



EnterpriseRx User Training Guide

NDCHEALTH

Release 1.6

Downtime Processing



Downtime processing allows you to continue processing prescriptions (including entering prescription information, generating labels, dispensing drugs and completing transactions) when the corporate server is not available.

How Is Downtime Processing Different?

- You process only one prescription at a time, entering all information in one **Downtime Prescription Processing** window.
- If applicable to your system, you cannot print or view Privacy Agreements; so, have printed copies available.
- You cannot scan a new prescription.
- You do not receive pricing information from the system.
- The system assigns “reserved” Downtime Rx Numbers to prescriptions processed during Downtime. It creates a **Downtime Report** containing information about every Downtime prescription, except those deleted.
- When the network connection is available, prescriptions are uploaded to the server, so you can reprocess them using the **Downtime Report** as a guide.
- The system creates a downtime history log that you can use for custom reports.

Starting Downtime Processing

When the system attempts to enter Downtime mode:

- If logged in to the system, select **Yes**.
- If you log in while the server is down, select: **Yes** or **Ok** depending on your system.

Processing Prescriptions in Downtime

While in Downtime Mode, remember:

- If appropriate, have the patient sign the Privacy Notice.
- File new prescriptions to scan when reprocessing.
- You may not be able to process more than one refill for the same Rx#.
- Treat transfer Rxs as new Rxs. Enter information such as the other store’s Rx#, in the Additional Info field.

The **Downtime Prescription Processing** window contains a header with network connection and Pharmacist on Duty information. The left pane contains patient and prescriber information. The right pane has two tabs: **Rx Details (Alt+1)** and **Third Party (Alt+2)**

1. Type or select all required information and any optional information you have.

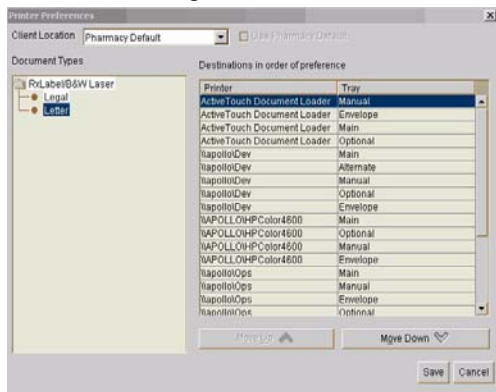
- For **Rx Details** information:
 - Enter the exact information you want on the label.
 - For **Dispensed Product**, type the product, strength, and dosage form.
 - For **SIG**, type the full instructions, not the SIG Code.
 - For Refills, select **Refill Rx**, and type the original Rx#. Then, type / select prescription information.
- For **Third Party** information, enter up to three third parties.

2. To view the documents and labels that will print or change the printer used for printing documents from your workstation, select **Printer Preferences (Alt + P)**.
3. Select **Print and Save (Enter)** to save the prescription and print prescription information, including the **Downtime Rx Number**, Label(s) and Monograph (if set up to print in your system).
4. After completing a prescription, you can process another for the same patient by modifying the appropriate information. Or, you can use the following:

Clear	Clears all fields except Fill Type, Number of Labels, RPH Name and RPH Initials. Use this to process a prescription for another patient.
Find Downtime Rx	Search for a prescription processed during this downtime session. Select this, then type the Downtime Rx# from the prescription printout.
Delete	Deletes the current prescription.
Exit	Exits Downtime. The system prompts you to print the Downtime Report . When the header message tells you the corporate server is available, use Exit to resume normal processing.

Viewing or Changing Printer Preferences

1. Select **Printer Preferences (Alt + P)**. You can:
 - View and select available documents and labels.
 - View printer-tray combinations for a selected document, and change their order in the list.



2. To change the tray where a document prints:
 - a. In the list of documents and labels in the window's left pane, double click the document's folder.
 - b. Select the paper size. The system lists the available printer-trays in the right pane.
3. To reorder the printers. Move the printer-tray up or down in the list. Select **Move Up** or **Move Down**.

Note: The system prints to the first on-line and available printer-tray, so printer(s) local to your workstation should be first in the list of printer-trays.
4. Save the re-ordered list. Select **Save (Enter)**. Or, close the window without saving. Select **Cancel (Esc)**.

Reprocessing Downtime Prescriptions

Using the Downtime Report as a guide (for new prescriptions, you can use a copy of the prescription), reprocess Downtime prescriptions through the workflow steps just about as you normally do.

Exceptions to normal processing:

1. After logging in, if needed, print the **Downtime Report**. Select **Tools (Alt + T)**, **Downtime Reports (W)**. If during downtime processing the supply of reserved Downtime Rx numbers ran out, the word "Downtime" replaces the **Downtime RX Number** on the report.
2. Process each downtime prescription as usual, except:
 - There can be only one prescription per order.
 - The system doesn't let you reenter a downtime prescription that you've already reprocessed.
 - Downtime Prescriptions do not pass through Dispensing. In Release to Patient, Bin Management is unavailable. Also, Downtime Prescriptions are not automatically routed to FOA. All other workflow steps, Pre Edits and all exception processing take place. (Downtime Refills created by Refill Renewal Requests pass through Dispensing and FOA is available.)
3. In the **Delivery Options** window in **Reception**, select **Downtime Rx**. In the **Downtime Rx #** box, type the Downtime Rx number, and select **OK**.

When you select **OK**, the system displays **Downtime Rx** in the **Reception Details** window **Delivery** field. It lists the Downtime Rx # and date / time of filling under that.

Note: For a Downtime Rx with out a Downtime Rx#, manually re-enter it. To identify it as a Downtime prescription, add a transaction note.

- For new prescriptions, the system uses the downtime prescription number typed in the **Delivery Options** window.
 - For refill prescriptions, it uses the existing prescription number and the downtime information. If no refills remain, create a Refill Renewal Request.
 - Once a Downtime Prescription leaves **Reception**, you cannot change its delivery option. To remove the prescription's Downtime tag, cancel and reenter it. If you did not choose Downtime Rx as the delivery option, decline (select **Decline**) the Rx back to Reception and in the **Delivery** field select Downtime Rx.
 - The system adds a Downtime Transaction Note to all reprocessed downtime prescriptions displaying it in the **Transaction Note** window.
 - At each workflow step, the system displays the **DT-RX** indication to the right of either its **Rx Number** or **Tx Number**.
4. To filter Downtime Prescriptions from a queue, select **Exclude Downtime Prescriptions**. By default, downtime prescriptions are visible in queues, grouped together, after High Priority and Waiter items.

Downtime Processing Practice Exercise

Your system has just prompted you to enter Downtime Mode. Now your task is to process a new prescription for the patient that is waiting at the counter.

Use the following information to process the prescription in Downtime Mode. Don't forget to re-enter the information once you regain a system connection:

RPh: Your name & initials

Patient:
Judy Wilcox
745 South Park Rd.
Bethel Park, PA 15102
412.222.3333

Prescriber:
Dr. Alexander Cone
320 Thorne Run Rd.
Suite 200
Coraopolis, PA 15108
412.264.1910

Product:
Prozac 10mg Caps
NDC #: 00002-4006-30
Qty: 60
Refills: 1 Remaining
SIG code: Take one capsule twice a day

Patient Pay: \$50.00

Third Party: Cash