12. Downtime Processing

Downtime Processing Overview

Note: All Downtime Processing topics assume familiarity with the various workflow steps in the NDCHealth EnterpriseRx system. The focus of this documnt is on the differences between downtime perscription processing and processing a perscription in the full system.

What Is 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.

It is the last procedure you should turn to when other fall back methods of connecting to the server such as other dial ups, or using a wireless network, fail. Refer to you store's downtime procedures for information on when to turn to NDCHealth EnterpriseRx Downtime Mode.

How Does It Differ from Normal Processing?

- You enter all prescription information in the **Downtime Prescription Processing** window.
- You process one prescription at a time.
- You cannot scan a new prescription.
- You will not receive pricing information from the system.
- The system assigns "reserved" Downtime Rx Numbers to all (both new and refill) prescriptions processed during Downtime.
  Note: Your system may be configured to print Rx numbers in multiple ways, but will likely print the assigned Downtime Rx Number for new prescriptions and the existing refill number for refills.
- The system creates a **Downtime Report** that contains information about every prescription processed during downtime, except deleted

prescriptions.

- To add the downtime prescriptions to the NDCHealth EnterpriseRx system, you reprocess the prescriptions using the **Downtime Report** as a reference.
- The system creates a downtime history log that contains information on all down-time transactions including deleted transactions, the username of the person logged in to Downtime mode (as well as login and log out time and date), and the status of the prescription (whether it has been reprocessed or not). You can use this for custom reports.

Downtime Prescription Entry and Modification

This section includes procedures for the following tasks:

- Entering Downtime Mode Prescription Processing
- Processing Prescriptions
- Viewing and Changing Printer Preferences
- Searching for a prescription
- Modifying or Deleting a Prescription

Starting Downtime Processing

When the system loses connection to the corporate server,

Note: If you were not logged in when the system lost connection to the server, do the following after you log in.

- Respond to the system prompt about Downtime. Depending on your system set up, select either:

  Yes (begin Downtime Processing)

  Ok (to acknowledge the system's entering Downtime Processing). (If you want to wait to enter Downtime Processing, select **No** (**Esc**) instead of **Yes**.)

Processing Prescriptions

When the system displays the **Downtime Prescription Processing** window, you can process downtime prescriptions.

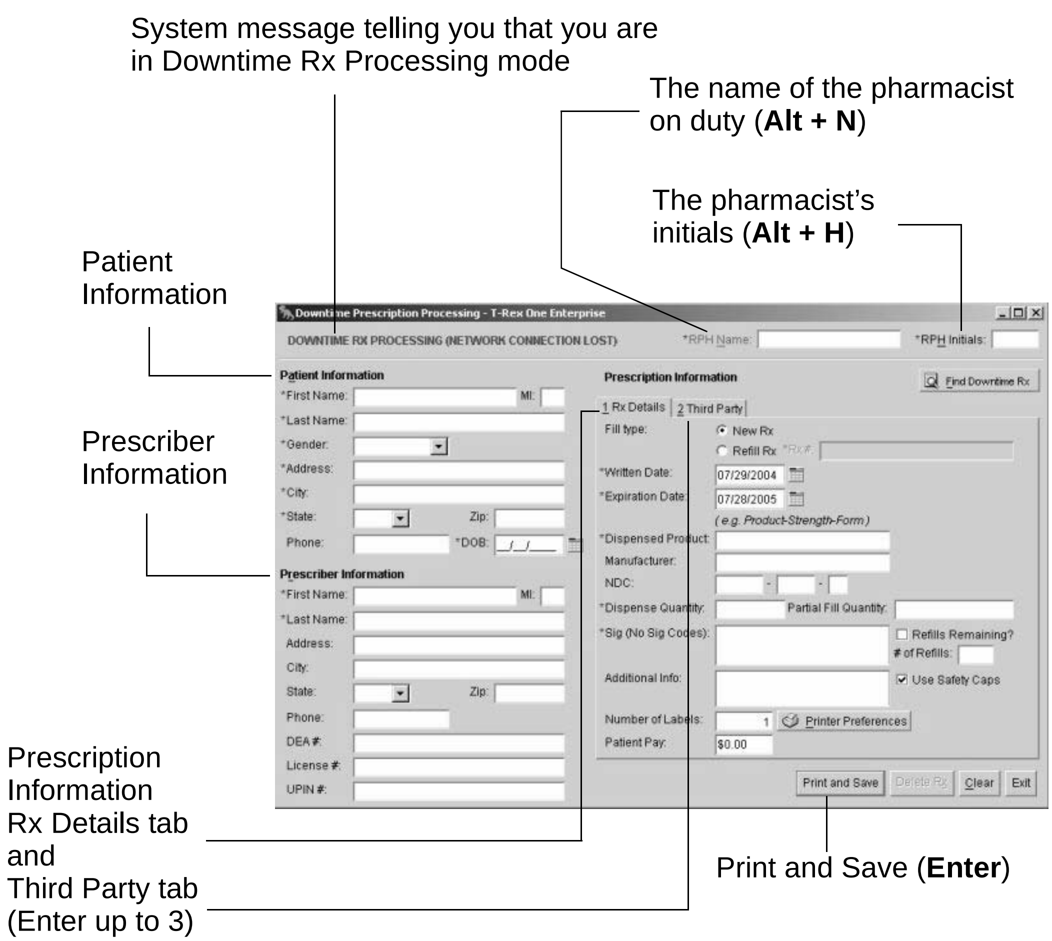
Note: You should maintain all documentation used while processing Downtime Prescriptions and be sure it is easily accessible, because it will be needed during reprocessing.

Before you begin: If appropriate, have the patient sign the privacy notice. Since you will not be able to print privacy notices from the system, you should have printed copies available.

To process a downtime prescription:

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

   If this is not the first prescription entered in downtime, modify the information in the Downtime Prescription Processing window. When you are done, select Print and Save (**Enter**). The system saves the prescription and prints the prescription info, Label(s) and **Monograph (if set up to print in your system).**



- For the **Rx Details** tab information, enter the exact information you want on the label.
  - For **Dispensed Product**, type the product, strength, and dosage form.
  - For the **SIG**, type the full instructions, not the SIG Code.
  - For a Refill Prescription, select **Refill Rx**, and type the original Prescription Number. Then, type or select the required prescription-specific information.

- To view the documents and labels that will print or override the printer tray set up for printing, select **Printer Preferences** (**Alt + P**). The override changes the printer where documents generated from your workstation print.

Note: In Downtime Mode, depending on your system setup, you may not be able to process more than one refill for the same Refill Rx number. The system assigns all prescriptions (including refills) processed during downtime a Downtime Rx Number.

2. When you have completed a prescription, do one of the following:
   - Process another prescription for the same patient. Modify the appropriate information.
   - Process a prescription for another patient. Select Clear and then enter the information for the patient. (The system uses the Fill Type, the number of labels, RPH Name and RPH Initials from the previous prescription for the next prescription.)
   - Search for a prescription already processed during this downtime session.
   - Delete the current prescription.
   - Exit downtime. Select Exit.

If during downtime processing no more reserved Downtime Rx numbers are available, the system notifies you. When you print the downtime report, the word "Downtime" prints in place of the Downtime Rx Number.

Viewing and Changing Printer Preferences

To view or change printer preferences:

1. In the **Downtime Prescription Processing** window, select **Printer Preferences** (**Alt + P**).
   When the system displays the **Printer Preferences** window, you can do the following:
   - View and select the available documents and labels.
   - View printer-tray combinations available for a selected document, and change their order in the list.

2. To change the tray to which a selected document prints:
   a. In the list of documents and labels in the left hand portion of the window, double click the folder for a document or label.
   The folder for the document or label opens.
   b. Select the paper size.
   The system displays the available printer-trays in the right hand portion of the window.
   c. To move the printer-tray up or down one position in the list select **Move Up** or **Move Down**.

Note: Generally, set the printer to the one that is local for you workstation.

When the selected label or document prints, the system prints it to the first printer-tray in the list that it is on-line and available for printing. It tries the first printer-tray in the list, and then the second, etc.

3. When you are done viewing or re-ordering printer-trays, do one of the following:
   - To save the re-ordered list, select **Save** (**Enter**).
     The system changes the printer where documents generated from your workstation print.
   - To close the **Printer Preferences** window without saving, select **Cancel** (**Esc**).

Searching for a Prescription

To find a prescription processed during the same downtime session:

1. Select **Find Downtime Rx**.
2. In the **Find Downtime Rx Number** window, type the **Downtime Rx Number** for the prescription.
3. To display the prescription in the **Downtime Prescription Processing** window, select **OK (Enter)**. (To cancel the search, select **Cancel** (**Esc**).)

If the number is incorrect the system displays **Invalid Rx Number** to the right of the **Downtime Rx Number** box.

Modifying or Deleting a Downtime Prescription

To modify a Prescription:

1. If necessary, search for the prescription.
2. In the **Downtime Prescription Processing** window, change appropriate information.
3. Select **Print and Save** (**Enter**). The system saves the corrected prescription, and prints the prescription info, Label(s) and Monograph (if set up to print in your system).

To Delete a prescription:

1. If necessary, search for the prescription.

2. In the **Downtime Prescription Processing** window, select **Delete Rx** (**Alt + X**). The system alerts you that you cannot undo the deletion.

3. Select **Yes** to confirm the deletion.

A deleted downtime prescription is not available for reprocessing, but is recorded in the a downtime history log.

When the Network Connection is Restored

During Downtime processing, the system checks periodically to see if it can communicate with the corporate server.

When it can connect to the server, the message in the **Downtime Prescription Processing** window alerts you that the network connection has been regained. This means that the database of prescription, patient, prescriber, and third party insurance information is again accessible.

Upon existing Downtime and logging back into the system, the downtime prescription information is automatically transferred and saved to a data repository on the corporate server. If the system ran out of Downtime Rx numbers, any new prescription processed after it ran out will not have a downtime prescription number. The system generates more reserved downtime Rx numbers if there are fewer than the minimum number.

What to do When the Network Connection is Restored

When the network connection is restored, the system displays this message: **Downtime Rx Processing (Network Connection Regained)** in the header of the **Downtime Prescription Processing** window,.

Note: If you don’t save a prescription, it is lost when exiting downtime. You might want to continue in downtime mode if you are in the middle of entering a prescription and save it before exiting.

When the network connection is restored:

1. You can either:
   - Continue to enter prescription information in the **Downtime Prescription Processing** window. When you want to return to normal processing, go to step 2.
   - Exit Downtime processing and return to normal processing: go to step 2.

2. In the **Downtime Prescription Processing** window, select **Exit** (**Esc**).
   The system closes the **Downtime Prescription Processing** window, and then displays the **NDCHealth EnterpriseRx - Login** window.

The person logging in does not need to be the same person who did the downtime processing.

3. Type your **Username** and **Password**. Then, select **OK** (**Enter**).
   Depending on your system setup, if there is at least one new Downtime Prescription since the last printing of the **Downtime Report**, the system notifies you of the report. The message asks if you want to print the report now.

4. You can either:
   - Print the report now. Select **Yes** (**Enter**).
   - Print the report later. Select **No** (**Esc**).

You can print or reprint the report later as long as it has not been removed (purged) by the system. To print, select **Tools**> **Downtime Reports (Alt + T>W)**.

Since the system removes prescriptions from the **Downtime Report** after a set number of days, you should reprocess downtime prescription(s) as soon as possible.

If removed, you can still get prescription information from historical or audit reports that can be printed using corporate-supplied software, but not through the NDCHealth EnterpriseRx system.

5. You can either reprocess Downtime prescriptions right away, or later but as soon as possible after you exit Downtime mode.

Reprocessing Downtime Prescriptions

Using the **Downtime Report** as a guide, you can reprocess downtime prescriptions through the workflow steps just about as you normally do. (If processing a new prescription, you can use a copy of the prescription during reprocessing.) This section describes the few exceptions.

1. After you log in, if necessary, print a copy of the **Downtime Report**. Select **Tools** (**Alt + T**), and then select **Downtime Reports** (**W**).

For reprocessing downtime prescriptions, there can be only one prescription per order.

The system prohibits you from reentering a downtime prescription that has already been reprocessed.

2. In general, process each new downtime prescription as usual, using the **Downtime Report** as a guide.

Downtime Prescriptions do not pass through **Dispensing** and, in **Release to Patient, Bin Management** is not available. Also, Downtime Prescriptions are not automatically routed to **FOA**. All other workflow steps, Pre Edits and all types of exception processing take place.

Downtime Refills created by a Refill Renewal Request do pass through **Dispensing**, and **FOA** is available.

3. In the **Delivery Options** window in **Reception** select **Downtime Rx**. Then, in the **Downtime Rx #** box type the system generated Downtime Rx number, and select **OK**.
   If you type an invalid **Downtime Rx Number**, the system displays **Invalid Rx** to the right of the **Downtime Rx#** box.

You need to manually re-enter Downtime Prescriptions generated with out Downtime Prescription Numbers. You can add transaction notes that identify them as Downtime Prescriptions.

When you select OK, the system displays **Downtime Rx** in the **Reception Details** window **Delivery** field. Below this it displays the **Downtime Rx #** and the date and time when the Rx was filled in Downtime.

- For new prescriptions, the system uses the downtime prescription number you entered in the **Delivery Options** window.
- For refill prescriptions, the system maintains the existing prescription number, creating a refill prescription using the downtime information. If it cannot be filled, it lets you create a Refill Renewal Request.

Once a reprocessed Downtime Prescription leaves **Reception**, its delivery option cannot be changed. To remove the Downtime tag from the prescription, cancel the prescription and reenter it. If you failed to choose **Downtime Rx** as the delivery option, you can decline (select **Decline**) the prescription back to **Reception** and in the **Delivery** field select **Downtime Rx**.

The system adds a Downtime Transaction Note to all reprocessed downtime prescriptions. As in normal operation, it displays the window so you can view the note.

At each workflow step, the system displays the **DT-RX** indication to the right of either its **Rx Number** or **Tx Number**.

4. In the workflow queues, the system groups downtime prescriptions together, just after **High Priority** and **Waiter** items. By default, it displays them in the queues.

   From any Queue window, to filter Downtime Prescriptions from the queue display, select **Exclude Downtime Prescriptions**.

As with normal processing, during reprocessing, the system updates the inventory. Labels and Monographs may print, depending on your system’s setup.

As stated in Step 1., for reprocessing downtime prescriptions, there can be only one prescription per order.

The system prohibits you from reentering a downtime prescription that has already been reprocessed.