

Job Aid

**propel** Rx

# How To Guide on Dialogue

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## E-Dialogue Preference

If you want to manage Dialogues you need to complete, we recommend setting the **E-Dialogue** preference to **New**, **All**, or **Manual**. When this is done, prescriptions that require Dialogue appear in the **Dialogue** tile for you to action them individually or as a group (e.g., by patient, drug, etc.). From the **Dialogue** tile, you can action multiple Dialogues if needed by completing them or flagging them as Not Required.




**NOTE:** Dialogue from Patient Centre must be completed one at a time.

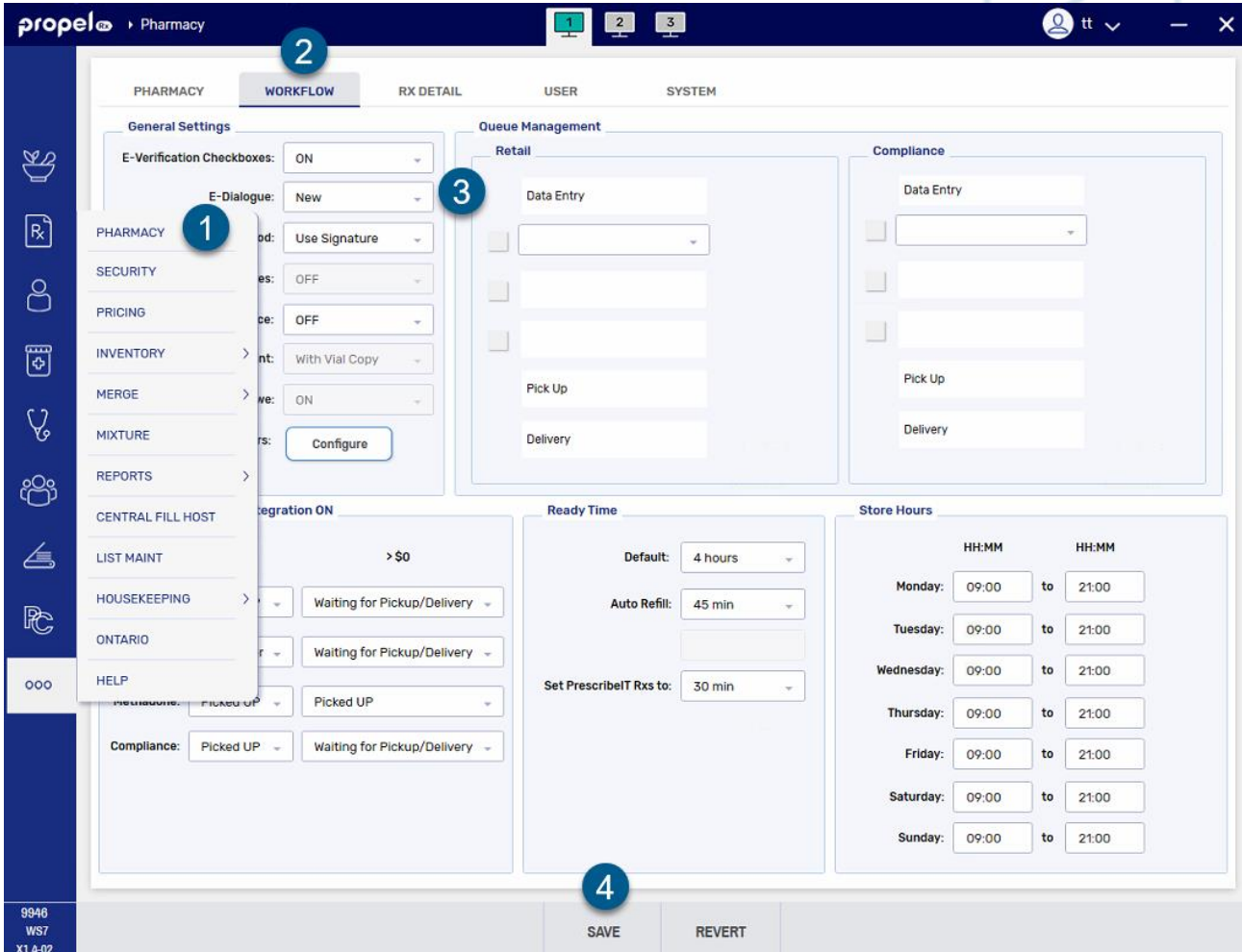
If the preference is set to **No**, you can still document Dialogue for prescriptions, but it must be done one prescription at a time outside of the **Dialogue** tile. See [Completing Dialogue Outside the Dialogue Tile](#) for more information.

What is the E-Dialogue setting?	Is the Dialogue tile visible in Propel Rx and Patient Centre?	Which prescriptions require Dialogue by default?
No	No	<ul style="list-style-type: none"> <li>None</li> </ul>
New	Yes	<ul style="list-style-type: none"> <li>New prescriptions</li> <li>This does not include ReAuth prescriptions</li> </ul>
All	Yes	<ul style="list-style-type: none"> <li>All prescriptions (i.e., New, Refill, ReAuth)</li> </ul>
Manual	Yes	<ul style="list-style-type: none"> <li>None</li> <li>For prescriptions to appear in the Dialogue tile, the Dialogue Required checkbox must be manually selected in the Workflow windows (Data Entry, Packaging, Technical Validation, Clinical Review)</li> </ul>

## Setting the E-Dialogue Preference

To set the E-Dialogue preference:

1. Select **More** (  ) > **Pharmacy**.
2. Select the **Workflow** tab.
3. Dropdown the **E-Dialogue** field and choose the desired option. See [page 2](#) for more information on what each setting entails.
4. Select **Save**.
5. Log off Propel Rx and back in on all computers to apply the changes.



The screenshot shows the 'Propel Rx Pharmacy' interface with the 'Workflow' tab selected. A dropdown menu is open for the 'E-Dialogue' field, with the 'New' option highlighted. The interface includes sections for 'General Settings', 'Queue Management', 'Compliance', 'Ready Time', and 'Store Hours'. The 'Save' button is visible at the bottom right.

## Dialogue Tile in Propel Rx

The Dialogue tile appears on the **Workbench** when the **E-Dialogue** preference is set to anything but No.

All prescriptions with the **Dialogue Required** flag ON appear in the grid if Dialogue has not been completed.

When one or more prescriptions are highlighted in the grid, three action buttons become available:

- **Quick Complete** – opens the Quick Complete window to complete Dialogue without notes.
- **Not Required** – allows Dialogue(s) to be removed from the Dialogue tile if patient counselling is not required. This option is not available in British Columbia.
- **Complete** – opens the Dialogue window to complete Dialogue with notes.



**NOTE:** Dialogues can only be actioned by pharmacist users.

Ready Time	Rx#	Patient	Trade Name	Generic Name	Strength	Qty	Pre
Nov 16 05:07 PM	504032	Smith, Jack	ATORVASTATIN-10	ATORVASTATIN	10MG	14	Joi
May 12 07:45 PM	504344	Bear, Robin	RAMIPRIL	RAMIPRIL	5MG	30	Joi
May 30 03:23 PM	504378	Bear, Christopher	SERTRALINE	SERTRALINE	100MG	90	Joi
May 31 01:00 PM	504377	Bear, Christopher	METFORMIN FC	METFORMIN	500MG	100	Joi

## Manually Placing Prescriptions in the Dialogue Tile

A **Dialogue Required** checkbox appears in the information bar of each Workflow window (**Data Entry, Packaging, Technical Validation, Clinical Review**).

By default, the checkbox will be ON or OFF depending on the **E-Dialogue** preference.

You can manually select the checkbox at any point during Workflow to place the prescription in the Dialogue tile. The checkbox will be disabled if the **E-Dialogue** preference is set to No.



**NOTE:** For a prescription to appear in the Dialogue tile, Data Entry must be complete (i.e., the prescription must be filled).

	Ready Time	Rx#	Patient	Trade Name	Generic Name	Strength	Qty	Pre
<input checked="" type="checkbox"/>	Jun 02 04:17 PM	504385	Douglas, Jane	RABEPRAZOLE	RABEPRAZOLE	20MG	30	Jol
<input type="checkbox"/>	May 31 01:00 PM	504377	Bear, Christopher	METFORMIN FC	METFORMIN	500MG	100	Jol
<input type="checkbox"/>	May 30 03:23 PM	504378	Bear, Christopher	SERTRALINE	SERTRALINE	100MG	90	Jol
<input type="checkbox"/>	May 12 07:45 PM	504344	Bear, Robin	RAMIPRIL	RAMIPRIL	5MG	30	Jol
<input type="checkbox"/>	Nov 16 05:07 PM	504032	Smith, Jack	ATORVASTATIN-10	ATORVASTATIN	10MG	14	Jor

## Completing Dialogue From the Dialogue Tile – Complete Button

To complete Dialogue from the Dialogue tile with notes:

1. Highlight one or more prescriptions from the **Dialogue** tile.
2. Select **Complete**. The **Dialogue** window opens.
3. Review the clinical and prescription information displayed at the top.
4. Complete the **Consultation** section.
5. In the **Notes** section, enter your consultation notes.




**TIP:** Select the expander button  to choose from a list of Pharmacist Comments.

6. Select the **Carry Forward Notes** checkbox for the first Dialogue record in the window IF you want the notes to be copied over to the other records loaded in the window.
  - When **Carry Forward Notes** is selected, the **Notes** section becomes disabled for all records loaded in the Dialogue window EXCEPT the first record.
  - If you need to enter notes specific to a Dialogue record, you can enter them using the **Add Note** button.

Propel Rx - Dialogue: Bear, Christopher M - DIN 2386089 - SERTRALINE

**Dialogue**

Date: Jun 09, 2023 Interactions 

**3** **Medical Condition**

Description	Severity	Effective Date
DIABETES MELLITUS	U	Apr 16, 2019

**Medical Allergy**

Description	Severity	Effective Date



Rx#: 504434 Drug: SERTRALINE 50MG SIG: TAKE 1 CAPSULE DAILY  
 Lot#: Exp:

**4** **Consultation**

With:  Patient  Agent Place:  In Person  Virtual/Phone Outcome:  Accepted  Rejected

SIG Change  New Therapy  Dose Increase  Dose Decrease  Additional Therapy  Clarification Needed

**5** **Notes**  Carry Forward Notes **6**

This medication may cause drowsiness. You should avoid driving, operating machinery and any other activity that requires alert reactions.  

Previous Notes	Date	Rx Number	User
Take this medication at bedtime.	6/9/2023 12:26:04 PM	504434	TT


Add Note  
See All Notes

**Patient Follow-up**

Follow Up on: 06/12/2023 12:27 PM Comment:


User: TT 1 / 2 Complete Cancel

## Completing Dialogue From the Dialogue Tile – Complete Button Cont...

7. Review the notes in the **Previous Notes** section.
  - Notes that display in the **Previous Notes** table were entered during Workflow.
  - To view notes from previous prescriptions in the same chain, select **See All Notes**. A red \* appears on the button if notes were entered for previous prescriptions.
8. Enter a date and time to follow up with the patient and any comments if applicable. A follow up activity will be placed in the **Activities** tile for the specified date.
9. If multiple Dialogue records were loaded in the window, select the right arrow button  to move to the next record.
10. Select **Complete**.
  - For British Columbia stores, the **E-Signature** window opens upon selecting **Complete**. Sign the Dialogue using a sig pad, mouse, user initials, or fingerprint.
  - Any information entered in the **Notes** field is moved to the **Previous Notes** section.

Propel Rx - Dialogue: Bear, Christopher M - DIN 2386089 - SERTRALINE

Dialogue

Date: Jun 09, 2023 Interactions 

**Medical Condition**

Description	Severity	Effective Date
DIABETES MELLITUS	U	Apr 16, 2019

**Medical Allergy**

Description	Severity	Effective Date


Rx#: 504434 Drug: SERTRALINE 50MG SIG: TAKE 1 CAPSULE DAILY  
 Lot#: Exp:

**Consultation**

With:  Patient  Agent Place:  In Person  Virtual/Phone Outcome:  Accepted  Rejected

SIG Change  New Therapy  Dose Increase  Dose Decrease  Additional Therapy  Clarification Needed

**Notes**  Carry Forward Notes



This medication may cause drowsiness. You should avoid driving, operating machinery and any other activity that requires alert reactions. 

Previous Notes	Date	Rx Number	User
Take this medication at bedtime.	6/9/2023 12:26:04 PM	504434	TT

Add Note  
See All Notes

**Patient Follow-up**

Follow Up on: 06/12/2023 12:27 PM Comment:

User: TT 1/2   Complete Cancel

## Completing Dialogue From the Dialogue Tile – Quick Complete Button

To complete Dialogue from the Dialogue tile without notes:

1. Highlight one or more prescriptions from the **Dialogue** tile.
2. Select **Quick Complete**. The **Quick Complete** window opens.
3. Select who the consultation was provided to in the **With** field.
4. Select where the consultation took place in the **Place** field.
5. Select whether the consultation was accepted or rejected in the **Outcome** field.
6. Dropdown the user initials field and select the appropriate user, if applicable.
7. Select **Complete**.

The screenshot shows the Propel Rx Dialogue interface. At the top, there are navigation tabs for WORKFLOW (5), PARKED RX (0), DIALOGUE (5), PICK UP/DELIVERY (1), MESSAGES (93), and ACTIVITIES (578). Below these is a table of prescriptions with columns: Ready Time, Rx#, Patient, Trade Name, Generic Name, Strength, Qty, and Pre. The first two rows are highlighted in yellow. A 'Quick Complete' dialog box is open, titled 'Propel Rx - Quick Complete'. It contains a 'Dialogue' section with the following fields: 'With' (radio buttons for Patient and Agent), 'Place' (radio buttons for In Person and Virtual/Phone), and 'Outcome' (radio buttons for Accepted and Rejected). There is a dropdown menu for user initials (currently showing 'JM') and a 'Complete' button. At the bottom of the dialog, there are buttons for 'QUICK COMPLETE', 'NOT REQUIRED', 'COMPLETE', and 'REFRESH'. Numbered callouts 1-7 are placed over the interface to guide the user through the steps: 1 points to the highlighted prescriptions, 2 points to the 'QUICK COMPLETE' button, 3 points to the 'With' field, 4 points to the 'Place' field, 5 points to the 'Outcome' field, 6 points to the user initials dropdown, and 7 points to the 'Complete' button.

Ready Time	Rx#	Patient	Trade Name	Generic Name	Strength	Qty	Pre
May 09 05:25 PM	1801842	HUANG, JACK	RAMIPRIL	RAMIPRIL	5MG	90	Lu.
May 05 05:09 PM	1801825	HUANG, JACK	AURO-AMOXICILLIN	AMOXICILLIN	250MG	30	Lu.
May 09 05:23 PM	1801841	HUANG, JACK	TARO-WARFARIN	WARFARIN	1MG	90	Lu.
Apr 27 01:54 PM	1801824	Doe, Jonathan	SYNTHROID	LEVOTHYROXINE	25MCG	30	Sm
Apr 04 09:47 AM	1801820	Smith, John	PMS-HYDROCHLOROTHIAZIDE	HYDROCHLOROTHIAZIDE	25MG	90	Jo



## Flagging Dialogue as Not Required From the Dialogue Tile

This is not applicable to British Columbia pharmacies.

To flag Dialogue as Not Required from the Dialogue tile:

1. Highlight one or more prescriptions from the **Dialogue** tile.
2. Select **Not Required**. The prescription(s) are removed from the Dialogue tile.



**NOTE: Not Required** should be used when no counselling was performed. If you counselled the patient but have no notes to document, use **Quick Complete** instead.

The screenshot shows the propel Dialogue interface. At the top, there are navigation tabs for WORKFLOW (5), PARKED RX (0), DIALOGUE (5), PICK UP/DELIVERY (1), MESSAGES (93), and ACTIVITIES (578). Below the tabs is a table of prescriptions. The first two rows are highlighted in yellow, and a red circle with the number '1' is placed over the first row. At the bottom of the interface, there are buttons for QUICK COMPLETE, NOT REQUIRED (circled in red with a red circle and the number '2'), COMPLETE, and REFRESH.

Ready Time	Rx#	Patient	Trade Name	Generic Name	Strength	Qty	Pre
May 09 05:25 PM	1801842	HUANG, JACK	RAMIPRIL	RAMIPRIL	5MG	90	Lu.
May 05 05:09 PM	1801825	HUANG, JACK	AURO-AMOXICILLIN	AMOXICILLIN	250MG	30	Lu.
May 09 05:23 PM	1801841	HUANG, JACK	TARO-WARFARIN	WARFARIN	1MG	90	Lu.
Apr 27 01:54 PM	1801824	Doe, Jonathan	SYNTHROID	LEVOTHYROXINE	25MCG	30	Sm
Apr 04 09:47 AM	1801820	Smith, John	PMS-HYDROCHLOROTHIAZIDE	HYDROCHLOROTHIAZIDE	25MG	90	Jot

# Completing Dialogue Outside the Dialogue Tile

You can open the **Dialogue** window to record counselling notes regardless of the **E-Dialogue** preference.

To complete Dialogue outside the Dialogue tile:

- Open the Dialogue window using one of the following methods:
  - In the **Patient Folder Clinical** tab, select **Dialogue** in the **Clinical History** section.
    - If done using this method, a Rx # must be entered in the Dialogue window.
  - In the **Patient Profile** tab, highlight a prescription > **Rx** > **Dialogue**.
  - In **Rx Detail** or the **Workflow window** (Packaging, Technical Validation, Clinical Review), select **Rx** > **Dialogue**. Data Entry must be complete to open the Dialogue window.
  - On the **Workflow Workbench** or **Pick Up/Delivery tile**, highlight a prescription and select **Rx** > **Dialogue**.
- Review the clinical and prescription information displayed at the top.
- Complete the **Consultation** section.
- In the **Notes** section, enter your consultation notes.

Dialogue

Propel Rx - Dialogue: Bear, Christopher M - DIN 2386097 - SERTRALINE

Date: Jul 28, 2023

Interactions

**2** Medical Condition

Description	Severity	Effective Date
DIABETES MELLITUS	U	Apr 16, 2019

Medical Allergy

Description	Severity	Effective Date
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Rx#: 504580 Drug: SERTRALINE 100MG SIG: TAKE 1 TABLET DAILY

Lot#: Exp:

**3** Consultation

With:  Patient  Agent Place:  In Person  Virtual/Phone Outcome:  Accepted  Rejected

SIG Change  New Therapy  Dose Increase  Dose Decrease  Additional Therapy  Clarification Needed

**4** Notes

This medication may cause drowsiness. You should avoid driving, operating machinery and any other activity that requires alert reactions.

Previous Notes	Date	Rx Number	User
Take this medication at bedtime.	7/28/2023 5:10:34 PM	504580	TT

Add Note See All Notes

Patient Follow-up

Follow Up on: 07/31/2023 05:10 PM Comment:

User: TT

1/1 Complete Cancel



**TIP:** Select the expander button to choose from a list of Pharmacist Comments.

## Completing Dialogue Outside the Dialogue Tile

5. Review the notes in the **Previous Notes** section.
  - Notes that display in the **Previous Notes** table were entered during Workflow.
  - To view notes from previous prescriptions in the same chain, select **See All Notes**. A red \* appears on the button if notes were entered for previous prescriptions.
6. Enter a date and time to follow up with the patient and any comments if applicable. A follow up activity will be placed in the **Activities** tile for the specified date.
7. Select **Complete**.
  - For British Columbia stores, the **E-Signature** window opens upon selecting **Complete**. Sign the Dialogue using a sig pad, mouse, user initials, or fingerprint.
  - Any information entered in the **Notes** field is moved to the **Previous Notes** section.



**TIP:** For a quick demo on completing Dialogue from the Patient Profile, click [here](#) or scan the QR code to the right.



Propel Rx - Dialogue: Bear, Christopher M - DIN 2386097 - SERTRALINE

**Dialogue**

Date: Jul 28, 2023 Interactions

Medical Condition			Medical Allergy		
Description	Severity	Effective Date	Description	Severity	Effective Date
DIABETES MELLITUS	U	Apr 16, 2019			

Rx#: 504580 Drug: SERTRALINE 100MG SIG: TAKE 1 TABLET DAILY  
 Lot#: Exp:

**Consultation**

With:  Patient  Agent Place:  In Person  Virtual/Phone Outcome:  Accepted  Rejected

SIG Change  New Therapy  Dose Increase  Dose Decrease  Additional Therapy  Clarification Needed

**Notes**

This medication may cause drowsiness. You should avoid driving, operating machinery and any other activity that requires alert reactions.

Previous Notes	Date	Rx Number	User
Take this medication at bedtime.	7/28/2023 5:10:34 PM	504580	TT

Add Note  
See All Notes \*

**6 Patient Follow-up**

Follow Up on: 07/31/2023 05:10 PM Comment: **7**

User: TT 1/1




Complete Cancel

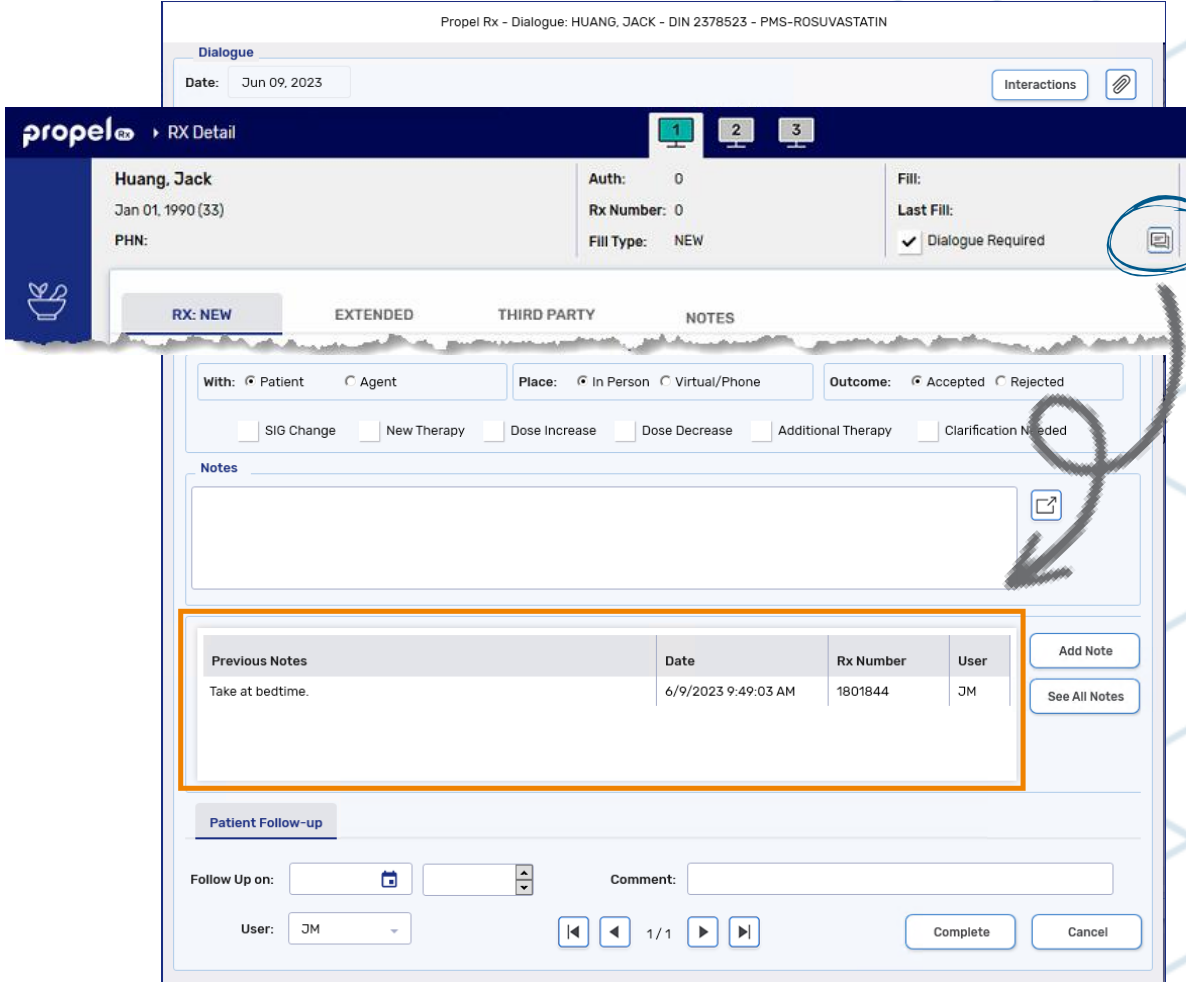
## Adding Dialogue Notes During Workflow

As you're processing a prescription through Workflow, you can add Dialogue notes to the prescription. While Dialogue can only be completed by pharmacist users, Dialogue notes can be entered by any user type (e.g., pharmacy assistant, pharmacy technician).

The Dialogue note is stored in the **Previous Notes** section of the **Dialogue** window.

When Dialogue has NOT been completed and a Dialogue note has been entered, the indicators below appear:

-  - beside the **Dialogue Required** checkbox in the Workflow windows (Data Entry, Packaging, Technical Validation, Clinical Review)
-  - in the **Pick Up/Delivery** tile (applies to POS integrated stores only)
-  - on the thermal privacy label beside the Dialogue indicator




The screenshot shows the 'propel Rx' interface for a prescription. At the top, it displays 'Propel Rx - Dialogue: HUANG, JACK - DIN 2378523 - PMS-ROSUVASTATIN'. Below this, there's a 'Dialogue' section with a date of 'Jun 09, 2023' and an 'Interactions' link. The main area is titled 'RX Detail' and shows patient information for 'Huang, Jack' (DOB: Jan 01, 1990, PHN: [redacted]). It also shows 'Auth: 0', 'Rx Number: 0', 'Fill Type: NEW', and a 'Last Fill:' field. A 'Dialogue Required' checkbox is checked. Below this, there are tabs for 'RX: NEW', 'EXTENDED', 'THIRD PARTY', and 'NOTES'. The 'NOTES' section has a 'Notes' input area with an 'Add Note' button. Below the input area is a table titled 'Previous Notes' with the following data:

Previous Notes	Date	Rx Number	User
Take at bedtime.	6/9/2023 9:49:03 AM	1801844	JM

Below the table are 'Add Note' and 'See All Notes' buttons. At the bottom, there's a 'Patient Follow-up' section with a 'Follow Up on:' field, a 'Comment:' field, a 'User:' dropdown (set to 'JM'), and 'Complete' and 'Cancel' buttons.

## Adding Dialogue Notes During Workflow

To add a Dialogue note during Workflow:

1. Process the prescription from the **Workbench** or **Patient Profile**. The prescription opens in its applicable Workflow window.
2. In the information bar at the top, ensure the **Dialogue Required** checkbox is selected. Select the **Dialogue Note** button  beside it.
  - If **E-Dialogue** is set to No, you cannot enter a Dialogue note using this method. You can still add Dialogue notes by opening the **Dialogue** window and using the **Add Note** button.
3. In the **Dialogue Note** window, enter your notes in the text box.



**TIP:** Select **Quick Comments** to choose from a list of Pharmacist Comments.

4. Select **OK**. The **Dialogue Note** button turns red  .

The screenshot illustrates the software interface for adding a dialogue note. It shows the patient information bar at the top, the drug information section, and the 'Dialogue Note' window. The 'Dialogue Note' window contains a text box with the note 'Take at bedtime.' and buttons for 'Quick Comments', 'OK', and 'Cancel'. The 'Quick Comments' button is highlighted with a red circle, and the 'OK' button is also highlighted with a red circle. The bottom navigation bar includes buttons for 'RX', 'CORRECT', 'DETAIL', 'PARK', 'REJECT', 'PACKAGE', and 'CLOSE'.

## Adding Follow Up Dialogue Notes

When Dialogue has been completed, you can still add follow up Dialogue notes if needed.

To add a follow up Dialogue note:

- Open the **Dialogue** window using one of the methods below:
  - Workbench** or **Pick Up/Delivery** tile > **Rx** > **Dialogue**
  - Patient Folder** > **Clinical** tab > **Detail** the Dialogue
  - Patient Folder** > **Profile** tab > **Rx** > **Dialogue**
  - Rx Detail** > **Rx** > **Dialogue**
  - Workbench/Patient Profile** > **Process** > **Rx** > **Dialogue**
  - Activities** tile > **Complete** (if a Dialogue follow up activity was scheduled previously)
- Enter your follow up notes in the **Notes** field or select **Add Note** to enter them in the **Dialogue Note** window.
- Select **OK**. The follow up note is added to the **Previous Notes** section.
- Select **Save**.

The screenshot displays the 'Dialogue' window for a patient named HUANG, JACK, with RX # 1801842 and DIN 2287935. The window is titled 'Propel Rx - Dialogue: HUANG, JACK - DIN 2287935 - RAMIPRIL'. It features several sections: 'Medical Condition' (listing HYPERTENSION with severity M and effective date May 05, 2023), 'Medical Allergy', 'Consultation' (with fields for With, Place, Outcome, and various therapy options), and 'Notes' (containing a note about blood pressure targets). At the bottom, there is a 'Patient Follow-up' section with 'Follow Up on' and 'Comment' fields, and a 'User' dropdown set to JM. Navigation buttons (back, forward, 1/1) and 'OK'/'Cancel' buttons are also visible. A 'Clinical History' table is partially visible in the background, showing a list of dialogue entries.

## Dialogue Tile in Patient Centre

Dialogue can also be completed in **Patient Centre**. This gives you the flexibility to use an iPad to record your counselling notes from anywhere in the pharmacy.

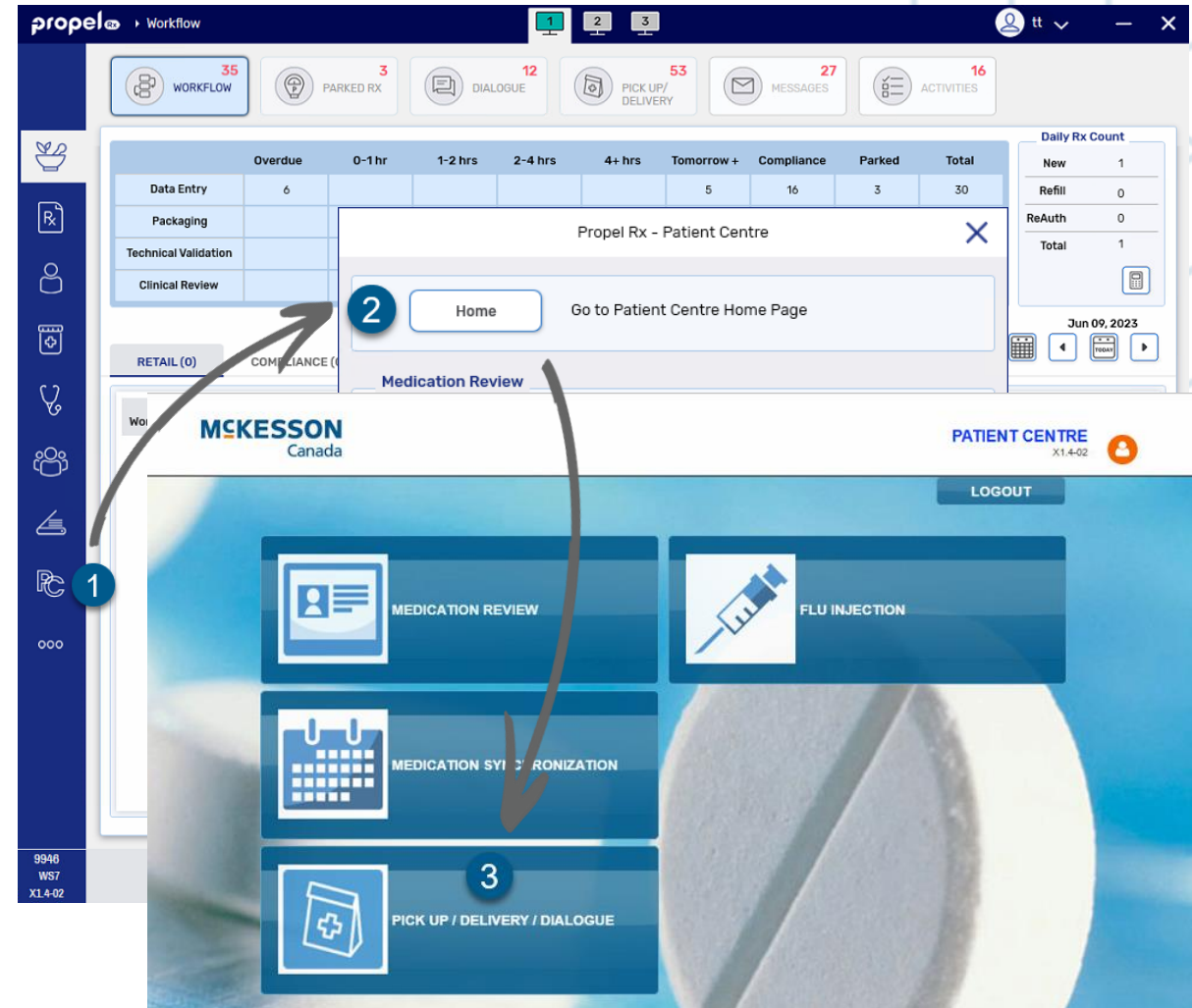
Completing Dialogue from Patient Centre follows the same process as in Propel Rx with some exceptions:

- Dialogue notes added during Workflow display in **red** in the **Previous Notes** section. Dialogue notes for previous prescriptions in the same chain display in black.
- **Quick Complete** is not an option.
- Dialogues must be completed one at a time.

To open the Dialogue Workbench in Patient Centre:

1. Select the **Patient Centre** navigator button .
2. Select **Home**. Patient Centre launches.
3. Select the **Pick Up/Delivery/Dialogue** tile.

**\*\*The Dialogue Workbench in Patient Centre is not visible if E-Dialogue is set to No\*\***



## Record Keeping

Once Dialogue is complete, the following records are created:

- A Dialogue row is added to the **Patient Clinical History**. You can detail a Dialogue from there or open the Dialogue window using any of the methods outlined in [Completing Dialogue Outside the Dialogue Tile](#).

**Clinical History**

Viewing last 90 days

Filter
Dialogue

Entered Date	User	Type	Description	Medical Condition	Rx #	DIN	Trade Name	Strength
Jul 13, 2023	TT	Dialogue			504377	2385341	METFORMIN FC	500MG
Jul 13, 2023	TT	Dialogue			504378	2386097	SERTRALINE	100MG

Add
  
Detail

- The **Workflow Details** window and the **e-File copy** are also updated with the date and time the Dialogue was completed and the user who completed it.
  - In British Columbia, an additional signature appears on the e-File copy for the Dialogue.

If a Dialogue was flagged as **Not Required**:

- No Dialogue row is added to **Patient Clinical History** or **Workflow Details**.
- The e-File copy indicates that Dialogue was not required as well as the date, time, and user.



## Frequently Asked Questions

### **I accidentally flagged a Dialogue as Not Required. Can I still document Dialogue for the prescription?**

Yes. You can still document Dialogue for the prescription by using any of the methods outlined in [Completing Dialogue Outside the Dialogue Tile](#).

### **Can I still document Dialogue if the E-Dialogue preference is set to No?**

Yes. The **E-Dialogue** preference allows you to manage Dialogues in one place and complete multiple Dialogues at once. However, you can still [complete Dialogues one at a time outside the Dialogue tile](#).

### **What is the difference between the Quick Complete and Complete buttons on the Dialogue tile?**

**Quick Complete** allows you to quickly complete Dialogue without notes. **Complete** allows you to document Dialogue with notes as well as view clinical and prescription information, view previous notes, perform interaction checking, and schedule follow ups.

### **Why is the Dialogue button greyed out from the Rx menu?**

If the prescription hasn't completed Data Entry, has a status of Amend Next, or was transferred out, Dialogue cannot be completed.

### **What does the **Dialogue** indicator on the thermal privacy label mean?**

This means Dialogue is required but not yet completed.

## Frequently Asked Questions

### Can I customize the Pharmacist Comments/Quick Comments list?




Yes. You can add custom entries In **More** () > **List Maint** > **Pharmacist Comments**.

### Can I perform an interaction check from the Dialogue window?

Yes. Select the **Interactions** button in the Dialogue window to review or print interaction details.

### How do I view attachments from the Dialogue window?

Open the Dialogue window and select the **Attachments** button  at the top right corner. You can also add attachments from this window:

-  = single scan
-  = duplex scan
-  = add an attachment saved on your computer

### Can I edit the Dialogue Required checkbox after Data Entry?

If your pharmacy has Digital Workflow, you can edit the Dialogue Required checkbox in Packaging, Technical Validation, or Clinical Review. If your pharmacy only has the Data Entry queue enabled in More > Pharmacy > Workflow, you must rebill the prescription to modify the Dialogue Required checkbox. The checkbox is **not** editable when amending a prescription.