

Adding New Propel Rx Users

When adding new users, it is imperative that all user credentials are updated to reflect their role type and licensing ID. The ADM user cannot be used to process claims. Refer to the Pharmacy Board requirements as some interactions with the DIS cannot be performed by a pharmacy technician and must be performed by a pharmacist.

To add a new user:

1. Log into Propel Rx using the ADM, Pharmacy Manager, or other user with administrative access.
2. If you did not log in using the ADM user:
 - a. Select **More (...)** > **Security**. The Security Login window opens.
 - b. Enter the password for the user account.
 - c. Select **OK**. The Security Administration Facility window opens.
3. Select **Add**. The Add User window opens.
4. Enter the following information for the new user.
 - **Initials**
 - **First Name**
 - **Last Name**



- **Role Type**
- **License/ID #** (if applicable)
- **New Password** (this is a temporary password for Propel Rx which is reset on the first login)

The screenshot displays the 'Propel Rx - Security Administration Facility' interface. A modal dialog titled 'Propel Rx - Add User' is open, allowing the creation of a new user. The background interface shows a 'USERS' table with columns: Lock, Initials, First Name, Last Name, Role, License/ID#, and E Signature. The 'Add User' dialog contains the following fields:

- Initials: LP
- First Name: Lee
- Last Name: Po
- Role Type: Pharmacist (dropdown)
- License/ID#: 99999
- Old Password: (empty)
- New Password: (masked with dots)
- Confirm New: (masked with dots)

Buttons at the bottom of the dialog include 'OK' and 'Cancel'. The background interface also includes buttons for 'Add', 'Remove', 'Copy', 'Unlock', 'Save', 'Revert', and 'Exit'.

5. Select **OK**.
6. Select **Save**.
7. Select **Exit** to return to the login window.
8. Have the new user that was just created log in using the temporary password created above.
9. Upon login, the user is prompted to change their Propel Rx password. Select **OK** to open the Change Password window.
10. Enter a new password.
11. Select **OK**.

The steps outlined above adds the user to Propel Rx but does not configure the user for DIS access. Follow the steps in [Setting Up Users with DIS Access](#) if needed.



Setting EHR Preferences

Overview of EHR Preferences

To access EHR Preferences, select **More (...)** > **Nova Scotia** > **EHR Preferences**. The EHR Preferences window houses two settings, however, you can only modify the EHR Availability setting.

The screenshot shows a dialog box titled "Propel Rx - EHR Preferences". It contains two settings: "EHR Availability" with a dropdown menu set to "Yes" and a folder icon to its right, and "Dispense Pickup" with a dropdown menu set to "Dispense". At the bottom are "OK" and "Cancel" buttons.

What is the EHR Preference?	What is it used for?
EHR Availability	When the connection to the DIS is lost, or the Network is down for an extended period, the EHR Availability can be set to No. This automatically places DIS transactions in the EHR Queue for later processing (see EHR Queue for more information). An audit trail is created each time this preference is modified.
Dispense Pickup	The Dispense Pickup setting controls when the Pickup message is sent for a dispense. It is based on your pharmacy's Propel POS integration status and cannot be altered. For non-POS integrated pharmacies, this is set to Dispense Pickup. For POS integrated stores, this is set to POS Integration. • POS Integration: Dispense Pickup is transmitted when the prescription is sold at the POS. • Dispense Pickup: Dispense Pickup is transmitted after all stages of Workflow are complete for the prescription.



Viewing EHR Availability History

When the EHR Availability is changed, the following information is recorded in Propel Rx:

- Date the change was made
- The setting that the EHR Availability was changed to (i.e., Yes or No)
- User who made the change
- Reason for the change

To view the change history:

1. Select **More (...)** > **Nova Scotia** > **EHR Preferences**. The EHR Preferences window opens.
2. Select the folder button  located beside the **EHR Availability** field. The EHR Availability History window opens.

Propel Rx - EHR Availability History

Date	Availability	User	Reason
Aug 08, 2023 07:49 AM	YES	[Redacted]	test
Aug 08, 2023 07:47 AM	NO	[Redacted]	test
Aug 04, 2023 08:04 AM	YES	[Redacted]	test
Aug 04, 2023 08:03 AM	NO	[Redacted]	terst
Aug 03, 2023 02:10 PM	YES	[Redacted]	test
Aug 03, 2023 02:10 PM	NO	[Redacted]	test
Aug 28, 2020 11:08 AM	YES	[Redacted]	BACK

OK

3. Once you are done viewing the change history, select **OK**.

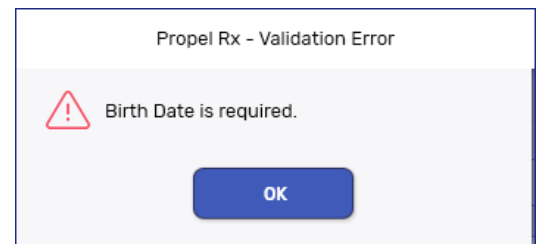


Pharmacy Preferences

Required Patient Fields

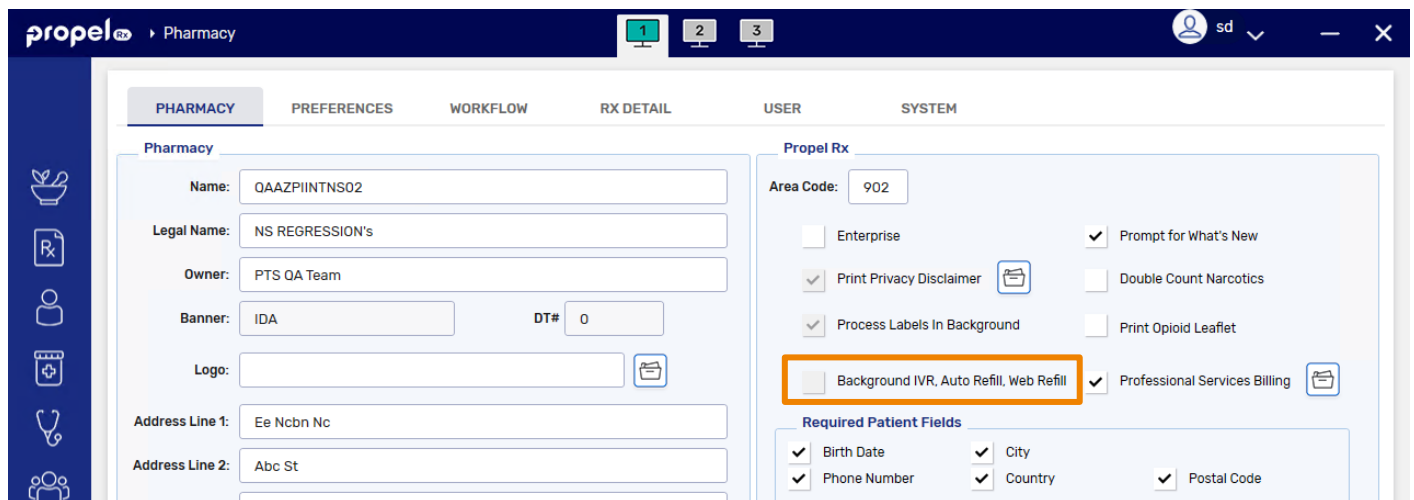
In Pharmacy Preferences, required demographic fields for a Patient Folder are specified. When a Patient Folder is saved, Propel Rx validates for missing data and prompts you if required fields are not completed.

To ensure Patient Folders are complete, the Birth Date, City, Country, and Postal Code checkboxes in **More (...)** > **Pharmacy** > **Required Patient Fields** are selected. At minimum, messages to the Client Registry must contain the patient's name, gender, birth date, and address.



Background IVR, Auto Refill, Web Refill

With DIS integration, the EHR Profile must be viewed prior to clinical interactions such as dispensing a prescription. As a result, the **Background IVR, Auto Refill, Web Refill** preference is turned OFF and disabled. For synchronized patients, the Background button in the Rx menu is also disabled.



Display Profile on New Rx or Refill

With DIS integration, the **Display Profile on New Rx** and **Display Profile on Refill** preferences in **More (...)** > **Pharmacy** > **Rx Detail** are set to Yes and disabled. For synchronized patients, the EHR Profile will be displayed during prescription processing if it hasn't been viewed already in that patient session. For



unsynchronized patients, the local Profile will be displayed during prescription processing. These preferences were configured to comply with provincial requirements.

Rx Life Expiry Date and Default Rx Expiry Days

A prescription's expiry date is calculated based on the Rx Life Expiry Date and Default Rx Expiry Days preferences in **More (...)** > **Pharmacy** > **Rx Detail**. If a prescription has passed its Rx Life Expiry Date, a prompt appears when you attempt to refill it. You can continue reauthorizing the prescription by selecting **Yes** and the QA will default to 0 in Rx Detail.

Propel Rx - Refill Prescription

? Rx# 648919 Blue, Jan a APO-SIMVASTATIN 5MG is older than Rx Life. Do you wish to continue ?

Yes No

In Nova Scotia, as prescriptions are valid for one year from when they were written, the **Rx Life Expiry Date** is defaulted to Written Rx Date and disabled. The **Default Rx Expiry Days** defaults to 365 days for Regular and Narcotic/Benzodiazepine prescriptions.

propel
Pharmacy
1 2 3
sd

PHARMACY
PREFERENCES
WORKFLOW
RX DETAIL
USER
SYSTEM

Display Profile on New Rx: Yes

Display Profile on Refill: Yes

Refill Reminder Activity (days): None

Narcotic Authorization Method: None

Acquisition Cost Prompt: Always Prompt

Prompt to Extend: Yes

Print Scanned Rx from Hold: Prompt

Print PrescriberIT® Prescription: Yes

Profile Refill Default: Display Prompt

☐ Display Audit History on Refill

☒ Display Only Active Rx on Profile

☒ Reset Billing Code on Refill

Prescription

Label Type: Half Label Set
Daily Laser

Hard Copy Language: English

Label Language: English

Leaflet Language: English

SIG: Uppercase

Mixture Breakdown On: All

Rx Life Expiry Date: Written Rx Date

Print Rx Expiry: No Refills After

Default Labels: 1
Print Methadone Supp. Label: No

Print Hold Label: Yes

Check for Duplicates (days): 365
Check for Interactions (days): 365

Owe Balance Days Supply: 7

Default Rx Expiry Days: Regular 365 Narc/Benzo 365

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Accessing a Patient's EHR

When dispensing or providing patient care, it is important for the healthcare provider to have access to a patient's clinical and medication profile to determine the best treatment plan. In Propel Rx, a patient's EHR can be retrieved on demand, or a forced view will be presented depending on the activity being conducted.

Forced View of the EHR All Profile

The first time a prescription is processed for a patient within a Patient Session, Propel Rx automatically requests and displays the patient's EHR-All Profile in Rx Detail without requiring the user to enter a reason. This 'forced view' of the Profile will not occur again until there is a 'break in care.'

- A Patient Session is the duration to provide service to a patient.
- A break in care occurs when a period of inactivity occurs and/or if you begin activity with a different patient (e.g., fill a prescription for one patient, then for another).

Manual View of the Patient's EHR

Under the Personal Health Information Act, Nova Scotia operates under an 'implied consent' model for the collection, use, and disclosure of health information. However, privacy concerns require that pharmacies justify access to all patients' health records on the DIS for any reason other than filling a prescription. When a view of the patient's EHR Profile is requested, users will be required to provide a reason for accessing the EHR Profile in the **EHR Access Reason** window. An audit of these requests will be recorded on the DIS and in the Patient Folder History tab.

When the Patient EHR Access Reason window opens, do the following:

1. From the dropdown menu, select a reason for accessing the patient's EHR. The default reason is Patient Care.
2. *Optional:* Enter any comments related to the access in the **Comments** field.
3. Modify the **Date to Retrieve From** or **# of days** fields if needed. This determines how much data is retrieved in the query. By default, the # of days is set to 45.
4. Select **OK**.





NOTE: The Date to Retrieve From and # of days values do not apply to all EHR data. Regardless of this value, the following data will always be returned:

- Immunizations recorded in the past 365 days
- All Active Allergies, Intolerances, and Medical Conditions
- All Patient Notes

The location from which the EHR query was performed will determine what information is returned and displayed to the user. For example, there are two different queries that can be conducted from the Patient Folder Clinical tab. A query from the Clinical Information section retrieves all Observations, Allergies, Intolerances, Medical Conditions, and Adverse Drug Reactions, whereas a query from the Clinical History section retrieves Professional Services and Immunizations. A request from the Notes tab will only retrieve Patient Notes. Refer to the applicable sections in this user guide for more information on what data is returned by the EHR.

Entering or Overriding Patient Consent

Under the Personal Health Information Act, patients have the right to 'mask' their EHR Profile, which limits who has access to their personal health information. The mask will cover all the patient's personal health information on the DIS, except for demographic information necessary to confirm that the correct patient has been selected when providing care.

When information is masked, it can only be viewed by providing a consent override. You must have the patient's permission to unmask their EHR Profile. If a patient chooses not to provide consent, healthcare providers have the discretion to refuse service. The rules governing retrieval of this information are limited to the following specific circumstances:

- **Professional Judgement** – where express consent of the patient has been obtained. This means that the patient has provided permission, or has done so through a healthcare provider, for a specified period.
- **Emergency** – in emergency situations in which the patient is unable to provide consent.

To override consent:

1. Perform a query of the patient's EHR. For example, you can navigate to the **Patient Profile** and select **Rx > Profile > EHR-All**.
2. If the patient's EHR Profile is masked, the following Detected Issue appears.

Propel Rx - Detected Issues Maintenance			
Patient Name: Masking, Test One		Patient PHN: 789267458235	
Priority	Severity	Issue Type	Description
Error	Unknown	A local business rule relating multiple elements has been violated	AN ERROR OCCURRED - ERROR DETAILS: PATIENT PROFILE IS MASKED



Contact PTS Customer Care

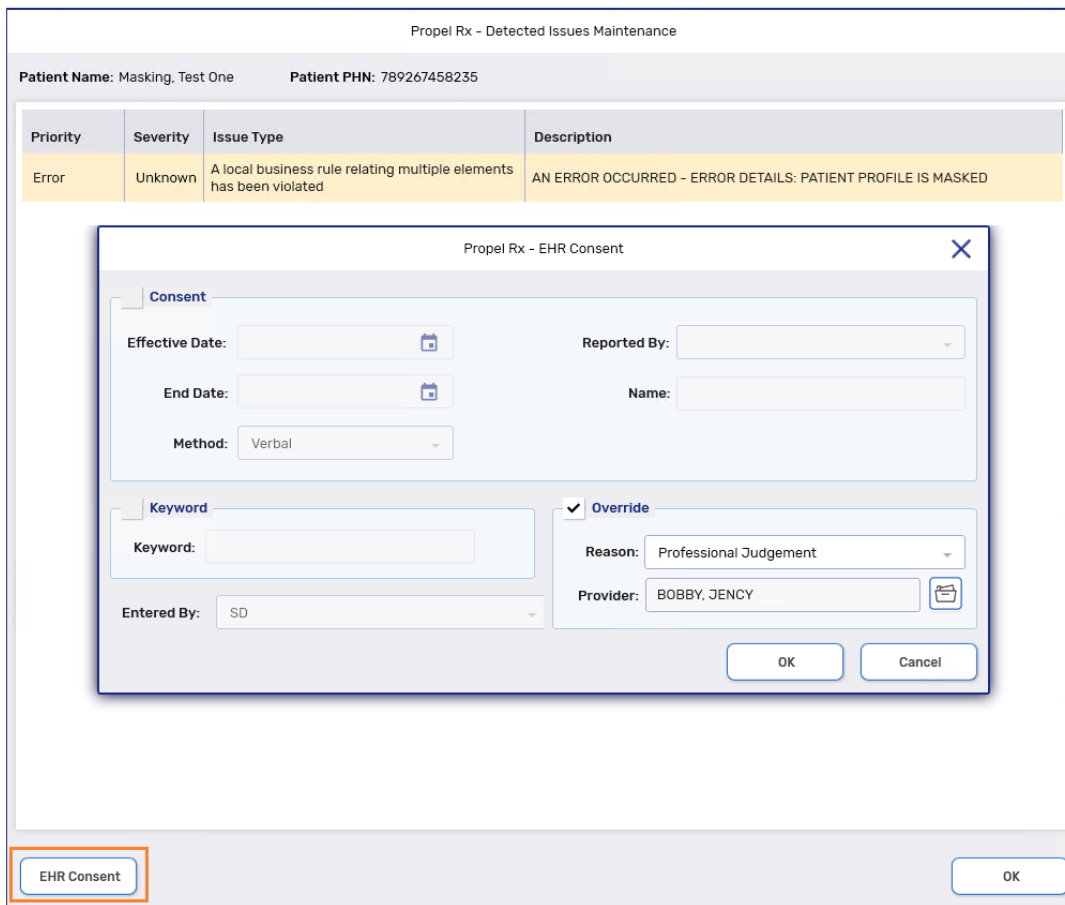
ptscustomer@pts.ca | 1.800.387.6093

Select the **EHR Consent** button at the bottom left.



NOTE: The Consent and Keyword sections will be disabled. This is expected as NS DIS does not support these functionalities.

3. The EHR Consent window opens.
 - Select a reason from the dropdown menu. By default, the reason is set to Professional Judgement.
 - Select the folder button  to search for and select the appropriate provider, if it's not correct. By default, the provider is set to the logged in user.



The screenshot shows the 'Propel Rx - Detected Issues Maintenance' window. At the top, it displays 'Patient Name: Masking, Test One' and 'Patient PHN: 789267458235'. Below this is a table with one row of error details:

Priority	Severity	Issue Type	Description
Error	Unknown	A local business rule relating multiple elements has been violated	AN ERROR OCCURRED - ERROR DETAILS: PATIENT PROFILE IS MASKED

Overlaid on this window is the 'Propel Rx - EHR Consent' dialog box. It has two tabs: 'Consent' and 'Keyword'. The 'Consent' tab is active and contains the following fields:

- Effective Date:** A date picker field.
- End Date:** A date picker field.
- Method:** A dropdown menu currently set to 'Verbal'.
- Reported By:** A dropdown menu.
- Name:** A text input field.

The 'Keyword' tab is also visible and contains:

- Keyword:** A text input field.
- Entered By:** A dropdown menu currently set to 'SD'.

On the right side of the dialog box, there is an **Override** section with a checked checkbox. It includes:

- Reason:** A dropdown menu set to 'Professional Judgement'.
- Provider:** A text field showing 'BOBBY, JENCY' and a folder icon button to the right.

At the bottom of the dialog box are 'OK' and 'Cancel' buttons. At the bottom left of the main window, the 'EHR Consent' button is highlighted with an orange rectangle.

4. Select **OK** to re-transmit the EHR Profile request. Once accepted, the patient's EHR Profile is displayed.

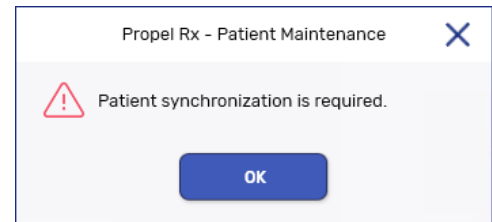


Searching for and Synchronizing a Patient

If a patient is new to your pharmacy and they do not have a local Patient Folder in Propel Rx, you can search the Client Registry for them. If the patient exists on the Client Registry, you can leverage the demographic information on the Client Registry to easily create a Patient Folder locally.

If a patient already exists in Propel Rx, you can synchronize their local Patient Folder with their record on the Client Registry. If after a thorough search, you determine the patient does not yet exist in the Client Registry, you can create a record for them in the Client Registry.

When a DIS transaction is attempted with a Patient Folder that is not synchronized (e.g., fill a prescription), a prompt appears, and the action will be aborted. This prompt will not appear if the [Patient Status](#) is not associated with DIS functionality.



Patient Search Window

With DIS integration, you have 2 search options when searching for a patient: a local search or an EHR search. In the Patient Search window:

- The **Search** button completes a local search within Propel Rx. Only local data will be returned in the search results. This is the default search that's performed when the Enter key on your keyboard is pressed while in the Patient Search window.
- The **EHR Search** button performs a search within the Client Registry. Only Client Registry data will be returned in the search results. Up to 10 results can be displayed. If more than 10 results are returned, a prompt indicates more records were found than displayed.

Local	Sync	Last Name	First Name	Middle	PHN Code	PHN	Phone	Birth Date	Address	Postal
☒	☒	White	Snow		CF PHN	M12345678	9024358248	Sep 09, 1988	123 Happy Lane	B3L3L3



When performing a patient search, there are 4 possible scenarios that may occur. For each scenario, it is important to ensure that the Patient Folder is synchronized with the patient information on the Client Registry. For more information, see [Synchronization Scenarios](#).

From the Patient Search window, Propel Rx users can identify which patients are local, synchronized, or neither, by reviewing the **Local** and **Sync** checkboxes.

- This sample patient below is a local patient that has yet to be synchronized with the Client Registry.

Local	Sync	Last Name	First Name	Middle	PHN Code	PHN	Phone	Birth Date	Address	Postal
☒	☐	White	Snow				9024358248	Sep 09, 1988	123 Happy Lane	B3L3L3

- The sample patient below is a local patient that has already been synchronized with the Client Registry.

Local	Sync	Last Name	First Name	Middle	PHN Code	PHN	Phone	Birth Date	Address	Postal
☒	☒	White	Snow		CF PHN	M12345678	9024358248	Sep 09, 1988	123 Happy Lane	B3L3L3

Client Registry Search Criteria

A local search within Propel Rx can be done using any search criteria, as per existing functionality.

When searching for a patient on the Client Registry, you must use one of the following search combinations.

- *RECOMMENDED*** Provincial Health Number (PHN) and PHN Code
- Full last name and full first name
- Full last name and date of birth

If the search criteria do not meet the above requirements, a prompt will appear. Selecting OK to return to the Patient Search window and refine your search criteria before searching the Client Registry again.

Propel Rx - Validation

 EHR Search must contain one of the following search combinations:

- PHN Code and PHN
- Full Last Name and Full First Name
- Full Last Name and Date of Birth

Wildcard character search is not accepted (e.g * % \$)

OK

The PHN Code identifies the type of PHN your patient has (e.g., NS PHN, Other PHN). When searching the Client Registry, the PHN Code is highly recommended as it helps to narrow your search criteria. For more information, refer to [PHN Code](#).



NOTE: Wildcard character searches are NOT accepted for Client Registry searches (e.g., * % \$).



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Synchronization Scenarios

Scenario 1: Existing Propel Rx Patient/Existing Client Registry Patient

You will encounter this scenario if the patient is an existing customer at your pharmacy and exists on the Client Registry.

1. Select the **Patient** button on the left navigation menu.
2. Enter the search criteria for the patient.
3. Select **Search**. The search results display matching local results.



NOTE: Always perform a local search first before an EHR search.

4. Highlight the local patient record.

The screenshot shows the 'Propel Rx - Patient Search' window. The top navigation bar includes the 'Patient' button. The search criteria table is as follows:

Last Name	First Name	Middle	Phone	Birth Date	PHN Code	PHN	Address	Postal	City
white	snow								

Below the search criteria table, there are buttons for 'Search', 'EHR Search', and 'Clear'. The 'Records Found' section shows a table with the following data:

Local	Sync	Last Name	First Name	Middle	PHN Code	PHN	Phone	Birth Date	Address	Postal
☒	☐	White	Snow				9024358248	Sep 09, 1988	123 Happy Lane	B3L3L3

5. Select **OK**. The Patient Folder opens on the **Profile** tab.
6. Select the **Main** tab.
7. Select the **PHN Expander** button to perform a Client Registry search.
8. The Patient – Client Registry window opens with information in the local Patient Folder pre-populated as search criteria.

The screenshot shows the 'Propel Rx - Patient Search - EHR' window. The search criteria table is as follows:

Last Name	First Name	Middle	Phone	Birth Date	PHN Code	PHN	Address	Postal	City
White	Snow		9024358248	Sep 09, 1988			123 Happy Lane	B3L3L3	Halifax

Below the search criteria table, there are buttons for 'Search' and 'Clear'. The 'Records Found' section shows a table with the following data:

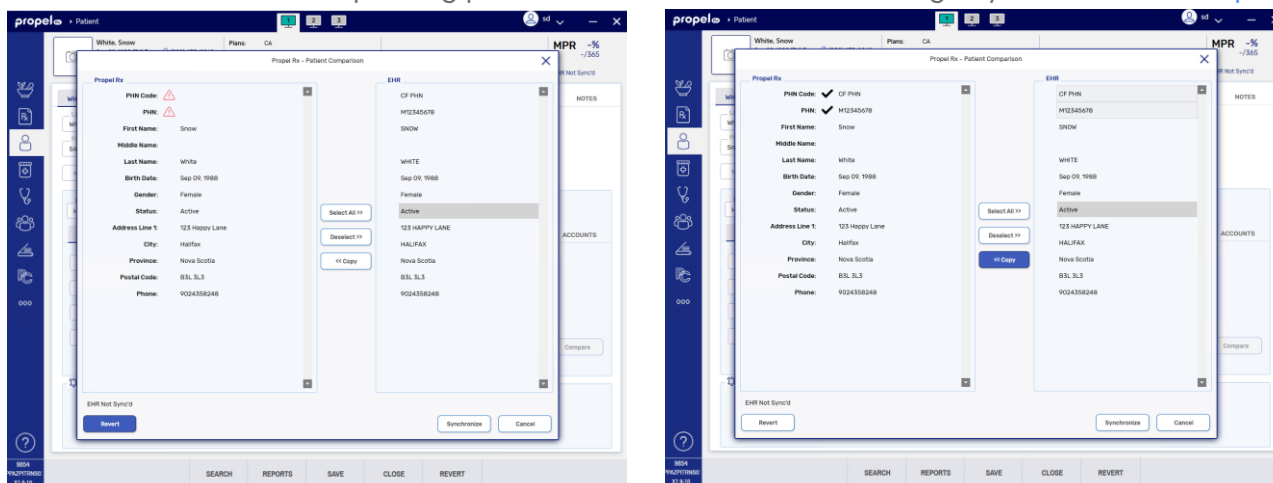
Last Name	First Name	Middle	PHN Code	PHN	Phone	Birth Date	Address	Postal	City
WHITE	SNOW		CF PHN	M12345678	9024358248	Sep 09, 1988	123 HAPPY LANE	B3L3L3	H.



If needed, you can modify any search criteria and conduct another search. Highlight the matching search result that displays.

9. Select **Compare**. The Patient Comparison window opens displaying the local (Propel Rx) patient information and the Client Registry (EHR) information.
10. Confirm the patient selected from the Client Registry matches the local record.
11. A warning indicator  appears next to a field on the Propel Rx side if there is a mismatch in information between the two sides. If required, information from the Client Registry can be saved locally by highlighting the applicable field(s) and selecting **Copy**. Once information is copied over, a checkmark appears beside the field on the left.

For more information on updating patient information in the Client Registry, see [Patient Compare](#).



12. Select **Synchronize**. The local Patient Folder is updated with any information that was copied over from the Client Registry.
13. Select **Save**.

The local Patient Folder is now synchronized with the Client Registry. The information bar at the top of the Patient Folder shows the sync status and date, and the PHN expander button  becomes disabled.

Scenario 2: New Propel Rx Patient/Existing Client Registry Patient

You will encounter this scenario if this is the first time the patient has come to your pharmacy, but not the first time they have received health care treatment from a Nova Scotia DIS integrated environment. This scenario will be used for a patient that exists in the Client Registry.

1. Select the **Patient** button on the left navigation menu.
2. Enter the search criteria for the patient.
3. Select **Search**. The search results indicate “No Records Found” or no matching records.



NOTE: Always perform a local search first before an EHR search.



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Propel Rx - Patient Search

Last Name	First Name	Middle	Phone	Birth Date	PHN Code	PHN	Address	Postal	City
madonna	lady								

No Records Found

Search EHR Search Clear

Local	Sync	Last Name	First Name	Middle	PHN Code	PHN	Phone	Birth Date	Address	Postal
-------	------	-----------	------------	--------	----------	-----	-------	------------	---------	--------

- Update the search criteria if needed to perform a Client Registry search. For more information on the minimum requirements to search the Client Registry, see [Client Registry Search Criteria](#). Select **EHR Search**.
- The search results display an existing Client Registry record. Highlight this record.



NOTE: The **Local** and **Sync** checkboxes will be deselected, as shown with the highlighted record below.

Propel Rx - Patient Search

Last Name	First Name	Middle	Phone	Birth Date	PHN Code	PHN	Address	Postal	City
madonna	lady								

Records Found

Search EHR Search Clear

Local	Sync	Last Name	First Name	Middle	PHN Code	PHN	Phone	Birth Date	Address	Postal
☐	☐	MADONNA	LADY		Other	1233	9999999998	Jan 01, 2001	123 ABBEY ROAD	B1B1B1

- Select **OK**.
- A prompt asks if you want to create a new patient from the EHR.
 - Select **Yes** to create a new local Patient Folder using information from the Client Registry.
 - Select **No** to return to the EHR search results.

Propel Rx - New Patient

Do you want to create a new patient from EHR?

Yes No



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8. If Yes was selected in the previous step, a new Patient Folder is created and auto-populated with demographic information from the Client Registry.
9. If required, update any information in the Patient Folder.
10. Select **Save**.

The Patient Folder is now saved locally and synchronized with the Client Registry. The information bar at the top of the Patient Folder shows the sync status and date, and the PHN expander button  becomes disabled.

Scenario 3: Existing Propel Rx Patient/New Client Registry Patient

You will encounter this scenario if the patient is an existing customer at your pharmacy and is not currently in the Client Registry.

1. Select the **Patient** button on the left navigation menu.
2. Enter the search criteria for the patient.
3. Select **Search**. The search results display a local, non-synchronized record.

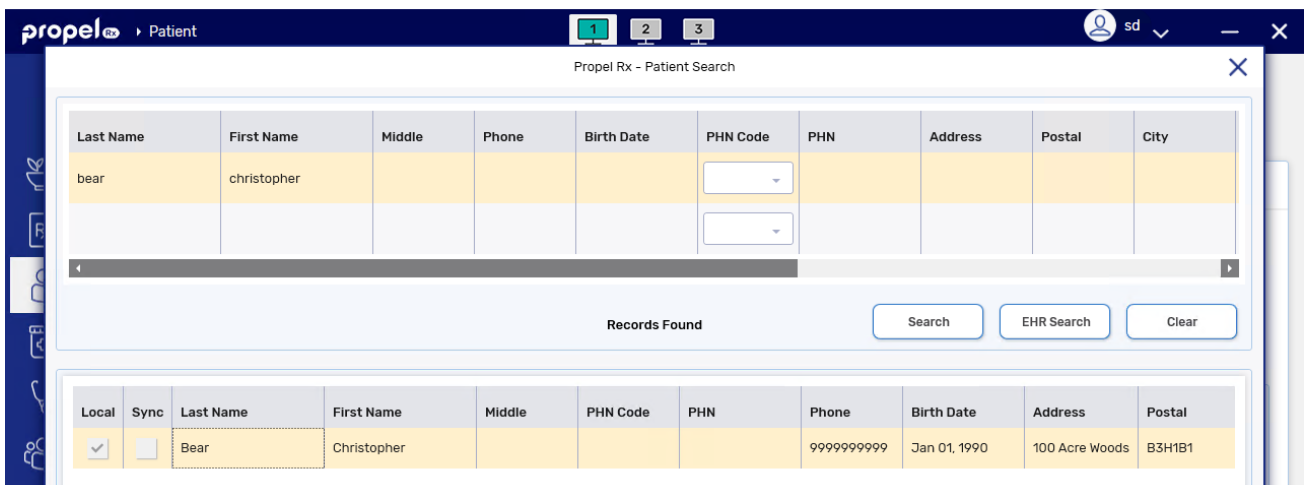


NOTE: Always perform a local search first before an EHR search.

4. Highlight the local patient record.



NOTE: The **Sync** checkbox will be deselected, as shown with the highlighted record below.



Local	Sync	Last Name	First Name	Middle	PHN Code	PHN	Phone	Birth Date	Address	Postal
☒	☐	Bear	Christopher				9999999999	Jan 01, 1990	100 Acre Woods	B3H1B1

5. Select **OK**. The Patient Folder opens on the **Profile** tab.
6. Select the **Main** tab.
7. Select the **PHN Expander** button  to perform a Client Registry search.
8. The Patient – Client Registry window opens with information in the local Patient Folder pre-populated as search criteria. Select **Search**.



Last Name	First Name	Middle	Phone	Birth Date	PHN Code	PHN	Address	Postal	City
Bear	Christopher		9999999999	Jan 01, 1990			100 Acre Woods	B3H1B1	Dartmouth

No Records Found

Search Clear

- Results may include records that closely match, but do not exactly correspond to, the intended patient. In such cases, or if no records are retrieved, select **Synchronize**.
- Select **Save**. An Add Person message is sent to the DIS to create the patient record on the Client Registry.

The local Patient Folder is now synchronized with the Client Registry. The information bar at the top of the Patient Folder shows the sync status and date, and the PHN expander button becomes disabled.

Scenario 4: New Propel Rx Patient/New Client Registry Patient

You will encounter this scenario if this is the first time the patient has come to your pharmacy and the first time they have received health care treatment from a Nova Scotia DIS integrated environment. This scenario will be used mostly when a patient is from out of province.

- Select the **Patient** button on the left navigation menu.
- Enter the search criteria for the patient.
- Select **Search**. The search results indicate “No Records Found” or no matching records.

Last Name	First Name	Middle	Phone	Birth Date	PHN Code	PHN	Address	Postal	City
lee	po								

No Records Found

Search EHR Search Clear

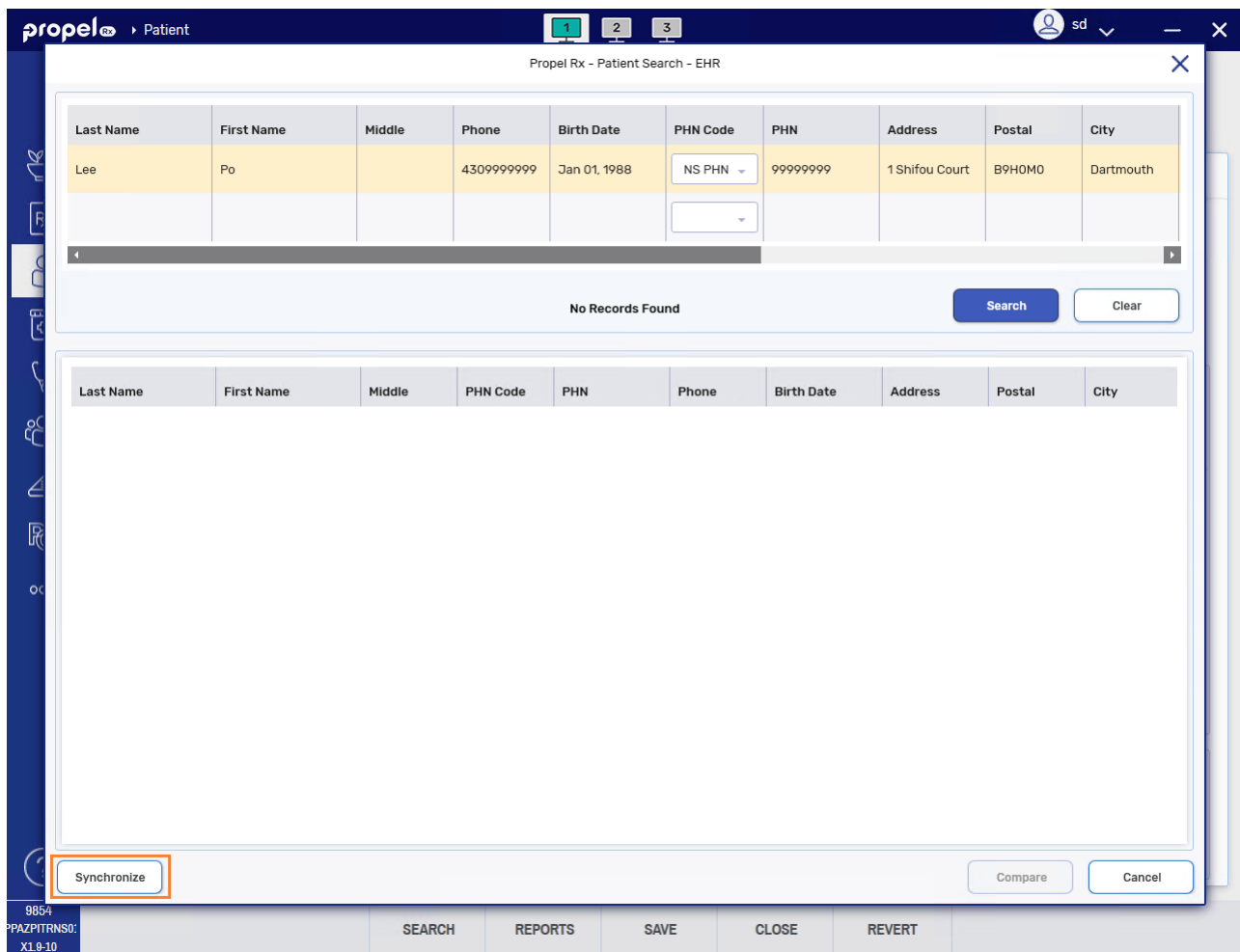
- Update the search criteria if needed to perform a Client Registry search. For more information on the minimum requirements to search the Client Registry, see [Client Registry Search Criteria](#). Select **EHR Search**.
- The search results indicate “No Records Found” or no matching records. Select **New** to create a new local Patient Folder.





NOTE: Before selecting to add a new patient, it is imperative that you exhaust all search options.

- A new Patient Folder is created and opens on the **Profile** tab. Enter all related information for the new patient across the different tabs of the Patient Folder. At minimum, you will need to complete the fields in the **Main** tab to synchronize the patient with the Client Registry.
- Select **Save**.
- On the **Main** tab, select the **PHN Expander** button  to perform a Client Registry search.
- The Patient – Client Registry window opens with information in the local Patient Folder pre-populated as search criteria. Select **Search**.
- Once the search is complete, select **Synchronize**.



propel Patient

Propel Rx - Patient Search - EHR

Last Name	First Name	Middle	Phone	Birth Date	PHN Code	PHN	Address	Postal	City
Lee	Po		4309999999	Jan 01, 1988	NS PHN	99999999	1 Shifou Court	B9H0M0	Dartmouth

No Records Found

Search Clear

Last Name	First Name	Middle	PHN Code	PHN	Phone	Birth Date	Address	Postal	City
-----------	------------	--------	----------	-----	-------	------------	---------	--------	------

Synchronize Compare Cancel

9854
PPAZPITRNS0
X1.9-10

SEARCH REPORTS SAVE CLOSE REVERT

- Select **Save**. An Add Person message is sent to the DIS to create the patient record on the Client Registry.

The Patient Folder is now saved locally and synchronized with the Client Registry. The information bar at the top of the Patient Folder shows the sync status and date, and the PHN expander button  becomes disabled.



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Patient Folder Main Tab

propel Patient

Aguilera, Alejandra
Jun 15, 1991 (34) F
PHN: 789496565
ID: 1274
(647) 268-3427
English

Plans: CA
Allergies: CONFIRM WITH PATIENT
Conditions: No Known

MPR -%
- /365
EHR Sync Apr 14, 2025

AGUILERA, AL... THIRD PARTY CLINICAL PROFILE HISTORY PROGRAMS PREFERENCES ATTACHMENTS NOTES

Last Name: Aguilera Birth Date: Jun 15, 1991 Age: 34 Last Rx:
First Name: Alejandra Gender: Female Status: Active
Middle Name: Title: PHN: 789496565 PHN Code: NS PHN

Primary Address: Home

HOME BUSINESS OTHER CARE DESIGNATE ADDITIONAL RELATIONSHIPS GROUPS ACCOUNTS

Address Line 1: 1666 Larch Phone: (647)268-3427 Dial 1 long dist ext
Address Line 2: Mobile: (---)--- ext
City: Halifax Province: Nova Scotia Fax: (---)--- 10 Digit local
Postal Code: B6S5S5 Country: Canada E-mail: Compare

Alerts

9854
PPAZPITRNS:
X1.9-10

SEARCH REPORTS SAVE CLOSE REVERT

Synchronization Buttons and Indicator

In the top right section of the Patient Folder Main tab, below the patient's MPR, is an indication of the Patient Folder's synchronization status with the Client Registry.

- If the Patient Folder is not yet synchronized, it displays **EHR Not Sync'd**.
- If the Patient Folder has been synchronized, it displays **EHR Sync MM DD, YYYY**. The date will reflect when the Patient was last synchronized with the Client Registry.
- If the Patient Folder is flagged as Facility, it displays **Facility Patient**.



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The screenshot shows the 'Patient' tab in the Propel Rx interface. It displays patient details for Alejandra Aguilera, including her date of birth (Jun 15, 1991), gender (F), phone number, and language (English). It also shows her plans (CA), allergies (CONFIRM WITH PATIENT), and conditions (No Known). On the right, there's a section for MPR (-9% -/365) and a button for 'EHR Sync Apr 14, 2025'.

Once the Patient Folder has been synchronized, the **PHN** expander button  is disabled. You can select [Compare](#) to validate the local information with the information on the Client Registry if needed.

Updating Demographic Information

If any of the following information is modified for a synchronized Patient Folder, the updated information is automatically sent to the Client Registry upon Save.

- Last Name, First Name, Middle Name
- Birth Date
- Gender
- PHN
- Address Line 1 and 2
- City
- Province
- Postal Code
- Country
- Phone

PHN

The Personal Health Number (PHN) is a unique identification number assigned to a resident of a province. In Nova Scotia, this is called a Nova Scotia Health Card Number (HCN), however, to maintain consistency, NS HCN is referred to as PHN throughout this user guide. When a patient is from out of province, their provincial PHN is used along with a code identifying the province or territory they originate from (i.e., [PHN Code](#)).

The PHN field is mandatory if a PHN Code is entered. The following validations are also performed when a PHN is entered in the Patient Folder PHN field.

PHN Validation	Description
Propel Rx - Patient Maintenance   A patient already exists within Propel Rx with the same PHN. Are you sure you want to continue? Yes No	The PHN is a unique identifier assigned to every patient. If the PHN field is populated with a PHN that already exists for another local patient in Propel Rx, this validation appears upon selecting Save.
Propel Rx - Patient Maintenance   The patient's Provincial Health Number has not been entered. Do you want to enter it now? Yes No	If the PHN field is left blank, this prompt appears upon selecting Save. This prompt only appears once. Upon making your selection, this prompt no longer appears for all future encounters with this Patient Folder. When you receive the patient's correct PHN, you can update this field.



PHN Code

The PHN Code indicates the type of PHN your patient has (e.g., NB PHN, NS PHN, Other, etc.). This field is mandatory if a PHN is entered. When a Patient Folder is synchronized with the Client Registry, a PHN Code will auto-populate based on the PHN code returned in the Client Registry. If required, this field can be updated in Propel Rx. For example, a patient used to live out of province but now lives in Nova Scotia with a Nova Scotia HCN; therefore, the PHN Code should be modified to NS PHN.

To modify the PHN Code:

1. Open the **Patient Folder**.
2. Select the **Main** tab.
3. Dropdown the **PHN Code** field and select the appropriate type based on the patient's PHN. The default is NS PHN.

PHN

789496565

PHN Code

NS PHN

4. Select **Save**.

Patient Compare

The Compare button allows you to compare the patient demographic information in Propel Rx with the Client Registry. If any of the information does not match, or something is missing, you can update local information in the Client Registry, as well as apply Client Registry information locally into Propel Rx.

Propel Rx - Patient Comparison

Propel Rx

PHN Code: ⚠ NS PHN

PHN: ⚠ 789496565

First Name: Alejandra

Middle Name:

Last Name: Aguilera

Birth Date: Jun 15, 1991

Gender: Female

Status: Active

Address Line 1: 1666 Larch

City: Halifax

Province: Nova Scotia

Postal Code: ⚠ B6S 5S4

Phone: ✓ 6472683427

EHR

Alejandra

Aguilera

Jun 15, 1991

Female

Active

1666 Larch

Halifax

Nova Scotia

6472683427

Select All >>

Deselect >>

<< Copy

EHR Sync Apr 14, 2025

Revert

Update

Cancel



Overview of the Patient Comparison Window

The table below outlines the different components of the Patient Comparison window and their descriptions.

Component	Description of the Patient Comparison Component
Select All	Highlights all fields on the side indicated by the arrows (>> <<).
Deselect	Removes all highlights on the side indicated by the arrows (>> <<).
Copy	When a field is highlighted, Copy can be selected to update with the Propel Rx or EHR side.
Warning Indicator 	Appears next to a Propel Rx field if there is a mismatch in information between Propel Rx and the Client Registry. This is replaced with a black checkmark  after information is copied over from either side.
EHR Sync Date	The date the Patient Folder in Propel Rx was synced to the Client Registry. This is the same date that displays on the top right of the Patient Folder information bar. It is updated each time Update is selected from the Patient Comparison window.
Revert	Undoes the changes made since the Patient Comparison window was opened.
Update	Synchronizes patient information in Propel Rx with the Client Registry.
Cancel	Closes the Patient Comparison window without making any changes.

Comparing Patient Demographic Information with the Client Registry

To Compare the Patient Folder with the Client Registry:

- In the **Patient Folder Main** tab, do one of the following:
 - If the Patient is synchronized, select the **Compare** button located at the bottom.
 - If the Patient is unsynchronized, select the expander button  beside the **PHN** field. A Client Registry search is performed. If a search result is returned that matches the patient, highlight the record, and then select Compare.
- The Patient Comparison window opens displaying patient information in Propel Rx (left) and the Client Registry (right).
- Review the information on both sides. If there are any differences between the left and right sides, a warning indicator appears beside the field on the left.
- Do one of the following:



- If you want to copy patient information from the Client Registry to Propel Rx, select one or more fields on the **EHR** side or use the **>> Select All** button to highlight all fields on the EHR side.
 - If you want to copy patient information from Propel Rx to the Client Registry, select one or more fields on the **Propel Rx** side or use the **<< Select All** button to highlight all fields on the Propel Rx side. This option is not available if the Patient Comparison window was opened using the PHN expander button; in this scenario, you can only update information from the Client Registry to Propel Rx.
5. Select **Copy**. Once information is copied over, a black checkmark appears to the left of the field(s).

The screenshots show the 'Propel Rx - Patient Comparison' window. The left screenshot shows the 'Propel Rx' and 'EHR' tabs with patient information. The right screenshot shows the same window after the 'Copy' button has been clicked, with a black checkmark appearing next to the 'Postal Code' field in the EHR tab.

6. Select **Update**.
7. Select **Save**.
- The Client Registry or Propel Rx will be updated with the new patient information.
 - A new EHR sync date will be displayed in the Patient Folder information bar.



Troubleshooting Detected Issues Due to Mismatched Patient Information

If there's a mismatch between the local patient demographic information and the Client Registry, Detected Issues may be returned when performing actions that involve DIS transmission. If this happens, perform a Patient Compare, and update the information in Propel Rx to match the Client Registry.

For example, if a DIS transaction is attempted for a patient whose record has been removed as a result of a DIS-initiated merge, a Detected Issue will be displayed stating: "AN ERROR HAS OCCURRED – ERROR DETAILS: PATIENT RECORD HAS BEEN MERGED. SEARCH CLIENT REGISTRY TO UPDATE PATIENT RECORD IN LOCAL SYSTEM." In this case, conduct a Patient Compare and select Update. This action will refresh the Patient Folder in the backend with the updated



Global Identifier (GID), which is necessary to perform subsequent DIS transactions for the patient.

Patient Status

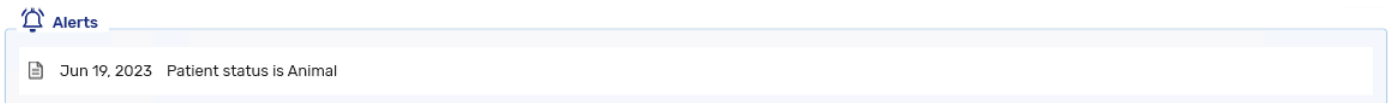
All transactions for a patient are transmitted to the DIS when the Patient Status is one of the following:

- Active
- Deceased
- Hospitalized
- Obsolete
- Inactive
- Out of Province

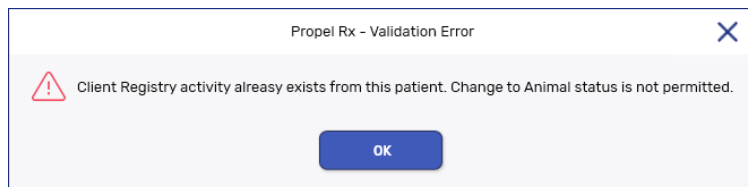
No transactions for a patient are transmitted to the DIS when the Patient Status is one of the following:

- Animal
- Caregiver

The Animal Patient Status should only be used to indicate that the Patient Folder is for a family pet. When processing a prescription for an Animal, the following Alert appears at the bottom of Rx Detail to ensure the dispensing user is aware of the Patient Status.



When the Patient Status is updated, the change is recorded in the Patient Folder History tab. The status of a Patient, however, cannot be updated to Animal or Caregiver if Client Registry activity exists for that Patient; the prompt displayed below will appear and the action will be aborted.



ALERT: Do not use the Animal Patient Status to avoid sending prescriptions to the DIS. All prescriptions must be sent to the EHR; any omissions may be monitored or audited. See Network Down for instructions when the [DIS Network is down](#).

Patient Clinical Tab

The purpose of the **Patient Clinical** tab is to ensure that clinical data is kept on file for the patient to assist with informed clinical decision making. Certain types of information in this tab can be transmitted to the DIS so they can be accessed by other health professionals viewing the patient's EHR.

Within the Clinical tab, the following records can be transmitted to the DIS:

- **Observations** – height, weight, lab results (blood glucose, blood pressure, body temperature, respiratory rate)
- **Clinical Information** – allergies or intolerances, adverse reactions, medical conditions
- **Clinical History** – immunizations, EHR professional services

JOHNSON, ERIC
Male (37)
PHN: 15869369870
ID: 2000157

(123) 123-1234
English

Plans: CA
Allergies: **PENICILLAMINE**
Conditions: DIABETES MELLITUS

MPR **-%**
- / 365
EHR Sync Aug 25, 2023

JOHNSON, ERIC THIRD PARTY **CLINICAL** PROFILE HISTORY PROGRAMS PREFERENCES ATTACHMENTS NOTES

Observations

Height: 6 ft 2 inches / 188.0 cm IBW: 82.2 kg ☐ EHR Lab Results

Weight: 150.0 lbs / 68.0 kg AJBW: kg BMI: 19.24 Creatinine

Clinical Information

☐ No Known Medical Allergies ☐ No Known Medical Conditions

EHR	Medical Type	Medical Items	Effective	Note	
☐	Condition	DIABETES MELLITUS	Aug 25, 2023	☐	
☒	Condition	ABNORMALITY OF ALBUMIN	Aug 25, 2023	☒	
☒	Condition	BENIGN HYPERTENSION	Jun 30, 2023	☒	
☒	Medical Allergy	PENICILLAMINE	Jun 22, 2023	☒	

Add
Remove
Detail
EHR Query

Clinical History

Viewing last 90 days Filter

EHR	Entered Date	User	Type	Description	Medical Condition	Rx #	DIN	Trade Name	Strength	
☒	Aug 25, 2023	PRE	EHR Professional	Patient Education			326844	AP0-HYDRO 25	25MG	

Dialogue
Add
Detail
Print
EHR Query

SEARCH REPORTS SAVE CLOSE REVERT



Observations

Adding Observations to the EHR

Basic patient observations (i.e., height, weight, lab results) can be entered locally, as well as transmitted to the DIS.

ADDING HEIGHT AND WEIGHT

To add observations to the patient's EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Height** field, enter the patient's height.
4. In the **Weight** field, enter the patient's weight.
5. Select the **EHR** checkbox.



NOTE: Both the Height and Weight fields must be populated for the EHR checkbox to be enabled.

KIOSK, MICHAEL	THIRD PARTY	CLINICAL	PROFILE	HISTORY	PROGRAMS	PREFERENCES	ATTACHMENTS	NOTES
Observations								
Height:	6	ft	5	inches	/	196	cm	IBW: 89.1 kg
Weight:	150.0	lbs	/	68.0	kg	AJBW:		BMI: 17.70
☒ EHR								Lab Results Creatinine

6. A prompt displays to confirm the action. Select **Yes**.

Propel Rx - Record Patient Basic Observation

Changes will be saved locally, and the patient's EHR will be updated. Would you like to continue?

- A processing message displays indicating the information is being transmitted to the EHR. When the height and weight observations have been successfully added, the processing window closes and the EHR checkbox is selected.

---- Propel Rx is Accessing EHR ----

Transmitting Request. Please Wait ...

7. Select **Save**.



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ADDING LAB RESULTS

Lab results (i.e., blood glucose, blood pressure, body temperature, respiratory rate) can be maintained locally, as well as transmitted to the DIS.

To add lab results to the patient's EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. Select **Lab Results**. The Maintain Lab Results window opens.
4. From the Lab Results dropdown list, select the type of lab result you want to add.
5. Select **Add**. A new row appears.

Propel Rx - Maintain Lab Results

Lab Results: Blood Pressure

EHR	Date	Time	Systolic	Diastolic	Pulse	Status	Source
☒	Jul 11, 2025	02:19 PM	140	90		High	Local

Comments: Patient is monitoring blood pressure 2 times per day in the morning and evening.

Blood Pressure

Measurement Date

Measurement Value

200
180
160
140
120
100
80
60
40
20
0

2026

Legend:
■ Systolic
■ Diastolic
■ Pulse

Start Date: 7/11/2025
 End Date: 7/11/2025
 Reset Graph

Print OK Cancel

6. Enter the appropriate lab results/readings.



NOTE: For Blood Glucose, only the first value entered in the Before Meals, After Meals, or Bedtime field will be sent to the DIS. For all other lab result types, all three values will be sent.

7. Select the **EHR** checkbox.
8. *Optional* – In the **Comments** section, enter any relevant details for the lab results. Information entered in this section will be transmitted to the DIS with the lab results.
9. Select **OK**.



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10. A prompt displays to confirm the action. Select **Yes**.

Propel Rx - Warning



Changes will be saved locally, and the patient's EHR will be updated. Would you like to continue ?

Yes

No

- A processing message displays indicating the information is being transmitted to the EHR. When the lab results have been successfully added, the processing window closes.

11. Select **Save**.

Retracting Observations from the EHR

If a patient observation is no longer applicable or it was entered in error, you can remove/retract the record from the patient's EHR. The steps for this process vary depending on the information being removed.

RETRACTING HEIGHT AND WEIGHT

To retract height and weight demographics from the patient's EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Observations** section, deselect the **EHR** checkbox to remove the flag.

KIOSK, MICHAEL

THIRD PARTY

CLINICAL

PROFILE

HISTORY

PROGRAMS

PREFERENCES

ATTACHMENTS

NOTES

Observations

Height: 6 ft 5 inches / 196 cm

IBW: 89.1 kg

☐ EHR

Lab Results

Weight: 150.0 lbs / 68.0 kg

AJBW: kg

BMI: 17.70

Creatinine

- A processing message displays indicating the information is being retracted from the EHR. Once the retraction is successful, processing window closes, and the EHR checkbox no longer displays a checkmark.
- The height and weight values are retained locally. If the height and weight need to be resent to the DIS in the future, the EHR checkbox can be selected again.

4. Select **Save**.

RETRACTING LAB RESULTS

To retract lab results from the patient's EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.



3. Select **Lab Results**. The Maintain Lab Results window opens.
4. From the **Lab Results** dropdown, select the type of lab result you wish to retract.
5. Do one of the following:
 - If you want to maintain the record locally, deselect the **EHR** checkbox for the lab result entry.

Propel Rx - Maintain Lab Results

Lab Results: Blood Pressure

EHR	Date	Time	Systolic	Diastolic	Pulse	Status	Source
☒	Jul 14, 2025	02:43 PM	140	90		High	Local

Add Remove

- If you want to remove the record both locally and on the EHR, highlight the lab result entry and then select **Remove**.

Propel Rx - Maintain Lab Results

Lab Results: Blood Pressure

EHR	Date	Time	Systolic	Diastolic	Pulse	Status	Source
☒	Jul 14, 2025	02:43 PM	140	90		High	Local

Add Remove

6. Select **OK**.
7. A validation prompt asks if you want to save the changes locally and update the patient's EHR. Select **Yes** to the prompt.

Propel Rx - Warning

? Changes will be saved locally, and the patient's EHR will be updated. Would you like to continue?

Yes No

- A processing message displays indicating the information is being retracted from the EHR. Once the retraction is successful, the processing window closes, and the EHR checkbox no longer displays a checkmark.
8. Select **Save**.



Clinical Information on the EHR

Clinical information such as observations, allergies, intolerances, adverse reactions, and medical conditions can be maintained in the Clinical tab and transmitted to the DIS. It is imperative that you keep this clinical information as up to date as possible on the patient's EHR.

Viewing Clinical Information on the EHR

The **EHR Query** button in the Clinical Information section of the Patient Folder Clinical tab lets you view observations, allergies, intolerances, adverse reactions, and medical conditions that exist on the patient's EHR and download them into Propel Rx, if needed. Use this feature to compare what is currently entered in Propel Rx versus the EHR to avoid adding duplicate records.

To view clinical information on a patient's EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. Select the **EHR Query** button in the Clinical Information section.
4. The Patient EHR Access Reason window opens.
 - a. From the dropdown menu, enter a reason for accessing the patient's EHR. The default reason is Patient Care.
 - b. *Optional:* Enter any comments in the **Comments** field.
 - c. Modify the **Date to Retrieve From** or **# of days** fields if needed. This determines the data retrieval period for Observations and Adverse Reactions on the EHR. By default, the # of days is set to 45.
 - d. Select **OK**.



NOTE: All Active Allergies, Intolerances, and Medical Conditions will be retrieved by the EHR Query regardless of the Date to Retrieve From and # of days values.

The EHR – Clinical window opens.

5. Choose to view in either a condensed or uncondensed mode by selecting/deselecting the **Condense** checkbox. Condense will be the default view.
6. Use the expander buttons to reveal (▸) or hide (▴) additional summary details.
7. Expand a section to highlight the summary information for one of the documented records. This enables the **Detail** and **History** buttons.



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Propel Rx - EHR - Clinical - KIOSK, MICHAEL PHN 0 M(61)

Clinical Information

Adverse Reactions (1)

- RASH AND OTHER NONSPECIFIC SKIN ERUPTION
Severity: Moderate, Date: Jul 14, 2025; Reaction: Rash covers 50% bsa

Allergies, Intolerances (1)

- ALLERGY (1)
PENICILLIN V 300MG TABLET
Severity: Moderate, Date: Jul 14, 2025; Status: Active; *CONFIRMED*

Medical Conditions (1)

- ATRIAL FIBRILLATION
Date: Jul 14, 2025; Status: Active

Observations (4)

- Stated Patient's Height
Observation: 196 cm; Date: Jul 14, 2025; (Landrys Pharmacy, ID: 99988)
- Stated Patient's Weight
Observation: 68.0 kg; Date: Jul 14, 2025; (Landrys Pharmacy, ID: 99988)
- EHR Blood Pressure - Systolic
Observation: 234 mm(Hg); Date: Apr 21, 2025; (Landrys Pharmacy, ID: 99988)
- EHR Blood Pressure - Diastolic
Observation: 5 mm(Hg); Date: Apr 21, 2025; (Landrys Pharmacy, ID: 99988)

Detail History OK

For allergies and intolerances, the drug name is displayed if the DIN can be found in Propel Rx. Otherwise, the statement, "Allergy could not be identified – Verify with Patient" appears along with the DIN.

8. To view the details of a record, select **Detail**. The EHR – Clinical window opens.

- The **Local** checkbox indicates if the record exists in Propel Rx.
- Depending on the type of record that was detailed, an expander button  may be available beside certain fields. Select this button to view more information in a separate window.

Propel Rx - EHR Clinical Details : KIOSK, MICHAEL PHN 0 M(61)

Medical Condition

ID: 71437 ☒ Local Type: Chronic

Entered On: Jul 14, 2025 Status: active Description: ATRIAL FIBRILLATION

Author: Sleeping Beauty, ID: 2229 Code: PHARM

Location: Landrys Pharmacy, ID: 99988

Reported On: Effective: Jul 14, 2025

Reported By: Patient Severity:

Record Notes

Text	Date	Author
Patient has a family history of afib.	Jul 14, 2025	ID: 2229 Name: Sleeping Beauty
Patient does not have a family doctor.	Jul 14, 2025	ID: 2229 Name: sagar desai

OK



9. Select **OK** once you have finished reviewing the clinical details.
10. *For allergies, intolerances, and medical conditions only:* If you wish to view the history for the record, including when it was added and updates that were made, select **History**. Use the scroll bar to view additional columns in the window.

EHR Id	Description	Type	Status	Confirmed	Refuted	Effective Date	Severity	Reported By	Location	Reported C
71438	PENICILLIN V 300MG TABLET	Allergy	Active	☒	☐	Jul 14, 2025	Moderate	Patient	Landrys Pharmacy	Jul 14, 2025

11. Once you are done viewing the change history, select **OK**.

Downloading Clinical Information from the EHR

If there are allergies, intolerances, medical conditions, or adverse reactions that were not entered locally, they can be downloaded into Propel Rx by selecting the **Download** button. The information is immediately transferred to the patient's Clinical tab in Propel Rx. The Download button is not available for patient observations or records that are flagged as Local.

To download clinical information from the patient's EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. Select **EHR Query**.
4. The Patient EHR Access Reason window opens.
 - a. From the dropdown menu, enter a reason for accessing the patient's EHR. The default reason is Patient Care.
 - b. *Optional:* Enter any comments in the **Comments** field.
 - c. Modify the **Date to Retrieve From** or **# of days** fields if needed. This determines the data retrieval period for Observations and Adverse Reactions on the EHR. By default, the # of days is set to 45.
 - d. Select **OK**.





NOTE: All Active Allergies, Intolerances, and Medical Conditions will be retrieved by the EHR Query regardless of the Date to Retrieve From and # of days values.

The EHR – Clinical window opens.

5. Highlight the desired record.
6. Select **Detail**. The EHR– Clinical Details window opens.
7. Select **Download**.

Propel Rx - EHR Clinical Details : WHITE, SNOW PHN M12345678 F(36)

Allergy / Intolerance

ID: 71244 Local Type: Drug Allergy

Entered On: Jul 11, 2025 Status: active Description: FAMCICLOVIR 125MG TABLET

Author: Sleeping Beauty, ID: 2229 Code: PHARM Confirmed Status: *SUSPECTED*

Location: Landrys Pharmacy, ID: 99988

Reported On: Jul 11, 2025 Effective: Jul 11, 2025 Reported Reactions: ☒ Refuted: ☐

Reported By: Patient Severity: Moderate Allergy Test: ☐

Record Notes

Text	Date	Author

Download OK

8. Propel Rx will attempt to match the ICD-10 code returned by the DIS with the clinical record types found locally.
 - If a match is not found, the Medical Condition Search window opens with the first six characters of the description pre-populated as the search criteria. Search for and select the appropriate record. Then, select **OK** to close the Medical Condition Search window.

Propel Rx - Medical Condition Search

Type: Description: FAMCIC

Records Found:

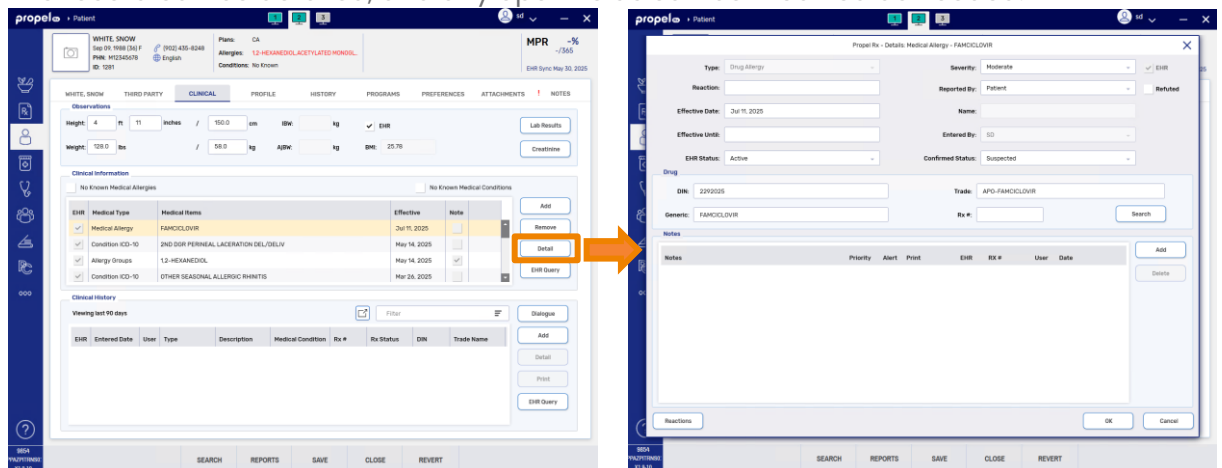
Type	Description
Medical Allergy	FAMCICLOVIR



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- If a match is found, the record is automatically added to the Clinical Information section of the Patient Clinical tab.
9. Information from the EHR including **Type**, **Severity**, **Effective Date**, **Reported By**, **DIN**, and **Record Notes** are automatically inserted into the record.
- The **Type** in the Details window will default to Allergy.
 - If a DIN was associated with the record and a Drug Folder exists for it in Propel Rx, the **Generic** and **Trade Name** fields will also be populated.
- The EHR – Clinical window remains open in case additional record needs to be downloaded. If needed, repeat steps 6 – 10 to download additional records into Propel Rx.
10. Select **OK** to close the EHR – Clinical window.
11. Select **Save**.
- The record that was downloaded appears in the Clinical Information grid.
 - The date that the record was added to the EHR is populated in the **Effective** column.
 - The **EHR** checkbox will be selected to indicate the record exists on the patient's EHR.
 - The record can be detailed, and any open fields can be modified as needed.



- A row is added to the **Patient Folder History** tab to track the downloaded record.

WHITE, SNOW THIRD PARTY CLINICAL PROFILE HISTORY PROGRAMS PREFERENCES ATTACHMENTS ! NOTES					
Filtering: famciclovir					
Entered	User	Event	Activity	Comments	
Jul 15, 2025 13:29	SD	Medical	Modified	FAMCICLOVIR	



Adding Existing Clinical Information to the EHR

Clinical information entered locally in Propel Rx can be detailed and sent to the DIS if required. In Propel Rx, the following Medical Condition types can be transmitted to the DIS:

- Allergy Group
- Medical Allergy
- Condition ICD-10

All other types will have the EHR checkbox OFF and disabled.

To add existing clinical information to a patient's EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical Information** section, highlight the local record that has not been sent to the DIS.

propel Patient

KIOSK, MICHAEL
Aug 24, 1963 (61) M
PHN: 0
ID: 1192
(902) 453-1256
English

Plans: CA
Allergies: **PENICILLIN**
Conditions: No Known

MPR -%
-/365
EHR Sync Dec 29, 2021

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

Observations

Height: 6 ft 5 inches / 196.0 cm IBW: 89.1 kg ☒ EHR Lab Results
Weight: 150.0 lbs / 68.0 kg A/BW: kg BMI: 17.70 Creatinine

Clinical Information

☐ No Known Medical Allergies ☐ No Known Medical Conditions

EHR	Medical Type	Medical Items	Effective	Note
☐	Condition ICD-10	GOUT UNSPECIFIED ANKLE AND FOOT	Jul 15, 2025	
☒	Medical Allergy	PENICILLIN	Jul 14, 2025	
☒	Condition ICD-10	ATRIAL FIBRILLATION	Jul 14, 2025	☒

Add Remove Detail EHR Query

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

propel Patient

Propel Rx - Details: Condition ICD-10 - GOUT UNSPECIFIED ANKLE AND FOOT

Type: Chronic Severity: Moderate ☒ EHR
Reaction: Swelling in big toe Reported By: Patient

6. Make any necessary edits to the open fields. For more information about the different fields, see [Adding New Clinical Information to the EHR](#).
7. Select **OK**.



- A processing message displays indicating the information is being transmitted to the EHR. Upon successful transmission, the processing window closes, and the **EHR** column in the Clinical Information section displays a checkmark.

EHR	Medical Type	Medical Items	Effective	Note
✓	Condition ICD-10	GOUT UNSPECIFIED ANKLE AND FOOT	Jul 15, 2025	
✓	Medical Allergy	PENICILLIN	Jul 14, 2025	

8. Select **Save**.

- A row is added to the **Patient Folder History** tab for the modification of the EHR flag.

Adding New Clinical Information to the EHR

Prior to entering new clinical information, conduct an [EHR Query](#) to verify whether the data is already present in the patient's EHR. If the information exists, it can be [downloaded](#) into Propel Rx. If the information is new, it should be transmitted to the DIS to support a complete EHR Profile.

ADDING AN ADVERSE DRUG REACTION

Adverse drug reactions are unusual, unintended, and harmful reactions (i.e., bad side effects or allergies) that are experienced by the patient when taking certain medications. To ensure other healthcare professionals are aware of any adverse drug reactions a patient may be experiencing, a pharmacist should add this information to the patient's EHR.

An adverse drug reaction can be documented in a patient's EHR in two ways: either as a Condition ICD-10 record with a specified Type of Reaction, or as a Reaction within an Allergy record. If the reaction is added through an Allergy or Intolerance record, the associated drug needs to be specified.

To add an adverse drug reaction as a condition:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical Information** section, select **Add**. The Medical Condition Search window opens.
4. In the **Description** column, enter your search criteria for the condition.
5. Select **Search**.
6. From the returned results, select the desired record and then select **OK**.



NOTE: For a condition to transmit to the patient's EHR, it must have a type of Condition ICD-10 in the Medical Condition Search window.

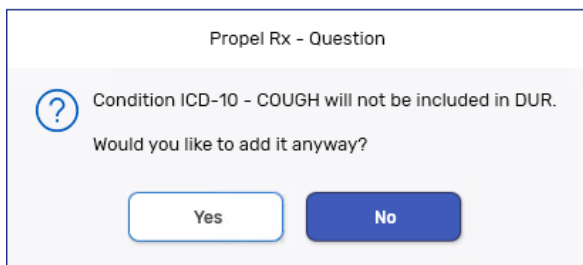
Type	Description
Condition ICD-10	cough



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7. A prompt alerts you that this record will not be included in interaction checking. Select **Yes**.



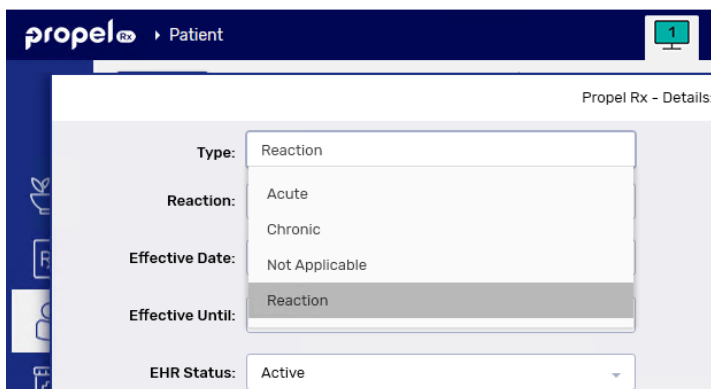
Propel Rx - Question

Condition ICD-10 - COUGH will not be included in DUR.
Would you like to add it anyway?

Yes No

The Details window opens.

8. Ensure the **EHR** checkbox is selected if you wish to transmit this adverse drug reaction to the DIS. If a DIS transmissible record type was selected in the Medical Condition Search window, this checkbox will be ON by default. If this checkbox is deselected, the adverse drug reaction is added locally only.
9. From the **Type** dropdown, select Reaction.



Propel Rx - Details:

Type: Reaction

Reaction: Acute

Effective Date: Chronic

Effective Until: Not Applicable

EHR Status: Active

10. Enter the following information:
- **Type**
 - **Severity**
 - **Reaction (optional)**
 - **Effective Date** – defaults to the current date.
 - **Effective Until (optional)** – cannot be in the future.
 - **Reported By**
 - **Name** – must be entered if Agent or Provider is selected as the reporter.
 - **Entered By** – defaults to the current user logged in and cannot be edited.
11. *Optional:* In the **Drug** section, enter the **DIN**, **generic name**, or **trade name** of the drug related to the reaction. Alternatively, you can link a **Rx #** to the record and the drug details will auto-populate.



NOTE: Propel Rx only links the Rx # to a clinical record if the patient matches. If they don't match, the Rx # won't be linked.

12. To add notes, select the **Add** button in the **Notes** section.
- a. Enter the information for the note in the textbox.



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- b. Ensure the **EHR** checkbox in the Notes section is selected if you wish to transmit the note to the DIS. The EHR checkbox will be selected by default if the overall record is flagged as EHR.
- c. For information on the different checkboxes for a note, see [Adding Notes to Clinical Information](#).

Propel Rx - Details: Condition ICD-10 - COUGH

Type: Reaction Severity: Moderate ☒ EHR

Reaction: Persistent dry cough Reported By: Patient

Effective Date: Jul 21, 2025 Name: MICHAEL KIOSK

Effective Until: Entered By: SD

EHR Status: Active

Drug

DIN: 2295504 Trade: ACT-RAMIPRIL

Generic: RAMIPRIL Rx #: Search

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Condition ICD-10 - COUGH		☒	☐	☒		SD	Jul 21, 2025 14:05

Patient reports cough interfered with daily activities to a significant extent.

Add Delete

OK Cancel

13. Select **OK**.
 - A processing message displays indicating the information is being transmitted to the EHR. Upon successful transmission, the processing window closes, and the **EHR** column in the Clinical Information section displays a checkmark.
14. Select **Save**.
 - A row is added to the **Patient Folder History** tab for the adverse drug reaction that was added.

Entered	User	Event	Activity	Comments
Jul 21, 2025 14:08	SD	Medical	Added	COUGH



To add an adverse drug reaction for an allergy or intolerance:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical Information** section, select **Add**. The Medical Condition Search window opens.
4. In the **Description** column, enter your search criteria for the allergy.
5. Select **Search**.
6. From the returned results, select the desired record and then select **OK**.



NOTE: For an allergy or intolerance to transmit to the patient's EHR, it must have a type of Medical Allergy or Allergy Groups in the Medical Condition Search window.

Type	Description
Allergy Groups	penicillin

Records Found

Search Clear

Type	Description
Allergy Groups	PENICILLINS

The Details window opens.

7. Ensure the **EHR** checkbox is selected if you wish to transmit this allergy or intolerance to the DIS. If a DIS transmissible record type was selected in the Medical Condition Search window, this checkbox will be ON by default. If this checkbox is deselected, the allergy and its adverse drug reaction are added locally only.
8. Enter the following information:
 - **Type**
 - **Severity**
 - **Reaction (optional)**
 - **Effective Date** – defaults to the current date.
 - **Effective Until (optional)** – cannot be in the future.
 - **Reported By**
 - **Name** – must be entered if Agent or Provider is selected as the reporter.
 - **Entered By** – defaults to the current user logged in and cannot be edited.
 - **Confirmed Status** – indicate if the allergy or intolerance is Suspected (default) or Confirmed.
 - **EHR Status** – indicate if the patient still has the condition (Active which is the default) or is no longer afflicted (Completed).
9. In the **Drug** section, enter the **DIN**, **generic name**, or **trade name** of the drug related to the reaction. Alternatively, you can link a **Rx #** to the record and the drug details will auto-populate.





NOTE: Propel Rx only links the Rx # to a clinical record if the patient matches. If they don't match, the Rx # won't be linked.

10. To add notes, select the **Add** button in the **Notes** section.
 - a. Enter the information for the note in the textbox.
 - b. Ensure the **EHR** checkbox in the Notes section is selected if you wish to transmit the note to the EHR. The EHR checkbox will be selected by default if the overall record is flagged as EHR.
 - c. For information on the different checkboxes for a note, see [Adding Notes to Clinical Information](#).

11. Select the **Reactions** button at the bottom.



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12. Select **Add**. The Reported Reaction Search window opens.
13. Enter a description for the reaction at the top.
14. Select **Search**. Matching reactions are displayed below.
15. Highlight the appropriate reaction.

The screenshot shows the 'Propel Rx - Reported Reaction Search' window. The search term 'rash' is entered in the 'Description' field. The 'Records Found' section displays a single result: 'RASH AND OTHER NONSPECIFIC SKIN ERUPTION'. The background shows a patient record for Michael Gregory Kiosk, with fields for Patient, Medical Type, Medical Item, and PHN.

16. Select **OK**.
17. Complete the **Description**, **Severity**, and **Onset Date** fields.

The screenshot shows the 'Propel Rx - Reported Reaction Details' window. The patient information is Kiosk, Michael Gregory. The medical type is Medical Allergy, and the medical item is Penicillin. The PHN is 0. Below this is a table with columns for Reaction, Description, Severity, and Onset Date. The table contains one row with the reaction 'RASH AND OTHER NONSPECIFIC S', description 'Rash covers 50% bsa', severity 'Moderate', and onset date '7/14/2025'.

Reaction	Description	Severity	Onset Date
RASH AND OTHER NONSPECIFIC S	Rash covers 50% bsa	Moderate	7/14/2025

18. Select **OK**.



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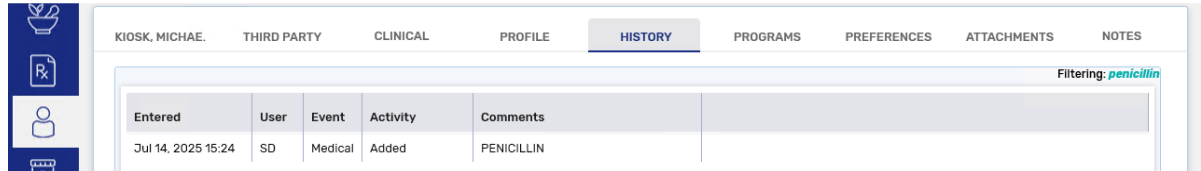
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19. Select **OK**.

- A processing message displays indicating the information is being transmitted to the EHR. Upon successful transmission, the processing window closes, and the **EHR** column in the Clinical Information section displays a checkmark.

20. Select **Save**.

- A row is added to the **Patient Folder History** tab for the allergy or intolerance that was added.



Entered	User	Event	Activity	Comments
Jul 14, 2025 15:24	SD	Medical	Added	PENICILLIN

ADDING AN ALLERGY OR INTOLERANCE

When a patient is obtaining a treatment plan, it is necessary to take down any allergies or intolerances they may have as it could impact their treatment.

- An allergy is a hypersensitivity caused by an exposure to a substance which results in an adverse immunologic reaction on subsequent exposures. Rash, hives, swelling, and anaphylaxis generally signify the presence of an allergy.
- An intolerance is an identified reaction (e.g., nausea, dry mouth, hair loss) to a substance which is caused by a mechanism other than an immunologic reaction. Intolerances do not tend to have the risk of producing a more severe reaction on subsequent exposures.

Allergies and intolerances are recorded in circumstances where the pharmacy user has a fair degree of confidence that the drug is the cause of the reaction or when specific testing has been completed to confirm the presence of an allergy. It is recommended that if a patient reports no allergies or intolerances that this be recorded as a patient note and transmitted to the EHR, so other healthcare professionals are aware.



NOTE: Non-medical allergies (e.g., dust, egg) cannot be added to the patient's EHR. Non-medical allergies can be added locally to the Patient Folder Clinical tab, and then as a note in the Notes tab (which can be transmitted to the DIS).

To add an allergy or intolerance to the patient's EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the Clinical Information section, select **Add**. The Medical Condition Search window opens.
4. In the **Description** column, enter your search criteria for the allergy or intolerance.
5. Select **Search**.
6. From the returned results, select the desired record and then select **OK**. The Details window opens.



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7. Ensure the **EHR** checkbox is selected. If a DIS transmissible record type was selected in the Medical Condition Search window, this checkbox will be ON by default. If this checkbox is deselected, the allergy is added locally only.
8. Enter the following details:
 - **Type**
 - **Severity**
 - **Reaction (optional)**
 - **Effective Date** – defaults to the current date.
 - **Effective Until (optional)** – cannot be in the future.
 - **Reported By**
 - **Name** – must be entered if Agent or Provider is selected as the reporter.
 - **Entered By** – defaults to the current user logged in and cannot be edited.
 - **EHR Status** – indicate if the patient still has the allergy (Active which is the default) or is no longer afflicted (Completed).
 - **Confirmed Status** – indicate if it is Suspected (default) or Confirmed.
 - **Refuted** – for allergies only to indicate if that the allergy was refuted. This checkbox is enabled after the allergy is added and then detailed.
9. In the **Drug** section, enter the **DIN**, **generic name**, or **trade name** of the drug related to the allergy or intolerance. Alternatively, you can link a **Rx #** to the record and the drug details will auto-populate.



NOTE: Propel Rx only links the Rx # to a clinical record if the patient matches. If they don't match, the Rx # won't be linked.

10. To add notes, select the **Add** button in the **Notes** section.
 - a. Enter the information for the note in the textbox.
 - b. Ensure the **EHR** checkbox in the Notes section is selected if you wish to transmit the note to the DIS. The EHR checkbox will be selected by default if the overall record is flagged as EHR.
 - c. For information on the different checkboxes for a note, see [Adding Notes to Clinical Information](#).



11. *Optional:* To enter details about a patient's adverse drug reaction, select the **Reactions** button. For more information, see [Adding an Adverse Drug Reaction](#).

Propel Rx - Details: Medical Allergy - PENICILLIN

Type: Allergy Severity: Moderate ☒ EHR

Reaction: Rash Reported By: Patient

Effective Date: Jul 14, 2025 Name: MICHAEL KIOSK

Effective Until: Entered By: SD

EHR Status: Active Confirmed Status: Confirmed

Drug

DIN: 2229619 Trade: PEN VEE

Generic: PENICILLIN V Rx #: Search

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Medical Allergy - PENICILLIN		☒		☒		SD	Jul 14, 2025 15:21
Rash covers 50% bsa							

Add Delete

Reactions OK Cancel

12. Select **OK**.
 - A processing message displays indicating the information is being transmitted to the EHR. Upon successful transmission, the processing window closes, and the **EHR** column in the Clinical Information section displays a checkmark.
13. Select **Save**.
 - A row is added to the **Patient Folder History** tab for the allergy or intolerance that was added.

Entered	User	Event	Activity	Comments
Jul 14, 2025 15:24	SD	Medical	Added	PENICILLIN

Filtering: penicillin



ADDING A MEDICAL CONDITION

Propel Rx uses First Databank (FDB) interaction codes to monitor all interaction checking within the application. However, Nova Scotia DIS only supports ICD-10-CA interaction codes. As a result, it will be necessary to have duplicate entries in the Patient Folder Clinical tab as:

- Only ICD-10-CA codes can be added to a patient's EHR Profile and;
- Only FDB codes can be used locally for interaction checking

ICD-10-CA is an international morbidity classification standard developed by the World Health Organization for reporting clinical diagnoses. It is more comprehensive and specific than current standards and extends well beyond the traditional types of conditions previously used. ICD-10-CA also includes conditions and situations that are not diseases but represent risk factors to health, such as occupational and environmental factors, lifestyle, and psycho-social circumstances. Other benefits include:

- Improved specificity and currency
- Ongoing maintenance and updating
- Single set of national standards
- International comparability
- More effective structure, presentation, and guidelines

When adding conditions to a patient's EHR that will be shared with other healthcare professionals through the DIS, all conditions must be added using the ICD-10-CA code listing. To ensure interaction checking also occurs locally within Propel Rx, you must add the condition to the patient's local profile using the FDB code listing. The Medical Condition Search window will contain 2 entries in the Type dropdown list: Conditions FDB and Condition ICD-10. This will allow you to filter the medical conditions that are returned and add the appropriate codes locally and to the patient's EHR Profile.

To add a condition to a patient's local and EHR Profile:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the Clinical Information section, select **Add**. The Medical Condition Search window opens.
4. From the **Type** dropdown, select Condition ICD-10.
5. In the **Description** column, enter your search criteria for the condition. This condition will be added to the patient's local and EHR Profile, however no local interaction checking will occur.
6. Select **Search**.
7. From the returned results, select the desired record and then select **OK**.



Type	Description
Condition ICD-10	cough

Records Found

Search Clear

Type	Description
Condition ICD-10	COUGH

8. A prompt alerts you that this record will not be included in interaction checking. Select **Yes**.

Propel Rx - Question

Condition ICD-10 - COUGH will not be included in DUR.
Would you like to add it anyway?

Yes No

The Details window opens.

9. Ensure the **EHR** checkbox is selected.
10. Enter the following details:
- **Type**
 - **Severity**
 - **Reaction (optional)**
 - **Effective Date** – defaults to the current date.
 - **Effective Until (optional)** – cannot be in the future.
 - **Reported By**
 - **Name** – must be entered if Agent or Provider is selected as the reporter.
 - **Entered By** – defaults to the current user logged in and cannot be edited.
 - **EHR Status** – indicate if the patient still has the condition (Active which is the default) or is no longer afflicted (Completed).
11. *Optional* – In the **Drug** section, enter the **DIN**, **generic name**, or **trade name** of the drug related to the condition. Alternatively, you can link a **Rx #** to the record and the drug details will auto-populate.



NOTE: Propel Rx only links the Rx # to a clinical record if the patient matches. If they don't match, the Rx # won't be linked.

12. To add notes, select the **Add** button in the **Notes** section.
- a. Enter the information for the note in the textbox.



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- b. Ensure the **EHR** checkbox in the Notes section is selected if you wish to transmit the note to the DIS. The EHR checkbox will be selected by default if the overall record is flagged as EHR.
- c. For information on the different checkboxes for a note, see [Adding Notes to Clinical Information](#).

Propel Rx - Details: Condition ICD-10 - COUGH

Type: Reaction Severity: Moderate ☒ EHR

Reaction: Persistent dry cough Reported By: Patient

Effective Date: Jul 21, 2025 Name: MICHAEL KIOSK

Effective Until: Entered By: SD

EHR Status: Active

Drug

DIN: 2295504 Trade: ACT-RAMIPRIL

Generic: RAMIPRIL Rx #: Search

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Condition ICD-10 - COUGH		☒		☒		SD	Jul 21, 2025 14:05

Patient reports cough interfered with daily activities to a significant extent.

Reactions

OK Cancel

13. Select **OK** to close the Details window.
14. In the Clinical Information section, select **Add** to add the condition from the FDB code listing. The Medical Condition Search window opens.
15. From the **Type** dropdown, select Condition FDB.
16. In the **Description** column, enter your search criteria for the condition.
17. Select **Search**.
18. From the returned results, select the desired record and then select **OK**. This condition will be added to the patient's local profile only and be used to complete interaction checking within Propel Rx.



Propel Rx - Medical Condition Search

Type	Description
Condition FDB	cough

Records Found
Search
Clear

Type	Description
Condition FDB	COUGH

19. Repeat steps 9 – 13 to enter details for the Condition FDB record.

- A processing message displays indicating the information is being transmitted to the DIS. Upon successful transmission, the processing window closes, and the **EHR** column in the Clinical Information section displays a checkmark.

20. Select **Save**.

- A row is added to the **Patient Folder History** tab for the conditions that were added.



Updating Clinical Information on the EHR

To correct or update allergies, intolerances, medical conditions, or adverse reactions in a patient's EHR, make the necessary changes in the local record. These changes will be transmitted to the DIS upon OK. Please note that certain fields might not be editable if the DIS system does not allow these types of updates.

UPDATING AN ADVERSE DRUG REACTION

To update an adverse drug reaction record for a medical condition on a patient's EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical Information** section, highlight the reaction you wish to update.
4. Select **Detail**. The Details window opens.
5. Make any necessary edits to the open fields.

Propel Rx - Details: Condition ICD-10 - COUGH

Type: Reaction Severity: Moderate EHR

Reaction: Persistent dry cough Reported By: Patient

Effective Date: Jul 21, 2025 Name: MICHAEL KIOSK

Effective Until: Entered By: SD

Drug

DIN: 2295504 Trade: ACT-RAMIPRIL

Generic: RAMIPRIL Rx #: Search

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Condition ICD-10 - COUGH		☒	☐	☒		SD	Jul 21, 2025 14:05

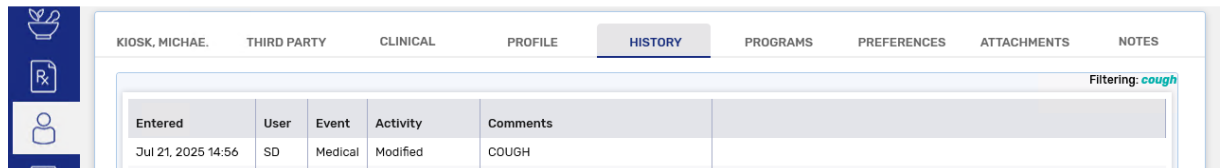
Patient reports cough interfered with daily activities to a significant extent.

Add Delete

Reactions OK Cancel

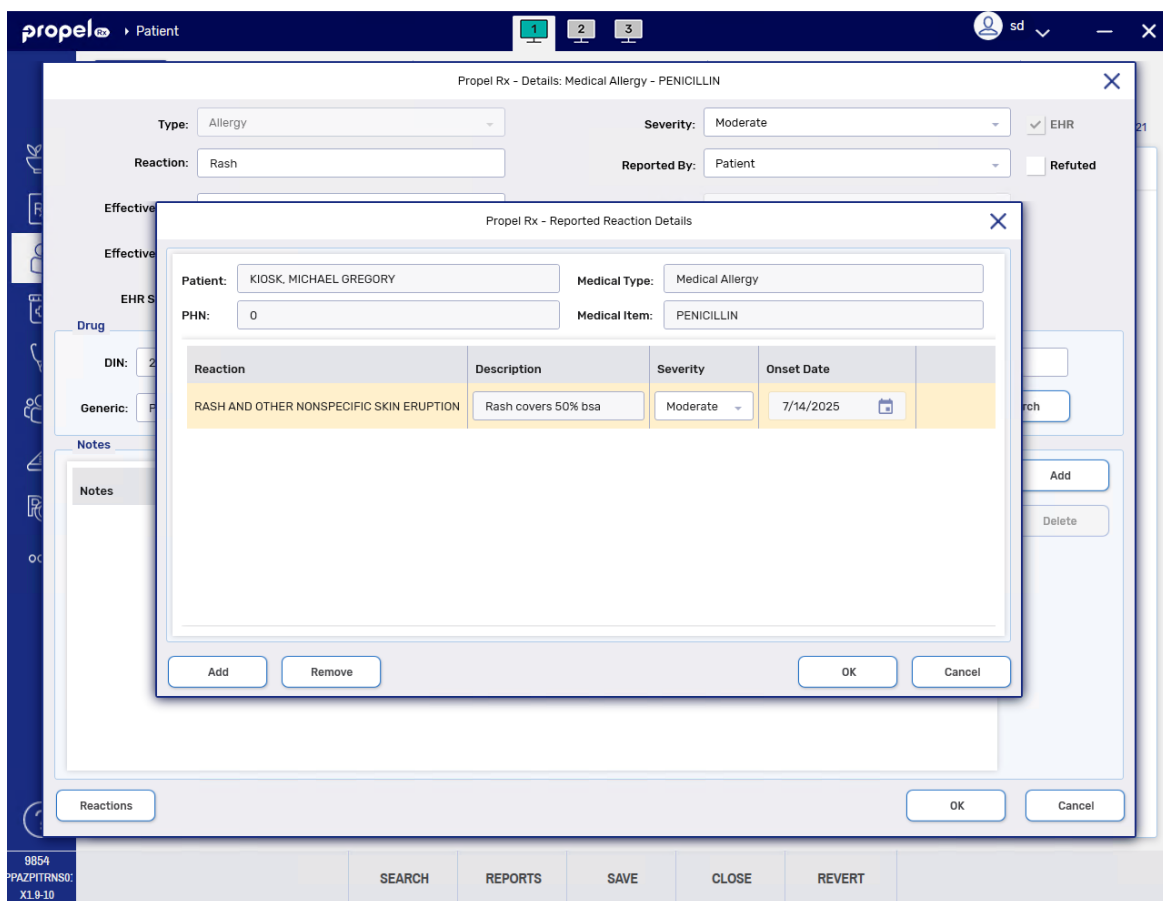
6. Select **OK**.
 - A processing message displays indicating the information is being transmitted to the EHR. Upon successful transmission, the processing window closes.
7. Select **Save**.
 - Any changes made to the adverse drug reaction record are tracked in the **Patient Folder History** tab.





To update an adverse drug reaction record for an allergy or intolerance on a patient's EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical Information** section, highlight the allergy or intolerance you wish to update.
4. Select **Detail**. The Details window opens.
5. Select the **Reactions** button. The Reported Reaction Details window opens.
6. Make any necessary edits to the open fields.



7. Select **OK**.
 - A processing message displays indicating the information is being transmitted to the EHR. Upon successful transmission, the processing window closes.
8. Select **Save**.
 - Any changes made to the allergy or intolerance record are tracked in the **Patient Folder History** tab.







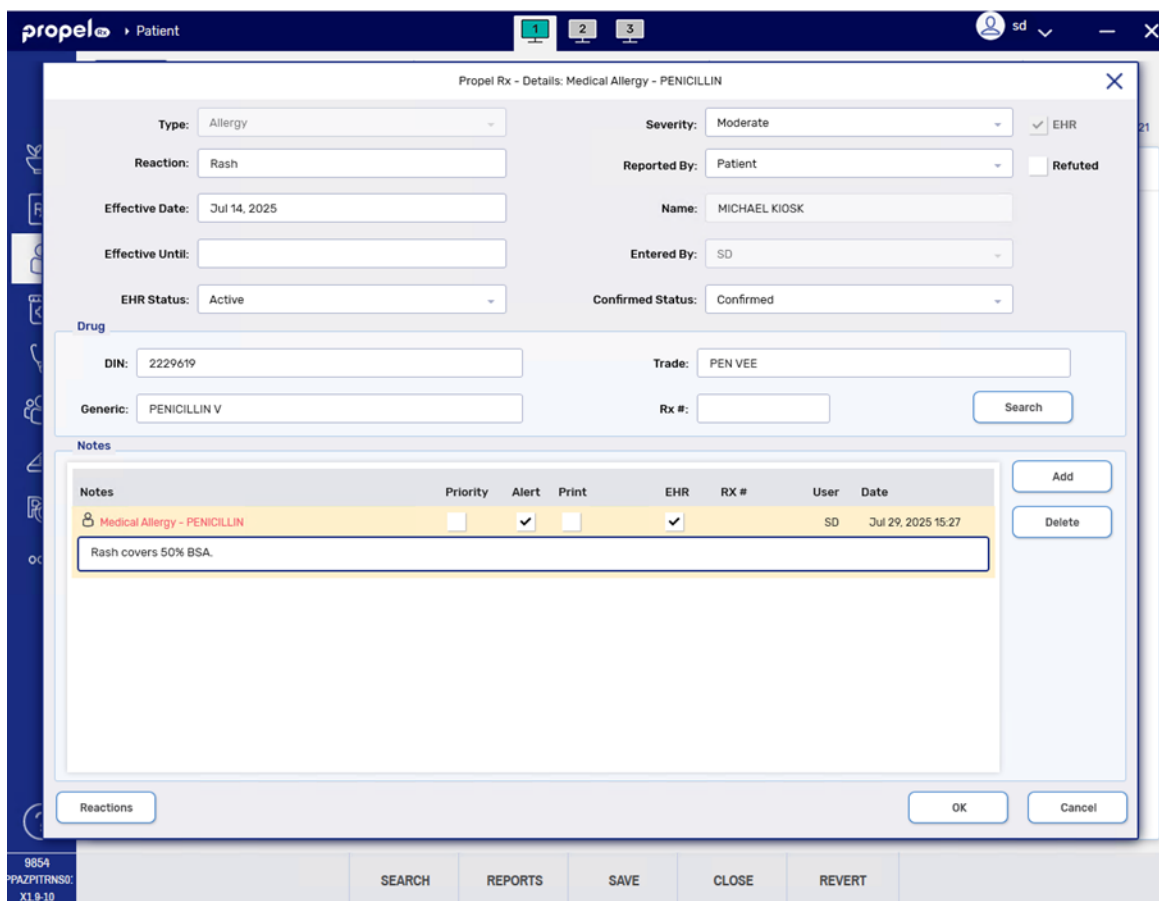


KIOSK, MICHAEL	THIRD PARTY	CLINICAL	PROFILE	HISTORY	PROGRAMS	PREFERENCES	ATTACHMENTS	NOTES
Entered	User	Event	Activity	Comments				
Jul 21, 2025 14:58	SD	Medical	Modified	PENICILLIN				

UPDATING AN ALLERGY OR INTOLERANCE

To update an allergy or intolerance on a patient's EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical Information** section, highlight the allergy or intolerance you wish to update.
4. Select **Detail**. The Details window opens.
5. Make any necessary edits to the open fields.



Propel Rx - Details: Medical Allergy - PENICILLIN

Type: Allergy Severity: Moderate ☒ EHR

Reaction: Rash Reported By: Patient ☐ Refuted

Effective Date: Jul 14, 2025 Name: MICHAEL KIOSK

Effective Until: Entered By: SD

EHR Status: Active Confirmed Status: Confirmed

Drug

DIN: 2229619 Trade: PEN VEE

Generic: PENICILLIN V Rx #: Search

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Medical Allergy - PENICILLIN		☒	☐	☒		SD	Jul 29, 2025 15:27
Rash covers 50% BSA.							

Add Delete

Reactions OK Cancel

6. Select **OK**.
 - A processing message displays indicating the information is being transmitted to the DIS. Upon successful transmission, the processing window will close.
7. Select **Save**.



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- Any changes made to the allergy or intolerance are tracked in the **Patient Folder History** tab.

Entered	User	Event	Activity	Comments
Jul 21, 2025 14:56	SD	Medical	Modified	COUGH

UPDATING A MEDICAL CONDITION

To update a medical condition on a patient's EHR:

- Open the **Patient Folder**.
- Select the **Clinical** tab.
- In the **Clinical Information** section, highlight the condition you wish to update.
- Select **Detail**. The Details window opens.
- Make any necessary edits to the open fields.

Propel Rx - Details: Condition ICD-10 - COUGH

Type: Reaction Severity: Moderate EHR

Reaction: Persistent dry cough Reported By: Patient

Effective Date: Jul 21, 2025 Name: MICHAEL KIOSK

Effective Until: Entered By: SD

Drug

DIN: 2295504 Trade: ACT-RAMIPRIL

Generic: RAMIPRIL Rx #: Search

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Condition ICD-10 - COUGH		☒	☐	☒		SD	Jul 21, 2025 14:05

Patient reports cough interfered with daily activities to a significant extent.

Reactions OK Cancel

- Select **OK**.
 - A processing message displays indicating the information is being transmitted to the DIS. Upon successful transmission, the processing window will close.



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7. Select **Save**.

- Any changes made to the Condition are tracked in the **Patient Folder History** tab.

The screenshot shows the 'HISTORY' tab for a patient named KIOSK, MICHAEL. The table has columns: Entered, User, Event, Activity, and Comments. A single entry is visible: Entered: Jul 21, 2025 14:56, User: SD, Event: Medical, Activity: Modified, Comments: COUGH. A filter 'cough' is applied to the Comments column.

Entered	User	Event	Activity	Comments
Jul 21, 2025 14:56	SD	Medical	Modified	COUGH

Adding Notes to Clinical Information on the EHR

If additional information needs to be conveyed for an allergy, intolerance, medical condition, or adverse reaction, a note can be added and transmitted to the DIS if needed. This can be done for records that are saved locally in Propel Rx or only exist on the EHR.



Retracting Clinical Notes Sent to the DIS

If a clinical note was sent to the DIS in error, there are 2 ways to remove it:

- Deselect the EHR flag for the note.
- Remove the note completely.

To add notes to an allergy, intolerance, medical condition, or adverse reaction:

- Open the **Patient Folder**.
- Select the **Clinical** tab.
- In the **Clinical Information** section, highlight the applicable record.

The screenshot shows the 'CLINICAL' tab for a patient named KIOSK, MICHAEL. It displays 'Observations' with height and weight fields, and 'Clinical Information' with checkboxes for 'No Known Medical Allergies' and 'No Known Medical Conditions'. Below these are tables for 'Medical Items' and 'Allergy Groups'. The 'Medical Items' table has columns: EHR, Medical Type, Medical Items, Effective, and Note. The 'Allergy Groups' table has columns: Allergy Groups, [Refuted], and Effective. Buttons for 'Add', 'Remove', 'Detail', and 'EHR Query' are visible on the right.

EHR	Medical Type	Medical Items	Effective	Note
☒	Condition ICD-10	GOUT UNSPECIFIED ANKLE AND FOOT	Jul 21, 2025	☐
☒	Condition ICD-10	COUGH	Jul 21, 2025	☒
☒	Allergy Groups	[Refuted] ACETAMINOPHEN	Jul 21, 2025	☐
☒	Medical Allergy	[Refuted] CLARITHROMYCIN	Jul 21, 2025	☒

- Select **Detail**. The Details window opens.
- In the **Notes** section, select **Add**.
- Enter information in the Notes textbox.
- Select the following checkboxes if applicable:



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- **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.
- **Alert** – if you want the note to appear in the Rx Detail Alerts section when processing a prescription.
- **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.
- **EHR** – if you want to transmit the note to the DIS. By default, this checkbox is ON if the overall record has been transmitted to the DIS.

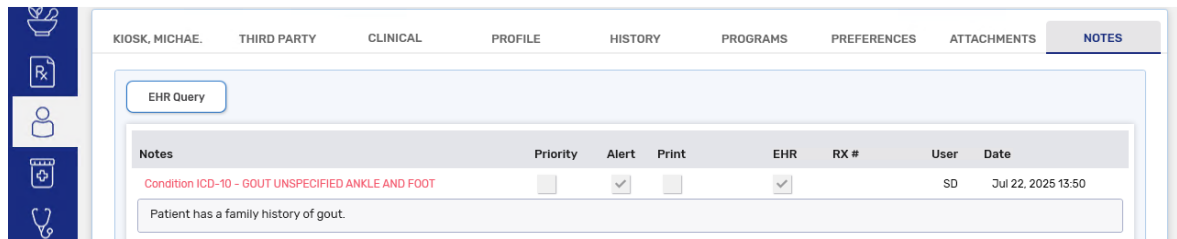
8. Select **OK**.

- A processing message displays indicating the information is being transmitted to the DIS. Upon successful transmission, the processing window closes, and a checkmark appears in the **Note** checkbox of the Clinical Information grid.

9. Select **Save**.

- The note is also entered in the **Patient Folder Notes** tab.





To add notes to a non-local allergy, intolerance, medical condition, or adverse reaction:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical Information** section, select **EHR Query**.
4. The Patient EHR Access Reason window opens.
 - a. From the dropdown menu, enter a reason for accessing the patient's EHR. The default reason is Patient Care.
 - b. *Optional:* Enter any comments in the **Comments** field.
 - c. Select **OK**.

Propel Rx - Patient EHR - Access Reason

Patient EHR

Patient Care

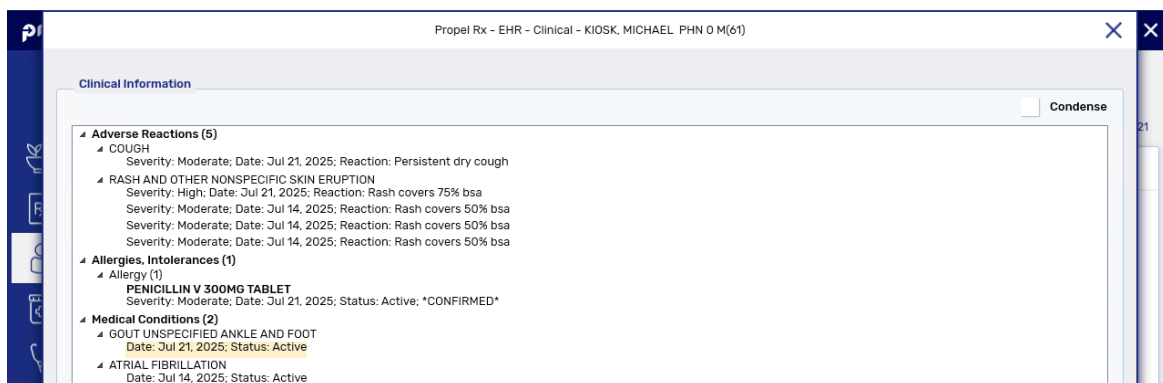
Comments

Date to Retrieve From: Mar 24, 2025 # of days: 120

OK Cancel

The EHR - Clinical window opens.

5. Select the summary information for the record you want to add notes to.



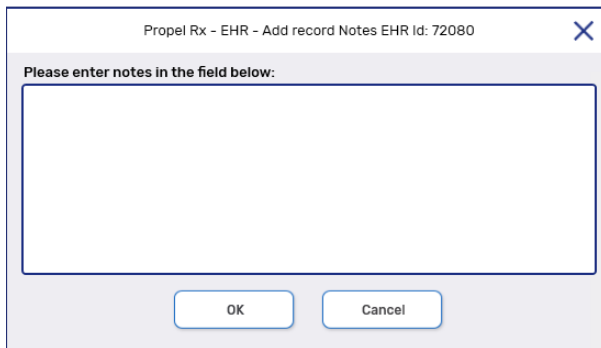
6. Select **Detail**. The EHR Clinical Details window opens.



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- In the **Record Notes** section, select the **Add** button . The Add Record Notes window opens.



Propel Rx - EHR - Add record Notes EHR Id: 72080

Please enter notes in the field below:

OK Cancel

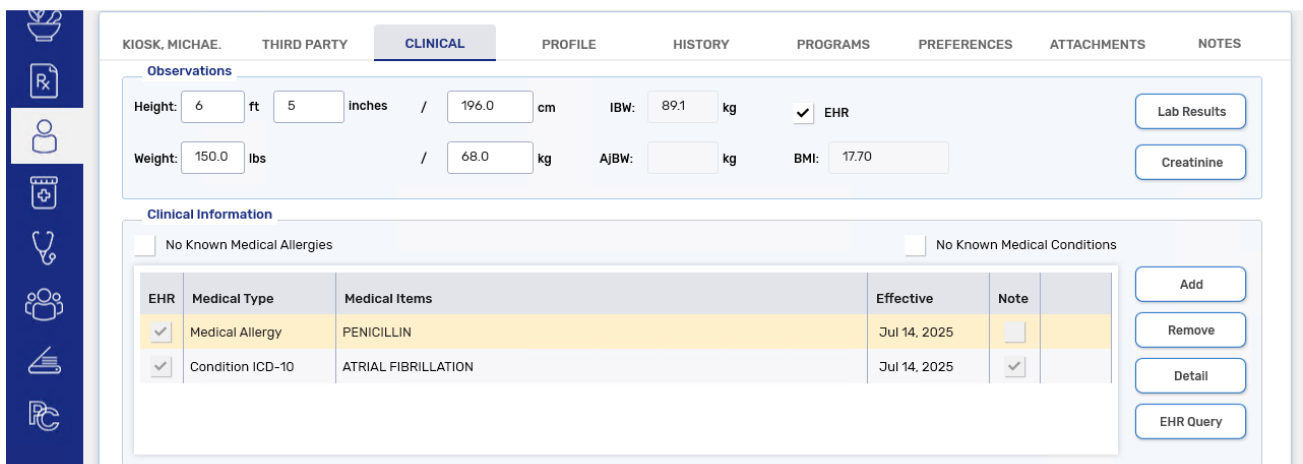
- Enter your note in the text box.
- Select **OK**. A processing message appears indicating the information is being transmitted to the EHR. Upon successful transmission, the processing window closes, and the note appears in the Record Notes section.
- Select **OK** to close the EHR Clinical Details window.
- Select **OK** to close the EHR – Clinical window.

Refuting an Allergy or Intolerance on the EHR

If an allergy or intolerance is not applicable, it should be refuted in the patient's EHR. The record will continue to appear on the local profile to acknowledge that prior clinical decisions may have referenced this allergy or intolerance; however, its status will be clearly marked as refuted. On the EHR, the record will not display as it is no longer Active.

To refute an allergy on a patient's EHR:

- Open the **Patient Folder**.
- Select the **Clinical** tab.
- In the **Clinical Information** section, highlight the allergy record you wish to refute.



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

Observations

Height: 6 ft 5 inches / 196.0 cm IBW: 89.1 kg ☒ EHR Lab Results

Weight: 150.0 lbs / 68.0 kg AJBW: kg BMI: 17.70 Creatinine

Clinical Information

☐ No Known Medical Allergies ☐ No Known Medical Conditions

EHR	Medical Type	Medical Items	Effective	Note
☒	Medical Allergy	PENICILLIN	Jul 14, 2025	☐
☒	Condition ICD-10	ATRIAL FIBRILLATION	Jul 14, 2025	☒

Add Remove Detail EHR Query



- Select **Detail**. The Details window opens.



NOTE: To refute a non-local allergy or intolerance, Detail the record from the [EHR – Clinical window](#) and select the **Refuted** checkbox.

- Select the **Refuted** checkbox.



NOTE: The Refuted checkbox is only displayed once the allergy record has been created and saved.

Propel Rx - Details: Medical Allergy - PENICILLIN

Type: Allergy Severity: Moderate EHR

Reaction: Rash Reported By: Patient **Refuted**

Effective Date: Jul 14, 2025 Name: MICHAEL KIOSK

- Select **OK**.
 - A processing message displays to indicate the information is being transmitted to the EHR. Upon successful transmission, the processing window closes.
 - A **[Refuted]** indicator is appended to the record in the Clinical Information grid in Propel Rx.

Clinical Information

☐ No Known Medical Allergies ☐ No Known Medical Conditions

EHR	Medical Type	Medical Items	Effective	Note
☒	Medical Allergy	[Refuted] PENICILLIN	Jul 14, 2025	☐
☒	Condition ICD-10	ATRIAL FIBRILLATION	Jul 14, 2025	☒

Add Remove Detail EHR Query

- Select **Save**.
 - The record will no longer display in the EHR – Clinical window when an EHR Query is made from the Clinical Information section.
 - A row is added to the **Patient Folder History** tab for the modification to the Refuted checkbox.

KIOSK, MICHAEL THIRD PARTY CLINICAL PROFILE **HISTORY** PROGRAMS PREFERENCES ATTACHMENTS NOTES

Entered	User	Event	Activity	Comments
Jul 21, 2025 14:58	SD	Medical	Modified	PENICILLIN



Retracting Clinical Information from the EHR

If your pharmacy mistakenly adds an allergy, intolerance, medical condition, or adverse reaction to a patient's EHR, it can be removed.

The following records cannot be retracted from the EHR:

- Records that were updated.
- Records that had a note added to them.
- Records that were added by another pharmacy.



Updating Unretractable Clinical Information Records

If a clinical record cannot be retracted, enter a [note](#) to convey additional information if needed, or if it's an allergy or intolerance, [refute](#) it.

To retract an allergy, intolerance, medical condition, or adverse reaction from the patient's EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical Information** section, highlight the record to be retracted.

The screenshot shows the 'CLINICAL' tab for a patient named KIOSK, MICHAEL. The 'Observations' section displays height and weight information. The 'Clinical Information' section contains a table of medical items:

EHR	Medical Type	Medical Items	Effective	Note
☒	Condition ICD-10	GOUT UNSPECIFIED ANKLE AND FOOT	Jul 15, 2025	☐
☒	Medical Allergy	PENICILLIN	Jul 14, 2025	☐
☒	Condition ICD-10	ATRIAL FIBRILLATION	Jul 14, 2025	☒

On the right side of the table, there are buttons: 'Add', 'Remove' (highlighted with an orange box), 'Detail', and 'EHR Query'.

4. Select **Remove**.
5. A prompt appears to confirm the removal of the record and all corresponding notes. Select **Yes**.

The dialog box is titled 'Propel Rx - Clinical Information'. It contains a question mark icon and the text: 'Remove GOUT UNSPECIFIED ANKLE AND FOOT and all corresponding notes from the Patient's EHR?'. At the bottom, there are two buttons: 'Yes' and 'No'.

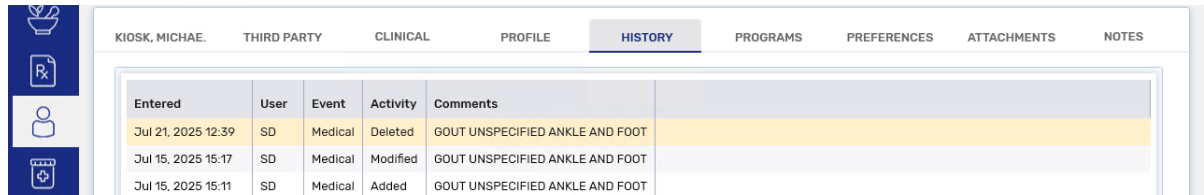
6. Select **Save**.



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- A processing message displays indicating the request is being sent to the EHR. Upon successful transmission, the processing window closes, and the record is removed from the Clinical Information grid.
- A row is added to the **Patient Folder History** tab to track the removal.



Entered	User	Event	Activity	Comments
Jul 21, 2025 12:39	SD	Medical	Deleted	GOUT UNSPECIFIED ANKLE AND FOOT
Jul 15, 2025 15:17	SD	Medical	Modified	GOUT UNSPECIFIED ANKLE AND FOOT
Jul 15, 2025 15:11	SD	Medical	Added	GOUT UNSPECIFIED ANKLE AND FOOT



NOTE: If you remove a Clinical Information record while the [EHR Availability is set to No](#), it will be removed temporarily from the Patient Folder while the transaction is queued. When the transaction is later sent, if the send fails, the record is placed back on the Patient Folder.



Clinical History

Professional services and immunizations provided to a patient can be added in the Clinical History section of the Clinical tab and transmitted to the DIS. Doing so provides other healthcare professionals with a comprehensive view of the interactions a patient had within their circle of care.

Viewing Professional Services and Immunizations on the EHR

The **EHR Query** button in the Clinical History section allows you to view all professional services and immunizations on a patient's EHR before adding new records to the EHR unnecessarily.



ALERT: The EHR Query button does not display any prescriptions, devices, other medications, or clinical information. Only consultations on the EHR are returned.

To view professional services and immunizations on a patient's EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical History** section, select **EHR Query**.

4. The EHR Access Reason window opens.
 - a. From the dropdown menu, enter a reason for accessing the patient's EHR. The default reason is Patient Care.
 - b. *Optional:* Enter any comments in the **Comments** field.
 - c. Modify the **Date to Retrieve From** or **# of days** fields if needed. This determines the data retrieval period for Professional Services on the EHR. By default, the # of days is set to 45.
 - d. Select **OK**.



NOTE: Immunizations from the past 365 days will be retrieved regardless of the Date to Retrieve From and # of days values.



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The EHR Patient Clinical History window opens.

- Choose to view in either a condensed or uncondensed mode by selecting/deselecting the **Condense** checkbox. Condense will be the default view.
- Use the expander buttons to reveal (▸) or hide (▴) additional summary details.
- Highlight the summary information for a record. Select **Detail** to view more information.

Propel Rx - EHR Patient Clinical History : KIOSK, MICHAEL PHN 0

Clinical History

☒ Condense

- Immunizations (1)
 - SHINGRIX 50 mcg/0.5 mL INJECTION, INTRAMUSCULAR
Date: Jul 24, 2025; DIN: 02468425; (Landrys Pharmacy, ID: 99988)
- Professional Services (3)
 - Patient Education and/or Instruction
Date: Jul 23, 2025; Duration: 15 minutes; (Landrys Pharmacy, ID: 99988)
 - Wellness and Disease Prevention
Date: Jul 16, 2025; Duration: 5 minutes; (CookeAs Pharmacy, ID: 99989)

Detail OK

Records are sorted by type. Immunizations are sorted alphabetically by drug name. Professional services are sorted alphabetically by description then date.

- The EHR Professional Service Details or EHR Immunization Details window opens. Review the information in the window.

Refer to the Entered By field for the user, location name, and location ID that entered the consultation.

The number of Detected Issues returned when the consultation was transmitted appears here. Select the folder button for more information.

Propel Rx - EHR Professional Service Details : KIOSK, MICHAEL PHN 0

EHR Clinical Detail

ID: 11482 ☒ Local

Entered on: Jul 23, 2025 Status: Completed

Entered by: Sleeping Beauty (PHARM)
Landrys Pharmacy, ID: 99988

Performed on: Jul 23, 2025

Performed by: Sleeping Beauty

Description: Patient Education and/or Instruction

Duration: 15 minutes

Requested By:

Supervised By:

Record Notes

Text	Date	Author
Patient has a family history of hypertension.	Jul 23, 2025	ID: 2229 Name: Sleeping Beauty

0 Detected Issue(s) OK



Propel Rx - EHR Immunization Details : WHITE, SNOW PHN M12345678

EHR Clinical Detail

ID: 61355391 ☐ Local
 Entered on: Feb 17, 2025 Status: Active
 Entered by: Jesse James, ID: 2878
 DIS Portal, ID: PORTAL

DIN 02468425
 SHINGRIX 50 mcg/0.5 mL INJECTION, INTRAMUSCULAR Str: 50MCG/0.5
 Mfr: GSK
 Qty: 0.5 ml Form: KIT
 Site: Right Upper Arm Adverse Reaction? ☐
 Dose #:
 Refusal: ☐ Not Immunized?

Record Notes

Text	Date	Author
Schedule a second dose in 2-6 months	Mar 26, 2025 14:15	ID: 2878 Name: Jesse James

0 Detected Issue(s) OK

If an adverse reaction occurred, select the Adverse Reaction? checkbox and Send Update to update the EHR.

- Once you are done viewing the EHR, select **OK**.

Adding an Existing Professional Service or Immunization to the EHR

Professional services and immunizations entered locally in Propel Rx can be detailed and sent to the DIS if required.

To transmit an existing professional service or immunization in Propel Rx to a patient's EHR:

- Open the **Patient Folder**.
- Select the **Clinical** tab.
- In the **Clinical History** section, select the professional service or immunization you wish to transmit to the DIS.

Clinical History

Viewing last 90 days

EHR	Entered Date	User	Type	Description	Medical Condition	Rx #	Rx Status	DIN	Trade Name
☐	Jul 23, 2025	SD	EHR Professional	Patient Education	BENIGN HYPERTENSION	649260	COM	2387409	AURO-RAMIPR
☒	Jul 23, 2025	SD	EHR Professional	Patient Education					

Dialogue
Add
Detail
Print
EHR Query

- Select **Detail**. The Clinical Notes window opens.
- Select the **EHR** checkbox at the top.

Propel Rx - Clinical Notes - KIOSK, MICHAEL GREGORY PHN 0

Clinical Note

Date: 7/23/2025 Type: EHR Professional Service Duration: 6 to 15 minutes Service Level: Moderate **EHR ☒**

Description: Patient Education and/or Instruction



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6. Select **OK**.
 - A processing message displays to indicate the information is being transmitted to the EHR. Upon successful transmission, the processing window closes, and the **EHR** checkbox for the record is selected in the Clinical History section.
7. Select **Save**.

Adding a New Professional Service or Immunization to the EHR

The **Clinical Notes** window can be used to enter details of a professional service or immunization provided to a patient. In Propel Rx, only consultations with a type of EHR Professional Service or Immunization can be transmitted to the DIS. The layout of the Clinical Notes window will change depending on which type you choose.

ADDING A PROFESSIONAL SERVICE TO THE EHR

To add a new professional service to a patient's EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical History** section, select **Add**. The Clinical Notes window opens.
4. Dropdown the **Type** and select EHR Professional Services.
5. The **EHR** checkbox is selected by default. If you do not want to transmit the consultation to the DIS, deselect this checkbox.
6. Enter the following information:
 - **Date** – auto-populates to the current date but can be edited. A future date cannot be selected.
 - **Duration (optional)**
 - **Service Level (optional)**
 - **Description**

Propel Rx - Clinical Notes - KIOSK, MICHAEL GREGORY PHN 0

Clinical Note

Date: 7/23/2025 Type: EHR Professional Service Duration: 6 to 15 minutes Service Level: Moderate EHR ☒

Description: Patient Education and/or Instruction

7. *Optional:* If a prescription is related to the consultation, complete the **Rx #** field.
8. Complete the **Data**, **Assessment**, and **Plan** sections.
 - Information in the Data and Assessment sections are not transmitted to the DIS.
 - Follow up consultations scheduled from an EHR professional service are automatically assigned a Type of 'Patient Follow-Up' and will not be transmitted to the DIS.



Data

Signs: Symptoms: Lab Results

Comments: Increased dizziness when changing from a sitting to standing position

Assessment

Therapy: Appropriate/Safe Comments: Blood pressure is within target range (130/80)

Plan

Treatment: Continue therapy at current dosage

Comments: Recommended to the patient to slowly change positions from sitting to standing and bend at the knees vs the waist

Monitor: ☒ Effectiveness ☐ Allergic Reaction ☐ Adherence ☒ Side Effects EHR

Patient Follow Up: 7/28/2025 02:22 PM Patient: KIOSK, MICHAEL GREGORY

Prescriber Follow Up: Prescriber:

9. Select the **EHR** checkbox in the **Plan** section if you wish to transmit information in this section to the DIS.
 - This checkbox is only available if the EHR checkbox at the top of the window is selected. By default, the EHR checkbox is OFF for the Plan.
 - Information entered in the Plan section is added as a record note for the consultation on the EHR.

Propel Rx - Clinical Notes - KIOSK, MICHAEL GREGORY PHN 0

Clinical Note

Date: 7/23/2025 Type: EHR Professional Service Duration: 6 to 15 minutes Service Level: Moderate EHR ☒

Description: Patient Education and/or Instruction

Medical Allergy

Description	Severity	Effective Date
CLARITHROMYCIN	M	
PENICILLIN	M	
ACETAMINOPHEN	L	

Medical Condition

Description	Severity	Effective Date
BENIGN HYPERTENSION	M	
ATRIAL FIBRILLATION	M	
COUGH	M	

Rx #: 649260 Status: COM DIN: 2387409 Drug: AURO-RAMIPRIL Strength: 5MG

Data

Signs: Symptoms: Lab Results

Comments: Increased dizziness when changing from a sitting to standing position

Assessment

Therapy: Appropriate/Safe Comments: Blood pressure is within target range (130/80)

Plan

Treatment: Continue therapy at current dosage

Comments: Recommended to the patient to slowly change positions from sitting to standing and bend at the knees vs the waist

Monitor: ☒ Effectiveness ☐ Allergic Reaction ☐ Adherence ☒ Side Effects EHR

Patient Follow Up: 7/28/2025 02:22 PM Patient: KIOSK, MICHAEL GREGORY

Prescriber Follow Up: Prescriber:

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date

Add Remove

User: SD 1/1 OK Cancel

10. To add notes, select the **Add** button in the **Notes** section.



- a. Enter the information for the note in the textbox.
 - b. Ensure the **EHR** checkbox in the Notes section is selected if you wish to transmit the note to the DIS.
 - c. For information on the different checkboxes for a note, see [Adding Notes to a Professional Service or Immunization on the EHR](#).
11. Select **OK**.
 - A processing message displays to indicate the information is being transmitted to the DIS. Upon successful transmission, the processing window closes, and the **EHR** checkbox for the record is selected in the Clinical History section.
 12. Select **Save**.
 - If a follow-up was entered, an entry is added to the **Activities** tile for the scheduled follow-up date.

ADDING A NEW IMMUNIZATION TO THE EHR

To transmit a new immunization to a patient's EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical History** section, select **Add**. The Clinical Notes window opens.
4. Dropdown the **Type** and select Immunization.
5. The **EHR** checkbox is selected by default. If you do not want to transmit the immunization to the DIS, deselect this checkbox.
6. *Optional* - Enter a description. This will display in the Clinical History grid.

7. Do one of the following:
 - In the **Rx #** field, enter the prescription number associated to the immunization.
 - In the **DIN** field, enter the DIN associated to the immunization or search for and select a drug using the folder button .

8. Enter the following information in the **Immunization Event** section.
 - **Immunization Date** – a future date cannot be selected.
 - **Adverse Reaction? (optional)** – select this checkbox if the patient experienced an adverse reaction from the immunization.
 - **Lot#/Exp**
 - **Qty**
 - **Site (optional)**
 - **Route (optional)**



- **Refusal (optional)** – select an option from this dropdown if the decision was made to not administer the immunization to the patient. This checkbox correlates with the **Not Immunized** checkbox in the EHR – Clinical window.
- **Dose #**
- **Comments (optional)**

Immunization Event

Immunization Date: 7/24/2025 Vaccine: SHINGRIX 50MCG/0.5 ☐ Adverse Reaction?

Lot# / Exp: EF54212 12/31/2025 Qty: 1

Site: Left Deltoid Route: Intramuscular (IM)

Refusal: Dose #: 1

Comments:

9. *Optional:* Enter a follow-up immunization date(s) in the **Immunization/Booster Follow-Up** section. The first follow-up date is transmitted to the DIS.

Immunization/Booster Follow-Up

Follow-Up 1: 12/25/2025 03:02 PM

Follow-Up 2:

10. To add notes, select the **Add** button in the **Notes** section.
 - Enter the information for the note in the textbox.
 - Ensure the **EHR** checkbox in the Notes section is selected if you wish to transmit the note to the DIS.
 - For information on the different checkboxes for a note, [see Adding Notes to a Professional Service or Immunization on the EHR.](#)

Clinical Note

Date: Jul 31, 2025 Type: Immunization EHR ☒

Description: Shingrix first dose

Medical Allergy

Description	Severity	Effective Date
CLARITHROMYCIN	M	
PENICILLIN	M	
ACETAMINOPHEN	L	

Medical Condition

Description	Severity	Effective Date
ATRIAL FIBRILLATION	M	
COUGH	M	
GOUT UNSPECIFIED ANKLE AND	M	

Rx #: Status: DIN: 2468425 Drug: SHINGRIX Strength: 50MCG/0.5

Immunization Event

Immunization Date: 7/24/2025 Vaccine: SHINGRIX 50MCG/0.5 ☐ Adverse Reaction?

Lot# / Exp: EF54212 12/31/2025 Qty: 1

Site: Left Deltoid Route: Intramuscular (IM)

Refusal: Dose #: 1

Comments:

Immunization/Booster Follow-Up

Follow-Up 1: 12/24/2025 02:50 PM

Follow-Up 2:

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date

User: SD 1/1

OK Cancel



11. Select **OK**.
 - A processing message displays to indicate the information is being transmitted to the EHR. Upon successful transmission, the processing window closes, and the **EHR** checkbox for the record is selected in the Clinical History section.
 - If a follow-up was entered, an entry is added to the **Activities** tile for the scheduled follow-up date.
12. Select **Save**.

Updating a Professional Service or Immunization on the EHR

If updates are required for a professional service or immunization record on a patient's EHR, make the necessary updates to the local record. These changes will be transmitted to the DIS upon OK. Please note that certain fields might not be editable if the DIS system does not allow these types of updates.

UPDATING A PROFESSIONAL SERVICE

Once a professional service is added to a patient's EHR, the only fields that can be edited are the EHR checkbox and the notes. For additional details about retracting professional services, see [Retracting Professional Services or Immunizations from the EHR](#).

To update a professional service on a patient's EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical Information** section, select the EHR professional service you wish to update.
4. Select **Detail**. The Clinical Notes window opens.
5. Add or remove notes as needed.
6. Select **OK**.
 - A processing message displays indicating the information is being transmitted to the DIS. Upon successful transmission, the processing window will close.
7. Select **Save**.

UPDATING AN IMMUNIZATION

To update an immunization on the patient's EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical Information** section, select the immunization record you wish to update.
4. Select **Detail**. The Clinical Notes – Immunization window opens.
5. Make any necessary edits to the following fields:
 - **Immunization Date**
 - **Lot # / Exp**
 - **Qty**
 - **Site**



- **Dose #**
- **Refusal**
- **Follow-Up 1**
- **Adverse Reaction?**

Propel Rx - Clinical Notes - Immunization - KIOSK, MICHAEL GREGORY PHN 0

Clinical Note

Date: Jul 24, 2025 Type: Immunization EHR ☒

Description: Shingrix first dose

Medical Allergy

Description	Severity	Effective Date
CLARITHROMYCIN	M	
PENICILLIN	M	
ACETAMINOPHEN	L	

Medical Condition

Description	Severity	Effective Date
ATRIAL FIBRILLATION	M	
COUGH	M	
GOUT UNSPECIFIED ANKLE AND M		

Rx #: Status: DIN: 2468425 Drug: SHINGRIX Strength: 50MCG/0.5

Immunization Event

Immunization Date: 7/24/2025 Vaccine: SHINGRIX 50MCG/0.5 Adverse Reaction? ☐

Lot# / Exp: EF54214 12/31/2025 Qty: 1.00

Site: Left Deltoid Route: Intramuscular (IM)

Refusal: Dose #: 1

Comments:

Immunization/Booster Follow-Up

Follow-Up 1 12/26/2025 03:02 PM Follow-Up 2

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Clinical Note - Immunization		☒	☐	☐		SD	Jul 24, 2025 16:07
Shingles hasn't recurred since last year.							
Clinical Note - Immunization		☒	☐	☐		SD	Jul 24, 2025 15:18
Patient had shingles over a year ago.							

User: SD 1/1 OK Cancel

6. Select **OK**.
 - A processing message displays indicating the information is being transmitted to the EHR. Upon successful transmission, the processing window will close.
7. Select **Save**.



Adding Notes to a Professional Service or Immunization on the EHR

If additional information needs to be conveyed for a professional service or immunization, a note can be added and transmitted to the DIS if needed. This can be done for records that are saved locally in Propel Rx or only exist on the EHR.



Retracting Professional Service or Immunization Notes Sent to the DIS

If a professional service or immunization note was sent to the DIS in error, there are two ways to remove it:

- Deselect the EHR flag for the note.
- Remove the note completely.

To add notes to a local professional service or immunization record:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical History** section, highlight the applicable record.

The screenshot shows a 'Clinical History' window with a table of records. The table has columns for EHR, Entered Date, User, Type, Description, Medical Condition, Rx #, Rx Status, DIN, and Trade Name. There are three rows of data, each with a checkbox in the EHR column. To the right of the table are buttons for 'Dialogue', 'Add', 'Detail', 'Print', and 'EHR Query'.

EHR	Entered Date	User	Type	Description	Medical Condition	Rx #	Rx Status	DIN	Trade Name
☒	Jul 24, 2025	SD	Immunization	Shingrix first dos				2468425	SHINGRIX
☒	Jul 23, 2025	SD	EHR Professional	Patient Education	BENIGN HYPERTENSION	649260	COM	2387409	AURO-RAMIPR
☒	Jul 23, 2025	SD	EHR Professional	Patient Education					

4. Select **Detail**. The Clinical Notes window opens.
5. In the **Notes** section, select **Add**.
6. Enter information in the Notes text box.
7. Select the following checkboxes if applicable:
 - **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.
 - **Alert** – if you want the note to appear in the Rx Detail Alerts section when processing a prescription.
 - **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.
 - **EHR** – if you want to transmit the note to the DIS. By default, this checkbox is ON if the overall record is flagged as EHR.



8. Select **OK**.

- A processing message displays indicating the information is being transmitted to the EHR. Upon successful transmission, the processing window closes, and the **Note** checkbox for the record in the Clinical History section displays a checkmark.
- The note also displays in the **Patient Folder Notes** tab with a Clinical Note identifier.

9. Select **Save**.

To add notes to a non-local professional service or immunization record:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical History** section, select **EHR Query**.
4. The EHR Access Reason window opens.
 - a. From the dropdown menu, select a reason for accessing the patient's EHR. The default reason is Patient Care.
 - b. *Optional:* Enter any comments in the **Comments** field.
 - c. Select **OK**.

The EHR Patient Clinical History window opens.



5. Select the applicable record.

6. Select **Detail**. The EHR Clinical Details or EHR Immunization Details window opens.
7. In the **Record Notes** section, select the **Add** button . The Add Record Notes window opens.
8. Enter your note in the text box.

9. Select **OK**.
 - A processing message appears for the transmission of the note to the DIS. Upon successful transmission, the processing window closes and the note appears in the Record Notes section.
10. Select **OK** to close the EHR Clinical Details or EHR Immunization Details window.
11. Select **OK** to close the EHR Patient Clinical History window.



Retracting Professional Services or Immunizations from the EHR

If your pharmacy mistakenly adds a professional service or immunization to a patient's EHR, it can be removed.

The following records cannot be retracted from the EHR:

- Records that were updated.
- Records that had a note added to them. The note, however, may be retracted.
- Records that were added by another pharmacy.



Updating Unretractable Professional Service or Immunization Records

If a professional service or immunization cannot be retracted, enter a [note](#) to convey additional information if needed.

To retract a professional service or immunization from a patient's EHR:

1. Open the **Patient Folder**.
2. Select the **Clinical** tab.
3. In the **Clinical History** section, select the applicable record to retract.

4. Select **Detail**. The Clinical Notes window opens.
5. Deselect the **EHR** checkbox at the top.



NOTE: When an EHR professional service is retracted from the EHR, plan information for that record is retracted as well.

6. Select **OK**. A processing message displays indicating the request is being sent to the DIS. Upon successful transmission, the processing window closes, and the **EHR** checkbox for the record is deselected in the Clinical History section.
7. Select **Save**.



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Patient Profile

The **Patient Profile** tab presents a patient's local profile, displaying medications and devices recorded in Propel Rx for that patient. In contrast, the EHR Profile provides a comprehensive view, including both local and non-local medications and devices that have been prescribed and dispensed for a patient registered in the Client Registry.

EHR – All Profile Summary View

The EHR – All Profile Summary view is organized into different sections, with each section presenting details about the patient's clinical and prescription profile.

Propel Rx - EHR - All - KIOSK, MICHAEL PHN 0 M(61)

Clinical Information

Adverse Reactions (5)

COUGH

Severity: Moderate; Date: Jul 21, 2025; Reaction: Persistent dry cough

RASH AND OTHER NONSPECIFIC SKIN ERUPTION

Severity: High; Date: Jul 21, 2025; Reaction: Rash covers 75% bsa

Severity: Moderate; Date: Jul 14, 2025; Reaction: Rash covers 50% bsa

Severity: Moderate; Date: Jul 14, 2025; Reaction: Rash covers 50% bsa

Severity: Moderate; Date: Jul 14, 2025; Reaction: Rash covers 50% bsa

Allergies, Intolerances (1)

Allergy (1)

PENICILLIN V 300MG TABLET

Severity: Moderate; Date: Jul 21, 2025; Status: Active; *CONFIRMED*

Medical Conditions (2)

GOUT UNSPECIFIED ANKLE AND FOOT

Date: Jul 21, 2025; Status: Active

Profile Information

Type

All

Source

Combined

Filter

ACTIVE (4)

INACTIVE (0)

Local	EHR ID Local Rx#	Service Date Written Date	Status Type	Issues Notes	Product Information	Qty DS	Qty REM QA	Instructions Prescriber
☒	64254635 293DUR	Jul 30, 2025	Active Other Med	☐	TYLENOL 500 mg SWALLOW, ORAL DIN: 00559407			Sleeping Beauty (2229)
☒	16854 649261	Jul 30, 2025 Jul 30, 2025	Completed Device	☐	AEROCHAMBER FLOW-VU (WITH MASK) ADULT OPINION: 96899997	1	0 1	AS DIRECTED OOP Benzo Default (DFMDBEN99)
☒	380864 649260	Jul 23, 2025 Jul 23, 2025	Active Rx	☐	AURO-RAMIPRIL 5 mg SWALLOW, ORAL DIN: 02387409	90	90 180	TAKE 1 CAPSULE DAILY OOP Benzo Default (DFMDBEN99)
☐	374399	Jul 11, 2025 Jul 11, 2025	Active Rx	☐	APO-ACEBUTOLOL 400 mg SWALLOW, ORAL DIN: 02147629	10 U	90 U 100 U	TAKE 1 and 1/2 TABLETS TWICE DAILY CHARLIE CHAPLIN (2225)

Detail
Download
OK



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Accessing the EHR – All Profile Summary View

To access the EHR – All Profile Summary view:

1. Open the **Patient Folder**.
2. Select the **Profile** tab.
3. Select **Rx > Profile > EHR-All**.
4. The Patient EHR Access Reason window opens.
 - a. From the dropdown menu, select a reason for accessing the patient's EHR. The default reason is Patient Care.
 - b. *Optional:* Enter any comments in the **Comments** field.
 - c. Modify the **Date to Retrieve From** or **# of days** fields if needed. This determines the amount of data that is retrieved in the query. By default, the # of days is set to 45.
 - d. Select **OK**.



NOTE: The Date to Retrieve From and # of days values do not apply to all EHR data. Regardless of this value, the following data will always be returned:

- Immunizations recorded in the past 365 days
- All Active Allergies, Intolerances, and Medical Conditions
- All Patient Notes

5. Select **OK**.
 - A message is transmitted to the DIS to request the profile information. If successful, the EHR – All Profile Summary view appears.
 - A record is added to the Patient Folder History tab to track that the EHR Profile was accessed. The **User**, **Event** (EHR Profile), **Activity** (Access Reason), and **Comments** (name of the profile requested and reason entered) are recorded.

For more information, see [Overview of the EHR – All Profile Summary View](#).

Overview of the EHR – All Profile Summary View

The table below outlines the different components of the EHR – All Profile Summary view and their descriptions.

Component	Description of the EHR – All Profile Summary View Component
Condense	Displays less detailed clinical information, allowing more information to be displayed on the screen.



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Component	Description of the EHR – All Profile Summary View Component
Clinical Information	Includes adverse reactions, allergies, intolerances, medical conditions, observations, patient notes, professional services, and immunizations. This section displays the same data as the EHR Query from the Patient Folder Clinical tab . However, clinical data from the EHR – All Profile Summary view cannot be Detailed or Downloaded.
Profile Information	Includes prescription records that may exist (i) on the EHR only, (ii) on the EHR and Propel Rx (local), and (iii) on Propel Rx only (local only). Dispenses are not displayed in the Summary view but can be accessed by Detailing the applicable prescription. Some key components in this section include:
	Type: filters the grid to display All types, Prescriptions, Device Prescriptions, or Other Medications.
	Source: filters the grid to display the prescriptions that are found in Propel Rx (Local Only), only exist on the EHR, or exist both locally and on the EHR (Combined).
	Filter: filters by any field in the prescription grid (e.g., drug/device name, EHR ID, prescriber license number, status, etc.). When a filter is applied, both the Active and Inactive tabs are filtered.
	Prescription Expander  : expands the Profile Information section, increasing the real estate to view prescription information in the window.
	Active/Inactive Tabs: the Active tab displays prescriptions with a status of Completed or Active. The Inactive tab displays prescriptions with a status of Aborted, Obsolete, or Suspended.
	Local Flag: indicates if the prescription is found locally in Propel Rx. ☒ – Prescription is found in Propel Rx only. ☒ – Prescription is found on the EHR and Propel Rx. ☐ – Prescription is found on the EHR only.
	EHR ID: unique identifier for the prescription on the EHR.
	Local Rx #: prescription number in Propel Rx.
	Service Date: for local prescriptions, this is the date the prescription was entered in Propel Rx. For non-local prescriptions, this is the pickup date.
	Written Date: date the prescription was written.



Component	Description of the EHR – All Profile Summary View Component
	Status: status of the prescription. This can be: • Active • Completed – if the entire QA has been dispensed. • Suspended – if the prescription was suspended. • Aborted – if the prescription was discontinued. • Obsolete – displays for a previous prescription in the chain when the prescription is reauthorized. Type: indicates if the prescription is for a medication (Rx), device, or other medication. Issues: indicates if any Detected Issues were returned for the prescription (Create). Notes: indicates if any notes were transmitted for the prescription. Product Information: includes drug name, strength, route, and DIN/PIN. Qty: the quantity of drug that was last dispensed for the prescription. This does not populate for Other Medications. DS: not populated by the DIS currently. Qty REM: the quantity left on the prescription for dispensing. This does not populate for Other Medications. QA: the quantity of drug that was authorized for the prescription. This does not populate for Other Medications. Instructions: instructions and additional instructions, if any, entered by the prescriber. Prescriber: the prescriber's name and license number.
Detail	Opens the prescription in the EHR – Activate Rx Details or EHR – Other Medication Details view. This button is disabled for local only prescriptions.
Download	Downloads a non-local prescription from the EHR Profile so a record is available in Propel Rx. This button is disabled for prescriptions found locally. For more information, see Transferring In a Prescription .
OK	Closes the EHR – All Profile Summary view.



EHR – Activate Rx Details View

The EHR – Activate Rx Details view displays additional information about a particular prescription, including its dispense history.

Propel Rx - EHR - Activate Rx Details

Create Info

EHR Rx ID:

Written Date: **Local Rx #:**

Status:

Prescriber: License: 2225
Name: CHARLIE CHAPLIN

Assigned To: Cooke's Pharmacy, ID: 99989

DIN/GCN: 02147629

APO-ACEBUTOLOL 400 mg SWALLOW, ORAL, DIN: 02147629

Qty:

Refills:

Form:

Total DS:

QA:

DS:

Route:

Treatment Type:

No Sub:

Interval:

Instructions

TAKE 1 and 1/2 TABLETS TWICE DAILY

Dispense History: 1 found

Local	Effective Date EHR ID	Entered Date Pickup Date	Status Type	Issues Notes	Product Information	Qty DS	Qty REM QD
☒	Jul 11, 2025 63794217	Jul 11, 2025 Jul 11, 2025	Complete Dispense	☒ ☐	APO-ACEBUTOLOL 400 mg SWALLOW, ORAL DIN: 02147629 U TAKE 1 and 1/2 TABLETS TWICE DAILY	10 U 10 d	90 U 10 U

Detail
OK

Accessing the EHR – Activate Rx Details View

To access the EHR – Activate Rx Details view:

1. Open the [EHR – All Profile Summary view](#).
2. From the **Profile Information** section, select a prescription.
3. Select **Detail**. The EHR – Activate Rx Details view opens.

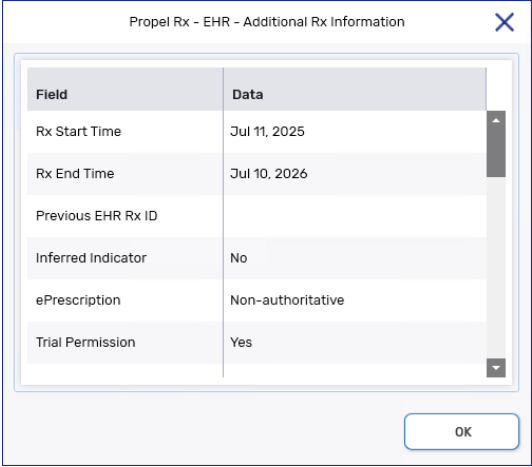


Overview of the EHR – Activate Rx Details View

The EHR – Activate Rx Details view is divided into several sections, each displaying specific information about the prescription and its dispenses.

- The **Create Info** is located at the top of the window. Additional buttons are located beneath the Prescription Info section.
- The **DIN/GCN** is located at the top right of the window.
- The **Dispense History** is located at the bottom of the window.

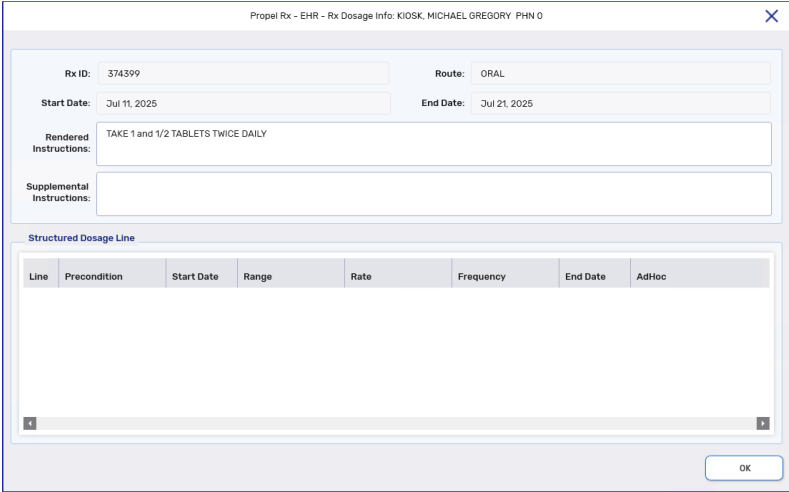
The table below outlines the different components of the EHR – Activate Rx Details view and their descriptions.

Component	Description of the EHR – Activate Rx Details View 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. Select the folder button  to display additional details regarding the prescription, as shown below.
	 NOTE: In some cases, fields may be blank as the information was not returned by the DIS.
	
	Local: indicates if the prescription is found locally in Propel Rx. • ☒ – Prescription is found on the EHR and Propel Rx. • ☐ – Prescription is found on the EHR only.
	Written Date: the date the prescription was written.
	Local Rx #: prescription number in Propel Rx.



Component	Description of the EHR – Activate Rx Details View Component																
	Status: the status of the prescription on the EHR. Prescriber: the prescriber's name and license number. Select the folder button  to display additional details regarding the author and the location that entered the Create. Propel Rx - EHR - Author Details <table border="1"> <thead> <tr> <th>Field</th><th>Data</th></tr> </thead> <tbody> <tr> <td>Name</td><td>CHARLIE CHAPLIN</td></tr> <tr> <td>Id</td><td>2225</td></tr> <tr> <td>Type</td><td>MD</td></tr> <tr> <td>Store Name</td><td>Cooke's Pharmacy</td></tr> </tbody> </table> OK Assigned To: the name and provincial ID of the location that entered the Create. Select the folder button  to view the same information in a grid format. Propel Rx - EHR - Location Details <table border="1"> <thead> <tr> <th>Field</th><th>Data</th></tr> </thead> <tbody> <tr> <td>Name</td><td>Cooke's Pharmacy</td></tr> <tr> <td>Id</td><td>99989</td></tr> </tbody> </table> OK	Field	Data	Name	CHARLIE CHAPLIN	Id	2225	Type	MD	Store Name	Cooke's Pharmacy	Field	Data	Name	Cooke's Pharmacy	Id	99989
Field	Data																
Name	CHARLIE CHAPLIN																
Id	2225																
Type	MD																
Store Name	Cooke's Pharmacy																
Field	Data																
Name	Cooke's Pharmacy																
Id	99989																
DIN/GCN	Displays details of the drug associated to the Create including Quantity (Qty), Refills, Form, Total Days Supply (DS), Quantity Authorized (QA), etc.																
Print Button	Prints a copy of the EHR prescription.																
Folder Buttons 	A number is displayed beside the following folder buttons to denote the number of records that are available for display. If the number is 0, the folder button is disabled. If it is greater than 0, select the button to view additional information.																



Component	Description of the EHR – Activate Rx Details View Component
	Record Note(s): view notes entered by the prescriber or pharmacy for the prescription. For non-local prescriptions, notes can also be added (+) or removed (-) from this location. For more information, see Prescription Notes. Detected Issue(s): view Detected Issues returned at the time the prescription was created. Refusal(s) to Fill: view additional information about a Refusal to Fill that was submitted by a pharmacy. Status Change(s): view additional information about the status change history for the prescription including when a change was made, who made it, the rationale, and the type of change. The Update Status button allows you to update the status of a local or non-local prescription to: • Aborted (Discontinued) • Suspended • Revoked For more information, see Updating the Status of a Non-Local Prescription.
Instructions	Displays the instructions and additional instructions, if any, entered for the Create. Select the folder button  to view structured dosing information. 
Dispense History	Displays dispenses made against the prescription in descending order by date and includes details of each dispense.



Component	Description of the EHR – Activate Rx Details View Component
Detail	Opens the highlighted dispense in the EHR – Rx Details view .
OK	Closes the EHR – Activate Rx Details view and returns you to the EHR – All Summary view.

EHR – Rx Details View

The EHR – Rx Details view displays key information about a particular dispense in an easily readable format.

Accessing the EHR – Rx Details View

To access the EHR – Rx Details view:

1. Open the [EHR – All Profile Summary view](#).
2. From the **Profile Information** section, select a prescription.
3. Select **Detail**. The EHR – Activate Rx Details view opens.
4. From the **Dispense History** section, select a dispense.
5. Select **Detail**.

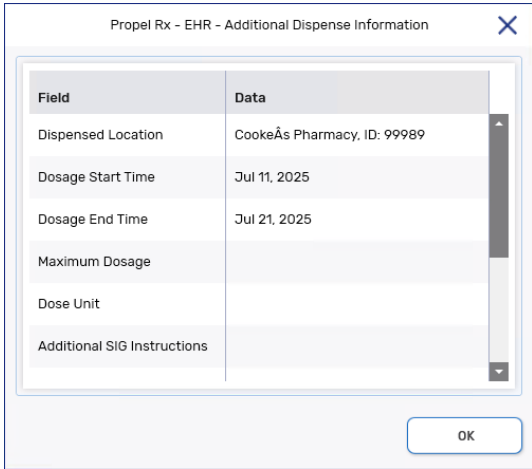
Overview of the EHR – Rx Details View

The table below outlines the different components of the EHR – Rx Details view and their descriptions.

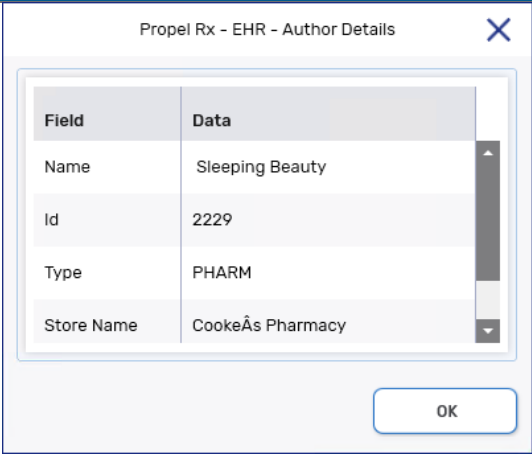
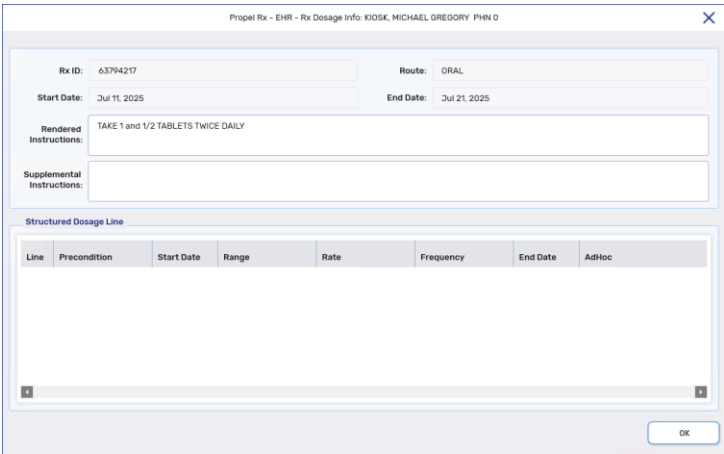


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Component	Description of the EHR – Rx Details View Component
Dispense Info	Displays details of the dispense record on the EHR including:
	EHR ID: unique identifier for the dispense on the EHR. Select the folder button  to display additional details regarding the dispense, as shown below.
	
	 NOTE: In some cases, fields may be blank as the information was not returned by the DIS.
	If the dispense is local, the dispense opens in Rx Detail instead.
	Local: indicates if the dispense is found locally in Propel Rx. ☒ – Dispense is found on the EHR and Propel Rx. ☐ – Dispense is found on the EHR only.
	Entered Date: the date the dispense was recorded on the EHR.
	Local Rx #: prescription number in Propel Rx for the dispense.
	Status: the status of the dispense on the EHR.
	Entered By: the name and license number of the person who entered the dispense. Select the folder button  to display additional details regarding the author and location that entered the dispense.



Component	Description of the EHR – Rx Details View Component
	 Fill Type: indicates whether the dispense is a First Fill, Refill, etc. Record Note(s): view notes entered by the dispensing pharmacy. If the dispense is not local, notes can be added or removed from this location. For more information, see Prescription Notes. Detected Issue(s): view Detected Issues returned at the time the dispense was filled.
DIN/GCN	Displays details of the drug associated to the dispense including Quantity (Qty), Days Supply (DS), Quantity Dispensed (QD), Route, Form, Substitution Reason, etc.
Instructions	Displays the instructions and additional instructions, if any, entered for the dispense. Select the folder button  to view structured dosing information. 
OK	Closes the EHR – Rx Details view and returns you to the EHR – Activate Rx Details view.



EHR – Other Medication Details View

The EHR – Other Medication Details view displays additional information about non-prescription medications or those that were dispensed out of province or at another health facility, such as over-the-counter drugs, vitamins, or physician samples. These types of records are referred to as Other Medications on the EHR and DURs in Propel Rx.

Propel Rx - EHR - Other Medication Details

X

ID: 64254635

Local

Entered On: Jul 30, 2025

Status: Active

Entered By:

License: 2229

Name: Sleeping Beauty

Start Date: Jul 30, 2025

End Date: Aug 05, 2025

1 Record Note(s)

0 Detected Issue(s)

DIN/GCN: 00559407

TYLENOL 500 mg SWALLOW, ORAL, DIN: 00559407

Mfr:

Form:

Instructions

QTY: 56 DS: 7 TAKE 2 TABLETS EVERY 4 - 6 HOURS WHEN REQUIRED FOR PAIN

History

OK

Accessing the EHR –Other Medication Details View

To access the EHR – Other Medication Details view:

1. Open the [EHR – All Profile Summary view](#).
2. From the **Profile Information** section, select an Other Medication record.
3. Select **Detail**.

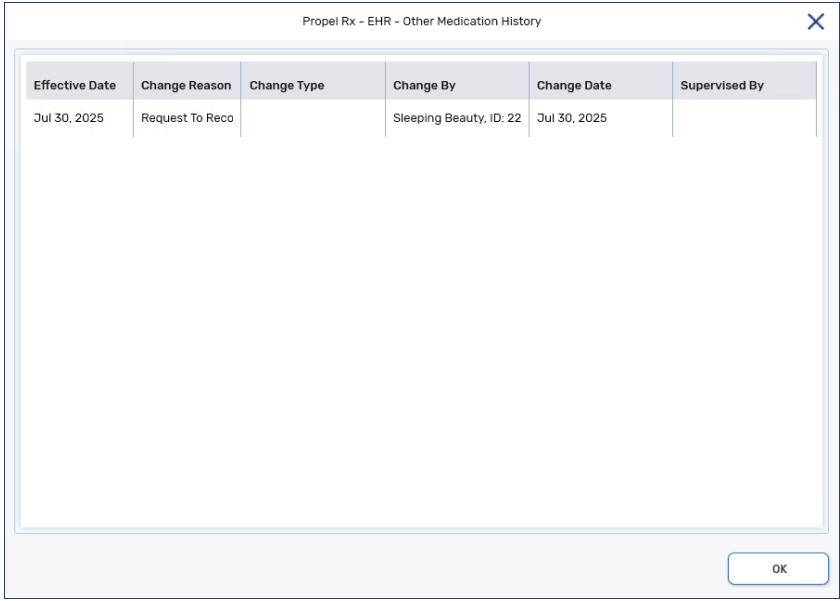
Overview of the EHR – Other Medication Details View

The table below outlines the different components of the EHR – Other Medication Details view and their descriptions.

Component	Description of the EHR – Other Medication Details View Component
ID	Unique identifier for the Other Medication record on the EHR. Select the folder button  to display additional details regarding the Other Medication.

Component	Description of the EHR – Other Medication Details View Component														
	NOTE: In some cases, fields may be blank as the information was not returned by the DIS. Propel Rx - EHR - Additional DUR Information <table border="1"> <thead> <tr> <th>Field</th><th>Data</th></tr> </thead> <tbody> <tr> <td>Service Location</td><td>Landrys Pharmacy, ID: 99988</td></tr> <tr> <td>Dosage Start Time</td><td>Jul 30, 2025</td></tr> <tr> <td>Dosage End Time</td><td>Aug 05, 2025</td></tr> <tr> <td>Dosage Instruction</td><td>QTY: 56 DS: 7 TAKE 2 TABLETS EVERY 4</td></tr> <tr> <td>Route Code</td><td>PO</td></tr> <tr> <td>Maximum Dosage</td><td>56 TAB / 1 day</td></tr> </tbody> </table> OK	Field	Data	Service Location	Landrys Pharmacy, ID: 99988	Dosage Start Time	Jul 30, 2025	Dosage End Time	Aug 05, 2025	Dosage Instruction	QTY: 56 DS: 7 TAKE 2 TABLETS EVERY 4	Route Code	PO	Maximum Dosage	56 TAB / 1 day
Field	Data														
Service Location	Landrys Pharmacy, ID: 99988														
Dosage Start Time	Jul 30, 2025														
Dosage End Time	Aug 05, 2025														
Dosage Instruction	QTY: 56 DS: 7 TAKE 2 TABLETS EVERY 4														
Route Code	PO														
Maximum Dosage	56 TAB / 1 day														



Component	Description of the EHR – Other Medication Details View Component
Start Date	The start date for the medication.
End Date	The end date for the medication.
Record Note(s)	View notes entered by the author of the Other Medication record. If the record is not local, notes can also be added or removed from this location. For more information, see Prescription Notes .
Detected Issue(s)	View Detected Issues returned at the time the Other Medication record was entered on the EHR.
DIN/GCN	Displays details of the drug associated to the record including Drug Name, Strength, Route, DIN, and Manufacturer.
Instructions	Displays the instructions for the Other Medication record.
History	View additional information about the change history for the Other Medication record including when a change was made, who made it, the rationale, and the type of change. 
OK	Closes the EHR – Other Medication Details view and returns you to the EHR – All Profile Summary view.



EHR – Activate Device Rx Details View

The EHR – Activate Device Rx Details view displays additional information about a particular Device prescription, including its dispense history.

Propel Rx - EHR - Activate Device Rx Details

Create Info

EHR Rx ID: 16854

Local

Written Date: Jul 30, 2025

Local Rx #: 649261

Status: Completed

Prescriber: License: 2225
Name: CHARLIE CHAPLIN

Assigned To: Landrys Pharmacy, ID: 99988

DIN/GCN: 96899997

AEROCHAMBER FLOW-VU (WITH MASK) ADULT-SM, OPINION: 96899997

Qty: 1

Refills: 1

Form:

Total DS: 1 d

QA: 1

DS: 1 d

Route:

Treatment Type:

No Sub:

Instructions

AS DIRECTED

0 Record Note(s)

0 Detected Issue(s)

0 Refusal(s) to Fill

0 Status Change(s)

Update Status

Dispense History: 1 found

Local	Effective Date EHR ID	Entered Date Pickup Date	Status Type	Issues Notes	Product Information	Qty DS	Qty REM OD
☒	Jul 30, 2025 64258000	Jul 30, 2025 Jul 30, 2025	Complete Dispense		AEROCHAMBER FLOW-VU (WITH MASK) ADULT-SM OPINION: 96899997 AS DIRECTED	1 1 d	0 1

Detail

OK

Accessing the EHR – Activate Device Rx Details View

To access the EHR – Device Details view:

1. Open the [EHR – All Profile Summary view](#).
2. From the **Profile Information** section, select a Device prescription.
3. Select **Detail**. The EHR – Activate Device Rx Details view opens.



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Overview of the EHR – Activate Device Rx Details View

The EHR – Activate Device Rx Details view follows the same layout as the EHR – Activate Rx Details view for a prescription. For more information about the different components, see [Overview of the EHR – Activate Rx Details view](#).

EHR – Device Rx Details View

The EHR – Device Rx Details view displays key information about a particular Device dispense in an easily readable format.

Propel Rx - EHR - Device Rx Details

Dispense Info

EHR ID: 64258000  ☒ Local

Entered Date: Jul 30, 2025 Local Rx #: 649261

Status: Completed

Entered By: License: 2229
Name: Sleeping Beauty 

Fill Type: First Fill

 0 Record Note(s)  0 Detected Issue(s)

DIN/GCN: 96899997

AEROCHAMBER FLOW-VU (WITH MASK) ADULT-SM, OPINION: 96899997

Qty: 1

DS: 1 d QD: 1

Route: Form:

Sub Reason Code:

Instructions

AS DIRECTED 

OK

Accessing the EHR – Device Rx Details View

To access the EHR – Rx Details view:

1. Open the [EHR – All Profile Summary view](#).
2. From the **Profile Information** section, select a Device prescription.
3. Select **Detail**. The EHR – Activate Device Rx Details view opens.
4. From the **Dispense History** section, select a dispense.
5. Select **Detail**.

Overview of the EHR – Device Rx Details View

The EHR – Device Rx Details view follows the same layout as the EHR – Rx Details view for a prescription dispense. For more information about the different components, see Overview of the [EHR – Rx Details view](#).



Patient History Tab

A patient's care history lists all events that have occurred for the patient in Propel Rx. Events include modifications to the Patient Folder (e.g., adding notes) and prescription activities (e.g., filling, cancelling, or transferring a prescription). Each time a patient's EHR is viewed, an entry is created in this tab. For each event, the date, user, type of activity, and comments are displayed. By default, 1 year's worth of records are displayed. To view all History records, select the **Show All** checkbox.

propel Patient

KIOSK, MICHAEL
Aug 24, 1963 (61) M
PHN: 0
ID: 1192

(902) 453-1256
English

Plans: CA
Allergies: [Refuted] ACETAMINOPHEN, [Refuted] C...
Conditions: No Known

MPR -%
-/365
EHR Sync Dec 29, 2021

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

Entered	User	Event	Activity	Comments
Jul 30, 2025 14:45	SD	Profile	DUR Update	TYLENOL EXTRA STRENGTH 500MG TABLET
Jul 30, 2025 14:12	SD	New Rx	Dispensed	HYDROCHLOROTHIAZIDE;APO-HYDRO
Jul 30, 2025 14:12	ADM	Patient Preference	Added	By system: CHAPLIN, CHARLIE, 67 Silent Hill Street
Jul 30, 2025 12:48	SD	New Rx	Dispensed	AEROCHAMBER FLOW-VU (WITH MASK);AEROCHAMBER FLOW-VU (WITH MASK)
Jul 30, 2025 12:46	SD	Rx	Interaction	EVALUATE PATIENT: Warning: Interaction checking is not being performed on this DIN/PIN.
Jul 30, 2025 09:58	SD	Profile	DUR Added	TYLENOL EXTRA STRENGTH 500MG TABLET
Jul 24, 2025 14:53	SD	Medical	Modified	ATRIAL FIBRILLATION
Jul 24, 2025 14:51	SD	Medical	Modified	COUGH
Jul 23, 2025 14:18	SD	Medical	Added	BENIGN HYPERTENSION
Jul 23, 2025 14:14	SD	New Rx	Dispensed	RAMIPRIL;AURO-RAMIPRIL
Jul 23, 2025 14:14	ADM	Patient Preference	Added	By system: aCHAPLIN, CHARLIE, 67 Silent Hill Street
Jul 22, 2025 13:53	SD	Medical	Modified	GOUT UNSPECIFIED ANKLE AND FOOT
Jul 21, 2025 16:23	SD	Medical	Modified	GOUT UNSPECIFIED ANKLE AND FOOT
Jul 21, 2025 16:22	SD	Medical	Added	GOUT UNSPECIFIED ANKLE AND FOOT
Jul 21, 2025 14:58	SD	Medical	Modified	PENICILLIN
Jul 21, 2025 14:56	SD	Medical	Modified	COUGH
Jul 21, 2025 14:55	SD	Medical	Modified	COUGH
Jul 21, 2025 14:24	SD	Medical	Modified	[Refuted] PENICILLIN
Jul 21, 2025 14:08	SD	Medical	Added	COUGH
Jul 21, 2025 13:14	SD	Medical	Modified	ACETAMINOPHEN

Show All

9854
PPAZPITRNSO!
X2.0-01

SEARCH FILTER PRINT SAVE CLOSE REVERT

ALERT: It is imperative that users log into Propel Rx with their own credentials and do not share their passwords. All activity sent to the EHR is done so with a user attached.

For each event that is recorded in the History tab, such as a dispense or a form, you can highlight the record and then select Detail to view more information about what occurred in the event. Certain events



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such as EHR access events cannot be detailed. Furthermore, you can use the action buttons along the bottom to sort and filter the entries in the History tab.

- To sort entries, select the header for the column you want to sort by. In the example below, the records are sorted in alphabetical order by Event.

The screenshot shows the 'Patient' profile for Michael Kiosk. The 'HISTORY' tab is selected, displaying a table of events. The table has columns: Entered, User, Event, Activity, and Comments. The events are sorted alphabetically by the 'Event' column.

Entered	User	Event	Activity	Comments
Jul 31, 2025 16:27	SD	Alert	Added	Patient has difficulty swallowing capsules.
Jul 22, 2025 13:53	SD	Medical	Modified	GOUT UNSPECIFIED ANKLE AND FOOT

- To filter entries, select Filter and enter the desired text to filter by.

The bottom action bar contains the following buttons: SEARCH, FILTER, PRINT, SAVE, CLOSE, and REVERT.



Patient Notes Tab

Any notes added in the **Patient Folder Notes** tab can be transmitted to a patient's EHR.

Viewing Patient Notes on the EHR

The **EHR Query** button in the Patient Notes tab lets you review all existing patient notes on the EHR before adding new ones. While reviewing patient notes on the EHR isn't required, it is strongly recommended to avoid duplicate entries.

The EHR Query initiated from the Patient Notes tab only returns patient notes. There will be no prescriptions, devices, other medications, clinical information, or consultations returned.

To view notes on a patient's EHR:

1. Open the **Patient Folder**.
2. Select the **Notes** tab.
3. Select **EHR Query**.
4. The Patient EHR Access Reason window opens.
 - a. From the dropdown menu, enter a reason for accessing the patient's EHR. The default reason is Patient Care.
 - b. *Optional:* Enter any comments in the **Comments** field.
 - c. Select **OK**.

The EHR – Patient Notes window opens.



NOTE: The **Date to Retrieve From** and **# of days** values do not apply patient notes. Regardless of this value, all patient notes on the EHR will be returned.

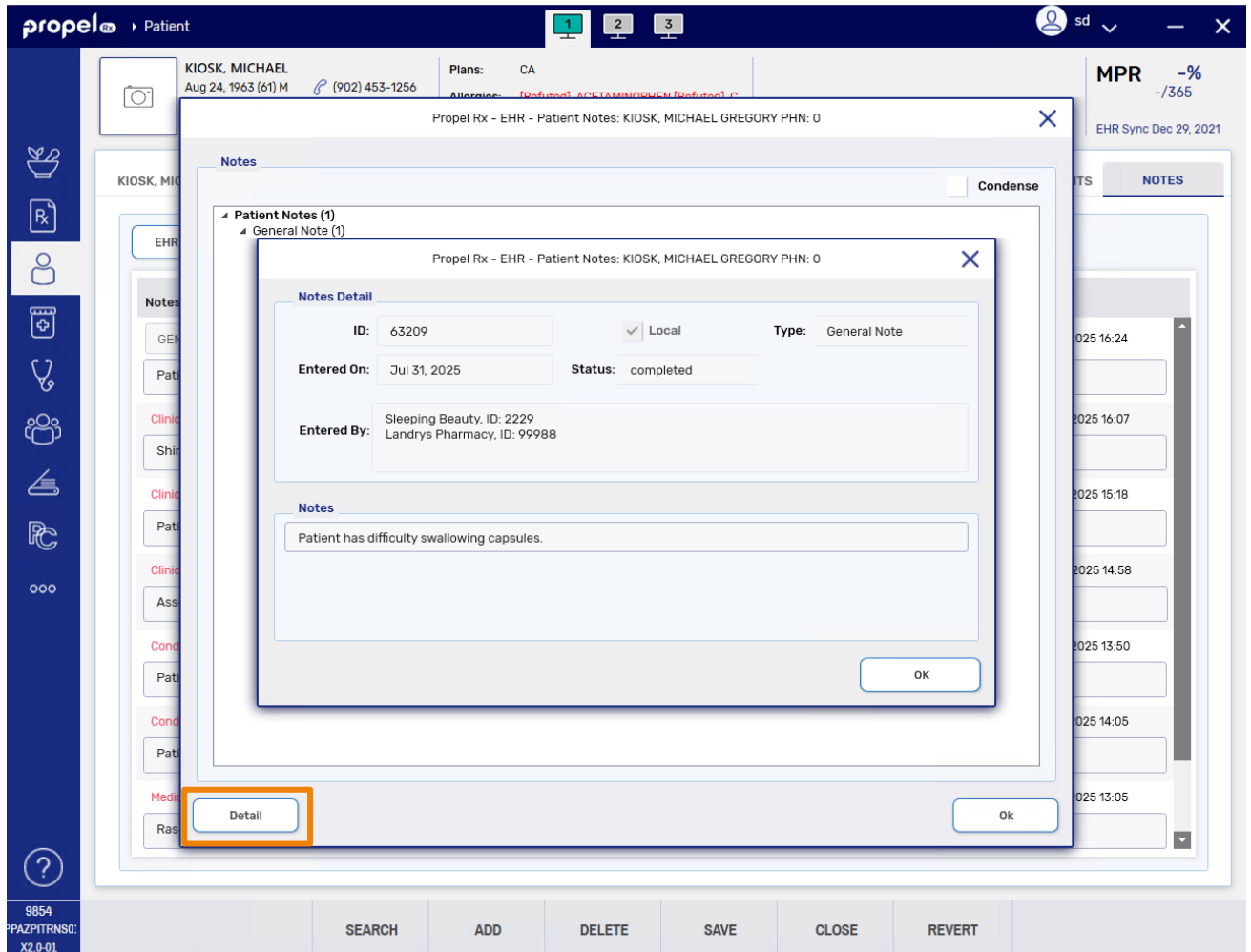
5. Choose to view in either a condensed or uncondensed mode by modifying the **Condense** checkbox. Uncondensed is the default view. Notes are sorted first by category, then by date, and finally by the content of the note.
6. Use the expander buttons to reveal (▸) or hide (▴) additional summary details of each note.
7. Select the summary details for a record.



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8. Select **Detail** to view more information.



9. Select **OK** to close the EHR – Patient Notes window.

Adding Patient Notes to the EHR

A patient note can be added to a patient's EHR if you identify relevant information through an encounter with the patient. This includes information such as:

- Compliance issues
- Difficulty swallowing medication
- Smoking status
- Notation regarding family history

Patient notes are added locally. If you want to transmit a note to the patient's EHR, you must select the **EHR** checkbox. A validation prompt displays to confirm whether you would like to add the note to the EHR.



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ALERT: It is recommended that only clinically relevant patient notes are transmitted to the EHR. Patient notes such as ‘Deliveries to Side Door’ or ‘Do not cash cheques’ should not be transmitted to the EHR.

Once a note is transmitted to the EHR, you cannot edit it. If a correction needs to be made, you can delete or retract the note from the EHR. For more information, see [Retracting Patient Notes from the EHR](#).

To add a patient note:

1. Open the **Patient Folder**.
2. Select the **Notes** tab.
3. Select **Add** located at the bottom. A new patient note row appears.
4. From the dropdown menu, select the type of note you are entering.

The screenshot shows the 'Patient Maintenance' screen for Michael Kiosk. The 'NOTES' tab is active. A dropdown menu is open, showing options: GEN (General Note), DI (Diagnostic Image Note), IMM (Immunization), LAB (Laboratory Note), MED (Medication Note), and PI (Patient Instructions). The 'EHR' checkbox is checked for the selected note.

Notes	Priority	Alert	Print	EHR	RX #	User	Date
GEN	☐	☒	☐	☐		SD	Jul 31, 2025 16:24
DI	☐	☒	☐	☐		SD	Jul 24, 2025 16:07
IMM	☐	☒	☐	☐		SD	Jul 24, 2025 15:18
LAB	☐	☒	☐	☐		SD	Jul 24, 2025 15:18
MED	☐	☒	☐	☐		SD	Jul 24, 2025 15:18
PI	☐	☒	☐	☐		SD	Jul 24, 2025 15:18

5. Enter your note text.
6. If the note should be added to the patient’s EHR, select the **EHR** checkbox. By default, the **EHR** checkbox is not selected.
7. If you selected the **EHR** checkbox, a validation prompt displays to confirm that you would like to save the note to the patient’s EHR. Select **Yes** to continue.

Propel Rx - Patient Maintenance

Changes will be saved locally and the Patient's EHR will be updated. Would you like to continue?

Yes No

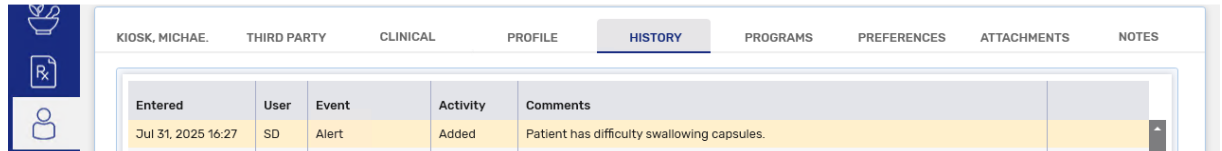
8. Select **Save**.



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- If the EHR checkbox was selected, a processing message displays indicating the information is being transmitted to the patient's EHR. Upon successful transmission, the processing window will close and the note will be saved with the EHR flag.
- A row is added to the **Patient Folder History** tab to track the note addition.



Entered	User	Event	Activity	Comments
Jul 31, 2025 16:27	SD	Alert	Added	Patient has difficulty swallowing capsules.

Retracting Patient Notes from the EHR

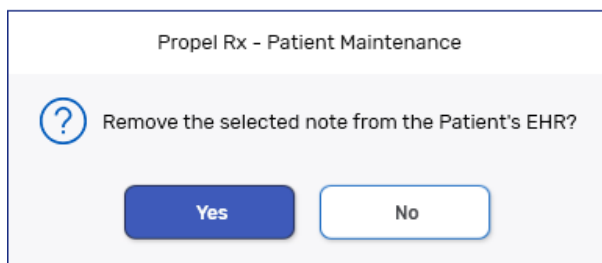
If a patient note was added to a patient's EHR in error, you can retract the note from the EHR.



NOTE: Clinical notes that were added from the Patient Folder Clinical tab can only be retracted from that tab and not the Notes tab.

To retract a patient note from the EHR:

1. Open the **Patient Folder**.
2. Select the **Notes** tab.
3. Do one of the following:
 - If you want to remove the note from Propel Rx and the EHR, highlight the note and select **Delete**.
 - If you want to retract the note from the EHR but keep it locally in Propel Rx, deselect the **EHR** checkbox for the note.
4. A prompt appears asking if you want to remove the selected note from the EHR. Select **Yes**.



Propel Rx - Patient Maintenance

? Remove the selected note from the Patient's EHR?

Yes No

5. Select **Save**.
 - If the note was previously transmitted to the DIS, a processing message displays indicating the information is being retracted from the patient's EHR. Upon successful transmission, the processing window closes and the note is retracted from the EHR.
 - If **Delete** was selected, the note is also removed from Propel Rx.



Prescriber Folder

The Prescriber Folder allows you to add new or update existing healthcare professional records (e.g., physicians, nurse practitioners, pharmacists, optometrists, etc.) in Propel Rx.

The screenshot shows the 'Prescriber' form in the Propel Rx NS DIS application. The form is for a prescriber named Charlie Chaplin. The header bar shows the user 'sd' and navigation tabs 1, 2, and 3. The form is divided into several sections:

- Header:**
 - CHAPLIN, CHARLIE**
 - Address: 67 Silent Hill Street, Halifax, Nova Scotia
 - Phone: (465) 445-6465
 - License #: 2225
 - Prescriber Type: NS - Physician & Surgeon
 - Specialty:
- Form Fields:**
 - CHAPLIN, CHA...** (Tab)
 - ATTACHMENT** and **NOTES** (Tabs)
 - Last Name:** CHAPLIN
 - First Name:** CHARLIE
 - Middle Name:**
 - Prescriber Type:** NS - Physician & Surgeon
 - NS Type:** NS Medical Doctor
 - Language:** English
 - TP Lic#:** 12458
 - Prescriber #:** 412
 - Role Type:** Medical Doct
 - License #:** 2225
 - Status:** Active
 - Primary Address:** 67 Silent Hill Street
 - Specialty:**
 - ReAuth Method:** Phone
 - Practice Type:**
 - Address Line 1:** 67 Silent Hill Street
 - Phone:** (465)445-6465
 - Dial 1 long dist:**
 - ext:**
 - Address Line 2:**
 - Mobile:** (000)000-0000
 - 10 Digit local:**
 - ext:**
 - City:** Halifax
 - Province:** Nova Scotia
 - Fax:** (000)000-0000
 - 10 Digit local:**
 - Postal Code:** B7T6G7
 - Country:** Canada
 - E-mail:**
 - Compare** (Button)
- Notes:** (Section with a text area)
- Footer:**
 - 9854
 - PPAZPITRNSO
 - X2.0-01
 - SEARCH
 - FORMS
 - SAVE
 - CLOSE
 - REVERT

License # and TP Lic

The **License #** is a mandatory field used to transmit the license number of the prescriber in DIS messages.

The **TP Lic #** is a mandatory field that allows you to enter a different license number for the prescriber in instances where the license number accepted by the DIS is different than the license number accepted by Third Parties.



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When adjudicating claims to MSI PharmaCare, if a valid license number is not available, the following default license numbers can be used as the TP Lic #.

Prescriber Type	Default TP Lic #
Physician	9999
Out of Province Physician	3333
Dentist	8888
Midwife	71113

propel > Prescriber

CHAPLIN, CHARLIE
 67 Silent Hill Street, Halifax, Nova Scotia
 (465) 445-6465

License #: 2225
 Prescriber Type: NS - Physician & Surgeon
 Speciality:

CHAPLIN, CHA... ATTACHMENT NOTES

Last Name: CHAPLIN Prescriber Type: NS - Physician & Surgeon TP Lic#: 12458 Prescriber #: 412

First Name: CHARLIE NS Type: NS Medical Doctor Role Type: Medical Doct License #: 2225

Middle Name: Language: English Status: Active

Role Type and NS Type

The **Role Type** is a mandatory field for DIS transactions. It further returns the Prescriber Type (e.g., Prescriber Type of College of Physicians and Surgeons Nova Scotia). The **NS Type** is a mandatory field that is used to support an alternate format and/or value of the prescriber license number within DIS messages. Both dropdown fields are sorted alphabetically.

propel > Prescriber

CHAPLIN, CHARLIE
 67 Silent Hill Street, Halifax, Nova Scotia
 (465) 445-6465

License #: 2225
 Prescriber Type: NS - Physician & Surgeon
 Speciality:

CHAPLIN, CHA... ATTACHMENT NOTES

Last Name: CHAPLIN Prescriber Type: NS - Physician & Surgeon TP Lic#: 12458 Prescriber #: 412

First Name: CHARLIE NS Type: NS Medical Doctor Role Type: Medical Doct License #: 2225

Middle Name: Language: English Status: Active



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Status

The **Status** field indicates the prescriber's current status on the Provider Registry. The dropdown list consists of the following options:

- Active
- Suspended
- Terminated

propel Prescriber

CHAPLIN, CHARLIE
 67 Silent Hill Street, Halifax, Nova Scotia
 (465) 445-6465

License #: 2225
 Prescriber Type: NS - Physician & Surgeon
 Speciality:

CHAPLIN, CHA... ATTACHMENT NOTES

Last Name: CHAPLIN Prescriber Type: NS - Physician & Surgeon TP Lic#: 12458 Prescriber #: 412

First Name: CHARLIE NS Type: NS Medical Doctor Role Type: Medical Doct License #: 2225

Middle Name: Language: English Status: Active

This field is for reference only and does not impact the ability to process prescriptions in Propel Rx. However, you can only transmit claims to the DIS with a prescriber that has an Active status on the Provider Registry. If the prescriber status is not Active on the Provider Registry, a Detected Issue will be returned by the DIS.

Propel Rx - Detected Issues Maintenance			
Patient Name: KIOSK, MICHAEL GREGORY		Patient PHN: 0	
Priority	Severity	Issue Type	Description
Error	High	A local business rule relating multiple elements has been violated	RECORDS INDICATE THAT PROVIDER'S LICENSE IS NOT VALID ON THE DATE OF SERVICE.



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Provider Registry

When adding or updating prescribers in your database, you can search a provincial database of providers, also known as the Provider Registry. The Provider Registry serves as a central repository for healthcare provider information by:

- Providing reliable and accurate provider demographic and credential information for health service systems.
- Linking local provider identifiers from the trusted sources of provider information within the Provider Registry to allow a single, ubiquitous identifier for that individual for all health service events.

The Provider Registry does not maintain out of province prescribers. However, it will include all providers that are authorized by the Nova Scotia Prescription Monitoring Program (PMP), including out of province providers that have registered with the PMP. Currently the healthcare providers included in the Provider Registry are:

- Physicians
- Nurses (including Nurse Practitioners)
- Pharmacists
- Pharmacy Technicians
- Optometrists
- Midwives
- Dentists
- Dental Hygienists
- Default Providers

The Provider Registry Search window can be invoked from the following 2 locations:

- **MD Match** button from the Prescriber Search window
- **Compare** button from the Prescriber Folder Main tab

Adding Prescribers Using the MD Match Button

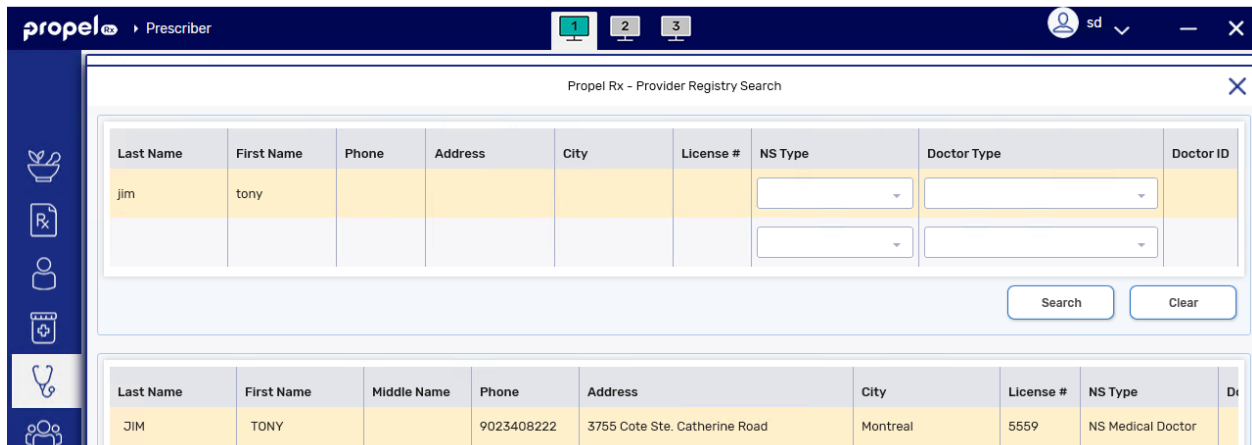
If a Prescriber Folder does not exist for a provider in Propel Rx, you can add it using information from the Provider Registry.

To use MD Match to create a Prescriber Folder in Propel Rx:

1. Select the **Prescriber** navigator button  on the left. The Prescriber Search window opens.
2. Enter in the prescriber search criteria.
3. Select **Search**.
4. If the prescriber is not found, select the **MD Match** button at the bottom. The Provider Registry Search window opens. The search criteria entered previously is auto-populated.



5. Select **Search**.
6. Highlight the correct doctor from the search results.



Last Name	First Name	Phone	Address	City	License #	NS Type	Doctor Type	Doctor ID
jim	tony							

Last Name	First Name	Middle Name	Phone	Address	City	License #	NS Type	Dr
JIM	TONY		9023408222	3755 Cote Ste. Catherine Road	Montreal	5559	NS Medical Doctor	

7. Select **OK**. The Prescriber Folder opens with information auto-populated from the Provider Registry.



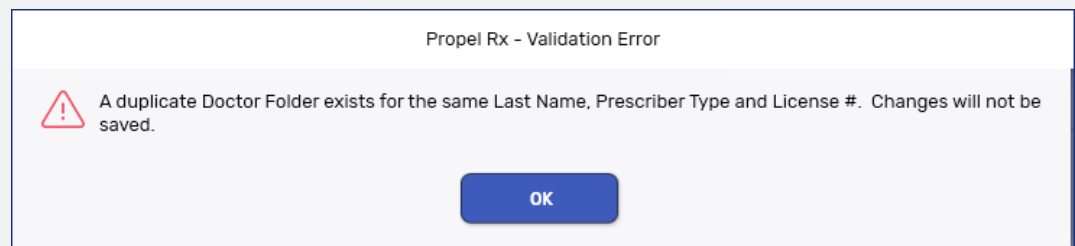
NOTE: The **Language** will default to English and the **ReAuth Method** to Phone.

8. If required, update the prescriber's information.
9. Select **Save**.



A duplicate Doctor Folder exists for the same Last Name, Prescriber Type and License

When a new Prescriber Folder is saved, Propel Rx will check if a Prescriber Folder already exists for the same Last Name, Prescriber Type, and License #. If a duplicate is detected, the following error appears and the Prescriber Folder will not be saved. Verify the prescriber's information and update the Prescriber Folder before saving again.



Propel Rx - Validation Error

 A duplicate Doctor Folder exists for the same Last Name, Prescriber Type and License #. Changes will not be saved.

OK



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Updating Prescribers Using the Compare Button

If a prescriber is saved locally within Propel Rx, you can use the Compare function to view the provider information on the Provider Registry and compare it with the information you have saved locally.

To search the Provider Registry using the Compare button:

1. Open the **Prescriber Folder**.
2. In the Main tab of the Prescriber Folder, select the **Compare** button at the bottom. A Provider Registry search is performed using the **License #** and **NS Type** entered in the Prescriber Folder.

Last Name	First Name	Phone	Address	City	License #	NS Type	Doctor Type	Doctor ID
					2225	NS Medical Doctor		

3. If no search results are returned, revise your search criteria and select **OK**. Once a match is found, the Provider Registry window opens.
4. Select the fields you wish to copy from the Provider Registry and then select the **Copy** button. A checkmark will appear beside the copied field on the Propel Rx side.



NOTE: Information can only be copied one-way from the Provider Registry to Propel Rx. You cannot update information on the Provider Registry from the Propel Rx Prescriber Folder.

5. Select **OK**.
6. Select **Save**.



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Default Providers

In instances where you have exhausted all search options for a provider, including using MD Match, and still cannot find them, you can use a default provider to transmit claims to the DIS. A default provider, however, cannot be used to fill controlled substances. Use of default providers will be monitored by the Nova Scotia government. **Ensure that a default provider is only used when the provider cannot be found in the Provider Registry.**



NOTE: MD Match will only locate prescribers registered in Nova Scotia. Most out of province prescribers will not be found, unless they are registered with the Prescription Monitoring Program.

When an out of province NS Type is chosen in the Prescriber Folder, the following default license numbers will be transmitted to the DIS instead of the value entered in the **License #** field. If you have a license number that will be accepted by Third Party payors, ensure to enter it in the **TP Lic #** field.

NS Type	Role Type	License # Sent to the DIS
Out of Province Doctor	Medical Doctor	DFMD99
Out of Province Dentist	Dentist	DFDEN99
Out of Province Midwife	Registered Midwife	DFRM99
Out of Province Hygienist	Dental Hygienist	DFDH99
Out of Province Registered Nurse Practitioner	Registered Nurse Practitioner	DFRNP99
Out of Province Pharmacist	Pharmacist	DFPHC99
Out of Province Registered Nurse	Registered Nurse	DFRN99
Out of Province Optometrist	Optometrist	DFOPT99
Other Practitioner	Medical Doctor	DFOTHER99
Out of Province – Benzo Prescriber	Medical Doctor	DFMDBEN99

To use a default provider:

1. Exhaust all search options prior to using a default provider to ensure the provider does not exist in the Provider Registry.
2. Create a new **Prescriber Folder** for the provider.
3. Update all necessary information in the Prescriber Folder with the provider's correct information.



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4. In the **Main** tab, ensure to set the appropriate:

- **Prescriber Type**
- **TP Lic #**
- **NS Type**
- **Role Type**
- **License #**

5. Select **Save**. You are now able to Fill a Prescription, as per normal process, using this provider.

The screenshot shows the 'Prescriber' form in the PROPEL RX NS DIS system. The form is for a provider named 'Po, Sally'. The header includes the 'propel' logo and a 'Prescriber' tab. The main form area is divided into sections for personal information, contact details, and professional credentials. The 'Po, Sally' section includes a last name field with 'Po' entered, a first name field with 'Sally' entered, and a middle name field. The 'ATTACHMENT' section has a 'Prescriber Type' dropdown set to 'ON - Physician & Surgeon', a 'TP Lic#' field with '9999', and a 'Prescriber #' field with '441'. The 'NOTES' section has an 'NS Type' dropdown set to 'Out Of Province - Doctor', a 'Role Type' dropdown set to 'Medical Doct', and a 'License #' field with 'DFMD99'. The 'Status' dropdown is set to 'Active'. The form also includes a 'Language' dropdown set to 'English'. The top right of the form shows the user's profile 'sd' and navigation icons.



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Drug Folder

The Drug Folder contains fields that are submitted to the DIS with each prescription filled.

EHR Type

The **EHR Type** determines if the drug is submitted using the Prescription message, Device message, or not submitted at all.

- **Rx** – Prescription messages will be used.
- **Device** – Device messages will be used.
- **Non-EHR** – Prescriptions for these types will not be transmitted to the DIS. This should only be used for service fees.

propel > Drug

METFORMIN 500MG
ACT-METFORMIN
 DIN: 2257726

Form: TABLET DR
 ROA: ORAL
 Schedule: Schedule I

Formulary: Primary
 Last Rx Date: Jul 11, 2025
 EHR Type: Rx

On Hand: 320
 Owe: 64
 On Order (Pk): 0

DIN 2257726 AUXILIARY ALTERNATIVE COMPANION INVENTORY HISTORY ATTACHMENTS NOTES

Drug

Generic: METFORMIN Rpl DIN:

Trade: ACT-METFORMIN Prov \$: \$0.0247

TaLL MaN: metFORMIN Strength: 500MG

Ther Class: DIABETIC THERAPY Mfr: ACT

Schedule: Schedule I Print: Generic & Trade

Drug Form: TABLET DR Packager: No auto-dispensing

Colour: wht,rnd bicvnx,MF Route: ORAL

Default SIG:

Enterprise: Primary **EHR Type: Rx**

Lot Number: Lot Expiry:

☐ Innovator ☐ Shrink Label ☐ Chronic Use ☐ PFS ☐ Narcotic ☐ Mixture ☐ Opioid ☐ Refrigerated ☐ Reportable ☒ High Alert ☐ OTC ☐ Insulin

Modifying the EHR Type for a Drug

To modify the EHR Type in a Drug Folder:

1. Open the **Drug Folder**.
2. Select the **Main** tab.
3. Dropdown the **EHR Type** field and select the appropriate option.
4. Select the **Alternative** tab and ensure the **EHR DIN/PIN** and **Type** are set appropriately.



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NOTE: When the EHR Type is Device, the [EHR DIN/PIN and Type](#) must be populated.

5. Select **Save**.

- A row is added to the **Drug History** tab to track the changes to the EHR Type, EHR DIN/PIN, and Type.

Entered	User	Pack Size	Type	Field	New Value	Old Value	Variance	Reason	Comments
Aug 05, 2025 15:30	SD		Type	EHR Type					Changed - EHR Type set to Device.

Modifying the EHR Type for a Drug on Refills

Once a prescription has been filled, the EHR Type **cannot** be changed. If the EHR Type dropdown changes between refills, you will get a validation prompt upon Fill stating, "This prescription was previously recorded as a Prescription Rx/Device/Non-DIS Type. Type cannot be modified. Prescription status must be updated." To proceed, discontinue the prescription and create a new prescription with the correct EHR Type.

Propel Rx - Validation Error

This prescription was previously recorded as a Prescription.

EHR Type has been modified. Prescription status must be updated.

OK



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EHR DIN/PIN and Type

The **EHR DIN/PIN** and **Type** fields provide a means to submit an alternative DIN/PIN to the DIS. For drugs with an EHR Type of Device, these fields must be populated, and the Type is always OPINIONS.

The Type dropdown consists of the following:

- **DIN** – used when the EHR Type is Rx and the product has a valid Drug Identification Number (DIN).
- **Natural Product** – used when the EHR Type is Rx and the product has a Natural Product Number (NPN).
- **OPINIONS** – used only when the EHR Type is Device.

The screenshot displays the Propel RX NS DIS interface for a drug entry. The top header shows the drug name 'AEROCHAMBER FLOW-VU (MOUTHPIECE ONLY) YOUTH' and its DIN: 11105051. The 'ALTERNATIVE' tab is selected, and the 'Interchangeables' table is empty. The 'Custom Class' section shows the 'EHR DIN/PIN' field with value '96899962' and the 'Type' dropdown menu open, highlighting 'OPINIONS'.

DIN	Trade Name	Generic Name	ELI	ACQ	LCA	Default	Mfr
-----	------------	--------------	-----	-----	-----	---------	-----

Custom Class

EHR DIN/PIN: 96899962 Type: OPINIONS

Third Party Plan: *All* - All

Custom Class: Aerochamber

Block Update: [X]

Add Remove

9854
PPAZPITRNS0:
X2.0-01

SEARCH COUNSEL TP RULES SAVE CLOSE REVERT



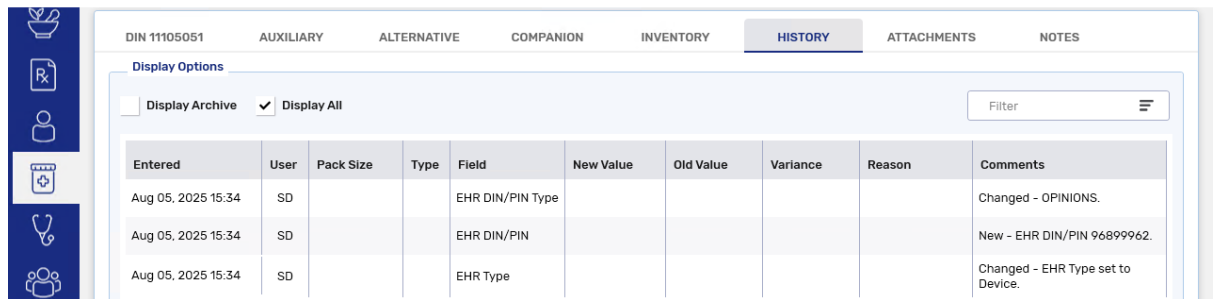
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Modifying the EHR DIN/PIN and Type for a Drug

To modify the EHR DIN/PIN and Type in a Drug Folder:

1. Open the **Drug Folder**.
2. Select the **Alternative** tab.
3. Enter the recognized DIN/NPN value for the drug in the **EHR DIN/PIN** field.
4. Select the corresponding type from the **EHR Type** dropdown list (i.e., DIN, Natural Product, OPINIONS).
5. Select **Save**.
 - A row is added to the **Drug History** tab to track the changes to the EHR DIN/PIN and Type.



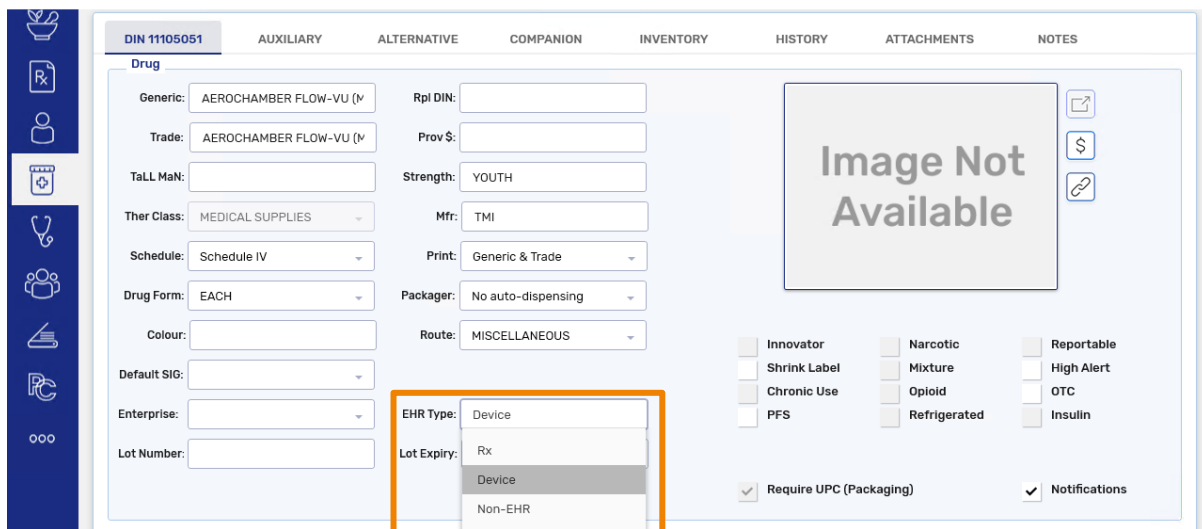
Entered	User	Pack Size	Type	Field	New Value	Old Value	Variance	Reason	Comments
Aug 05, 2025 15:34	SD			EHR DIN/PIN Type					Changed - OPINIONS.
Aug 05, 2025 15:34	SD			EHR DIN/PIN					New - EHR DIN/PIN 96899962.
Aug 05, 2025 15:34	SD			EHR Type					Changed - EHR Type set to Device.

Setting Up a Drug as a Device

In the province of Nova Scotia, all Devices must be recorded with a Type of OPINIONS.

To set up a Drug Folder as a Device:

1. Open the **Drug Folder**. If the drug does not exist in the database, [create a free-form Drug Folder](#).
2. In the **Main** tab, dropdown the **EHR Type** field and select Device.



The screenshot shows the 'Main' tab of a drug folder for 'AEROCHAMBER FLOW-VU (V)'. The 'EHR Type' dropdown menu is open, showing options: 'Device', 'Rx', 'Device', and 'Non-EHR'. The 'Device' option is highlighted. Other fields include 'Generic', 'Trade', 'Strength', 'Mfr', 'Print', 'Packager', 'Route', 'Colour', 'Default SIG', 'Enterprise', 'Lot Number', and various checkboxes for 'Innovator', 'Shrink Label', 'Chronic Use', 'PFS', 'Narcotic', 'Mixture', 'Opioid', 'Refrigerated', 'Reportable', 'High Alert', 'OTC', and 'Insulin'. There are also checkboxes for 'Require UPC (Packaging)' and 'Notifications'.

3. Select the **Alternative** tab.



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- a. In the **EHR DIN/PIN** field, enter the DIN or PIN of the device.
- b. Ensure the **Type** field is set to OPINIONS. By default, the Type will be set to OPINIONS if the EHR Type is set to Device.

The screenshot shows the 'Propel Rx NS Dis' interface. At the top, there are tabs: DIN 11105051, AUXILIARY, ALTERNATIVE (selected), COMPANION, INVENTORY, HISTORY, ATTACHMENTS, and NOTES. Below the tabs is a table titled 'Interchangeables' with columns: DIN, Trade Name, Generic Name, ELI, ACQ, LCA, Default, and Mfr. The table is currently empty. Below the table is a 'Custom Class' section with two fields: 'EHR DIN/PIN:' containing the value '96899962' and 'Type:' with a dropdown menu set to 'OPINIONS'. The 'Type' dropdown is highlighted with an orange border.

4. Select **Save**.
 - A row is added to the **Drug History** tab to track the changes to the EHR Type, EHR DIN/PIN, and Type.

Setting Up a Drug as a Natural Product

Natural health products are safe to use as over-the-counter drugs and do not require a prescription to be sold. In order to identify them, these products are given a unique Natural Product Number (NPN). Natural health products can be defined as:

- Vitamins and minerals
- Herbal remedies
- Homeopathic medicines
- Traditional medicines (e.g., Traditional Chinese medicines)
- Probiotics
- Other products like amino acids and essential fatty acids

At your pharmacy, you may encounter a patient that requests you carry a natural health product that their health insurance provider will pay for if they submit it manually with a prescription receipt. A number of natural health products already exist in Propel Rx, however when dispensing them, you must clearly identify that it is a natural health product by following the steps below.

To set up a Drug Folder as a Natural Product:

1. Open the Drug Folder. If the drug does not exist in the database, [create a free-form Drug Folder](#).



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- In the **Main** tab, dropdown the **EHR Type** field and select Rx.

The screenshot shows the 'Drug' tab for 'CALCIUM & VITAMIN D 600MG&10UG' (DIN: 80023065). The 'EHR Type' dropdown is highlighted with an orange box, showing options: Rx, Lot Expiry, Device, and Non-EHR. The 'Rx' option is selected. Other fields include: Form: TABLET, ROA: ORAL, Schedule: Schedule III, Formulary: Last Rx Date, On Hand: 0, Owe: 0, On Order (Pk): 0. The 'Drug' section includes fields for Generic, Trade, TaLL MaN, Ther Class, Schedule, Drug Form, Colour, Default SIG, Enterprise, Lot Number, Rpl DIN, Prov \$, Strength, Mfr, Print, Packager, Route, and a photo of the product. The 'Alternative' tab is also visible.

- Select the **Alternative** tab.
 - In the **EHR DIN/PIN** field, enter the NPN of the product.
 - Dropdown the **Type** field and select Natural Product.

The screenshot shows the 'Alternative' tab for 'DIN 80023065'. The 'EHR DIN/PIN' field is highlighted with an orange box, showing the value '80023065'. The 'Type' dropdown is also highlighted with an orange box, showing the value 'Natural Product'. The 'Interchangeables' section is visible, showing a table with columns: DIN, Trade Name, Generic Name, ELI, ACQ, LCA, Default, Mfr. The 'Custom Class' section is also visible, showing the 'EHR DIN/PIN' field and the 'Type' dropdown.

- If you are billing to a Third Party that recognizes the product with a different PIN, enter the PIN as a [TP Rule](#).
- Select **Save**.
 - A row is added to the **Drug History** tab to track the changes to the EHR Type, EHR DIN/PIN, and Type.



Setting Up a Drug with No DIN/NPN

For Devices, their corresponding Drug Folders will be set up with an OPINIONS PIN (e.g., blood glucose monitoring devices, Aerochamber). The OPINIONS PINs are assigned by Atlantic Pharmaceutical Services Inc. (APSI). Pharmacies are required to have a subscription to APSI. OPINIONS PINs are intended to be used when there is no Drug Identification Number (DIN) or Natural Product Number (NPN) for a product being dispensed.

Due to the number of OPINIONS PINs required and the length of time it takes to obtain a new OPINIONS PIN, pharmacies can dispense products using a generic OPINIONS PIN when the appropriate OPINIONS PIN cannot be found. All users should ensure they have exhausted all search options for the appropriate OPINIONS PIN. The **generic OPINIONS PIN is 92099982** and the description "DIS Generic PIN", however, locally the description must clearly identify the product.

It is important to note the following:

- The generic OPINIONS PIN should **only** be used for those products where there is no product specific OPINIONS PIN available.
- Pharmacies are to continue using product specific OPINIONS PINs when they are available, as they will still be required for third party online billings and will still be accepted when submitted to the DIS. Their use is also preferred as it improves the quality of the data in the DIS and will help facilitate e-prescribing.
- As the generic OPINIONS PIN can be used for many different devices, the pharmacy is required to enter the product description for the actual device. The DIS will display the product description as entered in the pharmacy system.
- The DIS program will be monitoring the use of the generic OPINIONS PINs to determine where new OPINIONS PINs may be required.

To set up a Drug Folder with a generic OPINIONS PIN:

1. Open the Drug Folder. If the drug does not exist in the database, [create a free-form drug](#).



NOTE: Other users viewing the patient's EHR Profile will see the product description as entered by the pharmacy, so product descriptions should continue to be as specific as possible.

2. In the **Main** tab, dropdown the **EHR Type** field and select Device.
3. Select the **Alternative** tab.
 - a. In the **EHR DIN/PIN** field, enter 92099982.
 - b. Ensure the **Type** field is set to OPINIONS. By default, the Type will be set to OPINIONS if the EHR Type is set to Device.
4. Select **Save**.
 - A row is added to the **Drug History** tab to track the changes to the EHR Type, EHR DIN/PIN, and Type.



Route

A product's route of administration is transmitted within the DIS Prescription message. When a route is set at the drug level, it will carry over to the prescription level in the Administration Details window. If no route is set for a drug, prescriptions filled for that drug will default to a Miscellaneous route.

The screenshot shows the 'Drug' folder for 'METFORMIN 500MG' (DIN: 2257726). The 'Route' field is highlighted with an orange box and set to 'ORAL'. Other fields include 'Form: TABLET DR', 'ROA: ORAL', 'Schedule: Schedule I', 'Formulary: Primary', 'Last Rx Date: Jul 11, 2025', 'EHR Type: Rx', 'On Hand: 320', 'Owe: 64', and 'On Order (Pk): 0'. The 'Drug' tab is selected, and the 'Route' field is set to 'ORAL'.

Modifying the Route for a Drug

To modify the Route in a Drug Folder:

1. Open the **Drug Folder**.
2. Select the **Main** tab.
3. Dropdown the **Route** field and select the appropriate option.
4. Select **Save**.
 - A row is added to the **Drug History** tab to track the changes to the Route.

The screenshot shows the 'Drug History' tab for 'METFORMIN 500MG' (DIN: 2257726). The history table shows a change in the Route field.

Entered	User	Pack Size	Type	Field	New Value	Old Value	Variance	Reason	Comments
Aug 05, 2025 15:31	SD			Route					Changed - Route Code set to OPTHALMIC.



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Mixture Folder

The Mixture Folder contains fields that are submitted to the DIS with each prescription filled.

Generic and Trade Names

The Generic and Trade name of the mixture will be viewable by other healthcare professionals looking at the patient's EHR. Ensure the names are descriptive so the mixture can be clearly identified.

The screenshot shows the 'Mixture' form in the Propel RX interface. The title bar indicates 'propel Mixture' and the user 'sd'. The form displays the mixture name '1% HC powder in Clotiderm 1%' and PIN '-35'. On the right, it shows 'Compound: Topical Cream', 'Schedule: Schedule I', and 'ROA: MISCELLANEOUS'. Below these are tabs for 'PIN -35', 'AUXILIARY', 'ALTERNATIVES', 'HISTORY', 'ATTACHMENT', and 'NOTES'. The 'PIN -35' tab is active, showing fields for 'Generic' and 'Trade' names, both set to '1% HC powder in Clotiderm 1%'. Other fields include 'Mixture Qty: 100', 'Mixing Time: 0', 'Dynamic Qty' (unchecked), 'Pro-Rate' (unchecked), 'Refrigerated' (unchecked), 'Require UPC (Packaging)' (checked), and 'Notifications' (checked).

Ingredients

All ingredients will be included in the description of a mixture prescription submitted to the DIS. However, the individual ingredient information will only be sent for narcotic ingredients. For more information, see [Mixtures Containing Monitored Ingredients](#).

The screenshot shows the 'Ingredients' table in the Propel RX interface. The table has columns for Rank, DIN/PIN, Ingredient Name, Size, Qty, Unit, IntChg, and Supply. Two ingredients are listed: Rank 1, DIN/PIN -61, TESTOSTERONE (MICRONIZED), Size 500, Qty 2.50, Unit Gram; and Rank 2, DIN/PIN 394394, ETHYL ALCOHOL, Size 50 (5 x 10mL), Qty 65.0, Unit Millilitre. To the right of the table are buttons for 'Add', 'Remove', and 'Interchangeable'. Below the table is an 'Alerts' section. At the bottom, there is a footer with the number '9854', the text 'PPAZPITRNSD: X2.0-01', and a row of buttons: 'SEARCH', 'TP RULES', 'MASTER FORMULA', 'PRINT RECIPE', 'SAVE', 'CLOSE', and 'REVERT'.



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EHR Type

The **EHR Type** determines if the mixture is submitted using the Prescription message, the Device message, or not submitted at all.

- **Rx** – Prescription messages are used.
- **Device** – Device messages are used.
- **Non-EHR** – Prescriptions for these types are not transmitted to the EHR. This should only be used for service fees.

The screenshot shows the 'Mixture' form in the Propel RX interface. The form is for a mixture named '1% HC powder in Clotiderm 1%' with PIN -35. The 'EHR Type' dropdown is highlighted with an orange box and is set to 'Rx'. Other fields include 'Compound: Topical Cream', 'Schedule: Schedule I', 'ROA: MISCELLANEOUS', 'Mixture Qty: 100', 'Mixing Time: 0', 'Rpl DIN:', 'Dynamic Qty', 'Pro-Rate', 'Refrigerated', 'Narcotic Print', 'Shrink Label', 'Narcotic', 'Require UPC (Packaging)', and 'Notifications'.

Modifying the EHR Type for a Mixture

To modify the EHR Type in a Mixture Folder:

1. Open the **Mixture Folder**.
2. In the **Main** tab, dropdown the **EHR Type** field and select the appropriate option.
3. Select the **Alternatives** tab and ensure the **Type** is set appropriately.
4. Select **Save**.
 - A row is added to the **Mixture History** tab to track the changes to the EHR Type and Type.

The screenshot shows the 'HISTORY' tab of the Mixture folder. The table has columns: Entered, Use, PackSize, Typ, Field, New Value, Old Value, Variance, Reason, and Comments. A row is shown with the following data:

Entered	Use	PackSize	Typ	Field	New Value	Old Value	Variance	Reason	Comments
Aug 05, 2025 15:51	SD	0		EHR Type					Changed - EHR Type set to Non-EHR.

Modifying the EHR Type for a Mixture on Refills

Once a prescription has been filled, the EHR Type **cannot** be changed. If the EHR Type dropdown changes between refills, you will get a validation prompt upon Fill stating, "This prescription was previously recorded as a Prescription Rx/Device/Non-DIS Type. Type cannot be modified. Prescription status must be updated." For more information on required actions when the EHR Type needs to be changed on a refill, see [Modifying the EHR Type for a Drug on Refills](#).



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Type

The **Type** field for a mixture consists of the following:

- **DIN** – used when the EHR Type is Rx and the product has a valid DIN.
- **Natural Product** – used when the EHR Type is Rx and the product has a Natural Product Number (NPN).
- **OPINIONS** – used only when the EHR Type is Device.

Unlike in the Drug Folder, the Mixture Folder does not have an **EHR DIN/PIN** field. For narcotic mixtures, the DINs or EHR DIN/PINs, if entered, for the narcotic ingredients are transmitted to the DIS. As a result, it is imperative that all ingredients in a mixture have proper DINs and/or PINs. For more information about setting the EHR DIN/PIN for ingredients, see [Modifying the EHR DIN/PIN and Type for a Drug](#).

The screenshot shows the 'ALTERNATIVES' tab in the PROPEL RX NS DIS interface. The 'Type' field is highlighted with an orange box and set to 'DIN'. The interface includes a sidebar with icons for various functions and a main area with tabs for PIN -35, AUXILIARY, ALTERNATIVES, HISTORY, ATTACHMENT, and NOTES. The 'ALTERNATIVES' tab is active, showing a table with columns for Third Party Plan, PIN, Compound Type, LTC, and Fixed Unit Cost. There are 'Add' and 'Remove' buttons on the right side of the table.

Modifying the Type for a Mixture

To modify the EHR Type in a Mixture Folder:

1. Open the **Mixture Folder**.
2. Select the **Alternative** tab and ensure the **Type** is set appropriately.
3. Select **Save**.
 - A row is added to the **Mixture History** tab to track the changes to the Type.

The screenshot shows the 'HISTORY' tab in the PROPEL RX NS DIS interface. The table displays a row with the following data: Entered (Aug 05, 2025 15:54), Use (SD), PackSize (0), Typ (EHR DIN/PIN Type), New Value, Old Value, Variance, Reason, and Comments (Changed - Natural Product.). The interface includes a sidebar with icons for various functions and a main area with tabs for PIN -35, AUXILIARY, ALTERNATIVES, HISTORY, ATTACHMENT, and NOTES. The 'HISTORY' tab is active, showing a table with columns for Entered, Use, PackSize, Typ, Field, New Value, Old Value, Variance, Reason, and Comments.



Setting Up a Mixture as a Device

In the province of Nova Scotia, all Devices must be recorded with a Type of OPINIONS.

To set up a Mixture Folder as a Device:

1. Open the **Mixture Folder**. If the mixture does not exist in the database, [create a Mixture Folder](#).
2. In the **Main** tab, dropdown the **EHR Type** field and select Device.

The screenshot shows the 'Main' tab of a Mixture Folder. The 'EHR Type' dropdown menu is open, showing options: 'Device' (selected), 'Rx', and 'Non-EHR'. Other fields visible include 'Schedule: Schedule I', 'Default SIG:', 'Mfr:', 'Expiry Date:', 'Shrink Label', 'Narcotic', 'Reportable', 'Methadone', and 'Lot #: 789489'.

3. Select the **Alternative** tab and ensure the **Type** field is set to OPINIONS. By default, the Type will be set to OPINIONS if the EHR Type is set to Device.

The screenshot shows the 'Alternative' tab of a Mixture Folder. The 'Type' dropdown menu is open, showing the option 'OPINIONS' (selected). The 'Alternative and Fixed Unit Cost' table is empty. The 'Custom Class' section shows 'Type: OPINIONS'.

4. Select **Save**.
 - A row is added to the **Mixture History** tab to track the changes to the EHR Type and Type.

The screenshot shows the 'History' tab of a Mixture Folder. The table has columns: Entered, Use, PackSize, Typ, Field, New Value, Old Value, Variance, Reason, and Comments. Two rows are shown, both dated 'Aug 05, 2025 15:56'.

Entered	Use	PackSize	Typ	Field	New Value	Old Value	Variance	Reason	Comments
Aug 05, 2025 15:56	SD	0		EHR DIN/PIN Type					Changed - OPINIONS.
Aug 05, 2025 15:56	SD	0		EHR Type					Changed - EHR Type set to Device.

Setting Up a Mixture as a Natural Product

To set up a Mixture Folder as a Natural Product:

1. Open the Mixture Folder. If the mixture does not exist in the database, [create a Mixture Folder](#).
2. In the **Main** tab, dropdown the **EHR Type** field and select Rx.



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The screenshot shows the 'PIN -55' tab in the PROPEL RX NS DIS interface. The 'EHR Type' dropdown menu is open, displaying the following options: Rx (highlighted), Route, Device, and Non-EHR. Other fields visible include Generic: Dakins Solution 1/2%, Mixture Qty: 480, Mixing Time: 0, Rpl DIN, and various checkboxes for Dynamic Qty, Pro-Rate, Refrigerated, Narcotic Print, Shrink Label, Narcotic, Reportable, and Methadone.

3. Select the **Alternative** tab.
4. Dropdown the **Type** field and select Natural Product.

The screenshot shows the 'ALTERNATIVES' tab in the PROPEL RX NS DIS interface. The 'Type' dropdown menu is open, displaying the option: Natural Product. The interface also shows a table for 'Alternative and Fixed Unit Cost' with columns: Third Party Plan, PIN, Compound Type, LTC, and Fixed Unit Cost. There are 'Add' and 'Remove' buttons next to the table.

5. If you are billing to a Third Party that recognizes the product with a different PIN, enter the PIN as an [Alternative PIN](#).
6. Select **Save**.
 - A row is added to the **Mixture History** tab to track the changes to the EHR Type and Type.

The screenshot shows the 'HISTORY' tab in the PROPEL RX NS DIS interface. The table displays a history of changes to the EHR Type and Type.

Entered	Use	PackSize	Typ	Field	New Value	Old Value	Variance	Reason	Comments
Aug 05, 2025 16:04	SD	0		EHR DIN/PIN Type					Changed - Natural Product.
Aug 05, 2025 16:04	SD	0		EHR Type					Changed - EHR Type set to Rx.



Route

A mixture's route of administration is transmitted within the DIS Prescription message. Route is mandatory for all mixtures. If left blank, you will be prompted to make a selection from the dropdown menu. When a route is set at the mixture level, the route will auto-populate at the prescription level in the Administration Details window.

The screenshot shows the 'propel^{rx} Mixture' interface. At the top, it displays '1% HC powder in Clotiderm 1%' and 'PIN: -35'. On the right, it shows 'Compound: Topical Cream', 'Schedule: Schedule I', and 'ROA: MISCELLANEOUS'. Below this is a tabbed interface with 'PIN -35' selected. The main form contains fields for 'Generic', 'Trade', 'Compound', 'Schedule', and 'Default SIG'. To the right of these are fields for 'Mixture Qty' (100), 'Mixing Time' (0), 'Rpl DIN', 'EHR Type' (Rx), and 'Route' (MISCELLANEOUS, highlighted with an orange box). Further right are checkboxes for 'Dynamic Qty', 'Pro-Rate', 'Narcotic Print', 'Shrink Label', 'Reportable', 'Refrigerated', 'Require UPC (Packaging)', and 'Notifications'.

Modifying the Route for a Mixture

To modify the Route in the Mixture Folder:

1. Open the **Mixture Folder**.
2. In the **Main** tab, dropdown the **Route** field and select the appropriate option.
3. Select **Save**.

Mixtures Containing Monitored Ingredients

As a DIS enabled pharmacy, you must submit all prescriptions to the DIS, including mixtures that contain narcotics and targeted substances. When filling mixture prescriptions that contain monitored ingredients (i.e., narcotic, targeted substance), only the monitored ingredients will be transmitted. Non-narcotic ingredients will not be sent to the DIS.

The following information is recorded on the EHR for a mixture prescription:

- Generic and trade name as the mixture name
- A description which includes all ingredients including ingredient name, quantity, and unit
- Ingredient information for monitored drugs in the mixture represented by DIN or OPINIONS PIN (for a list of OPINIONS PINs, see [Prescription Monitoring Program Mixture PINs](#)), including the ingredient name, quantity, and unit





NOTE: To process prescriptions for narcotics and targeted substances, prescribers must be registered with the Nova Scotia Prescription Monitoring Program (NSPMP), including out of province prescribers.

Setting Up a Mixture with Monitored Ingredients

To set up a Mixture Folder with at least one monitored ingredient:

1. Create a new **Mixture Folder**. For more information on entering mixture information, see [Mixture Folder Creation](#).
2. Enter the name of the mixture in the **Generic** field (e.g., Testosterone 2.5% in Isopropyl Myristate 5% topical gel). In the **Trade** field, you can enter the same name, "Compound", or "Mixture".
3. To add ingredients:
 - a. Select **Add** to open the Drug and Mixture Search window.
 - b. Search for and select the ingredient.
 - c. Select **OK**.
 - d. Select the pack size (**Size**), **Qty**, and **Unit** for each ingredient.
 - e. Repeat steps a – d to add the remaining ingredients.
4. Select **Save**.



ALERT: If a monitored ingredient was entered as a free-form Drug Folder, you must ensure the [EHR DIN/PIN and Type](#) fields in the Drug Folder are populated so the monitored ingredient in the mixture can be identified on the EHR.

When filling a prescription using the Mixture Folder you created above, the prescription will appear on the patient's EHR Profile, similarly to how it is displayed below.



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Propel Rx - EHR - All - KIOSK, MICHAEL PHN 0 M(61)

Clinical Information

Condense

Adverse Reactions (5)

COUGH

Severity: Moderate; Date: Jul 21, 2025; Reaction: Persistent dry cough

RASH AND OTHER NONSPECIFIC SKIN ERUPTION

Severity: High; Date: Jul 21, 2025; Reaction: Rash covers 75% bsa

Severity: Moderate; Date: Jul 14, 2025; Reaction: Rash covers 50% bsa

Severity: Moderate; Date: Jul 14, 2025; Reaction: Rash covers 50% bsa

Severity: Moderate; Date: Jul 14, 2025; Reaction: Rash covers 50% bsa

Allergies, Intolerances (1)

Allergy (1)

PENICILLIN V 300MG TABLET

Severity: Moderate; Date: Jul 21, 2025; Status: Active; *CONFIRMED*

Medical Conditions (2)

GOUT UNSPECIFIED ANKLE AND FOOT

Date: Jul 21, 2025; Status: Active

Profile Information

Type

Source

Filter

ACTIVE (6)

INACTIVE (0)

Local	EHR ID Local Rx#	Service Date Written Date	Status Type	Issues Notes	Product Information	Qty DS	Qty REM QA	Instructions Prescriber
☒	389904 364890	Aug 06, 2025 Aug 06, 2025	Completed Rx		TESTOSTERONE 2.5% IN ISOPROPYL MYRISTAT	30 ML	0 ML 30 ML	APPLY TO AFFECTED AREAS AS DIRECTED OOP Benzo Default (DFMDBEN99)
☒	384760 649262							
☒	64254635 293DUR							
☒	16854 649261							
☒	380864 649260							

Detail

Propel Rx - EHR - Activate Rx Details

Create Info

EHR Rx ID: 389904

Local Rx #: 364890

Written Date: Aug 06, 2025

Status: Completed

Prescriber: License: DFMDBEN99
Name: OOP Benzo Default

Assigned To: Landrys Pharmacy, ID: 99988

DIN/GCN:

TESTOSTERONE 2.5% IN ISOPROPYL MYRISTATE 5% TOPICAL GEL COMPOUND

TESTOSTERONE (MICRONIZED) 0.7500g, ETHYL ALCOHOL 19.5000ml, ISOPROPYL MYRISTATE 1.5000ml, distilled water 30.0000ml Drug Name: TESTOSTERONE (MICRONIZED) Qty: 0.75g

Qty: 30 ML

Refills: 1

Form:

Total DS: 14 d

QA: 30 ML

DS: 14 d

Route: Topical

Treatment Type: Chronic

No Sub:

Interval:

0 Record Note(s)

0 Detected Issue(s)

0 Refusal(s) to Fill

0 Status Change(s)

Update Status

Instructions

APPLY TO AFFECTED AREAS AS DIRECTED

Dispense History: 1 found

Local	Effective Date EHR ID	Entered Date Pickup Date	Status Type	Issues Notes	Product Information	Qty DS	Qty REM QD
☒	Aug 06, 2025 64487296	Aug 06, 2025 Aug 06, 2025	Complete Dispense		TESTOSTERONE 2.5% IN ISOPROPYL MYRISTATE 5% TOPICAL GEL COMPOUND ML APPLY TO AFFECTED AREAS AS DIRECTED	30 ML 14 d	0 ML 30 ML



Prescription Monitoring Program Mixture PINs

Use these OPINIONS PINs to set up Drug Folders for mixtures with controlled ingredients that do not have a real DIN.

Nova Scotia Prescription Monitoring Program Drug	OPINIONS PIN
Belladonna Tincture	99099966
Cocaine Powder	99099974
Codeine Powder	99099975
Dexedrine Trial	99099976
DHEA (prasterone)	99099977
Diazepam Powder	99099963
Fentanyl Powder	99099978
Generic Monitored Ingredient	99099979
Hydromorphone Powder	99099980
Ketamine Powder	99099981
Methadone Powder	99099993
Methylphenidate Trial	99099984
Midazolam Powder	99099964
Morphine Powder	99099986
Sativex Trial	99099991
Testosterone Powder	99099965



Location Registry Search

The DIS includes a Location Registry which provides information for pharmacies referenced in the DIS and includes information for default locations used in the DIS (i.e., Default Provider Office). Locations are identified in transactions submitted to the DIS by an identification number, as assigned by the appropriate organization (e.g., pharmacy license number assigned by the Nova Scotia College of Pharmacists). This location identification number must be entered in the [Provincial ID](#) field in Propel Rx.

If the location identification number is unknown, you may choose to search the Location Registry to find the information. If a location still cannot be found, you can use a [default location](#). A search of the Location Registry can be invoked from two different locations:

- [Group Folder](#) – used to fill ward stock and office supply prescriptions.
- [Other Pharmacy Window](#) – used to transfer prescriptions to other pharmacies.



NOTE: The Location Registry allows searches and viewing of results by location name only.

Provincial ID

The **Provincial ID** field indicates the unique identification number assigned to a location. In Nova Scotia, only pharmacies will be assigned unique identifiers. Other locations such as clinics, hospitals, or out-of-province locations will use a general identifier. The Provincial ID field is required when updating a pharmacy record to complete a Transfer. When time permits, it is recommended that your pharmacy update commonly used records.

For out-of-province pharmacies, all the information entered in the record will be actual information for that pharmacy (e.g., address, phone number, etc.). The Provincial ID for all out-of-province pharmacies, however, will be the same out-of-province identification number. For more information on obtaining the provincial ID for out-of-province pharmacies, see [Using Default Locations for an Other Pharmacy Record](#).



Group Folder

The **Group Folder** is used to represent group facilities such as nursing homes, doctor offices, or clinics. To process emergency, ward stock, or office supply prescriptions, it is necessary to create a Non-Retail Group Folder that matches this location, and a Facility Patient is then created for the corresponding facility.

The **Provincial ID** field will be used to house the unique identifier assigned to the location by Nova Scotia. The **Prov Code** will be used to define the type of location. Both the Provincial ID and Prov Code must be populated for a group.

propel Rx > Group

McKesson SPS Pharmacy (NS) Grp #: 12 Primary Doctor: Package: Last Batch ID:
 16 - 1000 Windmill Road, Nova Scotia Primary Contact: test, dsds Acceptance Threshold: Last Batch Date:
 (844) 901-5314 Label Type: Daily Laser

MCKESSON SP... PREFERENCES PATIENTS (1)

Name: McKesson SPS Pharmacy (NS) Short: 4312 Type: Facility Location LTC: LTC
 Address: 16 - 1000 Windmill Road City: Nova Scotia Postal Code: B3B 1L7
 Phone: (844)901-5314 10 Digit Local: Dial 1 long dist Ext: Status: Active Prov Code: NS Community Pharmacy
 Mobile: (---)--- Ext: 10 Digit Local: 10 Digit local
 Fax: (---)--- Ext: 10 Digit Local: 10 Digit local
 Email: _____

Primary Contact
 Title: Last Name: test First Name: dsds
 Phone: (456)456-5645 10 Digit Local: Dial 1 long dist Ext: Email: _____

NH #: 12 Grp #: 12 Provincial ID: 1055 **Compare**

SCHEDULE STANDING ORDERS ATTACHMENTS NOTES

9854 PPAZPTIRNS0: X2 0-01

REPORTS TP RULES RXSTATUS SAVE CLOSE REVERT



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Facility Patient

A Facility Patient is used to fill office supply or ward stock prescriptions for a location. Facility Patients are not associated with any EHR functionality except for prescription processing. Their EHR Profiles are not displayed in Propel Rx. However, their prescriptions will still transmit to the DIS but they will be linked to the group, instead of a specific patient.

A Facility Patient is automatically added when a Non-Retail Group is created using the Location Registry search. The following defaults will be set in the Group Folder.

- **Last Name** – name of the group
- **First Name** – short name of the group
- **Birth Date** – current system date
- **Gender** – Unknown
- **PHN** and **PHN Code** – blank



TIP: Where a Group is Retail or Non-Retail depends on its **Group Type**. Each Group Type is designated as Retail or Non-Retail in **More (...)** > **List Maint** > **Group Types**.

To identify these patients, refer to the Facility Patient indicator that appears in the information bar at the top of the Patient Folder.

The screenshot shows the 'Patient' interface in Propel Rx. At the top, there's a header with 'propel' and 'Patient'. Below this, a patient profile is displayed for 'McKesson SPS Pharmacy (NS), MCK'. The profile includes fields for 'Last Name' (McKesson SPS Pharmacy (NS)), 'First Name' (MCK), 'Birth Date' (Aug 06, 2025), 'Age' (1 days), 'Status' (Active), 'Gender' (Unknown), 'PHN', and 'PHN Code'. There are also tabs for 'MCKESSON SP...', 'THIRD PARTY', 'CLINICAL', 'PROFILE', 'HISTORY', 'PROGRAMS', 'PREFERENCES', 'ATTACHMENTS', and 'NOTES'. A 'Facility Patient' indicator is visible in the top right corner of the patient profile section.

A Facility Patient cannot be used to perform any DIS transactions except prescription processing. All EHR labelled buttons and checkboxes will be disabled.

For more information on using Facility Patients to fill prescriptions, see [Filling a Ward Stock Supply Prescription](#) and [Filling a Pharmacy Stock Transfer Prescription](#).



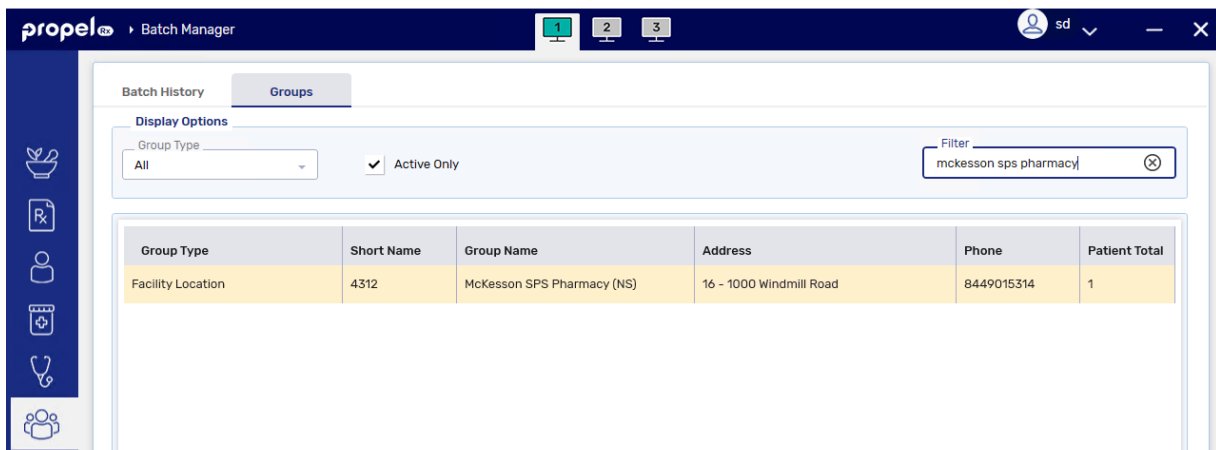
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Comparing an Existing Group/Facility Patient with the Location Registry

To update an existing Group/Facility Patient:

1. Select the **Batch Manager** navigator button  on the left.
2. Select the **Groups** tab.
3. Select the applicable group.



4. Select **Detail**. The Group Folder opens.
5. Select **Compare**. If the Provincial ID is populated and a match is found against the location name, the Location Registry window opens and you can skip to step 8.
6. The following prompts may appear:
 - If no Provincial ID was entered for the group, select **Yes** to the prompt to search the Location Registry.

Propel Rx - Question

?
Provincial ID is blank. Do you wish to search the Location Registry?

Yes
No

- If a match is not found against the location name, select **Yes** to the prompt to search the Location Registry.

Propel Rx - Question

?
aaa not found. Do you wish to search the Location Registry?

Yes
No



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7. The Location Registry search window opens. Select the corresponding record from the search results and then select **OK**. If no matching record is found, edit the pharmacy name and search again.
8. The Location Registry window opens. On the right side, highlight the fields you want to copy over from the Location Registry.
 - You can quickly select all fields by selecting the **Select All** checkbox.
 - Information can only be copied one-way from the Location Registry to Propel Rx.

9. Select **Copy**. A checkmark appears on the left beside the fields that were copied over from the Location Registry.

10. Select **OK**.
11. Select **Save**.

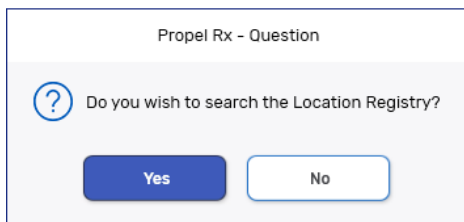


Creating a New Group/Facility Patient Using the Location Registry

If a location does not exist in Propel Rx, you can search and add it using information from the Location Registry.

To create a new Group Folder/Facility Patient:

1. Select the **Batch Manager** navigator button  on the left.
2. Select the **Groups** tab.
3. Select **New**.
4. A prompt appears asking if you want to search the Location Registry. Select **Yes**.

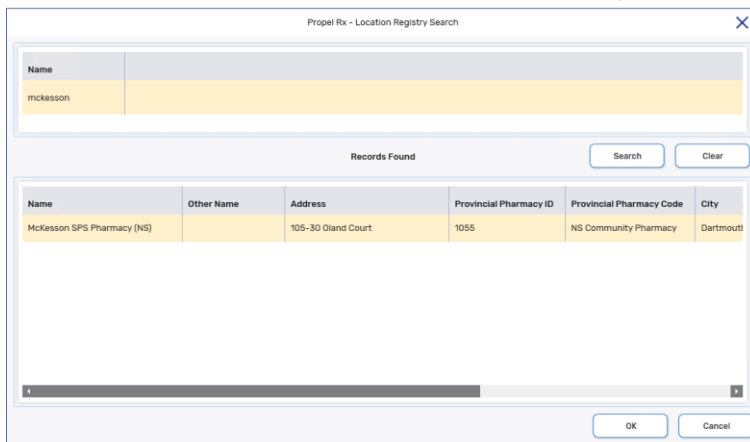


Propel Rx - Question

Do you wish to search the Location Registry?

Yes No

5. The Location Registry window opens. Enter the name of the location and then select **Search**.
6. Select the corresponding record from the search results and then select **OK**. If a matching record cannot be found, edit the name and search again.



Propel Rx - Location Registry Search

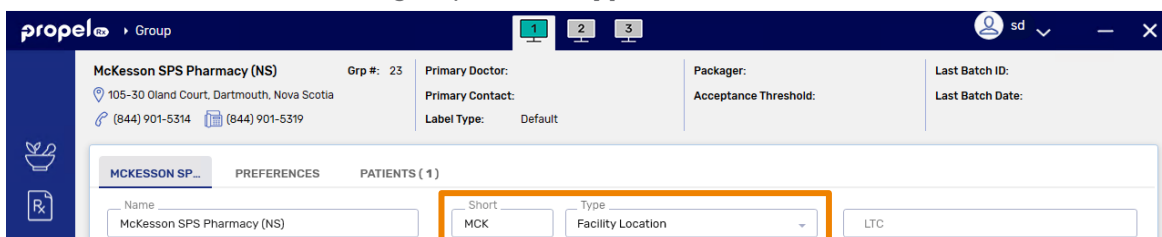
Name: mckesson

Records Found

Name	Other Name	Address	Provincial Pharmacy ID	Provincial Pharmacy Code	City
McKesson SPS Pharmacy (NS)		105-30 Oland Court	1055	NS Community Pharmacy	Dartmouth

OK Cancel

7. The Location Registry window closes, and a new Group Folder is created with information from the Location Registry.
8. Enter the **Short** name for the group and its **Type**.



propel Group

McKesson SPS Pharmacy (NS) Grp #: 23 Primary Doctor: Primary Contact: Label Type: Default Packager: Acceptance Threshold: Last Batch ID: Last Batch Date:

MCKESSON SP... PREFERENCES PATIENTS (1)

Name: McKesson SPS Pharmacy (NS)

Short: MCK Type: Facility Location LTC



Contact PTS Customer Care

ptscustomercares@mckesson.ca | 1.800.387.6093

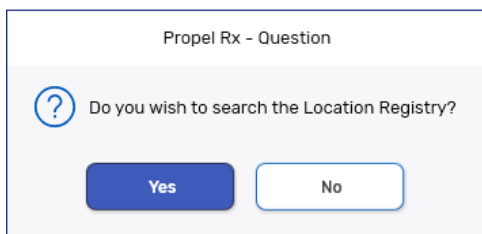
9. Update any information in the Group Folder as needed.
 - To create a Facility Patient, you must set the **Type** to a Non-Retail Group Type. You can determine which Group Types are Retail versus Non-Retail from **More (...)** > **List Maint** > **Group Types**.
10. Select **Save**.

Using Default Locations for a Group

If you are unable to find a location (e.g., nursing home, pharmacy, long term care facility) on the Location Registry, you can use a default location to submit transactions to the DIS. When using default locations, all the information entered in the record will be actual information for that location (e.g., address, phone number, etc.).

To use a default location for a Group Folder:

1. Select the **Batch Manager** navigator button  on the left.
2. Select the **Groups** tab at the top.
3. Select **New**.
4. A prompt appears asking if you want to search the Location Registry. Select **Yes**.

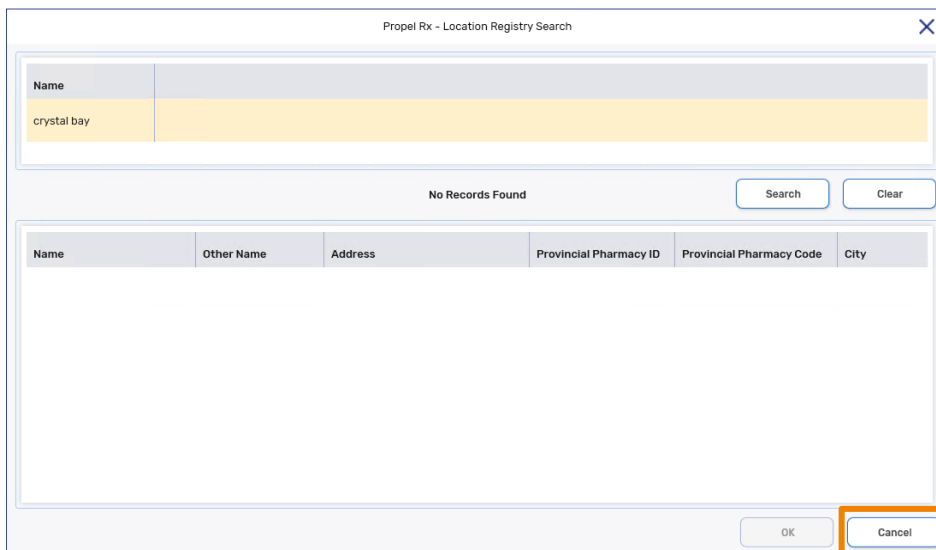


Propel Rx - Question

Do you wish to search the Location Registry?

Yes No

5. Complete a search for the location. If a corresponding record cannot be found, select **Cancel** in the Location Registry window.



Propel Rx - Location Registry Search

Name
crystal bay

No Records Found

Search Clear

Name	Other Name	Address	Provincial Pharmacy ID	Provincial Pharmacy Code	City
------	------------	---------	------------------------	--------------------------	------

OK Cancel



6. Enter the following information in the Group Folder for the location you could not find:
 - **Name** – name of the location
 - **Short** – short name of the location (e.g., Crystal Bay Pharmacy's short name can be CBP)
 - **Type** – select the type of group
 - **Address**
 - **Phone**
7. Enter the appropriate **Provincial ID** and **Prov Code** using the table below.

Type of Location	Provincial ID	Prov Code
Default Provider Office	DF001	NS Default Provider Office
Default Non Nova Scotia Pharmacy	DF002	Non-NS Pharmacy Default
Default Non Nova Scotia Long Term Care Facility	DF003	Non-NS Long Term Care Facility Default
Default Nova Scotia Long Term Care Facility	DF004	NS Long Term Care Facility

8. Select **Save**.
 - When using a default location, it is possible that multiple Group Folders may have the same Provincial ID (e.g., multiple out-of-province pharmacies). If prompted, select **Yes** to save the record using the same Provincial ID.

Propel Rx - Validation Error

?

Provincial ID already exists for df.

Do you wish to add a duplicate?

Yes

No

- You can now use this default location to fill prescriptions. Your default location will look similar to the following image.

The screenshot shows the 'Crystal Bay Pharmacy' group folder in the Propel Rx software. The interface is divided into several sections:

- Header:** Displays 'Crystal Bay Pharmacy', 'Grp #: 24', 'Primary Doctor: CBP', 'Primary Contact: Default', 'Label Type: Default', 'Packager: Acceptance Threshold:', and 'Last Batch ID: Last Batch Date:'.
- Form Fields:**
 - Name:** Crystal Bay Pharmacy
 - Short:** CBP
 - Type:** Facility Location
 - LTC:** LTC
 - Address:** 1 Crystal Bay Drive
 - City:** Labrador
 - Province:** Newfoundland
 - Postal Code:** A0A0A0
 - Phone:** (10 Digit Local) (10 Digit local) Ext
 - Mobile:** (10 Digit Local) (10 Digit local) Ext
 - Fax:** (10 Digit Local) (10 Digit local) Ext
 - Status:** Active
 - Prov Code:** NS Community Pharmacy
- Primary Contact:**
 - Title:**
 - Last Name:**
 - First Name:**
 - Phone:** (10 Digit Local) (10 Digit local) Ext
 - Email:**
- Bottom Section:**
 - NH #:** 24
 - Grp #:** 24
 - Provincial ID:** DF002
 - Compare** button



Filling a Ward Stock Supply Prescription

Stock supplies, which are also referred to as ward stock, stock transfers, or office use medications, are medications that are dispensed to a facility versus a specific patient. The medications are supplied by a pharmacy to a prescriber or authorized location for office use. Ward stock supply prescriptions are also used for pharmacy-to-pharmacy transfers (see [Filling a Pharmacy Stock Transfer Prescription](#)). These prescriptions are recorded under [Facility Patients](#).



ALERT: Ward stock supply prescriptions have the following differences from regular prescriptions:

- They cannot be deferred.
- They cannot have their Create information modified in the EHR tab.
- They cannot be indicated as Refusal to Fill.
- They are not assigned a Rx ID or Dispense ID by the DIS.

To fill a ward stock supply prescription:

1. Do one of the following:

- Open the Patient Folder for the Facility Patient associated with that location.



TIP: The Facility Patient will have a Last Name that mirrors the name of the group from which it was created. The First Name will be the short name of the group.

- If the Group/Facility Patient does not exist for the location yet, follow the steps in [Creating a New Group/Facility Patient Using the Location Registry](#). Once created, open the Patient Folder for the Facility Patient.

2. The Patient Folder opens on the **Profile** tab. Do one of the following:

- Select **Intake** for a new prescription. Enter the prescription details and then select **Process**.
- Select an existing prescription and then select **Refill**.



NOTE: No EHR Profile will be displayed in Rx Detail as the prescription is linked to a facility and not a real patient. Instead, the patient's local profile will display. The EHR-All button on the Patient Profile is also disabled.

3. The prescription opens in Rx Detail.

- "Stock Supply" will be indicated in the Prescription Information section.

The screenshot displays the 'propel' RX Detail interface. At the top, there's a header with 'propel' and 'RX Detail'. Below this, the pharmacy information for 'McKesson SPS Pharmacy (NS), MCK' is shown, along with contact details and a 'Ready Time' indicator. The main section is divided into tabs: 'RX: NEW', 'EXTENDED', 'EHR', 'THIRD PARTY', and 'NOTES'. The 'RX: NEW' tab is active, and within it, the 'Stock Supply' sub-tab is highlighted. This sub-tab contains fields for 'TP Bill: NC/CA', 'Phone: (844)901-5314', 'Age: 1 days', and 'Allergy' and 'Medical' checkboxes. A 'CONFIRM WITH PATIENT' button is visible. To the right, there are fields for 'QA: 360', 'OD: 0', 'Qty: 360', 'SIG: FOR OFFICE USE', 'DS: 30', and 'Bill: CA'. Further right, a 'Price' section lists 'Cost: \$60.77', 'Markup: \$12.15', 'Fee: \$100.00', and 'Total: \$172.92'.



Contact PTS Customer Care

ptscustomer@ckesson.ca | 1.800.387.6093

- Ensure the **QA, Qty, SIG, DS, Bill** Codes, and pricing are appropriate.
- It is recommended to enter a note in the SIG stating what the stock is being used for (e.g., office supply, pharmacy-to-pharmacy transfer).
- In the **EHR** tab, the Dispense section will display “Stock Supply.”

The screenshot shows the PROPEL RX NS DIS interface. At the top, there's a header with the logo and 'RX Detail'. Below that, patient and pharmacy information is displayed: McKesson SPS Pharmacy (NS), MCK, Aug 06, 2025 (1 days) U, (844) 901-5314, PHN: English. The 'Auth' field is 0, 'Rx Number' is 0, and 'Fill Type' is NEW. A 'Ready Time' indicator shows 'Due in: 18 min, 4 sec'. The main area has tabs for RX: NEW, EXTENDED, EHR (selected), THIRD PARTY, and NOTES. Under the EHR tab, there's a 'Create' section with fields for Rx ID, Orderable Form, Treatment Type (Chronic), Prev. Rx ID, No Sub, Result, GCN/DIN/PIN (00026123), and Detected Issue(s). Below this, the 'Dispense' section is visible, with a 'Stock Supply' button highlighted in orange. Other fields in the Dispense section include Dispense ID, Fill Type (FF - First Fill), Sub Reason, Sub Code, and Detected Issues(s).

4. Select **Fill**.

- If the [EHR Type](#) of the Drug is Rx, the prescription will be transmitted to the DIS.
- No Rx ID or Dispense ID will be returned by the DIS for the prescription.

Filling a Pharmacy Stock Transfer Prescription

It is recommended that pharmacy-to-pharmacy stock transfers are performed using the same process as ward stocks. Pharmacy records should not be added to the Client Registry.

Create or use an existing Group/Facility Patient and fill the prescription using the ward stock supply functionality. Once you have created a Group/Facility Patient to record stock transfers to a specific pharmacy, you will use this [Facility Patient](#) for all future stock transfers to this pharmacy.



ALERT: Performing a pharmacy stock transfer using the Animal patient status in the Patient Folder is not permitted.

To fill a pharmacy stock transfer prescription, follow the steps in [Filling a Ward Stock Supply Prescription](#).



Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

Other Pharmacy

The **Other Pharmacy** list is used to enter pharmacy records for prescription transfers. To ensure prescriptions are transferred to the correct location, the **Provincial ID** and **Prov Code** must be populated for each pharmacy record in this list. The Provincial ID is the unique identifier assigned to the pharmacy by Nova Scotia. The Prov Code indicates the type of location in the Location Registry.

Propel Rx - Other Pharmacy

Display Options
☐ Include Inactive ☐ Only Favourites

≡

Clear

Pharmacy Name	Address	City	Phone #	Fax #	Active	Favourite	Custom
McKesson SPS Pharmacy (NS)	105-30 Oland Court	Dartmouth	(844) 901-5314	(844) 901-5319	✓	☐	✓

Add

Remove

Compare

Banner ▾

Address Line 1
105-30 Oland Court

Address Line 2

City
Dartmouth ▾

Province
Nova Scotia ▾

Postal Code
B3B1S2

Store #

Phone
(844)901-5314

Mobile
(---)-------

Fax
(844)901-5319

Provincial Pharmacy ID
1055

Dial 1 long dist ▾

10 Digit local ▾

Dial 1 long dist ▾

E-mail

Pharmacy Name
McKesson SPS Pharmacy (NS)

Prov Code
NS Community Pharmacy ▾

SAVE

CLOSE

Comparing an Existing Other Pharmacy Record with the Location Registry

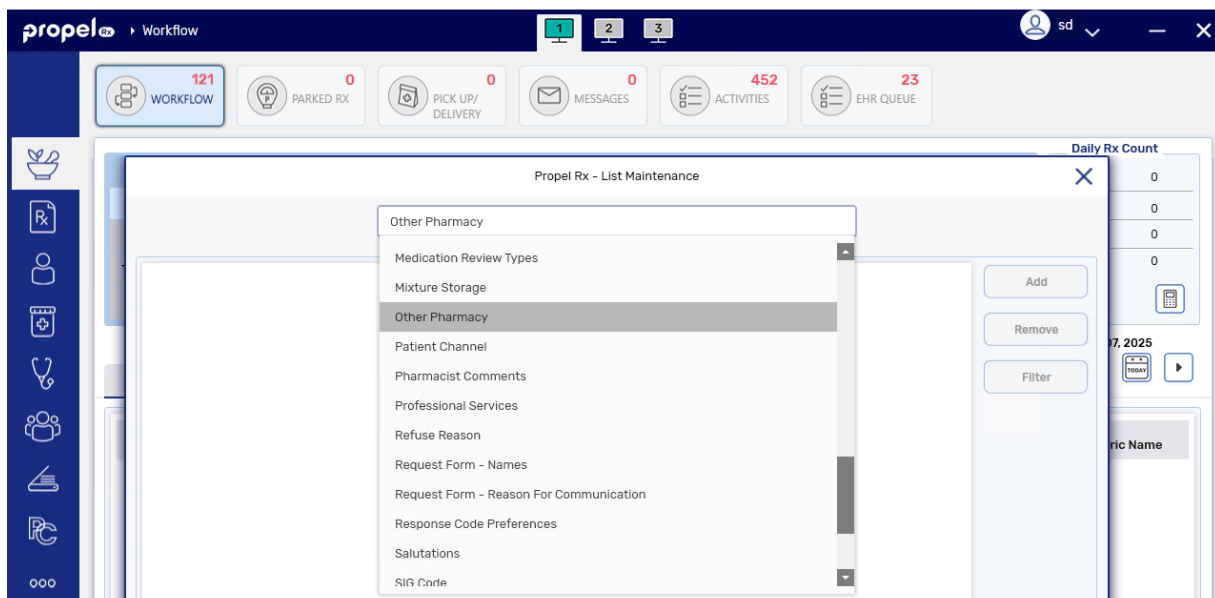


VERIFYING THE PROVINCIAL ID PRIOR TO TRANSFER

Always check that a pharmacy's Provincial ID is current before transferring a prescription, as it may change with ownership changes.

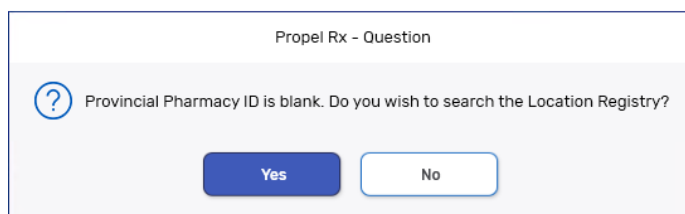
To update an existing pharmacy record in the Other Pharmacy list:

1. Select **More (...)** > **List Maint.**
2. From the dropdown list, select **Other Pharmacy**.



The Other Pharmacy window opens.

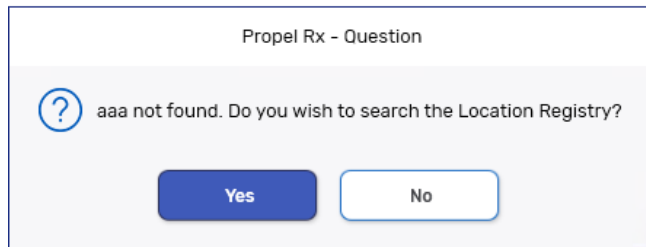
3. Select a pharmacy.
4. Select **Compare**. If the Provincial Pharmacy ID is populated and a match is found against the location name, the Location Registry window opens and you can skip to step 7.
5. The following prompts may appear:
 - If no Provincial ID was entered for the group, select **Yes** to the prompt to search the Location Registry.



Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

- If a match is not found against the location name, select **Yes** to the prompt to search the Location Registry.

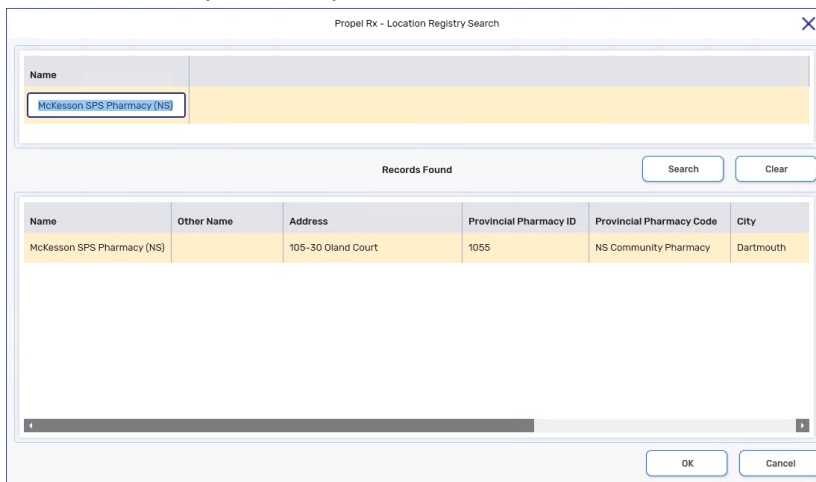


Propel Rx - Question

? aaa not found. Do you wish to search the Location Registry?

Yes No

- The Location Registry Search window opens with the search results returned from the Location Registry. Highlight the matching pharmacy record and then select **OK**. If a matching record is not found, edit the pharmacy name in the Search window and search again.



Propel Rx - Location Registry Search

Name

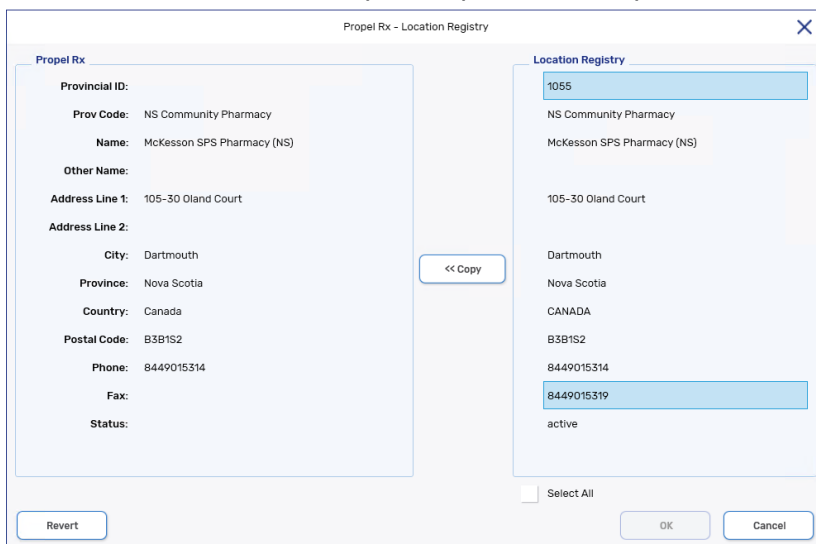
McKesson SPS Pharmacy (NS)

Records Found

Name	Other Name	Address	Provincial Pharmacy ID	Provincial Pharmacy Code	City
McKesson SPS Pharmacy (NS)		105-30 Oland Court	1055	NS Community Pharmacy	Dartmouth

OK Cancel

- The Location Registry window opens. On the right side, highlight the fields you want to copy over from the Location Registry to Propel Rx.
 - You can quickly select all fields by selecting the **Select All** checkbox.
 - Information can only be copied one-way from the Location Registry to Propel Rx.



Propel Rx - Location Registry

Propel Rx

Provincial ID:

Prov Code: NS Community Pharmacy

Name: McKesson SPS Pharmacy (NS)

Other Name:

Address Line 1: 105-30 Oland Court

Address Line 2:

City: Dartmouth

Province: Nova Scotia

Country: Canada

Postal Code: B3B1S2

Phone: 8449015314

Fax:

Status:

Location Registry

1055

NS Community Pharmacy

McKesson SPS Pharmacy (NS)

105-30 Oland Court

Dartmouth

Nova Scotia

CANADA

B3B1S2

8449015314

8449015319

active

☐ Select All

<< Copy

Revert OK Cancel



8. Select **Copy**. A checkmark appears on the left beside the fields that have been copied over from the Location Registry.

9. Select **OK**.
10. Select **Save**.
 - The pharmacy record in the Other Pharmacy list will be updated with the information copied over from the Location Registry.

Creating a New Other Pharmacy Record Using the Location Registry

If a pharmacy does not exist in the Other Pharmacy list in Propel Rx, you can search and add it using information from the Location Registry.

To create a new pharmacy record in the Other Pharmacy list using the Location Registry:

1. Select **More (...)** > **List Maint.**
2. From the dropdown list, select **Other Pharmacy**. The Other Pharmacy window opens.
3. Select **Add**. A new row appears.
4. In the **Pharmacy Name** field, enter the name of the pharmacy.
5. Select **Compare**.
6. A prompt appears asking if you want to search the Location Registry. Select **Yes**.



- The Location Registry Search window opens with the pharmacy name pre-populated. Select the appropriate record from the search results and then select **OK**. If a matching record cannot be found, edit the name and search again.

Propel Rx - Location Registry Search

Name:

Records Found

Name	Other Name	Address	Provincial Pharmacy ID	Provincial Pharmacy Code	City
McKesson SPS Pharmacy (NS)		105-30 Oland Court	1055	NS Community Pharmacy	Dartmouth

OK Cancel

- The Location Registry window opens. On the right side, highlight the fields you want to copy over from the Location Registry.
 - You can quickly select all fields by selecting the **Select All** checkbox.
 - Information can only be copied one-way from the Location Registry to Propel Rx.

Propel Rx - Location Registry

Propel Rx

Provincial ID:

Prov Code:

Name: McKesson SPS

Other Name:

Address Line 1:

Address Line 2:

City:

Province:

Country:

Postal Code:

Phone:

Fax:

Status:

Location Registry

1055

NS Community Pharmacy

McKesson SPS Pharmacy (NS)

105-30 Oland Court

Dartmouth

Nova Scotia

CANADA

B3B1S2

8449015314

8449015319

active

<< Copy

☒ Select All

Revert OK Cancel

- Select **Copy**. A checkmark appears on the left beside the fields that have been copied over from the Location Registry.



Propel Rx - Location Registry

Propel Rx

- ✓ Provincial ID: 1055
- ✓ Prov Code: NS Community Pharmacy
- ✓ Name: McKesson SPS Pharmacy (NS)
- ✓ Other Name:
- ✓ Address Line 1: 105-30 Oland Court
- ✓ Address Line 2:
- ✓ City: Dartmouth
- ✓ Province: Nova Scotia
- ✓ Country: CANADA
- ✓ Postal Code: B3B1S2
- ✓ Phone: 8449015314
- ✓ Fax: 8449015319
- ✓ Status: active

<< Copy

Location Registry

- 1055
- NS Community Pharmacy
- McKesson SPS Pharmacy (NS)
-
- 105-30 Oland Court
-
- Dartmouth
- Nova Scotia
- CANADA
- B3B1S2
- 8449015314
- 8449015319
- active

✓ Select All

Revert OK Cancel

10. Select **OK**. The Other Pharmacy record is populated with information copied over from the Location Registry.
11. Update any additional information as needed.
12. Select **Save**.

Using Default Locations for an Other Pharmacy Record

If you are unable to find a pharmacy on the Location Registry, you can use a default location to transmit transactions to the DIS. When using default locations, all the information entered in the record will be actual information for that pharmacy (e.g., address, phone number, etc.). The Provincial ID for all out of province pharmacies, however, will be the same.

1. Select **More (...)** > **List Maint.**
2. From the dropdown list, select **Other Pharmacy**.
3. Select **Add**. A new row appears.
4. Enter the desired pharmacy name.
5. Select **Compare**.
6. A prompt appears asking if you want to search the Location Registry. Select **Yes**.

Propel Rx - Question

? Provincial Pharmacy ID is blank. Do you wish to search the Location Registry?

Yes No



- Complete a search for the pharmacy. If a corresponding record cannot be found, select **Cancel** in the Location Registry window.

- Enter the following information for the pharmacy you could not find:
 - Banner**
 - Pharmacy Name**
 - Address**
 - Phone**
- Enter the appropriate **Provincial Pharmacy ID** and **Prov Code** using the table below.

Type of Location	Provincial Pharmacy ID	Prov Code
Default Non Nova Scotia Pharmacy	DF002	Non-NS Pharmacy Default

- Select **Save**.
 - When using a default location, it is possible that multiple Group Folders may have the same Provincial Pharmacy ID (e.g., multiple out-of-province pharmacies). If prompted, select **Yes** to save the record using the same Provincial ID.

- You can now use this default location to fill prescriptions. Your default location will look similar to the following image.



Propel Rx - Other Pharmacy

Display Options

☐ Include Inactive
 ☐ Only Favourites

sos pharmacy

Clear

Pharmacy Name	Address	City	Phone #	Fax #	Active	Favourite	Custom
SOS Pharmacy	101 Red Brick Road	Mississauga	(123) 123-9999		☒	☐	☒

Add

Remove

Compare

Banner

Store #

Provincial Pharmacy ID

Pharmacy Name

Address Line 1

Phone

Dial 1 long dist

ext

Address Line 2

Mobile

10 Digit local

ext

City

Province

Fax

10 Digit local

Postal Code

Country

E-mail

Prov Code

SAVE

CLOSE

Filling a Prescription

All prescriptions **must** be added to the patient's EHR before they can be submitted online to third party payers for payment. The DIS captures all prescriptions, including cash prescriptions. A prescription may also be downloaded from the patient's EHR and then filled or transcribed from a written paper prescription and then filled. For a prescription to transmit to the DIS, the Patient Folder must be [synced](#) with the Client Registry and the Drug's [EHR Type](#) must be set to either Rx or Device.



ALERT: The **EHR-AI** Profile must be viewed with each new patient encounter or after a 'break in service' has occurred. For more information, see [Accessing a Patient's EHR](#).

EHR Tab

The **Rx Detail EHR** tab indicates the DIS information associated with 3 prescription messages: Create (or Create Device), Dispense (or Dispense Device), and Pickup.

Propel Rx - RX Detail

KIOSK, MICHAEL

Aug 24, 1963 (61) M

PHN: 0

 (902) 453-1256

 English

Auth: 649260

Rx Number: 649260

Fill Type: NEW

Fill: Jul 23, 2025

Last Fill:

☐ Dialogue Required

Ready Time: Due: 18 days ago

7/23/2025  02:21 PM 

RX: 649260

EXTENDED

EHR

THIRD PARTY

NOTES

Patient: KIOSK MICHAEL PHN: 0

☐ Authoritative ☐ Defer EHR

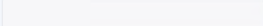
Help Desk

Create

Rx ID: 380864

Orderable Form: 

Treatment Type: Chronic 

Prev. Rx ID: 

No Sub: 

Result: Accepted 

GCN/DIN/PIN: 02387409

Detected Issue(s):

0 

Dispense

Dispense ID: 64093923

Fill Type: FF - First Fill 

☐ Refusal to Fill

Sub Reason: 

Result: Accepted 

DIN/PIN: 02387409

Sub Code: 

Detected Issues(s):

0 

Pickup

Workflow Status: Picked Up

Result: Accepted 

☒ EHR

Undo Pick up

Detected Issue(s):

0 

RX

OK

CANCEL



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
Authoritative	Indicates if the prescription is authoritative. A prescription is Authoritative if it was e-Prescribed and downloaded from the patient's EHR. All other prescriptions are non-authoritative (i.e., paper prescription). By default, this checkbox is OFF for all new prescriptions.
Defer EHR	Defers the DIS submission for the transaction and places it in the EHR Queue tile for management later. By default, this checkbox is OFF. If the Defer EHR checkbox is selected, all refills will also have this checkbox selected and disabled until the prescription is sent to the DIS.
Help Desk	Opens a pop-up displaying customer care contact information. Customer Care: 1.800.387.6093 Option 2 Non-critical issues: ptscustomer@mcckesson.ca
Create or Create Device	Displays information pertaining to the drug or device, as it was prescribed, including:
	Rx ID: unique identifier assigned by the DIS for the prescription.
	Orderable Form: dosage form of the drug. This field pre-populates based on the Drug Form field in the Drug Folder.
	Treatment Type: indicates whether the treatment is acute, as needed, chronic (default), or one time.
	Prev. Rx ID: the Rx ID of the previous prescription authorization in the same chain.
	No Sub: indicates the reason for a no substitution.
	Result: displays the response (Accepted or Rejected) returned by the DIS for the prescription. Select the expander button  to view additional details of any errors.
	GCN/DIN/PIN: DIN/PIN sent to the DIS based on the DIN/PIN in the Drug or Mixture Folder. If an EHR DIN/PIN was entered for a Drug, it displays in lieu of the Drug's DIN/PIN.



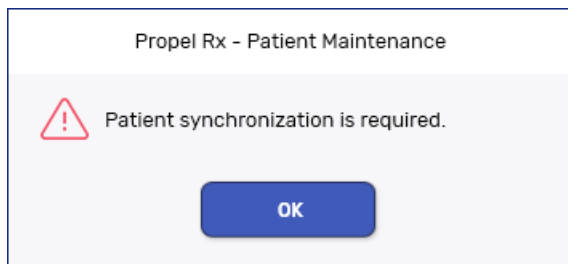
Component	Description of the Rx Detail EHR Tab Component
	Detected Issue(s) view Detected Issues returned by the DIS for the prescription. The number of Detected Issues is indicated beside the counter button. Select the expander button  to view and manage Detected Issues.
Dispense or Dispense Device	Displays information pertaining to the dispense of the drug or device prescription, including:
	Dispense ID: unique identifier assigned by the DIS for the dispense.
	Fill Type: indicates whether the dispense is a First Fill (New/ReAuth) or Refill.
	Refusal to Fill: indicates the transaction is a Refusal to Fill. When this checkbox is selected, the following fields become disabled: • Fill Type (optional) • Sub Reason (optional) • Sub Code (optional) A Reason field becomes available and must be populated to submit the Refusal to Fill. Optional free-form comments for the Refusal to Fill can be entered in the Note field.
	Sub Reason: indicates the reason for choosing the drug (e.g., Continuing Therapy, Out of Stock).
	Result: displays the response (Accepted or Rejected) returned by the DIS for the dispense. Select the expander button  to view additional details of any errors.
	DIN/PIN: DIN/PIN sent to the DIS based on the DIN/PIN in the Drug or Mixture Folder. If an EHR DIN/PIN was entered for a Drug, it displays in lieu of the Drug's DIN/PIN.
	Sub Code: indicates the drug category being dispensed (e.g., Formulary, Generic).
	Detected Issue(s) view Detected Issues returned by the DIS for the dispense. The number of Detected Issues is indicated beside the counter button. Select the expander button  to view and manage Detected Issues.
Pickup	Displays information pertaining to the pickup of the drug or device prescription, including:
	Workflow Status: displays the current Workflow status of the prescription.



Component	Description of the Rx Detail EHR Tab Component
	Result: displays the response (Accepted or Rejected) returned by the DIS for the pickup. Select the expander button  to view additional details of any errors.
	EHR: indicates if the Pickup message was sent to the DIS.
	Send Pickup/Undo Pickup: can be selected to manually send a Pickup or Undo Pickup message. The button name changes depending on whether a Pickup message has been sent or not. For more information, see Modifying the Pickup Status Manually .
	Detected Issue(s) view Detected Issues returned by the DIS for the pickup. The number of Detected Issues is indicated beside the counter button. Select the expander button  to view Detected Issues.

Filling a Prescription for an Unsynchronized Patient

If a prescription is filled for an unsynchronized patient, a prompt appears in Rx Detail. This prompt will block you from processing the prescription until you sync the patient. For information on how to sync a patient, see [Synchronization Scenarios](#).



The above prompt does not appear if the [Patient Status](#) is not associated with DIS functionality. This includes the Animal and Caregiver Patient Status. [Facility Patients](#), which represent a nursing home or other facility location, are also exempt from this prompting.

Filling a New Prescription

When a paper prescription is transcribed and filled, Propel Rx transmits two messages in sequence: Create and Dispense. The Create message creates the prescription authorization on the EHR while the Dispense message adds dispense information for that prescription authorization.

To fill a new prescription:



Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

1. Select **Intake** from the Workbench or Patient Profile.
2. Enter the prescription details in the Intake window.
3. Select **Process**. The prescription opens in Rx Detail.
4. Enter any required information in the **Main** tab of Rx Detail, including the [unit of measure](#).
5. *Optional* – Select the **EHR** tab to enter additional information for the prescription if desired.
 - a. **No Sub** – if no substitution was indicated for the prescription
 - b. **Sub Reason** – rationale for dispensing the drug
 - c. **Sub Code** – category for the drug
6. Once done, select **Fill** or **Queue**.
 - The Create and Dispense messages are transmitted to the DIS.
 - In the EHR tab, the Create section populates with the **Rx ID** for the authorization, which will be carried over for refills. The Dispense section populates with the **Dispense ID** for that fill.

Propel Rx - RX Detail

KIOSK, MICHAEL
Aug 24, 1963 (61) M (902) 453-1256 PHN: 0 English

Auth: 649271 Rx Number: 649271 Fill Type: NEW
Fill: Aug 12, 2025 Last Fill: Dialogue Required

Ready Time: Due in: 3 min, 28 sec
8/12/2025 02:33 PM

RX: 649271 EXTENDED **EHR** THIRD PARTY NOTES

Patient: KIOSK MICHAEL PHN: 0 ☐ Authoritative ☐ Defer EHR [Help Desk](#)

Create

Rx ID: 393850 Orderable Form: Tablet Treatment Type: Chronic
Prev. Rx ID: No Sub: Result: Accepted
GCN/DIN/PIN: 02407256 Detected Issue(s):

Dispense

Dispense ID: 64660274 Fill Type: FF - First Fill ☐ Refusal to Fill
Sub Reason: Result: Accepted
DIN/PIN: 02407256 Sub Code: Detected Issues(s):

- The prescription on the local Patient Profile is assigned a Complete (COM) status.

KIOSK, MICHAEL THIRD PARTY CLINICAL **PROFILE** HISTORY PROGRAMS PREFERENCES ATTACHMENTS NOTES

Display Options
Display: All Select All ☒ Condense ☒ Active Only Criteria: atorvastatin Filter Clear Filter

Workflow	Fill Date Perf On	Due	Drug Name Strength	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
	Aug 12, 2025 Aug 12, 2025	90	ATORVASTATIN; AURO-ATORVA 10MG	649271	90	AUR T 1 TAB DY HS	1	COM	☒



Refilling a Prescription

A prescription's audit history lists the refill history for the prescription, including the original prescription and any subsequent refills and reauthorizations. When refilling a prescription, the prescription's audit history and the patient's EHR Profile should be reviewed to determine when the prescription was last filled and if the refill is occurring at an appropriate time.

To refill a prescription:

- Do one of the following:
 - From the **Patient Profile**, select the prescription and then select **Refill**.
 - From the **Workbench** or **Patient Profile**, select **Intake** and then **Profile**. Select the prescription and then select **Refill**. Select **OK** to close the Profile window and then **Process**.
- In **Rx Detail**, update dispense details if needed.
- Optional* – Select the **EHR** tab to enter additional information about the dispense if desired.
 - Sub Reason** – rationale for dispensing the drug
 - Sub Code** – category for the drug
- Select **Fill** or **Queue**.
 - The Dispense message is transmitted to the DIS.
 - In the EHR tab, the Dispense section populates with the **Dispense ID** for that fill.

The screenshot shows the 'Propel RX - RX Detail' interface. At the top, patient information for KIOSK, MICHAEL is displayed, including birth date (Aug 24, 1963), gender (M), and phone number ((902) 453-1256). Prescription details include Rx Number 649272, Rx Type REFILL, and a fill date of Aug 12, 2025. The 'EHR' tab is selected, showing a 'Create' section with fields for Rx ID (384760), Orderable Form (Tablet), Treatment Type (Chronic), and a 'Dispense' section with fields for Dispense ID (64660302), Fill Type (RF - Refill), Sub Reason, Sub Code, and a 'Detected Issue(s)' field. A 'Help Desk' button is visible in the top right.

- The prescription on the local Patient Profile is assigned a Complete (COM) status.

The screenshot shows the 'Patient Profile' interface for KIOSK, MICHAEL. The 'PROFILE' tab is selected, displaying a table of prescriptions. The table has columns for Workflow, Fill Date, Due, Drug Name, Strength, Rx#, Qty (Owe), MFR Instructions, REM, and Status. The status is 'Active'.

Workflow	Fill Date	Due	Drug Name	Strength	Rx#	Qty (Owe)	MFR Instructions	REM	Status
	Aug 12, 2025	90	HYDROCHLOROTHIAZIDE: APO-	25MG	649272	90	APX TAKE 1 TABLET DAY	0	COM



Reauthorizing a Prescription

When a prescription is reauthorized, it receives a new Rx ID. The old Rx ID is linked to the new one in the EHR and marked as Obsolete.

To reauthorize a prescription:

1. Do one of the following:
 - From the Patient Profile, select the prescription and then select Refill.
 - From the **Workbench** or **Patient Profile**, select **Intake** and then **Profile**. Select the prescription and then select **ReAuth**. Select **OK** to close the Profile window and then select **Process**.
2. In Rx Detail, enter the new **QA** and update any other prescription details if needed.
3. *Optional* – Select the **EHR** tab to enter additional information if desired.
 - **No Sub** – if no substitution was indicated for the prescription
 - **Sub Reason** – rationale for dispensing the drug
 - **Sub Code** – category for the drug
4. Once done, select **Fill** or **Queue**.
5. If there were still refills on the previous authorization, a piggyback prompt appears. Select **No** to proceed with creating the new authorization.

Propel Rx - Validation Error

Existing refills will be void due to Piggyback rules. Do you want to fill the remaining refills before creating a new authorization?

Yes

No

- The Create and Dispense messages are transmitted to the DIS.
- In the EHR tab, the Create section populates with the **Rx ID** for the authorization, which will be carried over for refills, and the Rx ID of the previous authorization (**Prev. Rx ID**). The Dispense section populates with the **Dispense ID** for that fill.

Propel Rx - RX Detail

KIOSK, MICHAEL

Aug 24, 1963 (61) M

PHN: 0

(902) 453-1256

English

Auth: 649273

Rx Number: 649273

Fill Type: RE-AUTH

Fill: Aug 12, 2025

Last Fill: Aug 11, 2025 (1 day ago) (DS: 30)

Dialogue Required

Ready Time: Due in: 17 min, 2 sec

8/12/2025 02:58 PM

RX: 649273

EXTENDED

EHR

THIRD PARTY

NOTES

Patient: KIOSK, MICHAEL PHN: 0

☐ Authoritative
 ☐ Defer EHR

Help Desk

Create

Rx ID: 393854

Orderable Form:

Treatment Type: Chronic

Prev. Rx ID: 392859

No Sub:

Result: Accepted

GCN/DIN/PIN: 02294338

Detected Issue(s):

Dispense

Dispense ID: 64660325

Fill Type: FF - First Fill

Refusal to Fill

DIN/PIN: 02294338

Sub Reason:

Result: Accepted

Detected Issue(s):



- The prescription on the local Patient Profile is assigned a Complete (COM) status.

The screenshot shows the 'PROFILE' tab for a patient named KIOSK, MICHAEL. The 'Display Options' section has 'Criteria' set to 'glargine'. The table below shows a single prescription entry:

Workflow	Fill Date Perf On	Due	Drug Name Strength	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
	Aug 12, 2025 Aug 12, 2025	30	INSULIN GLARGINE: LANTUS (S) 100U/ML	649273	15	SAC AS DIRECTED	1	COM	☒

Placing a Prescription on Hold

When a paper prescription is transcribed and put on Hold for a patient, Propel Rx transmits a Create message to enter the prescription authorization on the patient's EHR. Prescriptions can also be recorded on the patient's EHR directly by physicians via e-Prescribing. The prescription is logged for dispensing later.

To place a prescription on Hold:

1. Select the **Intake** button from the Workbench or Patient Profile.
2. Enter the prescription information.
3. Select **Process**. The prescription opens in Rx Detail.
4. Enter any required information for the prescription, including the [unit of measure](#).
5. Select **Hold**.
 - The Create message is transmitted to the DIS.
 - In the EHR tab, the Create section populates with a **Rx ID** for the prescription authorization.

The screenshot shows the 'Propel Rx - RX Detail' page for patient KIOSK, MICHAEL. The 'EHR' tab is selected. The 'Create' section shows the following information:

- Rx ID: 393857
- Orderable Form: Tablet
- Treatment Type: Chronic
- Prev. Rx ID: (empty)
- No Sub: (empty)
- Result: Accepted
- GCN/DIN/PIN: 02257726
- Detected Issue(s): 0

The 'Ready Time' section shows 'Due in: 18 min, 53 sec' and '8/12/2025 03:24 PM'.

- The prescription on the local Patient Profile is assigned a Hold (HOL) status.

The screenshot shows the 'PROFILE' tab for a patient named KIOSK, MICHAEL. The 'Display Options' section has 'Criteria' set to 'metformin'. The table below shows a single prescription entry:

Workflow	Fill Date Perf On	Due	Drug Name Strength	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
	Aug 12, 2025		METFORMIN: ACT-METFORMIN 500MG	649274	180	ACT TAKE 1 TABLET TWICE DAILY	2	HOL	☒



Filling a Prescription to Bill a Professional Service

In certain instances, you may need to fill a prescription to bill for a professional service that your pharmacy may have performed (e.g., billing a medication review, minor ailment assessment).

Although it is not necessary, you may transmit these prescriptions to the patient's EHR Profile on the DIS. This will notify other pharmacies that this professional consultation was already performed and billed for at your pharmacy.

To add a professional service to the patient's EHR, the Drug Folder used to bill the professional service must have be set up with the following values:

- **EHR Type** – Device
- **EHR DIN/PIN** – DIN/PIN required for billing
- **Type** – OPINIONS

If you do not want to add a professional service to the patient's EHR, the Drug Folder used to bill the professional service should be set with an **EHR Type** of Non-EHR. Any prescriptions filled using that Drug Folder will not transmit to the DIS.

For more information on setting up the EHR Type, EHR DIN/PIN, and Type fields, see [Drug Folder](#).

For more information on billing different types of PFS prescriptions, see [Patient-Focused Service \(PFS\)](#).

Filling a Benzodiazepine Prescription for an Out-of-Province Prescriber

In Nova Scotia, when a benzodiazepine is prescribed by an out-of-province physician, the DIS requires the prescription to be submitted with a default license code of **DFMDBEN99**. This code is required for the Prescription Monitoring Program (PMP).

When a **NS Type** of Out of Province – Benzo Prescriber is chosen in the Prescriber Folder, Propel Rx will send the appropriate license code to the DIS on your behalf. The **License #** and **TP Lic #** fields will contain the prescriber's provincial license number and Third Party billing number, respectively.

To set up a Prescriber Folder for an out-of-province benzodiazepine prescriber:

1. Open the **Prescriber Folder**.
2. Dropdown the **Prescriber Type** and select the option that reflects the province the prescriber was licensed and their role type.
3. Dropdown the **NS Type** and select NS Default Provider – Benzo Prescriber.
4. Dropdown the **Role Type** field and select the appropriate option.
5. Enter the prescriber's provincial license number in the **License #** field.



- Enter the license number accepted by the Third Party in the **TP Lic #** field. In some cases, this will be different than the provincial license number. See [License # and TP Lic #](#) for examples of license numbers accepted by MSI Pharmacare for different types of providers.

- Select **Save**.

Filling a Narcotic or Controlled Drug Prescription for an Out-of-Province Prescriber

For an out-of-province prescriber to prescribe a narcotic or controlled drug in Nova Scotia, they must be registered with the Prescription Monitoring Program (PMP). Unlike for out-of-province prescriptions for benzodiazepines, these prescriptions must be submitted with the prescriber's actual license number.



TROUBLESHOOTING PRESCRIPTION REJECTIONS FROM THE DIS

When submitting a narcotic or controlled drug prescription from an out-of-province prescriber, ensure the prescriber's name is entered correctly and their actual license number is populated in the **License #** field in the Prescriber Folder. Both pieces of information are used by the DIS to verify the prescriber's identity.

To set up a Prescriber Folder of an out-of-province Nova Scotia PMP prescriber:

- Open the Prescriber Folder.
- Dropdown the **Prescriber Type** and select the option that reflects the licensing province and the prescriber's role type.
- Dropdown the **NS Type** and select the PMP Provider option for the licensing province. For example, a Newfoundland and Labrador prescriber would be indicated as "NL PMP Provider".
- Dropdown the **Role Type** field and select the appropriate option.
- Enter the prescriber's provincial license number in the **License #** field.



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- Enter the license number accepted by the Third Party in the **TP Lic #** field. In some cases, this will be different than the provincial license number. See [License # and TP Lic #](#) for examples of license numbers accepted by MSI Pharmacare for different types of providers.

The screenshot shows the 'Prescriber' form in the Propel Rx system. The patient information is for sCHRISTMAS, RAY, located at AVRH Emergency Department, Kentville, NS. The form includes fields for Last Name, First Name, Middle Name, and Primary Address. It also has dropdown menus for Prescriber Type (NL - Physician & Surgeon), NS Type (NL PMP Provider), TP Lic# (19991), Role Type (Medical Doct), License # (19991), and Status (Active). The Prescriber # is 434.

- Select **Save**.

Filling a Methadone Prescription

In Nova Scotia, methadone witness doses and carries are submitted as individual prescriptions to the DIS. Quantities can either be expressed as the number of milligrams or millilitres being dispensed to the patient. Third Party Rules (TP Rules) can be set up to adjudicate quantities in the correct unit of measure for different Third Parties. For more information, see [Methadone Prescriptions](#) on the Propel Rx Online Help.



TIP: Nova Scotia PharmaCare only accepts methadone claims in milligrams.

Entering Additional Instructions for a Prescription

When longer instructions are required for a prescription than can fit in the Rx Detail SIG field, you can use the Additional Instructions function. Instructions entered in the Additional Instruction Label window are transmitted to the DIS and print on a separate vial label from the instructions entered in the Rx Detail SIG field.

To enter additional instructions for a prescription:

- Open the incomplete prescription in Rx Detail.
- Select **Rx > Add'l Instructions**. The Additional Instruction Label window opens.
- Enter the instructions in the Additional Text section.
- Select **OK**.
- Continue to fill the prescription as usual.

The screenshot shows the 'Propel Rx - Additional Instruction Label' window. It has a text area for 'Additional Text' containing the following instructions: '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.' Below this is a 'Label Preview' section showing the same text formatted for a label. At the bottom are 'OK' and 'Cancel' buttons.



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Backdating a Prescription

The **Set Fill Date** function allows you to enter a Fill Date that is different from the current system date. This overrides the current system date, providing the ability to backdate prescriptions. The modified Fill Date is transmitted with the online claim and used as the prescription's Fill Date during adjudication. The Set Fill Date is also recorded on the patient's EHR. Once the prescription has been filled in Propel Rx, you cannot modify its Fill Date.



NOTE: The Set Fill Date function will not be available in the following scenarios:

- When the prescription has already been Filled.
- When the prescription is in the middle of a Rebill.

To use the Set Fill Date function:

1. Open the incomplete prescription in Rx Detail.
2. Select **Rx** > **Set Fill Date**. The Set Fill Date window opens.

3. Enter a date that is before today's date.
4. Select **OK**.
5. When Set Fill Date is used for a new prescription or authorization, the **Written Rx Date** in the **Extended** tab is updated with the same date. If the written date is different than the fill date, select the Extended tab and update the Written Rx Date.

6. Continue to fill the prescription as per usual process.
 - On the **Patient Profile** and **Audit History**, the Fill Date reflects the date you chose. The Performed On Date reflects the actual date the prescription was filled.



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Workflow	Fill Date	Due	Drug Name	Strength	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
	Aug 01, 2025 Aug 12, 2025	79	RAMIPRIL: AURO-RAMIPRIL	5MG	649275	90	AUR TAKE 1 CAPSULE DAILY	1	COM	☒

Entering a Unit of Measure

A unit of measure indicates how a prescription was dispensed (e.g., eye drops dispensed as bottles versus millilitres). To eliminate ambiguity for other healthcare providers when viewing a patient's EHR, the unit of measure is transmitted in prescription and dispense messages to the DIS.

In **Rx Detail**, the unit of measure is specified with the **Unit** field. If no Unit is entered upon Fill, Hold, or Queue, the following prompt will appear, and you will be required to select a unit to proceed. The unit of measure is only required and transmitted for Drugs and Mixtures with an EHR Type of Rx. Drugs and Mixtures with an EHR Type of Device or Non-EHR will not trigger the prompt when they are filled in a prescription.

There are two levels from which a unit of measure can be specified: product level and prescription level.

Entering a Unit of Measure for a Product

In the Drug Folder Inventory tab, a **Dispensing Unit of Measure** field allows you to specify a unit of measure for a product. When set at the product level, the unit is automatically populated in Rx Detail for all prescriptions for that product going forward. For tablets and capsules, the Dispensing Unit of Measure is set up one time when your pharmacy receives Propel Rx, whether it is a new installation, during a system conversion, or following an upgrade from PharmaClik Rx. For all other dosage forms, it must be set manually.

NOTE: Some options available from the Dispensing Unit of Measure dropdown have HL7 codes that are not supported by the DIS. If an unsupported unit is selected in the Drug Folder or Rx Detail, a generic unit of "unit" will be transmitted to the DIS.

To enter a unit of measure for a product:

1. Open the **Drug Folder**. The Inventory tab is selected by default.



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- For the desired pack size, dropdown the **Dispensing Unit of Measure** field and select the appropriate option.

Monitor	Default	Pack size	Dispensing Unit of Measure	Description	On Hand (Units)	On Hand (Packs)	On Order	Owe Amount	Acq Cost
☒	☒	9	Millilitre	prfid pen (3 x 3ml)	18	2	0	0	

- Select **Save**.
 - A row is added to the **Drug History** tab to track the unit of measure changes. Changes to the Dispensing Unit of Measure in the Drug Folder will not impact historical prescriptions; the Unit in Rx Detail and the e-File copy will remain the same.

Entered	User	Pack Size	Type	Field	New Value	Old Value	Variance	Reason	Comments
Aug 11, 2025 12:39	SD	9	MN	UOM	ml	0			

Entering a Unit of Measure for a Prescription

In Rx Detail, a **Unit** field allows you to specify a unit of measure for a prescription. This field auto-populates based on the **Dispensing Unit of Measure** set for the product, but it can be manually changed. If multiple pack sizes of a drug are used to fill a prescription, the unit of measure will only auto-populate if the unit is common. If a unit of measure is chosen from Rx Detail, the unit writes back to the Drug Folder or Mixture Folder, so future prescriptions for the Drug or Mixture will auto-populate using that unit.

To enter a unit of measure for a prescription:

- Process the prescription until it reaches **Rx Detail**.
- Dropdown the **Unit** field and select the appropriate unit of measure. For refills, the Unit cannot be changed.

PROPEL RX NS DIS | RX Detail

KIOSK, MICHAEL
Aug 24, 1963 (61) M
PHN: 0

Auth: 0
Rx Number: 0
Fill Type: NEW

Fill: 0
Last Fill: 8/11/2025 01:03 PM
Ready Time: Due in: 17 min, 29 sec

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

KIOSK, MICHAEL
TP Bill: CA
Phone: (902)453-1256 Age: 61
Allergy: ☒ Medical: ☐

Dr. aCHAPLIN, CHARLIE
Phone: (456)465-4165 Lic: 2225

Prescription

QA: 15 QD: 0 Qty: 15
SIG: UD
DS: 30 Bill: CA
V/W: User: SD Unit: Millilitre

Price

Cost:	\$100.75
Markup:	\$8.06
Fee:	\$12.25
Total:	\$121.06
TP Paid:	\$0.00
Cobav:	\$121.06



3. Select **Fill, Hold,** or **Queue.**

- The Dispensing Unit of Measure is updated in the Drug Folder to reflect the unit chosen for the prescription.
- A row is added to the **Drug History** tab to track the unit of measure changes.

Entered	User	Pack Size	Type	Field	New Value	Old Value	Variance	Reason	Comments
Aug 11, 2025 12:46	SD	15	MN	UOM	ml	0			

Deferring DIS Submission for Prescriptions

If you need to process a prescription but there are errors that you cannot resolve now (e.g., new drug is not recognized, technical errors), you can use the Defer EHR functionality. This functionality only applies to prescription processing.

Defer EHR functionality allows you to temporarily bypass the DIS when filling a prescription but still adjudicate claims to Third Parties. The Deferred prescriptions are added to the [EHR Queue](#), and you are responsible for sending the applicable DIS transactions at the appropriate time.



NOTE: If the prescription is for a device, you can use the generic OPINIONS PIN to process it instead of bypassing the DIS.

To defer the DIS submission for a prescription:

1. Process the prescription from Intake window or Patient Profile until it reaches Rx Detail.
2. Select the **EHR** tab.
3. Select the **Defer EHR** checkbox.

4. Select **Fill.**

- The prescription bypasses the DIS and adjudicates to the Third Parties specified in the prescription. After adjudication is completed, the prescription is assigned a Complete (COM) status on the Patient Profile.



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- A **[Q]** indicator displays on the Rx Detail EHR tab. The same indicator appears on the Patient Folder information bar when the patient has any transactions (prescription or not) in the EHR Queue. This acts as a reminder for you to deal with the EHR Queued prescriptions.

The screenshot shows the 'Propel Rx - RX Detail' interface. At the top, patient information for 'KIOSK, MICHAEL' is displayed, including a birth date of 'Aug 24, 1963 (s1) M', a phone number '(902) 453-1256', and a language preference for 'English'. Prescription details include 'Auth: 649271', 'Rx Number: 649271', 'Fill: Aug 12, 2025', and 'Last Fill:'. A 'Ready Time' indicator shows 'Due in: 17 min, 59 sec'. Below this, there are tabs for 'RX: 649271', 'EXTENDED', 'EHR' (which is highlighted with a blue bar and a '[Q]' icon), 'THIRD PARTY', and 'NOTES'. The 'EHR' tab shows a 'Patient: KIOSK MICHAEL PHN: 0' and a 'Defer EHR' checkbox that is checked. Below the 'Create' section, there are fields for 'Rx ID:', 'Orderable Form: Tablet', 'Treatment Type: Chronic', 'Prev. Rx ID:', 'No Sub:', 'Result: Failed', and 'GCN/DIN/PIN: 02407256'. A 'Detected Issue(s):' section shows a red circle icon and a document icon.

Refilling or Reauthorizing Deferred Prescriptions

When the Defer EHR checkbox is turned ON for a prescription, refills and reauthorizations will also have the **Defer EHR** checkbox turned ON and disabled until the previous record has been submitted successfully to the DIS. The Deferred prescriptions and related transactions (e.g., Record Notes, Dispense Pickup, Undo, Reversals) will be placed in the [EHR Queue](#) until actioned.



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Prescription Notes

Prescription notes of up to 2000 characters can be transmitted to the DIS. When adding a prescription note, you have the option to associate the note with the prescription authorization (Create) or its dispense. Once the note is entered, it cannot be edited but it may be retracted from the EHR if needed. Prescription notes can be added for both local and non-local prescriptions.

Adding Notes for a Local Prescription

You can add notes for a local prescription either before or after it is filled or placed on Hold.

Adding Prescription Notes Before Filling or Placing a Prescription on Hold

To add a prescription note prior to Fill or Hold:

1. Process a prescription until it reaches **Rx Detail**.
2. Select the **Notes** tab.
3. Select **Add** to enter a new row.
4. Enter the note text.
5. Select the **EHR** checkbox for the note.

The screenshot shows the 'PROPEL RX NS DIS' interface. At the top, there's a header with 'propel' and 'RX Detail'. Below this, patient information is displayed: KIOSK, MICHAEL, Aug 24, 1963 (61) M, PHN: 0, (902) 453-1256, English. Prescription details include Auth: 649279, Rx Number: 0, Fill Type: REFILL, Last Fill: Aug 20, 2025 (0 days ago) (DS: 90), and Ready Time: Due in: 19 min, 56 sec. The 'Notes' tab is selected, showing a table with columns: Notes, Priority, Alert, Print, EHR, RX #, User, Date. A new note is being added with the text 'Patient lost medication. Requested an early refill.' and the 'EHR' checkbox is checked.

6. The dropdown becomes enabled. Select **Create** or **Dispense**.
7. Select the **Main** tab of Rx Detail.
8. Select **Fill**, **Queue**, or **Hold**.
 - The Create and Dispense (if applicable) messages are transmitted to the DIS. The record notes message is transmitted to the DIS after the Create and Dispense, if applicable, messages are transmitted.
 - If a rejection is returned by the DIS, the note will be saved locally with the EHR checkbox deselected. The checkbox can be selected to transmit the note again once the issue is resolved.



Adding Prescription Notes After Filling or Placing a Prescription on Hold

To add a prescription note after Fill or Hold:

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

Propel Rx - RX Detail

KIOSK, MICHAEL
Aug 24, 1963 (61) M
PHN: 0
(902) 453-1256
English

Auth: 649274
Rx Number: 649278
Fill Type: NEW (Prev. Hold)
Fill: Aug 13, 2025
Last Fill:
Dialogue Required

Ready Time: Due: 6 days ago
8/13/2025 04:12 PM

RX: 649278 EXTENDED EHR THIRD PARTY NOTES

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Create		☒	☐	☒		SD	Aug 20, 2025 12:51

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

6. Select **Save**.
 - The record notes message is transmitted to the DIS.
 - If a rejection is returned by the DIS, the note will be saved locally with the EHR checkbox deselected. The checkbox can be selected to transmit the note again once the issue is resolved.

Adding Notes for a Non-Local Prescription

If a prescription is not found locally and you need to provide further details, you can enter a note for it from within the EHR Profile.

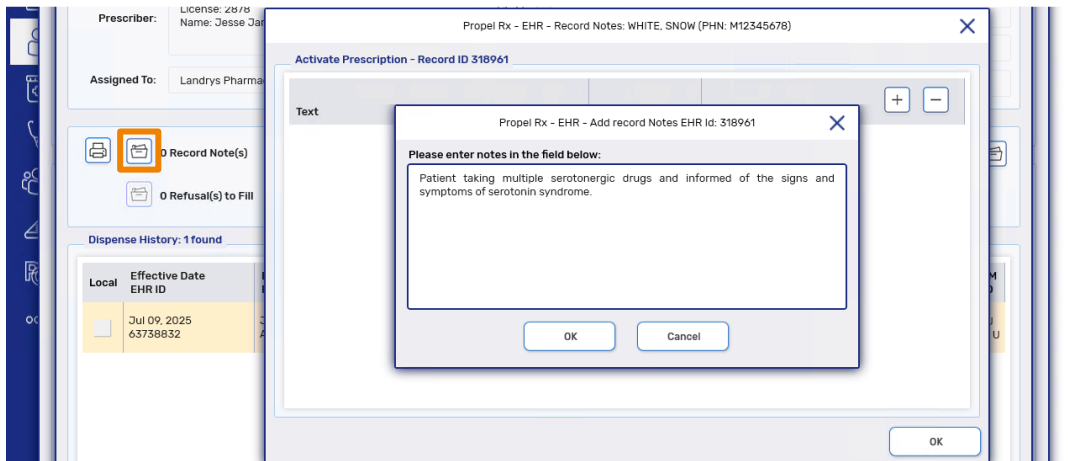
To add a note for a non-local prescription:

1. Open the [EHR – All Profile Summary view](#).
2. From the **Profile Information** section, select the applicable prescription.
3. Select **Detail**. The EHR – Activate Rx Details view opens.
4. Do one of the following:
 - If you want to add the note to the Create, select the **Record Note(s)** folder button .
 - If you want to add the note to a Dispense, from the **Dispense History** section, select the applicable dispense > **Detail** > **Record Note(s)** .

The EHR – Record Notes window opens.

5. Select the **Add** button .
6. Enter the text of your note.





7. Select **OK**.

- The record notes message is transmitted to the DIS.
- If a rejection is returned by the DIS, the note will not be saved.

Viewing Prescription Notes on the EHR

To view notes attached to a prescription on the EHR Profile:

1. Open the [EHR – All Profile Summary view](#).
2. From the **Profile Information** section, select the applicable prescription.
3. Select **Detail**. The EHR – Activate Rx Details view opens.
4. Do one of the following:
 - If you want to view notes associated with the prescription authorization (Create), select the **Record Note(s)** folder button .
 - If you want to view notes for a dispense, from the **Dispense History** section, select the applicable dispense > **Detail** > **Record Note(s)** .

The EHR – Record Notes window opens.



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Retracting Prescription Notes from the EHR

A prescription note on the EHR may be retracted by the original pharmacy that entered the note.

Retracting Notes for a Local Prescription

To retract a note for a local prescription:

1. Open the prescription in **Rx Detail**.
2. Select the **Notes** tab.
3. Do one of the following:
 - If you want to remove the note from Propel Rx and the EHR, highlight the note and then select **Delete**.
 - If you want to remove the note from the EHR but keep it locally in Propel Rx, uncheck the **EHR** checkbox for the note.

Propel Rx - RX Detail

KIOSK, MICHAEL
Aug 24, 1963 (61) M
PHN: 0

(902) 453-1256
English

Auth: 649274
Rx Number: 649278
Fill Type: NEW (Prev. Hold)

Fill: Aug 13, 2025
Last Fill:
Dialogue Required

Ready Time: Due: 6 days ago
8/13/2025 04:12 PM

RX: 649278 EXTENDED EHR THIRD PARTY NOTES

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Create		✓		✓	649278	SD	Aug 20, 2025 12:51
Patient is resuming therapy after a 2-month period of non-compliance							

2. Select **OK**.
 - A processing message displays indicating the information is being retracted from the EHR.
 - If a rejection is returned by the DIS (e.g., time limit has elapsed), the note will remain on the EHR.

Retracting Notes for a Non-Local Prescription

EHR notes for non-local prescriptions can only be retracted if your pharmacy entered the note.

To retract a note for a non-local prescription:

1. Open the [EHR - All Profile Summary view](#).
2. From the **Profile Information** section, select the applicable prescription.
3. Select **Detail**. The EHR - Activate Rx Details view opens.
4. Do one of the following:
 - If you want to retract a note associated with the prescription authorization (Create), select the **Record Note(s)** folder button .
 - If you want to retract a note for a dispense, from the **Dispense History** section, select the applicable dispense > **Detail** > **Record Note(s)** .

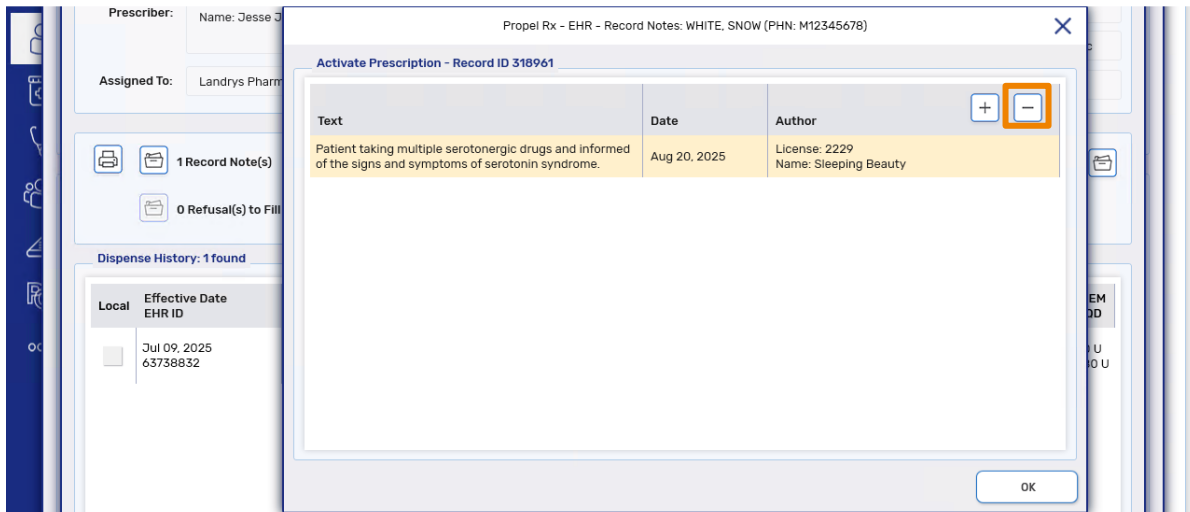
The EHR - Record Notes window opens.



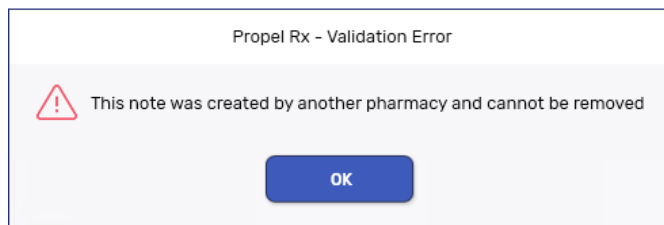
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5. Select the applicable note.
6. Select the **Remove** button .



- If the note was entered by another pharmacy, a prompt will inform you the note cannot be removed.



- A processing message displays indicating the information is being retracted from the EHR.
- If a rejection is returned by the DIS (e.g., time limit has elapsed), the note will remain on the EHR.



Correcting a Prescription

The Correct function allows you to fix any error(s) on a prescription that was processed by your pharmacy (e.g., wrong quantity, drug, instructions). Depending on the prescription and the Correct function used, a corresponding message may be transmitted to retract the Create or reverse the Dispense from the EHR. The current user will be sent in the messages to the DIS when a prescription is corrected.

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

Amend Next Disabled for EHR integrated pharmacies.

Rebill Allows you to cancel a prescription, correct it, and then fill the prescription in one step using the same prescription number and fill date (e.g., incorrect quantity authorized).

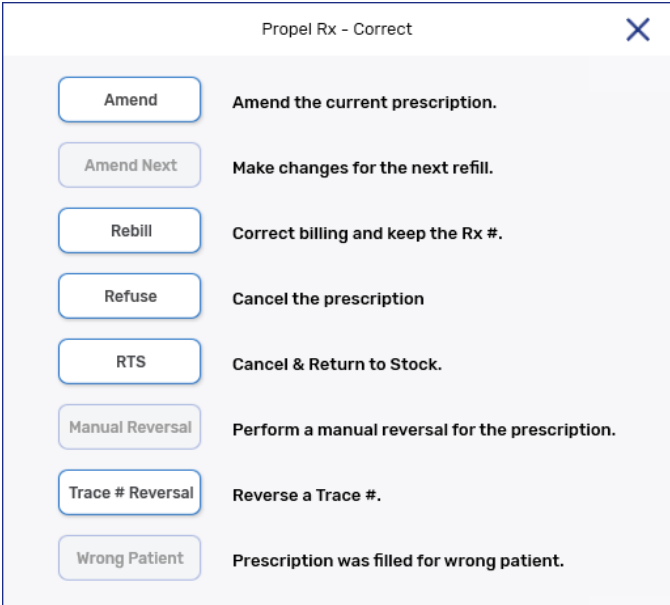
Refuse Allows you to cancel the prescription authorization and/or its dispense.

RTS Allows you to cancel the prescription authorization and/or its dispense. RTS allows you to enter the prescription numbers by scanning privacy labels.

Manual Reversal Allows you to reverse a prescription without adjudication of the reversal online.

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

Wrong Patient Disabled for EHR integrated pharmacies.



The screenshot shows a dialog box titled "Propel Rx - Correct" with a close button (X) in the top right corner. The dialog contains a list of correction options, each with a button and a description:

Function	Description
Amend	Amend the current prescription.
Amend Next	Make changes for the next refill.
Rebill	Correct billing and keep the Rx #.
Refuse	Cancel the prescription
RTS	Cancel & Return to Stock.
Manual Reversal	Perform a manual reversal for the prescription.
Trace # Reversal	Reverse a Trace #.
Wrong Patient	Prescription was filled for wrong patient.



Amending a Prescription

Changes made using the Amend function are not transmitted to the DIS. As a result, only certain fields are enabled when amending a prescription that was transmitted to the DIS (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. For prescriptions without an EHR Rx ID, the QA (new and reauthorized prescriptions only), SIG, and Unit can be edited in addition to the fields listed below.

Main Tab	Extended Tab	Notes Tab
- Labels - Refill Rem Act (days) - Compliance Pack checkbox and dosing information	- Label setup - Language - Next Fill Qty - Special Auth Expiry - Auto Refill - Leaflet	Non-EHR notes (EHR notes are not editable)

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 to the allowed fields.
5. Select **Save**.
6. A prompt asks if you want to print a new label. Select **Yes** or **No**.

Propel Rx - Amend Prescription


 Do you wish to print a new file copy and label?

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



BLUE, JAN A

THIRD PARTY

CLINICAL

PROFILE

HISTORY

PROGRAMS

PREFERENCES

ATTACHMENTS

NOTES

Display Options

Display

All

Deselect All

☒ Condense

☒ Active Only

Criteria

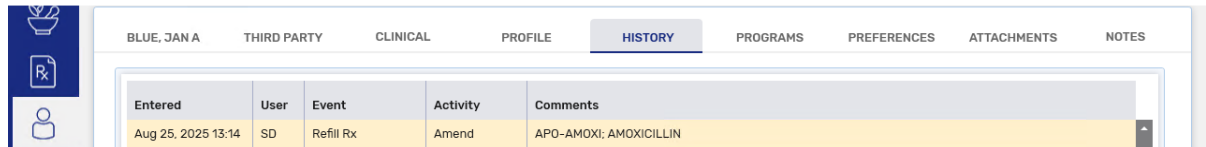
Filter

Clear Filter

Workflow	Fill Date Perf On	Due	Drug Name Strength	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
	Aug 25, 2025 Aug 25, 2025	10	AMOXICILLIN; APO-AMOXI 250MG	649286	30	APX T 1 CAP TID	0	AMD	☒



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



Entered	User	Event	Activity	Comments
Aug 25, 2025 13:14	SD	Refill Rx	Amend	APO-AMOXI; AMOXICILLIN

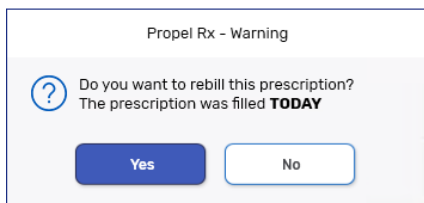
Rebilling a Prescription

When a prescription is rebilled, the prescription is first refused and then filled again. For new and reauthorized prescriptions, during the refusal portion of the rebill, the prescription authorization (i.e., Create) is aborted on the EHR, allowing the modification of all fields. After the prescription is filled, a new prescription authorization is created on the EHR.

A retract message is not sent for the Create of a downloaded prescription since the prescription authorization was not created by the dispensing pharmacy. If a downloaded prescription should be retracted, you 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. Select **Yes**.



Propel Rx reverses the Third Party claim, and the appropriate reversal message is sent to the DIS. For detailed information on the prescription changes that occur on the EHR with a rebill, refer to the table below.

Prescription Scenario	Prescription Changes
First Fill or ReAuth	- The claim is reversed from the Third Party. - The Dispense (and Pickup if it was completed) is reversed on the EHR.



	- The Create is retracted on the EHR. If the retraction is not successful, the prescription is assigned a cancelled status locally and discontinued both locally and on the EHR. - Once the reversal is completed, the prescription opens in Rx Detail and all information is retained, except for the EHR Rx ID and Dispense ID. - Upon Fill, a new EHR Rx ID and Dispense ID are assigned.
Refill	- The claim is reversed from the Third Party. - The Dispense (and Pickup if it was completed) is reversed on the EHR. - Once the reversal is completed, the prescription opens in Rx Detail and all information is retained, except for the Dispense ID. - Upon Fill, a new Dispense ID is linked to the existing EHR Rx ID.
Downloaded Prescription	- The claim is reversed from the Third Party. - The Dispense (and Pickup if it was completed) is reversed on the EHR. - Once the reversal is completed, the prescription opens in Rx Detail and all information is retained, except for the Dispense ID. - Upon Fill, a new Dispense ID is linked to the existing EHR Rx ID.

3. Select **Fill**.

- In Propel Rx, the prescription status is updated to Complete (COM), and the same prescription number is assigned.
- Rows are added to the **Patient Folder History** tab and prescription **Audit History** to track the refusal and fill.
- 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.
- If POS integration is enabled, send the Pickup message again by scanning the prescription at the POS till or manually via the Rx Detail EHR tab.

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	✓		✓	
All Other Fields	✓		✓	

Rebilling a Discontinued Prescription

If a prescription is discontinued on the EHR, the Rebill button will be disabled. To correct the billing information, you must refuse the discontinued prescription and create a new prescription with the correct billing information.

To correct the billing information for a discontinued 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 Refuse Rx window opens if the prescription is not a refill. Select **Remove**.

Propel Rx - Refuse Prescription

Are you sure you want to refuse?

Rx #649278 (ACT-METFORMIN) for MICHAEL KIOSK

Yes No

Propel Rx - Refuse Rx

Rx# 649278 is on the Patient's EHR Profile.
How do you wish to refuse this prescription?

Hold Place Rx on Hold and remains Active in EHR.

Remove Cancel and Discontinue Rx (Aborted on the EHR). i

Cancel Cancel and return to the previous window.

- Create a new prescription for the same patient using the correct billing information.
- Select **Fill**.
- Discontinue the new prescription you just created.





NOTE: It is your pharmacy's responsibility to ensure that all Third Party billing is correct, including claim reversals, and that all documentation is in place in case there is any type of audit performed.

Refusing a Prescription

Depending on the scenario, when a prescription is refused, you may be given the options to remove the prescription or place it on Hold locally in Propel Rx. Corresponding messages are transmitted to the DIS to update the status of the prescription authorization (Create) and/or reverse the Dispense. When refusing a prescription, if a Pickup was completed previously, a retract of the Pickup is done as well.

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 Refuse Rx window opens if the prescription is not a refill. Depending on the prescription scenario, the buttons that are visible in the window vary, as indicated in the chart below.
 - A row is added to the **Patient Folder History** tab to track the refusal.
 - A row is also added to the prescription **Audit History** to track the refusal. If the prescription was placed on Hold, a Cancelled record will precede the Hold record.

Prescription Scenario	Prompt	Options/Actions
First Fill or ReAuth, including First Fill from Hold		Hold - The claim is reversed from the Third Party. - The Dispense (and Pickup if it was completed) is reversed but the Create remains on the EHR. - The prescription is placed on Hold locally and continues through Workflow (if applicable).



Prescription Scenario	Prompt	Options/Actions
		- 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. <u>Remove</u> - The claim is reversed from the Third Party. - If the prescription was not downloaded, the Create is retracted and Dispense reversed from the EHR. Locally, the prescription is removed from the Profile. For reauthorizations, the previous prescriptions in the same chain remain on the Profile. - If the retraction of the Create is unsuccessful, the prescription is aborted (discontinued) on the EHR. Locally, the prescription is cancelled (CAN) and discontinued (*D*). - If the prescription was downloaded, the Create remains on the EHR and the Dispense is reversed. <u>Cancel</u> - Exits with no changes.
Historical First Fill	No prompt is displayed	- The claim is reversed from the Third Party. - Locally, the prescription is removed from the Profile.



Prescription Scenario	Prompt	Options/Actions
		The Dispense is reversed and the prescription is removed on the EHR.
New or ReAuth placed on Hold		<u>Remove</u> - If the prescription was not downloaded, the Create is retracted from the EHR. Locally, the prescription is removed from the Profile. For reauthorizations, the previous prescriptions in the same chain remain on the Profile. - If the retraction of the Create is unsuccessful, the prescription is aborted (discontinued) on the EHR. Locally, the prescription is cancelled (CAN) and discontinued (*D*). - If the prescription was downloaded, the Create remains on the EHR. <u>Cancel</u> - Exits with no changes.
Refill	No prompt is displayed	- The claim is reversed from the Third Party. - The Dispense (and Pickup if it was completed) is reversed but the Create remains on the EHR. - The prescription is cancelled (CAN) locally. - The prescription can be refilled later against the same EHR Rx ID.



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 EP/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 VAZBAGLBCOK 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 submit a Refusal to Fill message to the DIS. This advises other healthcare professionals that a pharmacy decided not to complete the dispense.

To complete a **Refusal to Fill** transaction:

1. Open the incomplete prescription in **Rx Detail**.
2. Enter any required information in the **Main** tab of Rx Detail.
3. Select the **EHR** tab.
4. Select the **Refusal to Fill** checkbox.



NOTE: If a prescription indicated as Refusal to Fill is refilled, the Refusal to Fill checkbox will be OFF and disabled.

5. The **Reason** dropdown becomes enabled. Select a reason from the dropdown list.
6. *Optional:* In the **Note** field, enter any notes regarding the refusal.

The screenshot displays the 'Rx Detail' interface for a patient named KIOSK, MICHAEL. The 'EHR' tab is active. In the 'Dispense' section, the 'Refusal to Fill' checkbox is checked. The 'Reason' dropdown is set to 'Order Stopped' and the 'Note' field contains 'that alternate medication was prescribed'. The 'Pickup' section shows 'Data Entry' workflow status.

7. Select **Fill**.



NOTE: The Hold button is not available for Refusal to Fills.



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- For New or ReAuth prescriptions, a Create message is sent to the DIS before transmitting the Refusal to Fill message.
- Inventory is not deducted, nor is a claim submitted for adjudication.
- If Digital Workflow is enabled, the prescription skips Packaging and moves to the next Workflow step (Technical Validation or Clinical Review if enabled).
- On the Propel Rx Patient Profile, the prescription status displays as **REF**. On the Audit History, the prescription status displays as **Refusal**.

The screenshot shows the 'PROFILE' tab for a patient named KIOSK, MICHAEL. The 'Display Options' section includes a 'Criteria' filter set to 'lorazepam'. The main table lists a prescription with the following details:

Workflow	Fill Date	Perf On	Due	Drug Name	Strength	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
Technical Validation	Aug 22, 2025			LORAZEPAM; AA-LORAZEPAM S	1MG	649281	30	AAP TAKE 1 TABLET AT BEDTIME	1	REF	☒

The screenshot shows the 'Audit History' for the prescription. The table lists the following details:

Rx #	Auth Rx	Price	TP Bill	Fill Date	DIN	MFR	Status	QA	Qty	OD	REM
649281	649281	\$0.00	CA		2410753	AAP	Refusal	30	30	0	1

Below the table, it indicates 'Dr. CHAPLIN, CHARLIE' and 'Performed on: Aug 22, 2025 By: SD'. A 'Refusal To Fill Rx' button is visible.

- A row is added to the **Patient Folder History** tab to log the submission of the Refusal to Fill.

The screenshot shows the 'HISTORY' tab for the patient. The table lists the following details:

Entered	User	Event	Activity	Comments
Aug 22, 2025 08:40	SD	New Rx	Refusal	AA-LORAZEPAM SUBLINGUAL; LORAZEPAM

- On the EHR Profile, details of the Refusal to Fill can be viewed from the **EHR – Activate Rx Details window** > **Refusal(s) to Fill** folder button

The screenshot shows the 'EHR - Activate Rx Details' window. The 'Create Info' section includes fields for EHR Rx ID (400596), Written Date (Aug 22, 2025), Local Rx # (649281), Status (Active), Prescriber (License: 2225, Name: CHARLIE CHAPLIN), and Assigned To (Albert's Drug Store). The 'DIN/GCN: 02410753' section shows 'LORAZEPAM 1mg DISSOLVE, SUBLINGUAL, DIN: 02410753'. The 'Qty: 30 U' and 'Refills: 1' are also displayed. The 'Refusal(s) to Fill' folder is highlighted, showing a table with the following details:

Date	Reason	Author	Location	Note
Aug 22, 2025	Order Stopped	License: 2229 Name: Sleeping Beauty	Landrys Pharmacy, ID: 99988	Confirmed with prescriber that alternate me



Updating the Status of a Prescription

After a prescription is processed for a patient, it is flagged as Active on the Propel Rx Patient Profile. If the patient is no longer actively taking a medication, 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 a Non-Local Prescription

The Update Status button on the EHR – Rx Details 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 DIS but not vice versa.

Prescriptions that are obsolete or discontinued 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 and it needs to be filled, refill it and create a new prescription on the EHR.

Propel Rx - Detected Issues Maintenance			
Patient Name: KIOSK, MICHAEL GREGORY		Patient PHN: 0	
Priority	Severity	Issue Type	Description
Error	High	A local business rule relating multiple elements has been violated	TRANSACTION NOT ALLOWED DUE TO CURRENT STATUS OF PRESCRIPTION: ABORTED

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

1. Open the [EHR – All Profile Summary view](#).
2. From the **Prescription Information** section, select the applicable prescription that requires a status update.
3. Select **Detail**. The EHR – Rx Details view opens.
4. Select **Update Status**.
5. The Update Status window opens.
 - a. From the **Status** dropdown, select Abort (Discontinue), Suspend, or Resume.
 - b. Choose the appropriate reason from the **Reason** dropdown.
 - c. *Optional:* Enter any notes related to the status change.



d. Select **OK** to update the prescription's status on the EHR.

The screenshot shows the 'Propel Rx - EHR - Activate Rx Details' window. A modal titled 'Propel Rx - EHR - Update Status' is open in the foreground. The modal contains a 'Status' dropdown set to 'Suspend', a 'Reason' dropdown set to 'Admission To Hospital', and a 'Notes' text area. At the bottom of the modal are 'OK' and 'Cancel' buttons. The background window shows prescription details for 'APO-ACEBUTOLOL 400 mg SWALLOW, ORAL, DIN: 02147629' with a quantity of 10 U and a status of 'Active'.



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

Updating the Status of a Local Prescription

Discontinuing or Suspending a Prescription from Propel Rx

Updating the status of local prescriptions maintains good profile hygiene in cases where the prescription authorization has been discontinued or suspended.

To update the status of a local prescription:

1. Open the **Patient Folder**.
2. On the **Profile** tab, do one of the following:
 - For a single prescription: deselect the **Active** checkbox.

The screenshot shows the 'Profile' tab in a patient folder. It displays a table of prescriptions with columns for 'Workflow', 'Fill Date', 'Due', 'Drug Name', 'Rx#', 'Qty (Owe)', 'MFR Instructions', 'REM', 'Status', and 'Active'. The 'Active' column contains checkboxes. The checkbox for the prescription 'METFORMIN; ACT-METFORMIN 500MG' is checked and highlighted with a red box.

Workflow	Fill Date	Due	Drug Name	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
Technical Validation	Aug 14, 2025	-3	METHADONE; METHADOSE 10MG/ML	364895	50	MNK TAKE 5ML (50MG) ONCE DY	2	COM	☒
	Aug 13, 2025	85	METFORMIN; ACT-METFORMIN 500MG	649278	180	ACT TAKE 1 TABLET TWICE DAILY	1	COM	☒



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- For multiple prescriptions: highlight the applicable rows and select the **Active** header.

Workflow	Fill Date Perf On	Due	Drug Name Strength	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
Technical Validation	Aug 14, 2025 Aug 14, 2025	-3	METHADONE: METHADOSE 10MG/ML	364895	50	MNK TAKE 5ML (50MG) ONCE DY	2	COM	☒
	Aug 13, 2025 Aug 13, 2025	85	METFORMIN: ACT-METFORMIN 500MG	649278	180	ACT TAKE 1 TABLET TWICE DAILY	1	COM	☒

The Inactivate Rx window opens.



NOTE: If the prescription(s) are still in Workflow, a prompt will appear and they will be excluded from the update status action.

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# 364895 (Technical Validation)

OK Cancel

- Select one of the following options:
 - Discontinue** (Aborted on the EHR) – patient will no longer take the medication, effective immediately. Repeats are removed.
 - Inactivate** (Suspended on the EHR) – patient is not currently taking medication but may resume later. Repeats are retained.
 - Suspend** (Suspended on the EHR) – patient will stop the medication for a specific period and then resume on a chosen date. Repeats are retained.

Propel Rx - Inactivate Rx

What do you wish to do with the prescription?

☐ **Discontinue**
Remove repeats - Patient stops medication immediately

☒ **Inactivate Prescription**
Retain repeats - inactivates prescription

☐ **Suspend Prescription and reactivate on**
Retain repeats - medication temporarily held

OK Cancel

- Select **OK**.
- An additional window appears.
 - Optional:* Select a reason from the dropdown.
 - Optional:* Enter any notes related to the prescription's status update. Select the EHR checkbox if you want the note to be transmitted to the DIS.
 - Optional:* Select who (i.e., Agent, Patient, Provider) updated the status of the prescription.
- Select **OK**.

Propel Rx - Discontinue Prescription

Removes the refills and the patient stops the medication.

Reason: Change In Medication/Dose

Prescription Note

Prescriber switched patient to a different blood pressure medication (ramipril).

Discontinued By: Patient

OK Cancel



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- A message is 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*
 - Suspended = *S*

Workflow	Fill Date Perf On	Due	Drug Name Strength	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
	Aug 13, 2025 Aug 18, 2025		ACEBUTOLOL; APO-ACEBUTOL 400MG	649277	10	APX TAKE 1 AND 1/2 TABLETS TWICE DAIL	0	CAN *D*	☐

- A note is added to each selected prescription indicating the status change, who initiated the update, and notes entered at the time of the update.

Propel Rx - RX Detail

KIOSK, MICHAEL
Aug 24, 1963 (61) M
PHN: 0

(902) 453-1256
English

Auth: 649277
Rx Number: 649277
Fill Type: NEW

Fill: Aug 13, 2025
Last Fill: Dialogue Required

Ready Time: Due: 4 days ago
8/13/2025 03:07 PM

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Discontinued Rx - Patient	Create	☒	☐	☒	649277	SD	Aug 18, 2025 12:58

Prescriber switched patient to a different blood pressure medication (ramipril)

- A record is added to the **Patient Folder History** tab to document the status change of the prescription.

Patient Folder History

Filtering: acebutolol

Entered	User	Event	Activity	Comments
Aug 18, 2025 12:58	SD	Profile	Rx Deactivated	ACEBUTOLOL; APO-ACEBUTOLOL
Aug 13, 2025 14:48	SD	Rx	Interaction	DRUG-MEDICAL: ACEBUTOLOL HCL 400 MG; (Use of BETA-1 SELECTIVE BLOCKERS (ISA) should be eva

- If a Detected Issue is returned by the DIS, it will be displayed, and you will have the opportunity to make the status change locally.

Propel Rx - Question

? The request to update the Patient's EHR was not successful.
Do you wish save changes locally?

Yes No



Discontinuing a Prescription Automatically Using Stop Dates

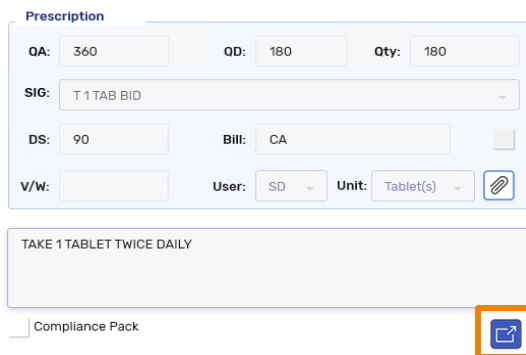
You can automate the status update of a prescription that exists on the EHR (i.e., has a Rx ID) using the Stop Date feature. On the stop date, the Prescription is discontinued in Propel Rx, a discontinue message is sent to the EHR, and a row is added to the Patient Folder History tab to track the prescriptions status update.



NOTE: If the status update fails on the EHR, the transaction appears in the Network Down queue of the [EHR Queue tile](#) for management. The prescription's local status remains unchanged until you view the Detected Issue, after which you will be given the option to update the status locally.

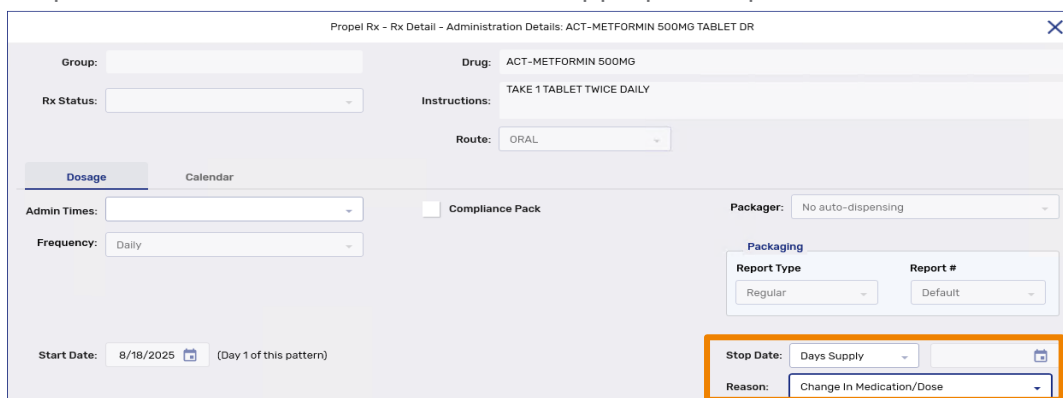
To set a stop date for a prescription:

- 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.



- Select **OK**.



Contact PTS Customer Care

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Reactivating a Suspended Prescription from Propel Rx

For suspended prescriptions, if a resume date was specified when the prescription was suspended, the prescription will be automatically reactivated on the chosen date. However, you can still manually resume the prescription earlier if needed.

To reactivate a suspended prescription from Propel Rx:

1. Open the **Patient Folder**.
2. On the **Profile** tab, ensure the **Active Only** checkbox is deselected so you can view Inactive prescriptions on the Profile.
3. Select the **Active** checkbox for the prescription that needs to be resumed.

Workflow	Fill Date Perf On	Due	Drug Name Strength	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
	Aug 01, 2025 Aug 18, 2025	73	RAMIPRIL: AURO-RAMIPRIL 5MG	649275	90	AUR TAKE 1 CAPSULE DAILY	1	COM *1*	☒

4. The Re-Activate Prescription window opens.
 - a. *Optional:* Dropdown the **Reason** field and select the appropriate option.
 - b. *Optional:* Enter any notes for the reactivation.
 - c. *Optional:* Select who (i.e., Agent, Patient, Provider) initiated the reactivation process.
5. Select **OK**.

Workflow	Fill Date Perf On	Due	Drug Name Strength	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
	Aug 01, 2025 Aug 18, 2025	73	RAMIPRIL: AURO-RAMIPRIL 5MG	649275	90	AUR TAKE 1 CAPSULE DAILY	1	COM	☒

- A note is added to each selected prescription indicating the status change, who initiated the update, and notes entered at the time of the update.



Propel Rx - RX Detail

KIOSK, MICHAEL
 Aug 24, 1963 (61) M
 PHN: 0

(902) 453-1256
 English

Auth: 649275
 Rx Number: 649275
 Fill Type: RE-AUTH

Fill: Aug 01, 2025
 Last Fill: Aug 12, 2025 (~11 days ago) (DS: 90)
☐ Dialogue Required

Ready Time: **Due: 5 days ago**
 8/12/2025 03:41 PM

RX: 649275 EXTENDED EHR THIRD PARTY NOTES

Notes	Priority	Alert	Print	EHR	RX #	User	Date
Re-activated Rx - Provider		☒	☐	☐	649275	SD	Aug 18, 2025 13:34
Rx was re-activated by user sd							

- A record is added to the **Patient Folder History** tab to document the status change of the prescription.

KIOSK, MICHAEL THIRD PARTY CLINICAL PROFILE HISTORY PROGRAMS PREFERENCES ATTACHMENTS NOTES

Filtering: ramipril

Entered	User	Event	Activity	Comments
Aug 18, 2025 13:35	SD	Profile	Rx Activated	RAMIPRIL: AURO-RAMIPRIL
Aug 18, 2025 13:31	SD	Profile	Rx Deactivated	RAMIPRIL: AURO-RAMIPRIL

- If a status update fails on the EHR, the prescription status will remain unchanged locally. If a Detected Issue is returned by the DIS, it will be displayed, and you will have the opportunity to make the status change locally.

Propel Rx - Question

The request to update the Patient's EHR was not successful. Do you wish save changes locally?

Yes No

Inactivating Prescriptions 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 KIOSK, MICHAEL GREGORY? Please ensure you update the prescription information.

Yes No Cancel

- 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 Propel Rx Patient Profile but no message will be transmitted to the DIS; the status change will be local only.



Transferring a Prescription

Transferring In a Prescription

The **Download** button is used to transfer in a prescription from a patient's EHR. This is performed if the prescription has been e-prescribed or if the prescription has been transferred to your pharmacy. For prescription transfers, the originating pharmacy must assign dispensing authority to your pharmacy before you can download it from the EHR and dispense it.

Prescriptions can be downloaded so long as they are **not local** and have an **Active, Completed, or Suspended** status.



NOTE: Suspended prescriptions must be reactivated prior to fill. Either the transferring pharmacy can reactivate the prescription, or you can update its status from the EHR Profile prior to download.

To download a prescription:

1. Open the **Patient Folder**.
2. Select the **Profile** tab.
3. Select **Rx > Profile > EHR-All**.
4. The Patient EHR Access Reason window opens.
 - a. From the dropdown menu, enter a reason for accessing the patient's EHR. The default reason is Patient Care.
 - b. *Optional:* Enter any comments in the **Comments** field.
 - c. Select **OK**.

The EHR - All window opens.

5. Select the desired prescription record.

Propel Rx - Patient EHR - Access Reason

Patient EHR

Patient Care

Comments

Date to Retrieve From: Jun 15, 2025 # of days: 45

OK Cancel

Profile Information

Type: All Source: Combined Filter

Local	EHR ID Local Rx#	Service Date Written Date	Status Type	Issues Notes	Product Information	Qty DS	Qty REM QA	Instructions Prescriber
	381078	Jul 24, 2025 Jul 24, 2025	Active Rx		WELLBUTRIN XL 300 mg SWALLOW, ORAL DIN: 02275104 24 HOUR EXTENDED RELEASE	180 U	180 U 360 U	Take one tablet a day, by mouth, at the same time Cheryl Ann Smith (21194)
	381077	Jul 24, 2025 Jul 24, 2025	Active Rx		ADVIL 200 mg SWALLOW, ORAL DIN: 01933558 TABLET		200 U 200 U	Take 1-2 tablets by mouth as needed for pain. Cheryl Ann Smith (21194)
	376404	Jul 16, 2025 Jul 16, 2025	Active Rx		Biohealth Joint Plus 500 Mg Ca NPN: 80060343 CAPSULE	35 U	49 U 112 U	Take 1 Capsule(s) swallow, oral every 12 hours Physician Assistant Default (DFA99)
	376218	Jul 15, 2025 Jul 15, 2025	Active Rx		Antimonium Muraticum NPN: 80017698 12 HOUR EXTENDED RELEASE		720 U 720 U	Take 1 Tablet(s) swallow, oral every 12 hours for Optometrist Default (DFOPT99)
	360884	Jul 15, 2025 Jun 19, 2025	Completed Rx		ADVIL 200 mg SWALLOW, ORAL DIN: 02241769 CAPSULE	200 MG	0 MG 400 MG	Take 1 Capsule(s) swallow, oral after meals for Jesse James (2878)

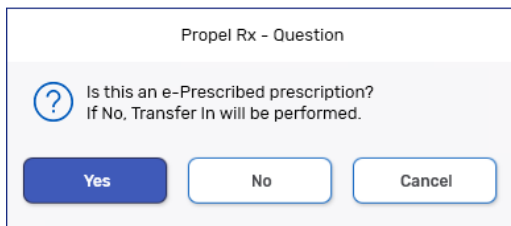
Detail Download OK



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6. Select **Detail**. The EHR – Rx Details window opens.
7. Review the **Create** and **Dispense** details of the selected prescription. This information should be reviewed to ensure the correct prescription has been selected and for prescription transfers, provide an opportunity to confirm the information from the transferring pharmacy. Once done, select **OK**.
8. Select **Download**. A prompt displays.

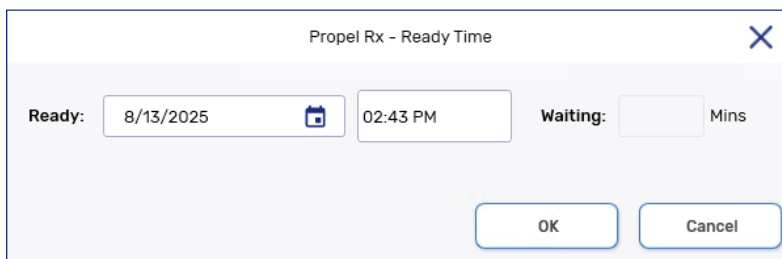


Propel Rx - Question

Is this an e-Prescribed prescription?
If No, Transfer In will be performed.

Yes No Cancel

9. Do one of the following:
 - Select **Yes** if this is an e-prescription.
 - Select **No** if this is a transferred in prescription.
10. If the [Ready Time preference](#) is enabled, a prompt appears to enter a Ready Time. Select a date and time and then select **OK**.



Propel Rx - Ready Time

Ready: 8/13/2025 02:43 PM Waiting: Mins

OK Cancel

11. If a matching drug cannot be found in Propel Rx, the Drug and Mixture Search window opens with the drug name pre-populated. Search for and select the appropriate drug.
12. If a matching prescriber cannot be found in Propel Rx, the Prescriber Search window opens. Search for and select the appropriate prescriber.
13. If this is a transferred in prescription, the Transfer In window displays. The values that are returned with the Download message are populated.
 - a. Select the transferring pharmacy.



NOTE: If the pharmacy is not in the dropdown list or is missing the Provincial ID, select the Pharmacy button to search the Location Registry. For more information, see [Other Pharmacy](#).

- b. Enter the **Transferring Pharmacist**. The license number is optional.
- c. Dropdown the **Receiving Pharmacist** field and select the appropriate user, if not already selected.
- d. Review the details in the **Prescription Information** section and add any comments that are relevant to the prescription.



Propel Rx - Transfer In

Display Options

☐ Include Inactive ☐ Only Favourites

123 pharmacy Clear

Pharmacy Name	Address	City	Phone #	Fax #
6901 123 pharmacy	123 any st	Toronto	(999) 999-9999	(999) 999-9999

Add Edit Remove

Transferring Pharmacist: Po, Lee License #: 99999

Receiving Pharmacist: SD Transferred By: ☒ Fax ☐ Verbal

Prescription Information

Qty Authorized: 360 Total Qty Dispensed: 180 Qty Remaining: 180 Repeats: 1

First Fill Date: 📅 First Fill Rx #: First Fill Rx Qty:

Last Fill Date: 📅 Last Fill Rx #: 381078 Last Fill Rx Qty: 180

Rx Written Date: 7/24/2025 📅 Comments:

Remove Transfer Details OK Cancel

- e. Select **OK**.
- f. If more than one prescription was selected to download, a prompt asks if you want the transfer details (e.g., transferring pharmacy, receiving pharmacist, license number) to be applied to the other prescriptions. Select **Yes** or **No**.

Propel Rx - Confirmation

? Would you like to add these Transfer details to the other prescriptions being processed?

Yes No

14. The prescription opens in Rx Detail and displays the downloaded information. The Rx ID from the EHR Profile auto-populates in the Create section of the **EHR** tab. Verify all information in Rx Detail and select either **Fill** or **Hold**.



ALERT: The proper transfer protocol requires that the originating pharmacy be contacted, and the transferring pharmacy must complete the electronic transfer of the prescription before it can be downloaded to your pharmacy. Refer to [Transferring Out a Prescription](#) for more information on the transfer out process.



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propel RX Detail

WHITE, SNOW
Sep 09, 1988 (36) F
PHN: M12345678
(902) 435-8248
English

Auth: 0
Rx Number: 0
Fill Type: NEW
Fill: Last Fill: Dialogue Required

Ready Time: Due In: 19 min, 47 sec
8/13/2025 02:51 PM

RX: NEW EXTENDED EHR THIRD PARTY NOTES

WHITE, SNOW
TP Bill: CA
Phone: (902)435-8248 Age: 36
Allergy Medical
Dr. CHAPLIN, CHARLIE
Phone: (465)445-6465 Lic: 2225
65 Silent Hill Street
DIN 2439662
Pk (OH): 90 (180) - Def.
BUPROPION ACT-BUPROPION XL 300MG TAB ER 24H
Desc: L:1340724a E:06/21

Prescription
QA: 360 OD: 180 Qty: 180
SIG: TAKE ONE TABLET A DAY, BY MOUTH, AT THE SAME TIME DAILY.
DS: 90 Bill: CA
V/W: User: SD Unit: Tablet(s)
Take one tablet a day, by mouth, at the same time daily.
Compliance Pack

Price
Cost: \$52.69
Markup: \$4.21
Fee: \$12.25
Total: \$69.15
TP Paid: \$0.00
Copay: \$69.15
Deduct: \$0.00
Pays: \$69.15
Delivery: Mail:
Labels: 1
Refill Rem Act (days):

Label
Rx: 0
WHITE, SNOW
Dr. CHAPLIN, CHARLIE
bupropion 300MG
ACT-BUPROPION XL 300MG
(180) Tablet(s) ACT DIN 2439662
TAKE ONE TABLET A DAY, BY MOUTH, AT THE SAME TIME DAILY.

Sticky Note:
Alerts
Aug 13, 2025 This prescription contains dosage instructions
May 14, 2025 test

8854 PPAZPITRNSQ X2.0-01

RX HOLD ESCAPE PARK QUEUE FILL CLOSE REVERT

Viewing the Transfer In Details of a Prescription

After a transferred in prescription is Filled or placed on Hold, you can view its transfer in details at any time from Rx Detail.

To view the transfer in details of a prescription:

1. From the **Workbench** or **Patient Profile**, select the prescription.
2. Select **Detail**. The prescription loads in Rx Detail.
3. Select the **Extended** tab.
4. Select the folder button  in the **Transfer In** section. The Transfer In window opens.

Transfer In

This Rx was transferred from: 123 pharmacy

8854 PPAZPITRNSQ X2.0-01

RX HOLD ESCAPE PARK QUEUE FILL CLOSE REVERT



Contact PTS Customer Care

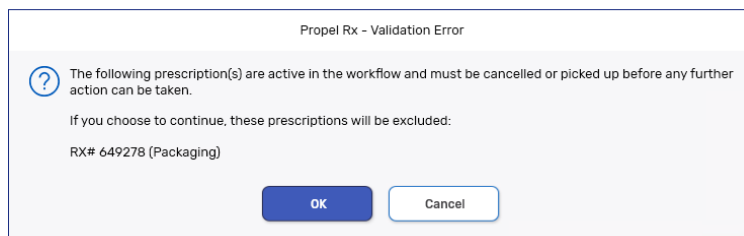
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Transferring Out a Prescription

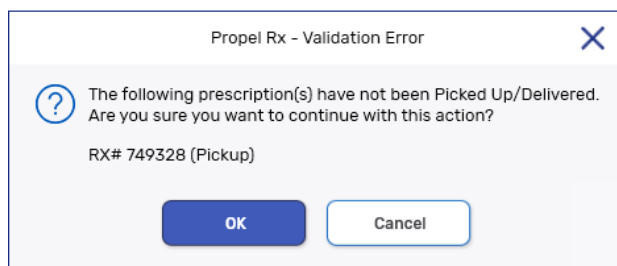
The Transfer Out function is used to transfer the ownership of a prescription from your pharmacy to another pharmacy. As part of the transfer out process for a prescription recorded on the EHR, a message is transmitted to the DIS to assign ownership of the prescription to the new pharmacy. The Transfer Out **must** be completed as soon as possible by the transferring pharmacy. Failing to do so prevents the receiving pharmacy from successfully downloading and dispensing the prescription(s).

To transfer out a prescription:

1. Open the **Patient Folder**.
2. On the **Profile** tab, select the prescription(s) to transfer.
3. Select **Rx > Transfer**.
 - If the prescription has not completed Workflow, a prompt indicates the prescription will be excluded from the transfer. Select **OK**. Process the prescription through Workflow or cancel it before transferring.



- If POS integration is ON and the prescription has not been picked up or delivered, a prompt asks if you want to continue. Select **OK** to proceed.



4. The Audit History for the first prescription appears. This can be used to provide the other pharmacy with information about the prescription(s). Select **OK**.
5. The Transfer Out window opens. Select the receiving pharmacy.
 - The **EHR** checkbox is checked ON and disabled if the prescription has a Rx ID and the pharmacy record in Propel Rx is synced to the [Location Registry](#). Transfers for prescriptions with an EHR ID are not allowed to bypass the DIS.



NOTE: If the pharmacy is not in the dropdown list or is missing the Provincial ID, select the Pharmacy button to search the Location Registry. For more information, see [Other Pharmacy](#).



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6. Enter the **Receiving Pharmacist**. The license number is optional.
7. Dropdown the **Transferring Pharmacist** field and select the appropriate user, if not already selected.
8. Dropdown the **Reason for Transfer** and select the appropriate option. Comments are optional.

9. Select **OK**. The Transfer Report window opens.
10. Deselect the checkboxes you do not want to apply.

11. Select **OK**. The Prescription Transfer Report is faxed and/or prints.
 - A processing message displays to indicate the information is being transmitted to the EHR. Upon successful transmission, the processing window closes.
 - On the EHR, the prescription is now assigned to the receiving pharmacy, as can be seen from the [EHR - Activate Rx Details view](#) > **Assigned to** field.



- The prescription is inactivated and marked as **Transferred (TRN)** on the Patient Profile in Propel Rx.

The screenshot shows the 'PROFILE' tab for a patient named KIOSK, MICHAEL. The 'Display Options' section includes a 'Display' dropdown set to 'All', a 'Select All' button, a checked 'Condense' checkbox, an unchecked 'Active Only' checkbox, and a 'Criteria' search box containing 'metformin'. Below this is a table with the following data:

Workflow	Fill Date Perf On	Due	Drug Name Strength	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
	Aug 13, 2025	90	METFORMIN; ACT-METFORMIN 500MG	0	180	ACT TAKE 1 TABLET TWICE DAILY	0	TRN	☐

Transferring a Prescription Out of Province

To transfer a prescription to an out-of-province pharmacy, assign the appropriate **Prov Code** and **Provincial ID** from List Maintenance in Propel Rx to the pharmacy record.

- Provincial Pharmacy ID** – Non-NS Pharmacy Default
- Prov Code** – DF002

To set up the pharmacy record, follow the steps in [Using Default Locations for an Other Pharmacy Record](#).

To transfer the prescription, follow the steps in [Transferring Out a Prescription](#).

Cancelling a Transfer Out

If a prescription was transferred out in error, the transfer can be cancelled. When this action is performed, the prescription is reactivated and repeats are restored in Propel Rx. A message is also sent to the DIS to reassign dispensing authority for the prescription back to your pharmacy.

To cancel a transfer out:

- Open the **Patient Folder**.
- On the **Profile** tab, select the transferred out prescription.

The screenshot shows the 'PROFILE' tab for the same patient. The 'Display Options' section now includes a 'Deselect All' button. The 'Criteria' search box still contains 'metformin'. The table below is identical to the previous screenshot:

Workflow	Fill Date Perf On	Due	Drug Name Strength	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
	Aug 13, 2025	90	METFORMIN; ACT-METFORMIN 500MG	0	180	ACT TAKE 1 TABLET TWICE DAILY	0	TRN	☐

- Select **Correct**. The Correct window opens.



Propel Rx - Correct

Amend

Amend Next

Rebill

Refuse

RTS

Manual Reversal

Trace # Reversal

Wrong Patient

Amend the current prescription.

Make changes for the next refill.

Correct billing and keep the Rx #.

Retract transferred prescription.

Cancel & Return to Stock.

Perform a manual reversal for the prescription.

Reverse a Trace #.

Prescription was filled for wrong patient.

4. Select **Refuse**. The Refuse Prescription window opens.

Propel Rx - Refuse Prescription

Are you sure you want to refuse?

Rx #0 (ACT-METFORMIN) for MICHAEL KIOSK

Yes

No

5. Select **Yes**. The following occurs:
 - The status of the prescription is updated locally from **Transferred (TRN)** to the previous status prior to the transfer.
 - The repeats are restored on the prescription.

KIOSK, MICHAEL

THIRD PARTY

CLINICAL

PROFILE

HISTORY

PROGRAMS

PREFERENCES

ATTACHMENTS

NOTES

Display Options

Display

All

Select All

☒ Condense

☒ Active Only

Criteria

metformin

Filter

Clear Filter

Workflow	Fill Date Perf On	Due	Drug Name Strength	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
	Aug 13, 2025	90	METFORMIN: ACT-METFORMIN	649278	180	ACT	1	COM	☒
	Aug 13, 2025		500MG			TAKE 1 TABLET TWICE DAILY			

- The dispensing authority for the prescription on the EHR is reassigned to your pharmacy.



Common Detected Issues When Transferring a Prescription

The following are common Detected Issues and recommended actions relevant to transferring a prescription.



ALERT: If a Detected Issue is returned when transferring out a prescription, it must be addressed by correcting the applicable data and retrying. A local only transfer cannot be performed on a prescription that exists on the EHR (i.e., has a Rx ID).

Location is Not Authorized to Dispense Prescription

This error appears when you attempt to download a prescription that has not been assigned to your pharmacy. Contact the transferring pharmacy and ensure they have transferred the prescription using the correct Provincial Pharmacy ID associated to your pharmacy.

Propel Rx - Detected Issues Maintenance			
Patient Name: KIOSK, MICHAEL GREGORY		Patient PHN: 0	
Priority	Severity	Issue Type	Description
Error	High	A local business rule relating multiple elements has been violated	LOCATION IS NOT AUTHORIZED TO DISPENSE PRESCRIPTION

No Organization Found in System with Identifier of XXX and Identifier Type of XXX

This error appears when the receiving pharmacy's information is not properly entered in the **Other Pharmacy** list of List Maintenance. Select **OK** to return to the Transfer Out window. Select **Edit** to open the receiving pharmacy's record and then perform a [Compare](#) to validate and update, if required, the information entered in Propel Rx against the Location Registry.

Propel Rx - Detected Issues Maintenance			
Patient Name: KIOSK, MICHAEL GREGORY		Patient PHN: 0	
Priority	Severity	Issue Type	Description
Error	Unknown	A local business rule relating multiple elements has been violated	AN ERROR OCCURRED - ERROR DETAILS: NO ORGANIZATION FOUND IN SYSTEM WITH IDENTIFIER OF 1 AND IDENTIFIER TYPE OF 2.16.124.7.101.20.5.1.1.



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DUR (Other Medication)

For Drug Utilization Review (DUR) purposes and profile completeness, the DIS requires that non-prescription medications (i.e., over-the-counter, natural health products, prescriber drug samples, etc.) are added to the patient's EHR. In Propel Rx, this is accomplished using the **Add DUR** or **Refill DUR** functions.

A DUR check is performed by the DUR in the following scenarios.

- Prescription request is submitted.
- Dispense request is submitted.
- Other Medication request is submitted.
- Prescription is reactivated.
- Immunization request is submitted.

Adding a DUR to the EHR

Existing or new DURs can be transmitted to the DIS.

Adding an Existing DUR to the EHR

To add an existing DUR to the EHR:

1. Open the **Patient Folder**.
2. On the **Profile** tab, select the DUR.

The screenshot shows the 'PROFILE' tab selected in the top navigation bar. Below the navigation bar, there are tabs for 'Display Options', 'Criteria', 'Filter', and 'Clear Filter'. The 'Display Options' section includes a 'Display' dropdown set to 'All', a 'Deselect All' button, and checkboxes for 'Condense' (checked) and 'Active Only'. The 'Criteria' section has a search box containing 'tums'. Below these options is a table of DURs:

Workflow	Fill Date Perf On	Due	Drug Name Strength	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
	Aug 27, 2025		CALCIUM; TUMS SMOOTHIES 750MG	295DUR	70	GSK CHEW 2 - 4 TABS PRN PC		DUR	☒

3. Select **Detail**.
4. The DUR Instructions window opens. Select the **EHR** checkbox.

The screenshot shows the 'Propel Rx - DUR Instructions: DIN 2246325 - TUMS SMOOTHIES 750MG TAB CHEW' window. It contains fields for 'DUR#' (295), 'Start Date' (8/27/2025), 'Qty' (70), 'User' (SD), 'End Date' (9/2/2025), 'DS' (7), 'Route' (ORAL), and 'Prescribed or OTC?' (OTC). The 'EHR Rx ID' checkbox is highlighted with an orange box.

5. Select **OK**.



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- A processing message displays to indicate the DUR is being transmitted to the EHR. If the transmission is successful, the DUR is assigned an **EHR Rx ID**. If an error is returned from the DIS, you can edit the record or save it locally by deselecting the **EHR** checkbox. Once the error is addressed, the DUR can be transmitted again. For more information, see [Detected Issues and Issue Management](#).

- A row is added to the **Patient Folder History** tab to track the update to the DUR.

Entered	User	Event	Activity	Comments
Aug 27, 2025 16:21	SD	Profile	DUR Update	SENOKOT S 50&8.6MG TABLET
Aug 27, 2025 16:20	SD	Profile	DUR Added	SENOKOT S 50&8.6MG TABLET

6. Select **Save**.

Adding a New DUR to the EHR

To add a new DUR to the EHR:

- Open the **Patient Folder**.
- On the **Profile** tab, select **Rx > Add DUR**.
- The Drug and Mixture Search window opens. Enter the desired search criteria and then select the appropriate drug.
- Propel Rx interaction checking occurs. Either the Interaction Summary window opens or a prompt indicates that no interactions exist. Depending on which window appears, select **Accept** or **OK**.
- The DUR Instructions window opens. Enter the following information:
 - The Start Date defaults to the current date. Modify the **Start Date** if needed.
 - Enter the quantity (**Qty**). The Qty and DS will be prepended to the translated instructions automatically as the Qty and DS fields themselves cannot be transmitted to the DIS.
 - Update the **User** using the dropdown if needed.
 - Enter the **End Date**.
 - Enter the days supply (**DS**).
 - Propel Rx populates the route based on the route information in the Drug or Mixture Folder. Select the appropriate **Route** if it's not already specified.
 - Indicate whether the medication was **Prescribed** or **OTC** using the dropdown. This information does not transmit to the DIS.



- h. The **EHR** checkbox will be ON by default unless the patient has a non-EHR Patient Status and/or the Drug or Mixture has an **EHR Type** of Non-EHR or Device. Deselect the checkbox if you do not want the DUR transmitted to the DIS.
 - i. Enter the **SIG**.
6. *Optional:* To add notes to the DUR, select the **Add** button in the **Notes** section.
- a. Enter the note in the textbox.
 - b. The **EHR** checkbox will be ON by default for the note if it is ON for the overall record. Deselect the EHR checkbox if you do not want the note to transmit to the DIS.

Propel Rx - DUR Instructions: DIN 26123 - SENOKOT S 50&8.6MG TABLET

DUR#: 0 Start Date: 8/27/2025 Qty: 30

User: SD End Date: 9/26/2025 DS: 30

Route: ORAL Prescribed or OTC? OTC ☒ EHR Rx ID

SIG: T 1 TAB DY

Translated Instructions: QTY: 30 DS: 30 TAKE 1 TABLET DAILY

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date
For opioid induced constipation				☒			

Add Delete

OK Cancel

7. Select **OK**.
- A processing message displays to indicate the DUR is being transmitted to the EHR. If the transmission is successful, the DUR is assigned an **EHR Rx ID**. If an error is returned from the DIS, you can edit the record or save it locally by deselecting the **EHR** checkbox. Once the error is addressed, the DUR can be transmitted again by following the steps in [Adding an Existing DUR to the EHR](#).

Propel Rx - DUR Instructions: DIN 26123 - SENOKOT S 50&8.6MG TABLET

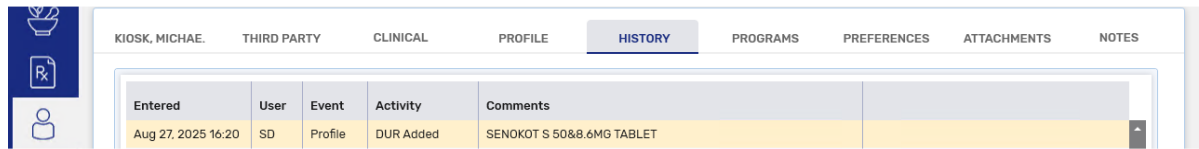
DUR#: 294 Start Date: 8/27/2025 Qty: 30

User: SD End Date: 9/26/2025 DS: 30

Route: ORAL Prescribed or OTC? OTC ☒ EHR Rx ID 65120093

- A row is added to the **Patient Folder History** tab for the DUR addition.





Entered	User	Event	Activity	Comments
Aug 27, 2025 16:20	SD	Profile	DUR Added	SENOKOT S 50&8.6MG TABLET

8. Select **Save**.



TIP: To filter for Other Medications on the Patient Profile in Propel Rx, dropdown the **Display** field and select **OTC Only**. Refer to [EHR – Other Medication Details View](#) to see how the Other Medication record appears on the EHR.



Drug Name Strength	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
DOCUSATE SODIUM & SENNOSII 50&8.6MG	294DUR	30	PUR T 1 TAB DY		DUR	☒

Refilling a DUR

If a patient is continuing a non-prescription medication, you can use the **Refill DUR** feature in Propel Rx to maintain an Audit History for the medication. On the EHR however, refills of DURs are not supported; therefore, new records are created on the EHR each time Refill DUR is used.

To refill a DUR:

1. Open the **Patient Folder**.
2. On the **Profile** tab, select the DUR.
3. Select **Rx > Refill DUR**.
4. Propel Rx interaction checking occurs. Either the Interaction Summary window opens, or a prompt indicates that no interactions exist. Depending on which window appears, select **Accept** or **OK**.
5. The DUR Instructions window opens with information pre-populated based on the previous DUR, excluding the End Date. Make any necessary edits to information in the window.
6. Enter an **End Date**.
7. *Optional:* To add notes to the DUR, select the **Add** button in the **Notes** section.
 - a. Enter the information for the note in the textbox.
 - a. The **EHR** checkbox will be ON by default for the note if it is ON for the overall record. Deselect the EHR checkbox if you do not want the note to transmit to the DIS.



Propel Rx - DUR Instructions: DIN 559407 - TYLENOL EXTRA STRENGTH 500MG TABLET

DUR#: 300 Start Date: 8/27/2025 Qty: 56

User: SD End Date: 9/2/2025 DS: 7

Route: ORAL Prescribed or OTC? OTC ☒ EHR Rx ID

SIG: TAKE 2 TABS Q 4 - 6 HOURS PRN FOR PAIN

Translated Instructions: QTY: 56 DS: 7 TAKE 2 TABLETS EVERY 4 - 6 HOURS WHEN REQUIRED FOR PAIN

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date

Add

Delete

OK Cancel

8. Select **OK**.

- A processing message displays to indicate the DUR is being transmitted to the DIS. If the transmission is successful, the DUR is assigned an **EHR Rx ID**. If an error is returned from the DIS, you can edit the record or save it locally by deselecting the EHR checkbox. Once the error is addressed, the DUR can be transmitted again by following the steps in [Adding an Existing DUR to the EHR](#).
- A row is added to the **Patient Folder History** tab for the DUR addition.

KIOSK, MICHAEL	THIRD PARTY	CLINICAL	PROFILE	HISTORY	PROGRAMS	PREFERENCES	ATTACHMENTS	NOTES
Entered	User	Event	Activity	Comments				
Aug 27, 2025 16:25	SD	Profile	DUR Added	TYLENOL EXTRA STRENGTH 500MG TABLET				

9. Select **Save**.

Viewing the DUR Audit History

To view the Audit History for a DUR:

- Open the **Patient Folder**.
- On the **Profile** tab, select the DUR.
- Select **Rx > Audit History**.



Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

Propel Rx - DUR Audit History: KIOSK, MICHAEL - DIN 2246325 - TUMS SMOOTHIES 750MG TAB CHEW

Start Date	End Date	Qty	DS	DUR #	Activity	Instructions	User	EHR
Sep 03, 2025	Sep 09, 2025	70	7	296DUR	Added	QTY: 70 DS: 7 CHEW 2 - 4 TABLETS WHEN REQUI	SD	✓
Aug 27, 2025	Sep 02, 2025	70	7	295DUR	Updated	QTY: 70 DS: 7 CHEW 2 - 4 TABLETS WHEN REQUI	SD	✓

- Select a record and then **Detail** to open the DUR Instructions window for that record.

Propel Rx - DUR Instructions: DIN 2246325 - TUMS SMOOTHIES 750MG TAB CHEW

DUR#: 296 Start Date: 9/3/2025 Qty: 70

User: SD End Date: 9/9/2025 DS: 7

Route: ORAL Prescribed or OTC? OTC EHR Rx ID: 65120591

SIG: CHEW 2 - 4 TABS PRN PC

Translated Instructions: QTY: 70 DS: 7 CHEW 2 - 4 TABLETS WHEN REQUIRED AFTER MEALS

Notes

Notes	Priority	Alert	Print	EHR	RX #	User	Date

Add

Delete

OK Cancel

Updating a DUR

A DUR can be updated locally and on the EHR after it is added. Certain fields such as the Qty, User, Days Supply, and SIG cannot be updated after initial transmission to the DIS. For local only DURs, all fields in the DUR Instructions window can be edited after the record is saved.



UPDATING NON-LOCAL DURS

If an update is required for a DUR that is not found locally, you can download it from the EHR Profile and then update it in Propel Rx. For more information, see [Transferring In a Prescription](#). If you only need to add a note to convey additional information, you can do so directly from the EHR Profile using the Record Note(s) folder button . For more information, see [Overview of the EHR – Other Medication Details View](#).



Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

To update a DUR:

1. Open the **Patient Folder**.
2. On the **Profile** tab, select the DUR.
3. Select **Detail**.
4. Enter or modify any necessary information in the window.
5. *Optional:* If you need to add notes to the DUR, select the **Add** button in the **Notes** section.
 - a. Enter information in the Notes textbox.
 - b. The **EHR** checkbox will be ON by default for the note if it is ON for the overall record. Deselect the EHR checkbox if you do not want the note to transmit to the DIS.
6. Select **OK**.
 - If a DIS supported field was updated, a processing message appears to indicate that the new information is being transmitted to the DIS.
 - A row is added to the DUR Audit History to track the update. If a record is updated multiple times, each update will overwrite the existing record in the Audit History (i.e., each DUR # will only have one row).
 - A row is added to the **Patient Folder History** tab to track the update to the DUR.
7. Select **Save**.

Retracting a DUR from the EHR

If a DUR was transmitted to the DIS in error, you may retract it from the EHR.

Removing a DUR from the EHR and Propel Rx

To remove a DUR from the EHR and Propel Rx:

1. Open the **Patient Folder**.
2. On the **Profile** tab, select the DUR.
3. Select **Rx > Audit History**. The DUR Audit History window opens.
4. Select one or more records from the Audit History that you want to retract.
5. Select **Remove**.

Propel Rx - DUR Audit History: KIOSK, MICHAEL - DIN 26123 - SENOKOT S 50&8.6MG TABLET

Start Date	End Date	Qty	DS	DUR #	Activity	Instructions	User	EHR
Aug 27, 2025	Sep 26, 2025	30	30	294DUR	Added	QTY: 30 DS: 30 TAKE 1 TABLET DAILY	SD	☒

6. If all rows were selected, a prompt advises the drug will be removed from Profile. Select **Yes** to proceed.

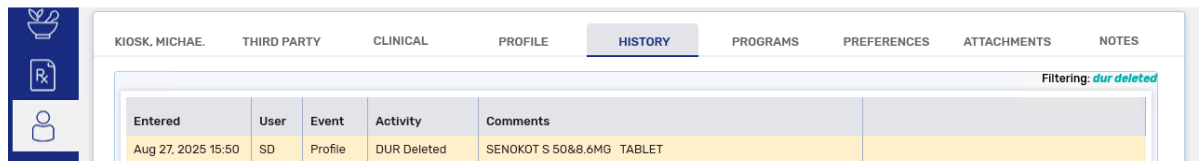


Propel Rx - DUR Instructions

? Deleting all rows will remove the drug from the Profile. Do you wish to continue?

Yes No

- A processing message appears indicating the information is being retracted from the EHR. Once successful, the DUR is removed from the Patient Profile and EHR.
- If the retraction is rejected by the DIS, the DUR is not removed from the EHR nor the Patient Profile in Propel Rx. You can add a note to convey additional information about the DUR if needed. For more information, see [Updating a DUR](#). You can also change the status of the DUR to Inactive. For more information, see [Changing the status of a DUR to Inactive](#).
- A row is added to the **Patient Folder History** tab for the DUR removal.



Entered	User	Event	Activity	Comments
Aug 27, 2025 15:50	SD	Profile	DUR Deleted	SENOKOT S 50&8.6MG TABLET

7. Select **Save**.

Removing a DUR from the EHR Only

To remove a DUR from the EHR only:

1. Open the **Patient Folder**.
2. On the **Profile** tab, select the DUR.
3. Select **Detail**. The DUR Instructions window opens.
4. Deselect the **EHR** checkbox.

Propel Rx - DUR Instructions: DIN 2246325 - TUMS SMOOTHIES 750MG TAB CHEW

DUR#: 296 Start Date: 9/3/2025 Qty: 70

User: SD End Date: 9/9/2025 DS: 7

Route: ORAL Prescribed or OTC? OTC

☒ EHR Rx ID 65120591

5. Select **OK**.

- A processing message appears indicating the information is being retracted from the EHR. Once successful, the DUR is removed from the EHR.
- If the retraction is rejected by the DIS, you can add a note to convey additional information about the DUR if needed. For more information, see [Updating a DUR](#). You can also change the status of the DUR to Inactive. For more information, see [Changing the status of a DUR to Inactive](#).
- A row is added to the **Patient Folder History** tab to track the update to the DUR.

6. Select **Save**.



Changing the Status of a DUR to Inactive

If a patient is no longer taking a DUR, you can change the status of the DUR to **Inactive** in Propel Rx. On the EHR, the status of the DUR changes from Active to Completed.

To change the status of a DUR to Inactive:

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

The screenshot shows the 'PROFILE' tab for a patient named KIOSK, MICHAEL. The 'Display Options' section includes a 'Display' dropdown set to 'All', a 'Deselect All' button, and checkboxes for 'Condense' (checked) and 'Active Only' (checked). A search criteria box contains 'tylenol'. Below this is a table with columns: Workflow, Fill Date, Due, Drug Name, Strength, Rx#, Qty (Owe), MFR Instructions, REM, and Status. The 'Status' column has a sub-column 'Active' with a checked checkbox for the DUR entry.

Workflow	Fill Date	Due	Drug Name	Strength	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
	Jul 30, 2025		ACETAMINOPHEN; TYLENOL EX	500MG	293DUR	56	J&J TAKE 2 TABS Q 4 - 6 HOURS PRN FO		DUR	☒

4. Select **Save**.
 - The DUR is inactivated and has an ***I*** indicator displayed beside it on the **Patient Profile** in Propel Rx.

This screenshot is similar to the previous one, but the 'Active' checkbox in the 'Status' column is now unchecked, and an '*I*' indicator is visible next to the 'DUR' status.

Workflow	Fill Date	Due	Drug Name	Strength	Rx#	Qty (Owe)	MFR Instructions	REM	Status	Active
	Jul 30, 2025		ACETAMINOPHEN; TYLENOL EX	500MG	293DUR	56	J&J TAKE 2 TABS Q 4 - 6 HOURS PRN FO		DUR	☐ *I*

- A row is added to the **Patient Folder History** tab for the DUR deactivation.

The screenshot shows the 'HISTORY' tab. A table lists events with columns: Entered, User, Event, Activity, and Comments. A row shows a 'DUR Deactivated' event on Aug 27, 2025, by user 'SD', with the activity 'DUR Deactivated' and comment 'TYLENOL EXTRA STRENGTH 500MG TABLET'.

Entered	User	Event	Activity	Comments
Aug 27, 2025 14:55	SD	Profile	DUR Deactivated	TYLENOL EXTRA STRENGTH 500MG TABLET

- On the **EHR Profile**, the DUR can be found under the Active tab with a Completed status.

The screenshot shows the 'Profile Information' section. It has filters for 'Type' (All) and 'Source' (Combined). Below are tabs for 'ACTIVE (1)' and 'INACTIVE (0)'. The 'ACTIVE' tab is selected, showing a table with columns: Local, EHR ID, Local Rx#, Service Date, Status, Type, Issues, Notes, Product Information, Qty DS, Qty REM OA, and Instructions. The 'Status' column shows 'Completed' for the DUR entry.

Local	EHR ID	Local Rx#	Service Date	Status	Type	Issues	Notes	Product Information	Qty DS	Qty REM OA	Instructions
☒	64254635	293DUR	Jul 30, 2025	Completed	Other Med	☒		TYLENOL 500 mg SWALLOW, ORAL DIN: 00559407			Sleeping Beauty (2229)



Batch Processing

Batching allows prescriptions to be dispensed as a group and processed without direct user intervention. Batching can be performed for Compliance Pack and any Retail prescriptions.



ALERT: During batch processing, the EHR Profile mandatory display may be ignored, but all messages returned by the DIS are retained within Propel Rx and the pharmacist can review the Detected Issues in a stand-alone Patient Profile transaction.

Viewing Detected Issues from a Batch

Any Detected Issues returned for a batch are visible from the Detected Issue(s) folder button  within the Batch Profile window.

To view Detected Issues from a batch:

- Open the **Batch Profile** using one of the following methods:
 - On the left navigation menu, select the **Batch Manager** navigator button . In the **Batch History** tab, highlight the batch and select **Detail**.
 - Highlight a batched prescription from the Workbench and then select **Rx > Batch**.
- For the applicable prescription, select the **Detected Issue(s)** folder button  to view the Detected Issues.

Patient Name	Drug Name	Group Rx Status	QA	Rep	Status	Prescription Information
Rx#	Strength	Qty	Instructions		Active	
LF Date	Form	Mfr				
+ KIOSK, MICHAEL						Incomplete
649296	AURO-ATORVASTATIN	90	180	0	Queued	
Aug 20, 2025	10MG TABLET	AUR	T 1 TAB DY HS			 1 Detected Issue(s)

☒ Condense
 Preference
 Filter
 Sort
 Select All

- In the Detected Issues Maintenance window, double-click on an issue description. The Detected Issue Events window opens displaying additional information about the Detected Issue.

Propel Rx - Detected Issues Maintenance

Patient Name: KIOSK, MICHAEL GREGORY

Patient PHN: 0

Priority	Severity	Issue Type	Description
Error	High	A local business rule relating multiple elements has been violated	TRANSACTION NOT ALLOWED DUE TO CURRENT STATUS OF PRESCRIPTION: COMPLETED

Propel Rx - Detected Issue Events - KIOSK, MICHAEL GREGORY PHN 0

EHR Event	EHR ID	Status	Quantity	Start Date	End Date	Dispense Location	Event Details
Prescription	399373	DRUG		Aug 20, 2025	Nov 18, 2025		DIN:02407256 AURO-ATORVASTATIN 10 mg SWALLOW, ORAL



Managing Detected Issues from a Batch

Not all Detected Issues will require management; some are returned for informational purposes and only require viewing.

- If the prescription status in the Batch Profile window is **Complete**, then the prescription processed successfully. The Detected Issues did not stop the prescription from processing. Follow the steps in [Viewing Detected Issues from a Batch](#) to review the Detected Issues.
- If the prescription status in the Batch Profile window is **Incomplete**, **Rejected**, or **Failed**, you will need to correct the error or add Issue Management.

When a Detected Issue requires management, it can be addressed directly from the Batch Profile window or by detailing the prescriptions from that window. If Issue Management cannot be entered, it is due to an error on the prescription, which will require correction before proceeding.

Managing Detected Issues from the Batch Profile

1. Open the **Batch Profile** window using one of the following methods:
 - On the left navigation menu, select the **Batch Manager** navigator button . In the Batch History tab, highlight the batch and select **Detail**.
 - Highlight a batched prescription from the Workbench and then select **Rx > Batch**.
2. Do one of the following:
 - Select the folder button  beside the **Detected Issue(s)** field on the prescription row. The Detected Issues Maintenance window opens.

Patient Name			Group Rx Status				Prescription Information	☒ Condense	
Rx#	Drug Name	Form	Qty	OA	Rep	Status	Information		Preference
LF Date	Strength	Form	Mfr	Instructions		Active			Filter
+ KIOSK, MICHAEL							Incomplete		Sort
649296	AURO-ATORVASTATIN		90	180	0	Queued			Select All
Aug 20, 2025	10MG	TABLET	AUR	T 1 TAB DY HS		☐	 1 Detected Issue(s)		

Managing Detected Issues from Rx Detail

1. Open the **Batch Profile** window using one of the following methods:
 - On the left navigation menu, select the **Batch Manager** navigator button . In the Batch History tab, highlight the batch and select **Detail**.
 - Highlight a batched prescription from the Workbench and then select **Rx > Batch**.
2. Highlight the applicable prescription(s).
3. Select **Detail**. The prescription opens in Rx Detail.
4. In the **EHR** tab, select the expander button  beside the **Detected Issue(s)** field. The Detected Issues Maintenance window opens.



5. Do one of the following:
 - If Issue Management can be entered, select an appropriate code from the dropdown list and enter comments if needed. Select **OK** or **Fill**.
 - If Issue Management cannot be entered, select **Cancel**. Depending on the issue, you may be able to proceed without entering Issue Management, or you may need to address the error (e.g., correct patient demographics or prescription details in Propel Rx). For more information on managing Detected Issues, see [Detected Issues and Issue Management](#).
6. If more than one prescription was detailed, the next one loads in Rx Detail. Repeat steps 4 – 5 for the remaining prescriptions.
7. If **OK** was selected in Rx Detail, in the Batch Profile window, highlight the prescriptions whose Detected Issues were resolved and then select **Submit**. The prescriptions will be submitted to the DIS and adjudicated.

Processing a Batch for Non-Synchronized Patients

Like when prescriptions are manually filled outside of a batch, prescriptions for non-synchronized patients cannot be processed in a batch until the patient is synced. This does not apply for patients with a non-EHR [Patient Status](#).

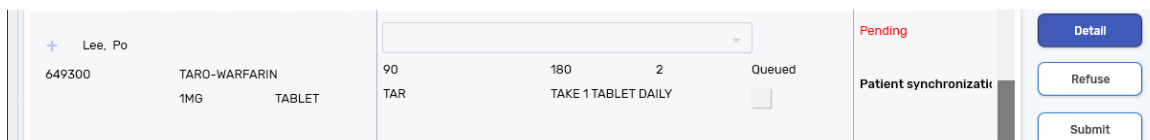
The following options are available for synchronizing the patient:

- Detail the prescription and synchronize the patient from the Patient Folder in Rx Detail.
- Synchronize the patient from the Patient Folder and resubmit the prescription within the batch.



Synchronizing a Patient from the Batch Profile

1. Open the **Batch Profile** window using one of the following methods:
 - On the left navigation menu, select the **Batch Manager** navigator button . In the Batch History tab, highlight the batch and select **Detail**.
 - Highlight a batched prescription from the Workbench and then select **Rx > Batch**.
2. Prescriptions for non-synchronized patients will display a message indicating "Patient synchronization is required." Select one of these prescriptions.



3. Select **Detail**. The prescription opens in Rx Detail.
4. Select the folder button  in the Patient section. The Patient Folder opens.
5. Synchronize the patient. For more information, refer to [Synchronization Scenarios](#).
6. In the Batch Profile window, highlight the prescription(s) for the newly synchronized patient.
7. Select **Submit**. The prescriptions will be submitted to the DIS and adjudicated.

Synchronizing the Patient and Resubmitting the Batch

1. Select the **Patient** navigator button  on the left menu.
2. Search for and select the non-synchronized patient.
3. Synchronize the patient. For more information, refer to [Synchronization Scenarios](#).
4. Open the **Batch Profile** window using one of the following methods:
 - On the left navigation menu, select the **Batch Manager** navigator button . In the Batch History tab, highlight the batch and select **Detail**.
 - Highlight a batched prescription from the Workbench and then select **Rx > Batch**.
5. Highlight the prescription(s) for the newly synchronized patient.
6. Select **Submit**. The prescriptions will be submitted to the DIS and adjudicated.

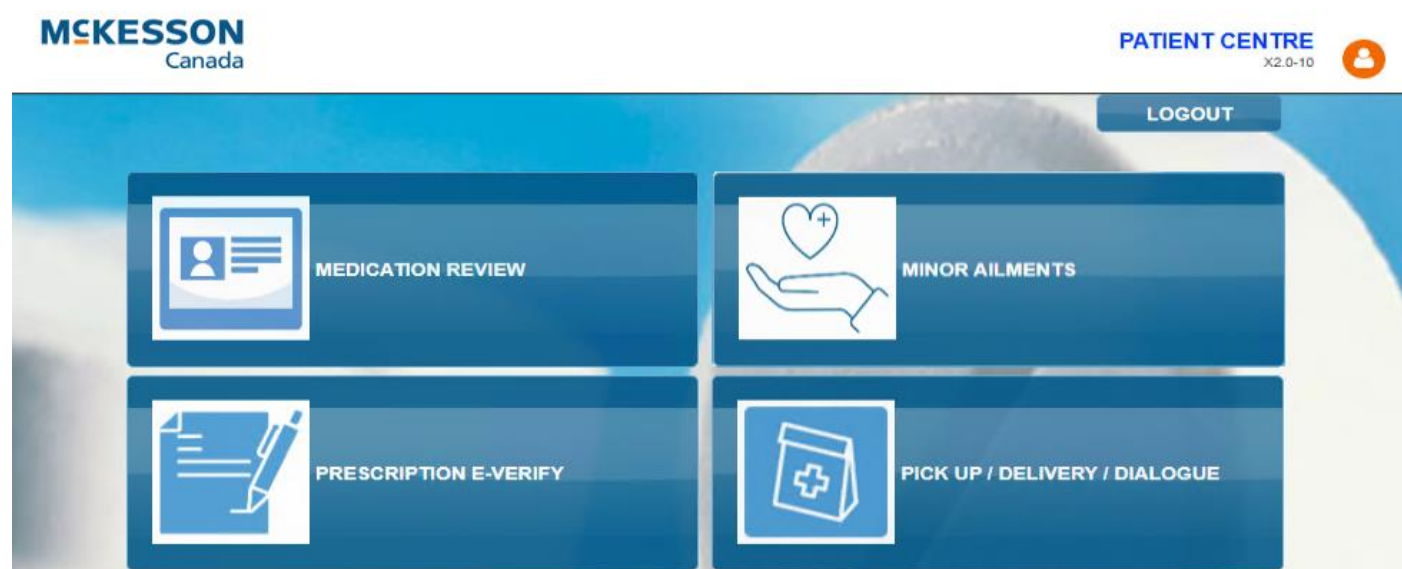
Processing a Batch when the Network is Down

If the DIS Network is down when a batch is processed, the first prescription that fails to transmit to the DIS is added to the EHR Queue. Even though the prescription wasn't accepted by the DIS, it will still adjudicate to Third Parties according to its billing codes. The same process will occur for all subsequent prescriptions in the batch. Once the Network is restored, the prescriptions can be resent to the DIS from the EHR Queue. For more information, see [Sending Transactions when the Network is Restored](#).



Patient Centre

Patient Centre is a companion application for Propel Rx that allows pharmacies to efficiently manage patient-focused services (PFS). With DIS integration, some information is read-only in Patient Centre, while others can be entered but not transmitted automatically to the DIS. This section covers aspects of Patient Centre that relate to DIS integration. For detailed information on accessing Patient Centre and the different modules within it, see the [Propel Rx Online Help](#).



Medication Review

A Medication Review in Patient Centre is divided amongst several tabs to facilitate the documentation of various components in a review. For detailed information on how to complete a Medication Review, see the [Propel Rx Online Help](#).

Patient Tab

In the Patient tab, underneath the Lab Results button, the date that the patient was synchronized with the Client Registry (CR) is indicated. If the patient is not synced, this information is not displayed.



BASIC MED REVIEW MEDICATION REVIEW

X2.0-10

Patient

Medication Record

Follow-Up

Prescriber

Pharmacist Notes

History

Cruise Giant

Patient Information

Name:

Cruise Giant

Health #:

13459

Consent

Phone:

(999) 999-9999

Birth Date:

May 01, 1960 (65 years old)

Edit

Gender:

Male

Last Med Review:

N/A

Lab Results

Height:

5 ft 10 inches 178 cm

EHR Sync Aug 28, 2025

Weight:

176 lb 80 kg

IBW:

73.0 kg

BMI:

25.25

Smoking Status:

☐ Currently Smoke
 ☐ Former Smoker
 ☐ Never Smoked

Auto-Fill:

Patient Enrolled

If you update demographic information using the **Edit** button in Patient Centre, this information is written back to Propel Rx but not transmitted to the Client Registry. To transmit the information to the Client Registry, a [Patient Compare](#) must be performed in Propel Rx.

Similarly, if lab results or clinical information is added from Patient Centre, you must return to Propel Rx and select the EHR checkbox for the record to transmit it to the DIS. For more information, see [Adding Existing Clinical Information to the EHR](#). Lab results and clinical information cannot be removed from Patient Centre.

Patient Information

First Name:

Cruise

Last Name:

Giant

Health#:

13459

Phone:

(### ### ####)

999-999-9999

Birth Date:

(mm/dd/yyyy)

05/01/1960

Gender:

Male

Height:

5

ft

10

inches

178

cm

Weight:

176

lb

80

kg

IBW:

73.0 kg

BMI:

25.25

Auto-Fill Enrollment:

Enrolled

Decline Reasons:

Employee ID #:

Patient Information will only be added locally. To transmit this information to the Patient's Electronic Health Record, please use the Compare button in Propel Rx.

SAVE

CANCEL

Contact PTS Customer Care

ptscustomer@mcckesson.ca | 1.800.387.6093

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Medication Record Tab



REVIEWING A PATIENT'S MEDICATION PROFILE

It is highly recommended that you view the EHR Profile prior to beginning a medication review to familiarize yourself with all the patient's medications. Only prescriptions that are found locally in Propel Rx are displayed in Patient Centre.

If a prescription needs to be inactivated, you must do so from Propel Rx, as the feature is not available from Patient Centre for Nova Scotia pharmacies.

If you add a DUR from Patient Centre, this information is written back to Propel Rx but not transmitted to the DIS. You must return to Propel Rx and select the EHR checkbox for the DUR to transmit it. For more information, see [Adding an Existing DUR to the EHR](#).

Minor Ailments

A Minor Ailments module is available in Patient Centre for documenting and billing Minor Ailment services. Please note, this is a subscription based solution. If the Minor Ailments feature is not active, upon selecting the Minor Ailments tile in Patient Centre, a prompt appears with additional information on how to subscribe for the feature.

For more information, see [Minor Ailments](#).



Detected Issues and Issue Management

In Propel Rx, local interaction checking is performed using an integrated drug information database when a prescription is processed. In addition to local interaction checking, issue detection is also performed by the DIS. Issues detected by the DIS can include clinical interactions, DIS business rule violations, or discrepancies with submitted information.

Viewing Detected Issues

In Propel Rx, Detected Issues are displayed within the **Detected Issues Maintenance** window, sorted by priority then by severity. This allows you to view and manage issues on an ongoing basis, clear any outstanding issues, as well as be notified of potential problems. The Priority, Severity, Issue Type, and Description are generated by the DIS.

Some Detected Issues can or must be managed using Issue Management codes. If an issue can be managed in this manner, an Issue Management section appears at the bottom of the window. If an issue is displayed for informational purposes only or requires another form of management (e.g., data correction), the Issue Management section is not visible.

The following chart provides examples of Detected Issues that may be returned by the DIS for a transaction.

Priority	Response from the DIS	Description
Error	Rejected	The request could not be processed successfully and has been rejected because of a problem. The message requires immediate action to continue. Errors are always displayed before Warnings and Information. The issue must be corrected, and the claim must be resubmitted. Some examples include <i>Wrong Provider ID</i> or <i>Wrong DIN</i> .
Warning or Information	Rejected	The request could not be processed successfully and has been rejected, but it can be managed. The message requires immediate action to continue. You must add an Issue Management and claim must be resubmitted. Some examples include <i>Interaction</i> or <i>Age Precaution</i> .
Warning or Information	Accepted	The request was successfully processed and there were no issues. However, a piece of information is being returned that may be of

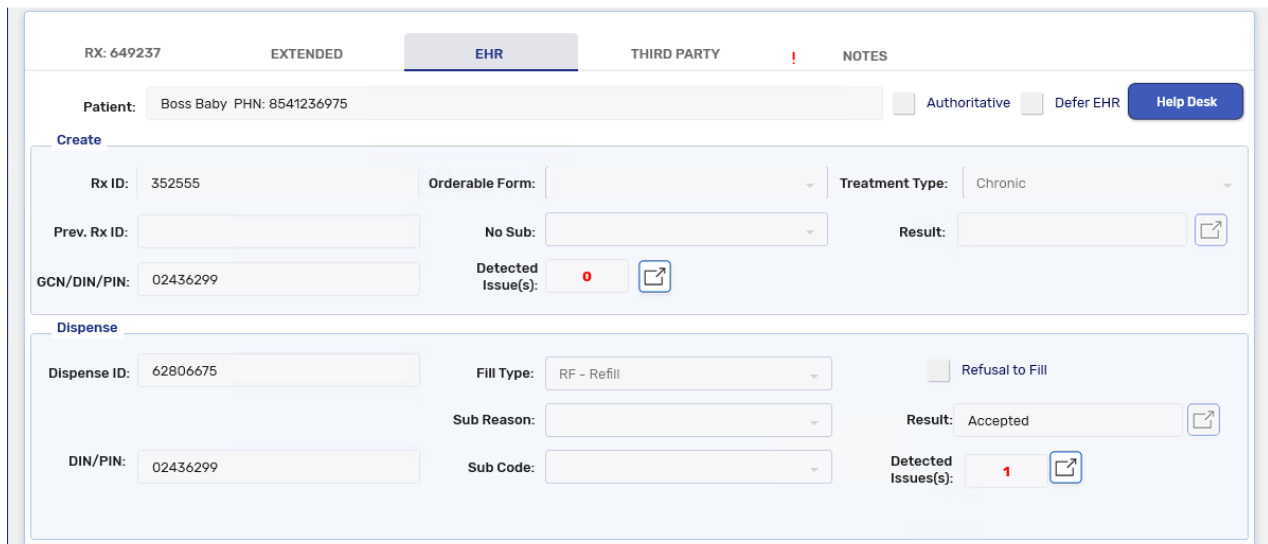


		interest. The message does not require immediate action to continue. You may enter Issue Management, but it is not required. Some examples include <i>Fill Too Soon</i> or <i>Duplicate Therapy</i>.
--	--	--

Once a Detected Issue has been reviewed or managed, it can be viewed again later from the Rx Detail EHR tab.

To view a Detected Issue from Rx Detail:

1. Open the **Patient Folder**.
2. On the **Profile** tab, select the prescription you want to view Detected Issues for.
3. Select **Detail**. The prescription opens in Rx Detail.
4. Select the **EHR** tab.
5. In the applicable **Create**, **Dispense**, and/or **Pickup** sections, select the expander button  beside the Detected Issue(s) field to view the Detected Issues. The Detected Issues Maintenance window opens.



6. Double-click on the row. The **Detected Issue Events** window opens displaying additional information about the Detected Issue including the events (e.g., prescriptions, allergies) which caused the issue and any previous Issue Managements that were recorded along with the date and user who managed the issue.



Propel Rx - Detected Issues Maintenance

Patient Name: Boss, Baby

Patient PHN: 8541236975

Priority	Severity	Issue Type	Description
Warning	High	Proposed therapy may be inappropriate or contraindicated during pregnancy	PREGNANCY PRECAUTION - DRUG KNOWLEDGE BASE COMMENTS: (CELECOXIB) NOT RECOMMENDED NEAR OR AFTER 20 WEEKS GESTATION

Propel Rx - Detected Issue Events - Boss, Baby PHN 8541236975

EHR Event	EHR ID	Status	Quantity	Start Date	End Date	Dispense Location	Event Details
Medical Condition	64315	OK completed					ICD10CA.Z321 PREGNANCY CONFIRMED
Dispense	62806641	completed		Jun 04, 2025	Jun 04, 2025	Alberta's Drug Store	DIN:02436299 CELECOXIB 100 mg SWALLOW ORAL
Dispense	62806675	active		Jun 04, 2025		Alberta's Drug Store	DIN:02436299 CELECOXIB 100 mg SWALLOW ORAL
Prescription	352555	DRUG		Jun 04, 2025			DIN:02436299 CELECOXIB 100 mg SWALLOW ORAL

Code

Comments

Date

Author

Therapy Appropriate

OK

Managing Detected Issues

You will be alerted of any Detected Issues that may arise from creating and dispensing prescriptions. In some instances, it may be necessary to enter Issue Management to advise and communicate to the DIS that some mitigating actions were taken. In other instances, you may not be able to address a Detected Issue by adding Issue Management; instead, you would have to resolve the error and resubmit the prescription. While any authorized pharmacy user can view Detected Issues, it is recommended that either a pharmacist manages them, or an authorized pharmacy user does so under the supervision of a pharmacist.

To manage a Detected Issue from the Detected Issues Maintenance window, do the following:

- If the issue **cannot be managed** using Issue Management (e.g., DIN is invalid), select **Cancel** and return to Rx Detail to make the correction before submitting again.
- If the issue **does not require management**, select **OK**. Propel Rx continues processing the transaction.
- If the issue **requires management**, select **Add** from the Issue Management section. An Issue Management row is added.
 1. Use your professional judgement to select an appropriate Issue Management code from the dropdown list.



The screenshot shows a software interface for managing detected issues. It features a table with two columns: 'Code' and 'Comments'. A dropdown menu is open under the 'Code' column, listing several options: 'Therapy Appropriate', 'Provided Patient Education', 'Added Concurrent Therapy', 'Temporarily Suspended Concurrent Therapy', 'Stopped Concurrent Therapy', and 'Supply Appropriate'. To the right of the table is a large text input field for 'Comments'. Further right are four buttons: 'Add', 'Remove', 'OK', and 'Cancel'.

2. *Optional:* To document additional comments about the Issue Management, enter text in the **Comment** field.
3. If multiple Detected Issues were returned, the selected Issue Management code will be applied to the other non-highlighted Detected Issues. If you want to enter a different Issue Management code for a specific Detected Issue, highlight the applicable row and use the dropdown list to select another code.
4. Select **OK** to retransmit the DIS message with the Issue Management(s).

Once a Detected Issue has been reviewed or managed, it may be viewed again later. For more information, see [Viewing Detected Issues](#).

Common Detected Issues

Review the common Detected Issues below for more information on how to manage them.

Device Prescription Order Must be Opinions PIN

This Detected Issue appears when you transmit a device prescription to the DIS with the Type incorrectly specified in the Drug Folder. In Nova Scotia, all device transactions must be transmitted to the DIS with a Type of OPINIONS.

Open the Drug Folder and modify the Type to OPINIONS. For more information, see [Setting Up a Drug as a Device](#).

Propel Rx - Detected Issues Maintenance			
Patient Name: KIOSK, MICHAEL GREGORY		Patient PHN: 0	
Priority	Severity	Issue Type	Description
Error	High	A local business rule relating multiple elements has been violated	DEVICE PRESCRIPTION ORDER MUST BE OPINIONS PIN



DIN/NPN Does Not Exist

This Detected Issue appears when the DIN/NPN that was submitted in the transaction is invalid. As noted in the Detected Issues Maintenance window, this is a violation of a business constraint and cannot be managed through Issue Management.

Exit the Detected Issues Maintenance window, modify the EHR DIN/PIN in the Drug Folder, and then resubmit the transaction to the DIS. For more information, see [EHR DIN/PIN and Type](#).

Propel Rx - Detected Issues Maintenance			
Patient Name: KIOSK, MICHAEL GREGORY		Patient PHN: 0	
Priority	Severity	Issue Type	Description
Error	High	A local business rule relating multiple elements has been violated	DIN OR NPN DOES NOT EXIST

Drug is Known to Interact with Another Active Drug

This Detected Issue appears when the dispensed drug may interact with another medication the patient is currently taking.

The pharmacist should assess if the drug therapy is appropriate and if so, add Issue Management and resubmit the transaction to the DIS. For more information, see [Managing Detected Issues](#).

Propel Rx - Detected Issues Maintenance			
Patient Name: Issue, Detected		Patient PHN:	
Priority	Severity	Issue Type	Description
Warning	Medium	Proposed therapy may interact with an existing or recent drug therapy	DRUG IS KNOWN TO INTERACT WITH ANOTHER ACTIVE DRUG

Interaction of a Drug with Allergy

This Detected Issue appears when an allergy on a patient's EHR may potentially interact with the drug being dispensed. If the drug was previously dispensed, you can double-click on the Detected Issue to open the Detected Issue Events window to view when and what was dispensed previously.

The pharmacist should assess if the drug therapy is appropriate and if so, add Issue Management and resubmit the transaction to the DIS. For more information, see [Managing Detected Issues](#).



Propel Rx - Detected Issues Maintenance			
Patient Name: Issue, Detected		Patient PHN:	
Priority	Severity	Issue Type	Description
Warning	High	Proposed therapy may be inappropriate or contraindicated because of a recorded patient allergy to the proposed product. (Allergies are immune based reactions.)	INTERACTION OF DRUG WITH ALLERGY

Location is Not Authorized to Dispense Prescription

This Detected Issue appears when you attempt to fill a downloaded (transferred in) prescription that is not assigned to your pharmacy. As noted in the Detected Issues Maintenance window, this is a violation of a business constraint and cannot be managed through Issue Management.

Contact the transferring out pharmacy to get the prescription assigned to your pharmacy.

Propel Rx - Detected Issues Maintenance			
Patient Name: Boss, Baby		Patient PHN: 8541236975	
Priority	Severity	Issue Type	Description
Error	High	A local business rule relating multiple elements has been violated	LOCATION IS NOT AUTHORIZED TO DISPENSE PRESCRIPTION

No Organization Found in System with Identifier of XXX and Identifier Type of XXX

This Detected Issue appears when transferring a prescription and the receiving pharmacy's information is not properly entered in the **Other Pharmacy** list of List Maintenance.

Select **OK** to return to the Transfer Out window. Select **Edit** to open the receiving pharmacy's record and then perform a [Compare](#) to validate and update, if required, the information entered in Propel Rx against the Location Registry.

Propel Rx - Detected Issues Maintenance			
Patient Name: KIOSK, MICHAEL GREGORY		Patient PHN: 0	
Priority	Severity	Issue Type	Description
Error	Unknown	A local business rule relating multiple elements has been violated	AN ERROR OCCURRED - ERROR DETAILS: NO ORGANIZATION FOUND IN SYSTEM WITH IDENTIFIER OF 1 AND IDENTIFIER TYPE OF 2.16.124.7.101.20.5.1.1.



Patient Profile is Masked

This Detected Issue appears when the patient has their EHR profile masked. As noted in the Detected Issues Maintenance window, this is a violation of a business constraint and cannot be managed through Issue Management.

Obtain consent from the patient to access their profile or override consent for emergency reasons. For more information, see [Entering or Overriding Patient Consent](#).

Propel Rx - Detected Issues Maintenance			
Patient Name: Masking, Test One		Patient PHN: 789267458235	
Priority	Severity	Issue Type	Description
Error	Unknown	A local business rule relating multiple elements has been violated	AN ERROR OCCURRED - ERROR DETAILS: PATIENT PROFILE IS MASKED

Patient Record Has Been Merged. Search Client Registry to Update Patient Record in Local System

This Detected Issue appears when you synchronize a patient with a patient record on the Client Registry that has been removed due to a patient merge. If a pharmacy creates a new patient instead of syncing with an existing Client Registry record, two profiles are created. The DIS will then merge these, removing one profile. If Propel Rx was synced with the removed profile, you'll see this Detected Issue.

Perform a Patient Compare and save the changes. The Patient Compare will retrieve the new Global Identifier (GID) assigned to the patient on the Client Registry, allowing you to perform subsequent DIS transactions for this patient.

Potential Duplicate Allergy-Intolerance

This Detected Issue appears when the allergy or intolerance that's being added may already be on the patient's EHR Profile. As noted in the Detected Issues Maintenance window, this is a violation of a business constraint and cannot be managed through Issue Management. Upon selecting OK, the allergy or intolerance is added locally only.

Perform an EHR Query from the Clinical Information section of the Patient Folder Clinical tab and [download the allergy or intolerance record](#) if desired.

Propel Rx - Detected Issues Maintenance			
Patient Name: Boss, Baby		Patient PHN: 8541236975	
Priority	Severity	Issue Type	Description
Error	High	A local business rule relating multiple elements has been violated	POTENTIAL DUPLICATE ALLERGY-INTOLERANCE



Pregnancy Precaution

This Detected Issue appears when you transmit a prescription for a patient who is pregnant (as indicated in the Patient Folder Clinical tab under the Clinical Information section) and the drug may entail some pregnancy risks.

The pharmacist should assess if the drug therapy is appropriate and if so, add Issue Management and resubmit the transaction to the DIS. For more information, see [Managing Detected Issues](#).

Propel Rx - Detected Issues Maintenance			
Patient Name: Boss, Baby		Patient PHN: 8541236975	
Priority	Severity	Issue Type	Description
Warning	High	Proposed therapy may be inappropriate or contraindicated during pregnancy	PREGNANCY PRECAUTION - DRUG KNOWLEDGE BASE COMMENTS: (CELECOXIB) NOT RECOMMENDED NEAR OR AFTER 20 WEEKS GESTATION

Prescriber Not Authorized to Prescribe Monitored Drugs

This Detected Issue appears when the selected prescriber is not authorized to prescribe monitored drugs including benzodiazepines in Nova Scotia. As noted in the Detected Issues Maintenance window, this is a violation of a business constraint and cannot be managed through Issue Management.

Verify the prescriber from the original prescription and if it is incorrect, modify the prescriber on the prescription before resubmitting to the DIS. Ensure the fields in the [Prescriber Folder](#) are populated correctly, including the name, License #, Role Type, and NS Type. If the prescriber is from out of province, they must be registered with PMP. For more information on out-of-province prescribers, see [Filling a Benzodiazepine Prescription for an Out-of-Province Prescriber](#) and [Filling a Narcotic or Controlled Drug Prescription for an Out-of-Province Prescriber](#).

Propel Rx - Detected Issues Maintenance			
Patient Name: KIOSK, MICHAEL GREGORY		Patient PHN: 0	
Priority	Severity	Issue Type	Description
Error	High	A local business rule relating multiple elements has been violated	NS-PMP: PRESCRIBER NOT AUTHORIZED TO PRESCRIBE MONITORED DRUGS

Provider Submitted as the Author was Not Recognized

This Detected Issue appears when the selected prescriber is not recognized. As noted in the Detected Issues Maintenance window, this is a violation of a business constraint and cannot be managed through Issue Management.



Verify the prescriber from the original prescription and if it is incorrect, modify the prescriber on the prescription before resubmitting to the DIS. Ensure the fields in the [Prescriber Folder](#) are populated correctly, including the name, License #, Role Type, and NS Type.

Propel Rx - Detected Issues Maintenance			
Patient Name: KIOSK, MICHAEL GREGORY		Patient PHN: 0	
Priority	Severity	Issue Type	Description
Error	Unknown	A local business rule relating multiple elements has been violated	AN ERROR OCCURRED - ERROR DETAILS: PROVIDER SUBMITTED AS THE AUTHOR WAS NOT RECOGNIZED (ID 228).

Time Limit for Retract Has Expired

This Detected Issue appears when you attempt to retract a transaction after its allowed time limit has passed.

If the transaction was a pickup and you were refusing or rebilling the prescription, manually reverse the pickup by selecting the [Manual Reversal](#) button at the bottom of Rx Detail. The reversal of the pickup will be completed locally, and Propel Rx will proceed with reversing the dispense from the DIS.

You can also add a note (e.g., clinical note, prescription note) to convey additional information about the record and transmit it to the DIS so other healthcare professionals are informed.

Propel Rx - Detected Issues Maintenance			
Patient Name: Boss, Baby		Patient PHN: 8541236975	
Priority	Severity	Issue Type	Description
Error	Unknown	A local business rule relating multiple elements has been violated	TIME LIMIT FOR RETRACT HAS EXPIRED

Transaction Not Allowed Due to Current Status of Prescription: <Status>

This Detected Issue appears when there's a mismatch in the status of the prescription being actioned between the EHR and Propel Rx.

Upon selecting OK, a prompt gives you the option to update the status of the prescription locally. You can view the change history of a prescription's status on the EHR by selecting the Status Change button in the [EHR – Activate Rx Details view](#).



Picking Up a Prescription

The timing of when a Pickup message for a prescription is sent to the DIS depends on the [Dispense Pickup](#) setting. If your pharmacy has POS integration, Pickup messages are transmitted when the prescription sale is completed at the POS till. If your pharmacy does not have POS integration, Pickup messages are transmitted when the prescription completes the last Workflow step. In either case, Pickup messages can also be sent manually if needed, such as in the event of a message failure.

The credentials of the current logged-in pharmacist and the last logged-in user, if different from the pharmacist's, are used for the Pickup message.

Modifying the Pickup Status Manually

Modifying the Pickup Status from the Pick Up/Delivery tile

To manually modify the prescription Workflow status to Picked Up from the Pick Up/Delivery tile:

1. On the Workbench, select the **Pick Up/Delivery** tile.
2. Select the prescription(s) whose Pickup status you wish to change.

propel Pickup and Delivery

WORKFLOW 120 PARKED RX 0 PICK UP/DELIVERY 2 MESSAGES 0 ACTIVITIES 452 EHR QUEUE 24

	1-7 Days	8-14 Days	15-21 Days	22-28 Days	29+ Days	Total
Pick up	2					2
Delivery						

RETAIL (2) COMPLIANCE (0) All Failed EHR Quick Lookup Filter

	Fill Date	Filled	Owe	Location	Ready Time	Rx#	Patient	Trade Name	Generic Name
☒	Aug 20, 2025	5 Days Ago	☐		Aug 20 01:21 PM	649280	KIOSK, MICHAEL	AURO-ATORVASTATIN	ATORVASTATIN
☒	Aug 25, 2025	Today	☐		Aug 25 12:47 PM	649286	Blue, Jan	APO-AMOXI	AMOXICILLIN

9854 PPAZ/PTNSD: X2.0-01

RX CORRECT DETAIL PICK UP OTHER RXS REFRESH

3. Select **Pick Up**. The Pick Up window opens.



4. Select **OK** to submit the Pickup messages to the DIS.

- Once successful, the **Result** column is populated with a checkmark and the prescription vacates the Pick Up/Delivery tile.

The following Rx's will be updated to:

Rx Number	Patient	Trade Name	Strength	Result
649280	KIOSK, MICHAEL	AURO-ATORVASTATIN	10MG	
649286	Blue, Jan	APO-AMOXI	250MG	

OK

- The Pickup date is recorded in the **Workflow Details** window and on the **EHR Profile**.

Propel Rx - Workflow Details: Rx Number: 649286 - Blue, Jan - DIN 628115 - APO-AMOXI 250MG CAPSULE

QA: 30 Qty: 30 Ready Time: Aug 25, 2025 12:47 PM Picked Up
 Qty Packaged: 30 Qty Owed: 0 **Solid Date: Aug 25, 2025 12:29 PM**

Action	Completed On	User	Details
Data Entry	Aug 25, 2025 12:28 PM	SD	
Packaging	Aug 25, 2025 12:28 PM	SD	Pack: 100 UPC: 77131325243 DIN: 628115 Qty: 30 Lot: dF421 Expiry: Dec 31, 2026
Technical Validation	Aug 25, 2025 12:28 PM	SD	
Entry Check	Aug 25, 2025 12:28 PM	SD	
Product Verify	Aug 25, 2025 12:28 PM	SD	
Clinical Review	Aug 25, 2025 12:28 PM	SD	
Pickup	Aug 25, 2025 12:29 PM	SD	

Propel Rx - EHR - Activate Rx Details

Create Info
 EHR Rx ID: 402701 ☐ Local
 Written Date: Aug 25, 2025 Local Rx #: 649286
 Status: Completed
 Prescriber: License: 2225 Name: CHARLIE CHAPLIN
 Assigned To: Landrys Pharmacy, ID: 99988

DIN/GCN: 00628115
 APO-AMOXI 250 mg SWALLOW, ORAL, DIN: 00628115
 Qty: 30 U Refills: 1 Form: CAPSULE
 Total DS: 10 d QA: 30 U DS: 10 d
 Treatment Type: Chronic Interval:

0 Record Note(s) 0 Refusal(s) to Fill

Dispense History: 1 found

Local	Effective Date	Entered Date	Pickup Date
☒	Aug 25, 2025	Aug 25, 2025	Aug 25, 2025

Field Data

Total Days Supply	10d
Last Qty Dispensed	30
Last Dispense Pickup	Aug 25, 2025
By Agent Person	
First Fill Qty	
First Fill Qty Dispensed	30

OK





NOTE: If the Pickup message fails to transmit to the EHR, the Result column in the Pick Up window will still display a checkmark, but the prescription will remain in the Pick Up/Delivery tile with a failed indicator . The Sold Date and Time in the Workflow Details window will reflect the date and time the prescription was picked up in Propel Rx, regardless if the Pickup message was successful; it will not be updated when the Pickup message is sent successfully.

Modifying the Pickup Status from the Rx Detail EHR tab

Pickup statuses can only be modified from the Rx Detail EHR tab after all Workflow steps have been completed for a prescription.

To manually modify the prescription Workflow status to Picked Up from the Rx Detail EHR tab:

1. **Detail** the prescription from the Patient Profile, Workbench, or Pick Up/Delivery tile. The prescription opens in Rx Detail.
2. Select the **EHR** tab.
3. In the **Pickup** section, select **Send Pick up**.

Pickup

Workflow Status:	Pickup	Result:		
☐ EHR	Send Pickup	Detected Issue(s):	0	

- A processing message displays for the transmission of the Pickup message.
- Once successful, the **Workflow Status** changes to Picked Up, the **Result** changes to Accepted, and the **EHR** checkbox is selected. The Send Pick Up button gets renamed to Undo Pickup.

Pickup

Workflow Status:	Picked Up	Result:	Accepted	
☒ EHR	Undo Pickup	Detected Issue(s):	0	

- The Pickup date is recorded in the **Workflow Details** window and on the **EHR Profile** for the Dispense.

Modifying the Pick Up Status Through POS Integration

If POS integration is enabled, the Pickup message is sent upon scanning the prescription at the POS till. Any prescription not scanned remains in the Pick Up/Delivery tile and the Dispense Pickup date remains blank on the EHR until the prescription is marked as Picked Up.

Workflow Preferences can also be configured to set certain types of prescriptions to Picked Up automatically depending on the Patient Pays amounts. This means, you can bypass scanning these



prescriptions at the POS till. PFS, non-retail group, methadone, and/or Compliance Pack prescriptions can be configured in this way.

To configure POS Pickup settings:

1. Select **More (...)** > **Pharmacy**.
2. Select the **Workflow** tab.
3. In the **POS Settings** section, for each type of prescription, select the Workflow status when Patient Pays = \$0 and when it's greater than (>) \$0.
 - **Picked Up** means the prescription will change to a Picked Up status after the last Workflow step is complete.
 - **Waiting for Pickup/Delivery** means the prescription will change to a Picked Up status after it's scanned at the POS till.

POS Settings - POS Integration ON

Patient Pays	= \$0	> \$0
PFS:	Picked UP ▾	Waiting for Pickup/Delivery ▾
Non-Retail Group:	Picked UP ▾	Waiting for Pickup/Delivery ▾
Methadone:	Picked UP ▾	Waiting for Pickup/Delivery ▾
Compliance:	Picked UP ▾	Waiting for Pickup/Delivery ▾

4. Select **Save**.

Resending a Failed Pickup Message

When a Pickup message fails to be sent to the DIS, the prescription remains in the Pick Up/Delivery tile with a red x icon . By default, Propel Rx displays the last 60 days' worth of prescriptions waiting for pick up in the Pick Up/Delivery tile. However, you can select the **All Failed EHR** checkbox to display all prescriptions that failed to be picked up on the EHR regardless of timeframe, in addition to the last 60 days' worth of prescriptions waiting for pick up. The counter on the Pick Up/Delivery tile will always reflect the number of prescriptions waiting for pick up in the last 60 days, regardless if the All Failed EHR checkbox is selected



NOTE: If you have many failed Pickup messages, it may take some time to load the prescriptions after the All Failed EHR checkbox is selected.

You must review the prescription and attempt to resolve the reason for the failed Pickup to remove the prescription from the Pick Up/Delivery tile.



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	1-7 Days	8-14 Days	15-21 Days	22-28 Days	29+ Days	Total
Pick up	1					1
Delivery						

	Fill Date	Filled	Owe	Location	Ready Time	Rx#	Patient	Trade Name	Generic Nam
☐	Nov 16, 2022	1013 Days Ago				649018	Smith, Bob	TEVA-FUROSEMIDE	FUROSEMIDE
☐	Nov 16, 2022	1013 Days Ago				649019	Smith, Bob	APO-CELECOXIB	CELECOXIB
☐	Nov 18, 2022	1011 Days Ago				649025	Smith, Bob		5% Diclofenac
☐	Nov 18, 2022	1011 Days Ago				649026	Smith, Bob	1% HC powder in Clotridem	1% HC powde

To resend a failed Pickup message for a prescription:

1. On the Workbench, select the **Pick Up/Delivery** tile.
2. Select the prescription(s).
3. Select **Pick Up**.
4. If the Pickup message(s) fails again, select the prescription(s), and then **Detail**. The prescription opens in Rx Detail.
5. Select the **EHR** tab.
6. If Detected Issue(s) were returned, in the **Pickup** section, select the expander button to review them. Perform any necessary actions to address them.

Pickup

Workflow Status: Pickup Failed Result: Failed

☐ EHR Send Pickup

Detected Issue(s): 1

7. Select **Send Pick Up** in the Pickup section. Propel Rx attempts to send the Pickup message again.
 - A processing message appears indicating the Pickup message is being sent to the EHR.
 - If the Pickup message is successfully transmitted, the **Workflow Status** is updated to Picked Up, the **Result** changes to Accepted, and the **EHR** checkbox is selected.
 - The Pickup date is recorded on the **EHR Profile** but the Sold Date and Time in the **Workflow Details** window remains unchanged.



Retracting a Pickup Message

If a Pickup message was sent to the DIS in error, you can retract the Pickup from the EHR. If the prescription was dispensed in error or a correction is required, the Pickup is automatically retracted upon refusing or rebilling the prescription. For more information, see [Correcting a Prescription](#).

To retract a Pickup message:

1. Open the **Patient Folder**.
2. On the **Profile** tab, select the prescription.
3. Select **Detail**. The prescription opens in Rx Detail.
4. Select the **EHR** tab.
5. In the **Pickup** section, select **Undo Pick up**.

Pickup

Workflow Status:	Picked Up	Result:	Accepted	
☒ EHR	Undo Pick up	Detected Issue(s):	0	

- A processing message appears indicating the information is being retracted from the EHR.
- If the retraction is successful, the **Workflow Status** is updated to Pickup, the **Result** changes to Reversed, and the **EHR** checkbox becomes deselected.

Pickup

Workflow Status:	Pickup	Result:	Reversed	
☐ EHR	Send Pickup	Detected Issue(s):	0	



EHR Queue Tile

The purpose of an EHR Queue is to allow you to continue to service your patients and process prescriptions even if the DIS is temporarily unavailable. This tile manages any transactions (e.g., prescription, pickup, clinical requests) that could not be processed due to DIS Network unavailability.

One of the main advantages of the EHR Queue is there is no interruption of service to your patients when the DIS is unavailable. Prescriptions are successfully adjudicated, and a label set with correct pricing information is printed.



ALERT: Your pharmacy is responsible for ensuring that any failed or rejected EHR Queue transactions are resolved each day.

When the DIS Network is down, claims are queued in order of creation. If a patient has any EHR Queued transactions, then all subsequent transactions are queued and processed in order. No new claims for a particular patient can be sent to the DIS until all queued claims for that patient have been sent. A prior queued claim may have an impact on the results of another claim that is sent down (e.g., an allergy add request must be sent before more dispenses are sent because the allergy may affect the outcomes of DUR processing for those subsequent dispenses).

Status	Creation Date	Patient	Rx#	Transaction Description	Attempt Date
Rejected	Jul 11, 2025 2:11 PM	Aguilera, Alejandra	649259	Activate prescription request	Aug 25, 2025 1
Queued	Jul 11, 2025 2:13 PM	Aguilera, Alejandra	649259	Record dispense processing request	
Queued	Jul 11, 2025 2:13 PM	Aguilera, Alejandra	649259	Record dispense pickup request	
Queued	Jul 14, 2025 2:38 PM	Aguilera, Alejandra		Record patient basic observation request	
Queued	Jul 14, 2025 2:38 PM	Aguilera, Alejandra		Record patient basic observation request	
Queued	Jul 11, 2025 2:22 PM	Aguilera, Alejandra		Record patient basic observation request	
Queued	Aug 25, 2025 12:21 PM	Aguilera, Alejandra	649282	Record dispense processing request	



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The EHR Queue tile displays a counter which indicates how many transactions reside in the EHR Queue. Within the tile, there are two sections: a Transaction Summary tree view and a Detailed Transactions view.

Transaction Summary View

The Transaction Summary tree view is the left section of the EHR Queue tile. This view lists all EHR Queue transactions which can be expanded or collapsed to view the following:

- **All transactions** – displays all transactions in the EHR Queue. This is a read-only view. To action a transaction, a queue type (i.e., Deferred, Network Down) or patient must be selected.
- **Deferred** – displays all transactions that were deferred for DIS submission.
- **Network Down** – 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 in the EHR Queue that were either Deferred or added due to a Network Down scenario.

Transactions are organized by creation date in ascending order. A counter beside each row indicates the number of transactions for that type or patient.

Status	Creation Date	Patient	Rx#	Transaction Description	Attempt Date
Rejected	Aug 25, 2025 12:21 PM	Aguilera, Alejandra	649282	Record dispense processing request	Sep 2, 2025 3:
Queued	Sep 2, 2025 3:04 PM	KIOSK, MICHAEL		Retract action request	
Not Sync	Sep 2, 2025 3:24 PM	Bear, Christopher	649304	Activate prescription request	
Not Sync	Sep 2, 2025 3:24 PM	Bear, Christopher	649304	Record dispense processing request	



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Detailed Transactions View

The Detailed Transactions view is the section to the right of the EHR Queue tile. The Detailed Transactions view lists all the DIS transactions that have been queued for a selected patient or queue type. Each row represents a detailed view for each transaction.

Status	Creation Date	Patient	Rx#	Transaction Description	Attempt Date
Rejected	Aug 25, 2025 12:21 PM	Agullera, Alejandra	649282	Record dispense processing request	Sep 2, 2025 3:
Queued	Sep 2, 2025 3:04 PM	KIOSK, MICHAEL		Retract action request	
Not Sync	Sep 2, 2025 3:24 PM	Bear, Christopher	649304	Activate prescription request	
Not Sync	Sep 2, 2025 3:24 PM	Bear, Christopher	649304	Record dispense processing request	

Refer to the table below for a description of each component in the Detailed Transactions grid.

Component	Description of the Detailed Transactions Component
Filter	Filter for specific transactions by entering text in this field.  NOTE: The Date and Status columns are not filterable.
Folder Button	Opens an additional window with the details of the issue or error, if available, when a transaction has a status of Failed or Rejected. This can be the Detected Issues Maintenance window for Rejected transactions or a message prompt for Failed transactions.



Component	Description of the Detailed Transactions Component
	If the Patient Folder is not synced, the folder button is outlined in red  . When selected, it opens the Patient Folder for you to sync the patient. No transactions can be sent for a patient until they are synced.
Checkbox	Indicates which transactions are selected for sending. If multiple transactions are associated with a prescription (e.g., Activate, Dispense, Pickup), upon selecting the checkbox for one transaction, the other transactions are automatically selected. Similarly, if the checkbox is deselected for a transaction, all associated transactions are also deselected. For Deferred prescriptions, the checkboxes are defaulted OFF and editable. For Network Down transactions, the checkboxes are ON and disabled; this is a safeguard to prevent transactions from being sent to the DIS in the wrong order.
Status	Displays the current transmission status of the EHR Queued transaction. This can be one of the following types: • Queued – Message is waiting to be sent. • Started – Message is currently being sent. • Rejected – Message is rejected by the DIS with Detected Issues. You must attempt to manage the Issue(s). • Failed (Network still down) – Message transmitted unsuccessfully after a predefined number of attempts. • Not Sync – Patient is not synchronized with the Client Registry. • Deferred – Message was deferred and has not yet been sent.
Creation Date	Displays the date and time that the EHR Queued transaction was originally created.
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.



Component	Description of the Detailed Transactions Component
Strength	Displays the strength of the drug associated to the transaction, if applicable.
Medical Item	Displays the description for the allergy or condition, if applicable.
# Attempts	Displays the total number of attempts and the current attempt number.
Initials	Displays the initials of the user currently sending the transaction.
Abandon	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. A reason must be entered for Abandoning a transaction. This is recorded in the Patient Folder History tab. 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 EHR Queue, the update transaction is also Abandoned. For more information, see Abandoning a Transaction.
Detail	Opens the EHR tab of Rx Detail as read-only. No changes can be made from this view. Activate, Dispense, Pickup, or Refusal to Fill transactions can be detailed. If changes must be made, open the applicable folder (e.g., Patient, Prescriber, Drug) to make the necessary changes.
Refuse	Refuses the prescription. This can be an Activate, Dispense, or Refusal to Fill transaction. The order that transactions are sent are based on the creation date and the timestamp. If one transaction fails, downstream associated transactions are not sent.
Send	Sends selected transactions to the DIS. For the Network Down queue, all transactions in view are selected for sending and will be sent. The Send button is enabled if the selected row(s) EHR Queue status of Rejected, Failed, Queued, or Deferred. The button is hidden for all other statuses. Selecting Send transitions the status of the first EHR Queued transaction to Queued for the checkmarked transactions for the patient or queue type. Transactions are sent in order by creation date.

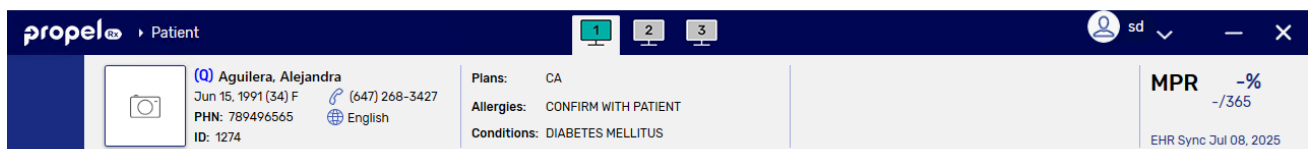


Component	Description of the Detailed Transactions Component
	A prompt will appear after the transactions are sent to indicate the number that were successful or unsuccessful (Cancelled, Rejected, Abandoned). If a rejection is returned for a transaction, all subsequent transactions are not sent. Propel Rx - Confirmation  0 transactions have been successfully sent to DIS. 1 have been Cancelled, Rejected or Abandoned. OK If a Detected Issue is returned that is unmanageable, you will be given the option to Abandon the transaction and continue processing the rest of the queue. 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
Refresh	Refreshes the EHR Queue

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)




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- Beside the **EHR** checkbox for non-prescription transactions (e.g., allergy, condition)

Abandoning a Transaction

An Abandon button is available in the EHR Queue. By selecting the Abandon button, you can remove a transaction from the EHR Queue. This button may be required if, for whatever reason, the claim cannot be corrected and submitted to the EHR through the normal process. Only Rejected or Failed transactions can be Abandoned. The Abandon button is not available for Deferred prescriptions as the claim has not been processed and submitted to the EHR.

To Abandon a transaction:

- Highlight the transaction(s) in the EHR Queue.
- Select **Abandon**. The Abandon EHR Queue transaction window opens.



NOTE: If a Detected Issue is returned that's unmanageable, a prompt gives you the option to Abandon the transaction.

- 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 DIS.

- Enter a reason for Abandoning the transaction. A maximum of 280 characters can be entered.



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4. Select **OK**.

- A row is added to the **Patient Folder History** tab to track the Abandon action and its reason.



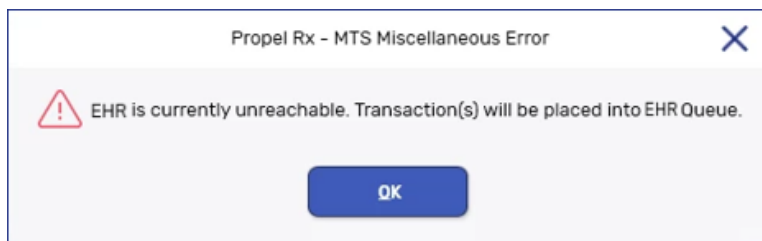
Entered	User	Event	Activity	Comments
Sep 02, 2025 14:50	SD	EHR Queue	Abandoned	Record dispense pickup request: Rebilling prescription



ALERT: When using the Abandon button, 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 (e.g., reattempt the action, send a note, etc.). Pharmacies in Nova Scotia, by law, must ensure the patient's EHR Profile is accurate and up to date.

DIS Network is Unavailable

When a transaction fails to send to the DIS, Propel Rx attempts to resend up to three times. If the transaction still fails after the maximum number of attempts, the following prompt appears, and the transaction is placed in the EHR Queue.



In a batch, if the first prescription fails to send to the EHR, subsequent prescriptions are automatically added to the Network Down queue in the EHR Queue tile.

If the DIS Network is unavailable, you have the following options:

- Set the EHR Availability to No
- Continue Filling Prescriptions
- Stop Filling Prescriptions
- Park Prescriptions

Set the EHR Availability to No

If the DIS Network is down for an extended period, you may choose to set the EHR Availability to No. When the EHR Availability is changed, the EHR Availability window prompts you to enter a reason for changing this preference.

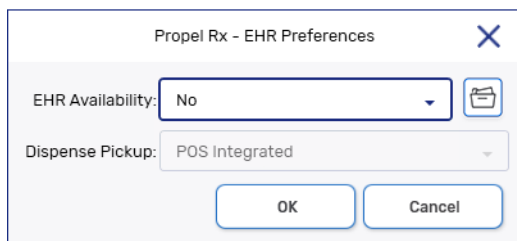
- Select **More (...)** > **Nova Scotia** > **EHR Preferences**.



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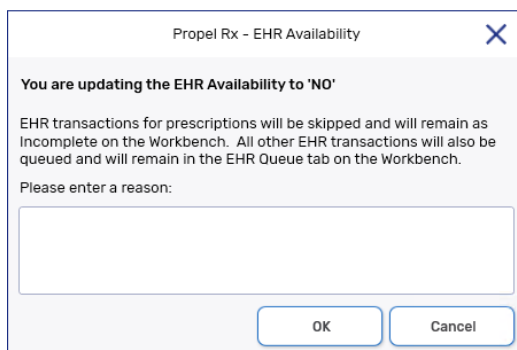
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2. Select **No** from the EHR Availability dropdown list. The EHR Availability window opens.



The screenshot shows the 'Propel Rx - EHR Preferences' dialog box. It has a title bar with a close button (X). Inside, there are two dropdown menus: 'EHR Availability' set to 'No' and 'Dispense Pickup' set to 'POS Integrated'. To the right of the 'EHR Availability' dropdown is a folder icon button. At the bottom are 'OK' and 'Cancel' buttons.

3. Enter the reason for changing the EHR Availability. The reason can be viewed later by selecting the folder button  in the EHR Preferences window.



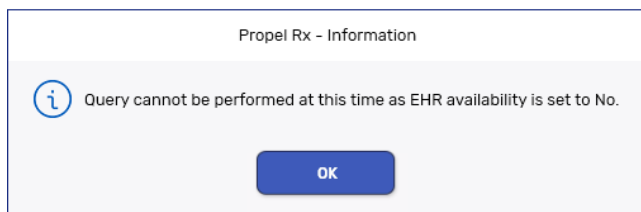
The screenshot shows the 'Propel Rx - EHR Availability' dialog box. It has a title bar with a close button (X). The main text says: 'You are updating the EHR Availability to 'NO''. Below this, it explains: 'EHR transactions for prescriptions will be skipped and will remain as Incomplete on the Workbench. All other EHR transactions will also be queued and will remain in the EHR Queue tab on the Workbench.' There is a text input field labeled 'Please enter a reason:'. At the bottom are 'OK' and 'Cancel' buttons.

4. Select **OK**.

- An offline indicator  appears on the EHR Queue tile.



- Any EHR queueable transactions (e.g., prescriptions, new allergies) are automatically added to the EHR Queue tile.
- The following prompt appears when you attempt to perform a query (e.g., patient search on the Client Registry, EHR Profile query).



The screenshot shows the 'Propel Rx - Information' dialog box. It has a title bar. The main text says: 'Query cannot be performed at this time as EHR availability is set to No.' There is an 'OK' button at the bottom.

- If you remove an allergy, it is removed temporarily from the Patient Folder while the transaction is queued. If the transaction cannot be sent successfully, the record is placed back on the Patient Folder.

Continue Filling Prescriptions

When the connection to the DIS is lost or the Network is down, you may choose to continue to fill prescriptions and attempt to connect to the DIS with each transaction (i.e., leave the EHR Availability as Yes).

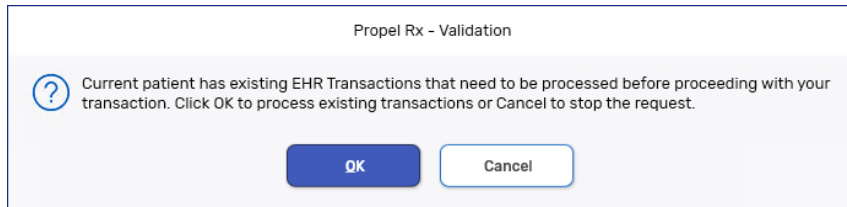


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When a transaction fails to send to the DIS, subsequent transactions for the same patient are automatically placed in the EHR Queue. Propel Rx does not attempt to connect to the DIS again until a transaction is attempted for a different patient, or another transaction is performed for the same patient after a break in care (e.g., navigate to another Profile and return).

If transactions already exist in the EHR Queue for the patient, upon attempting to send another transaction, the following prompt appears:



- Select **OK** to process the existing transactions in chronological order. If the Network is still down, a prompt appears advising this.
- Select **Cancel** to not send the transactions, including the current transaction, to the DIS.

Stop Filling Prescriptions

You may choose to stop filling prescriptions until the connection to the DIS is restored (i.e., ask the patient to wait until the connection is restored).

Park Prescriptions

You may choose to fill a prescription until it reaches the **Rx Detail** window and then select **Park**. The prescription is then moved to the Parked Rx tile on the Workbench. At this point, the label cannot be printed.

When the Network is restored, the prescription can be processed from the Parked Rx tile and submitted to the DIS and Third Parties for payment. The label set can then be printed.

Sending Transactions when the Network is Restored

When the EHR Network is restored, you can proceed to send the transactions from the EHR Queue tile or if the prescription was parked, from the Parked Rx tile.

To send transactions from the EHR Queue tile:



TIP: Open another instance of Propel Rx to send queued transactions so you can continue to fill prescriptions on your current session.

1. If the EHR Availability was previously set to No, complete steps a – e below:
 - a. Select **More (...)** > **Nova Scotia** > **Preferences**.
 - b. Dropdown the **EHR Availability** field and select **Yes**. The EHR Availability window opens.



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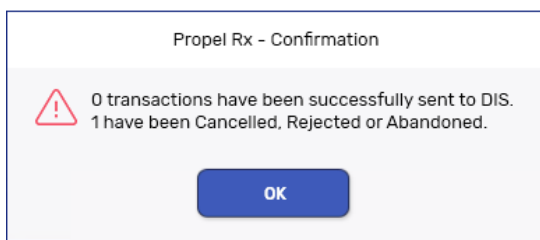
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- c. Enter a reason for changing the Availability.
 - d. Select **OK** to close the EHR Availability window.
 - e. Select **OK** to close the EHR Preferences window.
2. Select the **EHR Queue** tile on the Workbench.
3. Select the applicable row from the tree view on the left.
 - If you want to send all Deferred or Network Down transactions, select the **Deferred** or **Network Down** row.
 - If you want to send transactions for a specific patient, select the applicable patient row.
4. On the Detailed Transaction view to the right, select the checkboxes for the transactions you wish to send.



NOTE: Network Down transactions are automatically selected for sending from the Network Down queue. This is to ensure the transactions are sent in the appropriate order.

5. Select **Send**. Propel Rx sends the transactions in order by creation date.
 - If a Detected Issue is returned for a transaction, it must be managed before subsequent transactions can be sent. If the Detected Issue is unmanageable, a prompt gives you the option to Abandon the transaction. For more information, see [Abandoning a Transaction](#).
 - A prompt appears indicating the number of transactions that were successful and the number that were Cancelled, Rejected, or Abandoned. Unsuccessful transactions remain in the EHR Queue.



To send Network Down prescriptions 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.
4. Select **Process**.
5. Process the prescriptions as usual.



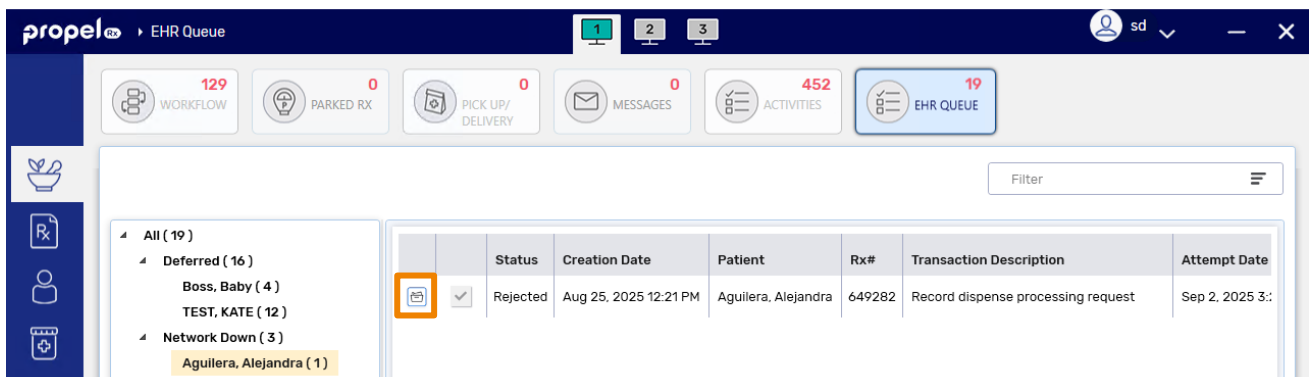
Resolving Failed/Rejected DIS Transactions

When a transaction is not successfully transmitted to the DIS, the transaction remains in the EHR Queue tile, and the status will be one of the following:

- **Failed** – the DIS Network was unavailable.
- **Rejected** – the transaction was rejected due to an error that must be resolved prior to resubmission.
- **Deferred** – prescription was selected to temporarily bypass the DIS and has yet to be submitted.
- **Queued** – transaction is waiting to connect to the DIS Network to be sent.

To resolve a failed/rejected DIS transaction:

1. From the Workbench, select the **EHR Queue** tile.
2. Highlight the transaction you wish to view.
3. Select the folder button  next to the transaction you wish to view.



4. Resolve the error or enter an Issue Management. Refer to the table below for more information on how to action different issues/statuses in the EHR Queue.

What is the issue/status of the transaction	What does it mean?	What actions should I take?
Not Sync	The Patient Folder is not synced to the Client Registry.	Select the red folder button  to open the Patient Folder and then proceed to synchronize the patient. Once synced, the transactions in the queue change to a Queued status. For more information, see Searching for and Synchronizing a Patient.
Queued	The message is waiting to be sent.	Propel Rx sends the transactions in the appropriate order if more than one is being submitted. No action is required now.
Failed	The message was sent to the DIS but failed or a	Send the transaction once the DIS connection is restored.



	maximum number of attempts for the message was reached.	
Rejected	The message was rejected by the DIS with a Detected Issue.	Correct the data or use Issue Management. For more information, see Detected Issues and Issue Management .
Started	The message is being sent.	No action is required now.
Deferred	The prescription was deferred in Rx Detail and has not been sent.	Send the transaction.

5. Select **Send**.
6. Check the EHR Queue tile to ensure the transaction is no longer there.



Reports

Propel Rx permits you to run reports that can assist you with managing your patients. Not all users have access to run these reports. See [Setting Up Report Access](#) for more information.

Non-EHR Transactions Report

The Non-EHR Transactions report lists all the prescriptions that were either placed on Hold or Filled but not transmitted to the DIS, including prescriptions filled for patients with an Animal status and those in the EHR Queue. This report should be reviewed weekly to evaluate if there are any prescriptions which should have been sent but were not.

To run the Non-EHR Transactions report:

1. Select **More (...)** Reports > **Propel Rx Reports**.
2. Dropdown **Prescription** from the side menu.
3. Select the **Non-EHR Transactions** report.
4. In the **Start Date** field, enter the start date for the prescriptions you wish to view.
5. In the **End Date** field, enter the end date for the prescriptions you wish to view.
6. Select **Preview**.

Non-EHR Transactions Report

QAAZPIINTNS02
Ee Ncbn Nc
Abc St
Dartmouth, Nova Scotia B1B1B1

Date: Aug 11, 2025
Report Period: Jul 01, 2025 to Aug 11, 2025

Type: Dispense Rx

Entered Date	Rx #	Patient	Drug	Prescriber	User
Jul 11, 2025	649259	Aguilera, Alejandra DOB: Jun 15, 1991 PHN: 789496565	ACT-METFORMIN 500MG TABLET DR METFORMIN(ACT) DIN 02257726 *EHR Queue - Rejected*	NP. BOBBY, JENCY Lic: 2235 NS - Nurses	desai, sagar Pharmacist Lic: 2229
Aug 11, 2025	649266	Bear, Christopher DOB: Jan 01, 1990 *Animal*	ACT-METFORMIN 500MG TABLET DR METFORMIN(ACT) DIN 02257726	Dr. aCHAPLIN, CHARLIE Lic: 2225 NT - Physician & Surgeon	desai, sagar Pharmacist Lic: 2229

1 of 1 Zoom % Fit Width

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Patient List Report

You can generate the Patient List report to view all your patients that currently do not have a PHN on file. For more information on the report, refer to the [Patient List report](#) on the Propel Rx Online Help.

To run the Patient List report:

1. Select **More (...)** > **Reports** > **Propel Rx Reports**.
2. Select **Patient** from the side menu.
3. Select the **Patient List** report.
4. In the **Start Date** field, enter the start date for the patients you wish to view.
5. In the **End Date** field, enter the end date for the patients you wish to view.
6. Enter any other criteria for the report.
7. Select **Preview**.

propel > Reports

sd

Filter

- All Reports
- Accounting
- Doctor
- Groups
- Inventory
- Patient**
 - Auto Refill Summary
 - Compliance Dosett - Condensed
 - Medication Dosage Calendar
 - New Patients List
 - Patient List**
 - Patient Mailing Labels
 - Patient Official Receipt
 - Patient Profile
 - Patient Profile Condensed
- Prescription

Patient List

QAAZPIINTNS02 Date: Aug 11, 2025
 Ee Ncbn Nc
 Abc St
 Dartmouth, Nova Scotia B1B1B1 Report Period: Jul 01, 2025 to Jul 31, 2025

Sorted By: Patient Name

Patient		Third Party			Rx		
Address Phone #	PHN Gender, Age Birth Date	Plan Carrier ID Cardholder	Group ID	Client ID Relationship	Code	Last Rx Date	# Rx's \$ Volume
Aguilera, Alejandra 1666 Larch Halifax, Nova Scotia B6S5S4 (647)268-3427	789496565 F, 34 Jun 15, 1991	CA				Jul 11, 2025	1 \$17.06 \$0.00 TP \$17.06 CA
KIOSK, MICHAEL GREGORY 4257 SMITH ST HALIFAX, Nova Scotia B3R 2K9 (902)453-1256	0 M, 61 Aug 24, 1963	CA				Aug 11, 2025	3 \$92.29 \$0.00 TP \$92.29 CA
						Totals:	4 \$109.35

1 of 1 Zoom % Fit Width

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Patient Merge

Propel Rx gives you the ability to merge Patient Folders.

Merging Patients

When a patient merge is performed in Propel Rx, one Patient Folder is removed from the database and the other is retained. The Patient Folder for the patient who is retained will include all the information from the patient that was removed. It is imperative that your pharmacy validates that the Patient Folders should in fact be merged prior to merging them.

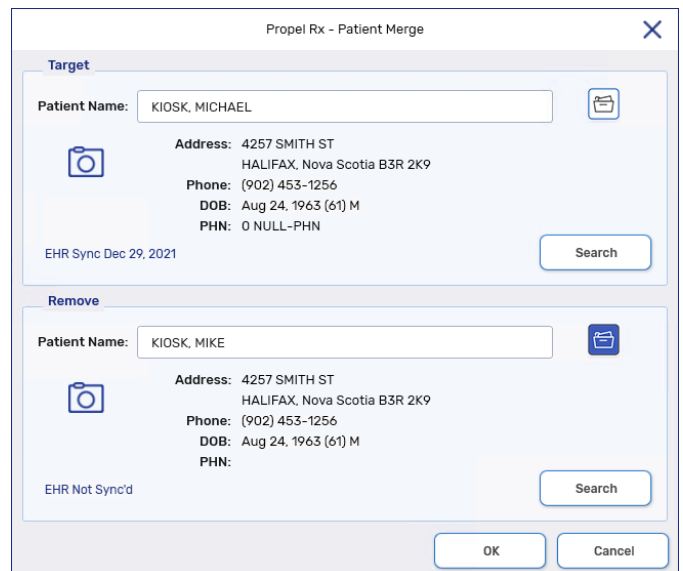
The Patient Merge window is separated into two sections: **Target** and **Remove**. **Target** contains the information for the Patient Folder that will remain and into which all other Patient Folder data will be merged. **Remove** contains the information for the Patient Folder which will be merged into the Target Patient Folder.

It is imperative to keep your patient records accurate and up to date. Avoid duplicates and ensure prior to synchronizing any patients that you confirm the patient is not in Propel Rx more than once.

No message is sent to the DIS when a patient merge occurs. If both Patient Folders have been synchronized with the Client Registry, please contact PTS Customer Care to ensure that DIS is informed of the need for a corresponding merge on the Client Registry.

To merge two Patient Folders in Propel Rx:

1. Select **More (...)** > **Merge** > **Patient**. The Patient Merge window opens.
2. In the **Target** section, enter all or part of the name of the patient you wish to keep.
 - a. Select **Search** or the folder button .
 - b. From the results returned, select the correct patient.
 - c. Select **OK**.
3. In the **Remove** section, enter all or part of the name of the patient you wish to remove from the database.
 - a. Select **Search** or the folder button .
 - b. From the results returned, select the correct patient.
 - c. Select **OK**.



Propel Rx - Patient Merge

Target

Patient Name: KIOSK, MICHAEL

Address: 4257 SMITH ST
HALIFAX, Nova Scotia B3R 2K9

Phone: (902) 453-1256

DOB: Aug 24, 1963 (61) M

PHN: 0 NULL-PHN

EHR Sync Dec 29, 2021

Remove

Patient Name: KIOSK, MIKE

Address: 4257 SMITH ST
HALIFAX, Nova Scotia B3R 2K9

Phone: (902) 453-1256

DOB: Aug 24, 1963 (61) M

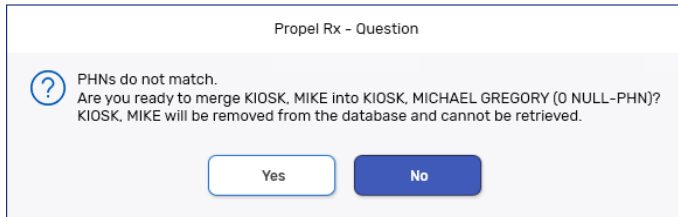
PHN:

EHR Not Sync'd

OK Cancel



- Verify that the **Target** and **Remove** patients are correct and then select **OK**. A validation prompt appears to confirm the merge. If the PHNs do not match, the prompt will also indicate this.

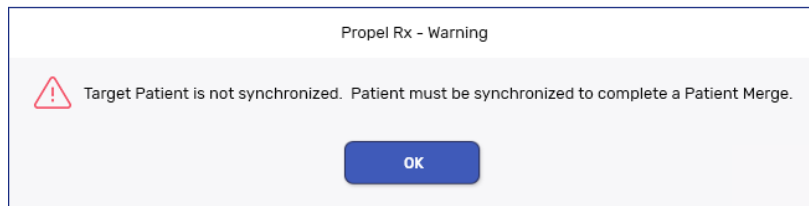


Propel Rx - Question

? PHNs do not match.
Are you ready to merge KIOSK, MIKE into KIOSK, MICHAEL GREGORY (0 NULL-PHN)?
KIOSK, MIKE will be removed from the database and cannot be retrieved.

Yes No

- Select **Yes**.
 - Propel Rx performs the merging of the two Patient Folders. Depending on the size of the Patient Folders, the merge can take a few minutes to complete.
 - If the Target patient is not synchronized and the Remove patient is synchronized, a prompt indicates that the Target patient must be synchronized to complete the merge. Flip the Target and Remove patients and retry the merge.

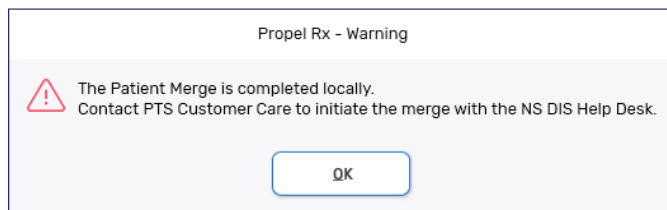


Propel Rx - Warning

! Target Patient is not synchronized. Patient must be synchronized to complete a Patient Merge.

OK

- Once complete, a prompt appears indicating the merge was successful.



Propel Rx - Warning

! The Patient Merge is completed locally.
Contact PTS Customer Care to initiate the merge with the NS DIS Help Desk.

OK

- If both patients were synchronized with the Client Registry, contact PTS Customer Care so they may notify the DIS should a merge be required on their end.

Unmerging a Patient

If you have completed a patient merge in error, contact the PTS Customer Care team and request an unmerge of the Patient Folders. You will be required to identify the target patient's name, birth date, gender, and address information.



Contact PTS Customer Care

ptscustomer@pts.ca | 1.800.387.6093

Common Detected Issues for Patient Merges

Patient Record Has Been Merged. Search Client Registry to Update Patient Record in Local System

This error appears when transactions are submitted for a patient has been removed from the Client Registry due to a patient merge. To resolve this error, perform a Patient Compare and save the changes. The Patient Compare will retrieve the new Global Identifier (GID) assigned to the patient on the Client Registry, allowing you to perform subsequent DIS transactions for this patient.



Helpful Links

Website	Details
Drug Information System – Information for Pharmacies novascotia.ca	Provides an overview of the New Brunswick Drug Information System (DIS).
NSPMP Home – NSPMP	Access the Prescription Monitoring Program eAccess Portal.
Education Materials novascotia.ca	Offers learning materials for the DIS (not Propel Rx specific).
Drug Information System Technical Support	Contains information about technical support for the DIS.
Pharmacists' Guide novascotia.ca	Contains information about the different programs and policies under Pharmacare that are relevant to pharmacies.
Drug Product Database: Access the database – Canada.ca	Contains a database of drugs authorized for sale by Health Canada which have been assigned a Drug Identification Number (DIN).
Health Canada – Natural Health Products Database	Contains a database of licensed Natural Health Products which have been issued a Natural Product Number (NPN). Examples of products in this database may include Glucosamine Chondroitin, Ginkgo Biloba, and Slow-K.





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