

Kroll Version 10 Service Pack 22

Feature notes

February 2021

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Kroll Version 10 Service Pack 22 Feature Notes

This document is a compilation of changes and enhancements in Kroll Version 10 Service Pack 22. It is intended to keep users abreast of changes to the software and to help users implement and adapt to those changes.

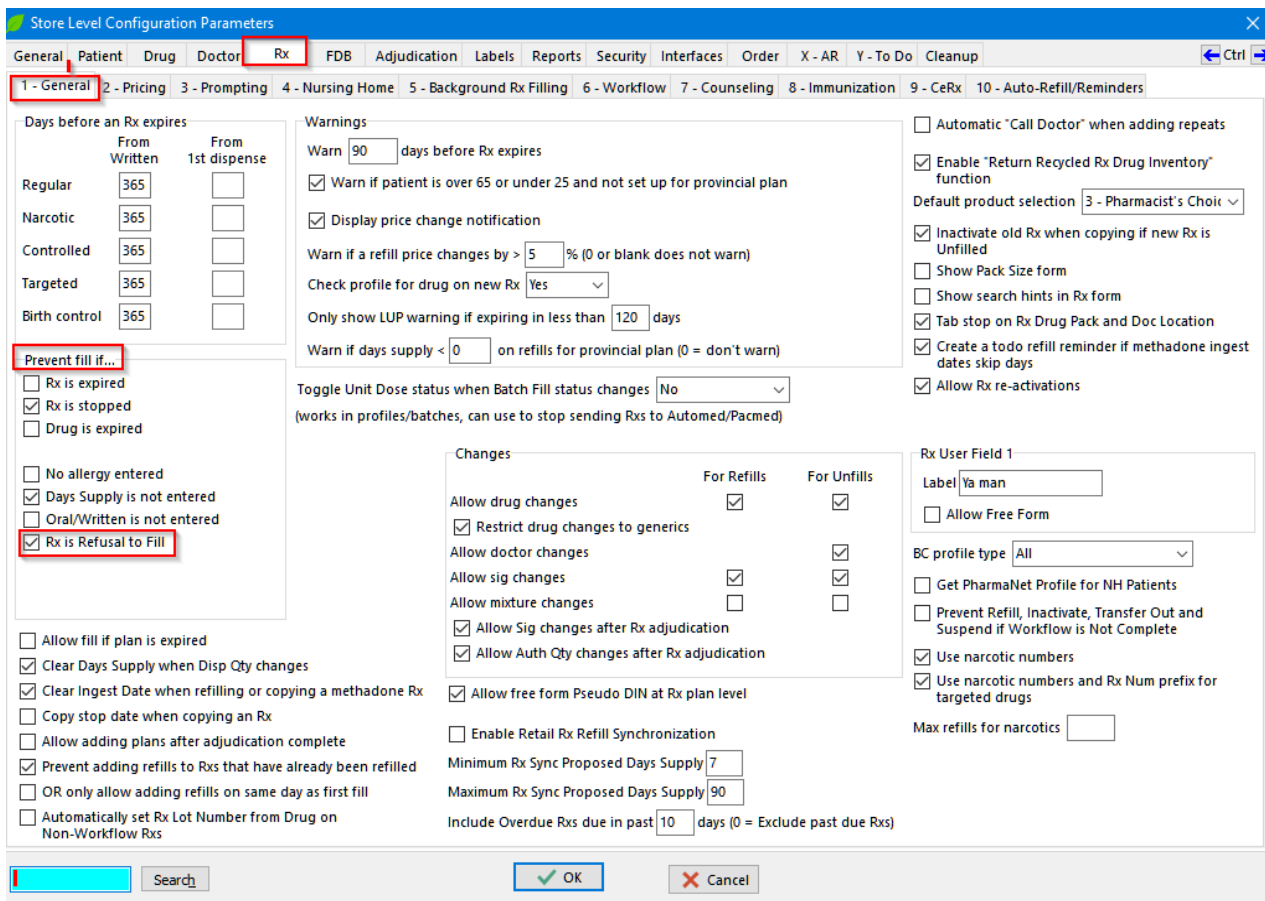
User Interface

[KRL-2930] SeniorCare: Pharmacy User is stopped from filling an Rx for a SeniorCare patient that is missing an externalPat reference type.

Feature: On the F12 screen, when filling a prescription for a SeniorCare patient, the pharmacy user is stopped from filling. This occurs when the externalPat reference type is missing on the patient due to it being a requirement for the SeniorCare interface. The pharmacy user must synchronize the patient to SeniorCare before filling.

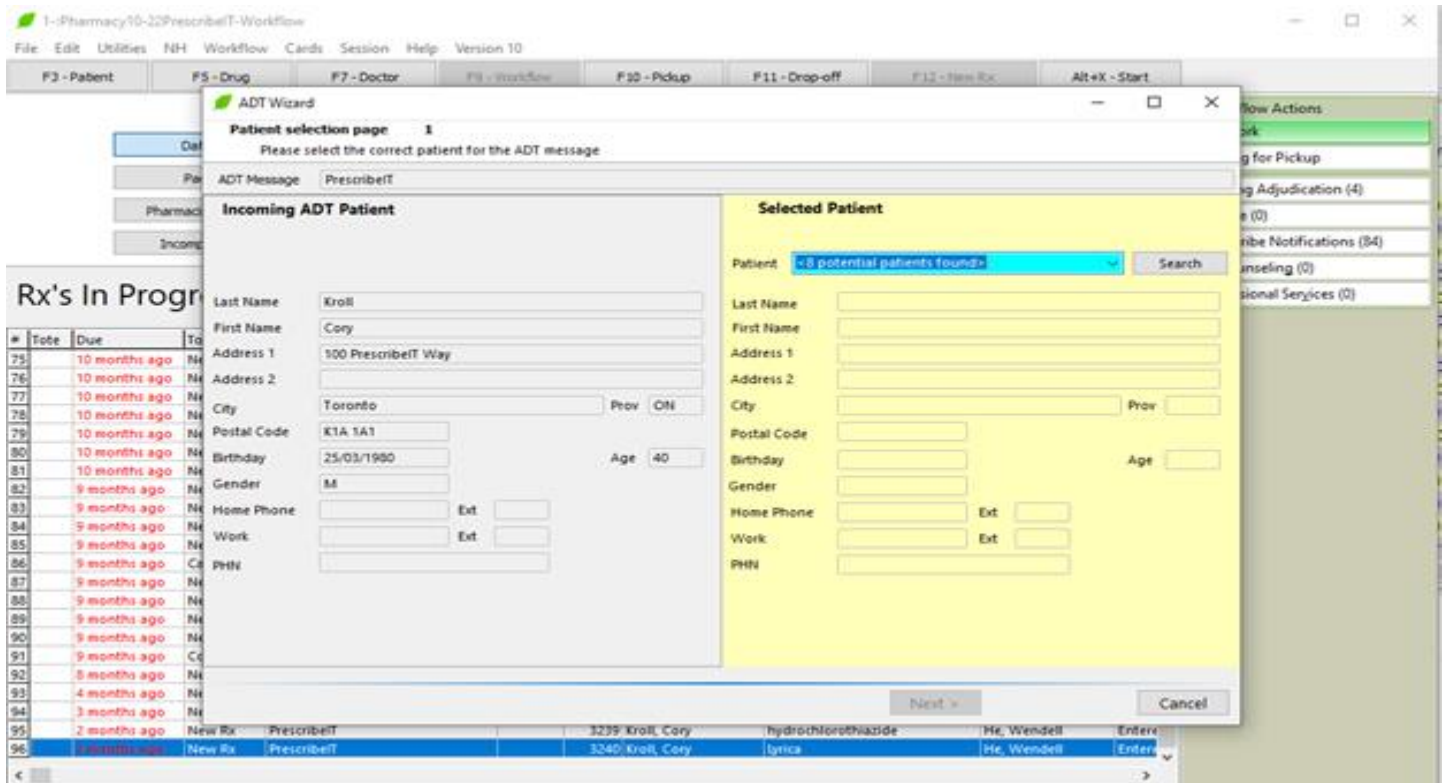
[KRL-3136] BC- New configuration option to prevent refill of a Refusal to Fill Rx

Feature: Under **File > Configuration > Store > Rx > General**, the 'Prevent fill if ... Rx is Refusal to Fill' option is now available. The option will prevent a refill of a Refusal to Fill Rx.



[KRL-4092] PrescriberIT - Ability to link a PrescriberIT™ patient with a local patient


Feature: When calling up a new PrescriberIT™ prescription for an unlinked patient or a patient with demographic changes, the ADT Wizard will be called up independently directly on the F9-Workflow screen instead of being displayed along with the prescription on the F12-Fill screen.



[KRL-4099] PrescribeIT™ - Multi-ERx Order Linking & Local Rx Reconciliation

Feature: 'Process Electronic Rx Orders' screen has been added when processing new PrescribeIT™ Rx's. This allows the pharmacy to action on one or more new PrescribeIT orders for one or more patients at once.

Process Electronic Rx Orders
— □ ×



The following actions are suggested based on the available information. Please review and make any necessary changes before processing.

Patient	Kroll, Abir	Allergies	
JHN	8403874699	DOB	1996-Mar-01 25 y Sex F
Conditions			

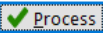

PrescribeIT Order	Process Action	Local Rx
[2020-Feb-28] 30 Tablet Cipralex	Dispense order	N/A F2
[2020-Feb-28] 900 Tablet metronidazole 250 mg (250 mg)	Dispense order	N/A F2

Patient	Kroll, Cory	Allergies	
JHN		DOB	1980-Mar-25 40 y Sex M
Conditions			

PrescribeIT Order	Process Action	Local Rx
[2021-Jan-28] 60 Capsule Lyrica	Copy from existing Rx and dispense	[2021-Jan-28] Rx# 1000154, 60 CAP ACT Pregabalin 75mg F2

Patient	Kroll, Wendell	Allergies	Penicillins
JHN	3283348476	DOB	1988-Jan-01 33 y Sex M
Conditions			

PrescribeIT Order	Process Action	Local Rx
[2021-Jan-27] 21 amoxicillin	Copy from existing Rx and dispense	[2020-Feb-03] Rx# 1000106, 30 CAP Apo-Amoxi 250mg F2

 Process
 Cancel

Depending on the patient's previously filled prescriptions on their profile, a suggested Process Action will be selected by default. The following Process Actions are available:

- Do not process now
- Dispense order
- Copy from existing Rx and dispense
- Unfill order
- Copy from existing Rx and unfill

When applicable, a local Rx will also be suggested based on the following criteria:

- If a local Rx is found that is either (a) associated with the external Rx reference the new order is in replacement of, or (b) determined to be some kind of match (therapeutic class or better) to the new order medication, the Process Action will default to "Copy from existing Rx and dispense"; otherwise, the Process Action will default to "Dispense order"
- Kroll will suggest the highest-ranking match available. If there is more than one Rx at this match level, the one most recently dispensed will be suggested. The match type is displayed on the right-side of the Local Rx column. The icon has a hover hint explaining in more detail what it means.

Patient: Kroll, Cory		Allergies:	
JHN:	DOB: 1980-Mar-25	40 y	Sex: M
Conditions:			
PrescribeIT Order	Process Action	Local Rx	
[2021-Jan-28] 60 Capsule Lyrica	Copy from existing Rx and dispense	[2021-Jan-28] Rx# 1000154, 60 CAP ACT Pregabalin 75mg	
		F2	
		Equivalent (CCDD TM)	
Patient: Kroll, Wendell		Allergies: Penicillins	

The pharmacy can view details of the new order and/or selected local Rx or make changes to the suggested Process Action and Local Rx by clicking the F2 button on the right side of each row to bring up the 'Electronic rx Order Processing Details' screen for the Rx.

Electronic Rx Order Processing Details

Patient: Kroll, Wendell		Allergies: Penicillins	
JHN: 3283348476	DOB: 1988-Jan-01	33 y	Sex: M
Conditions:			

Process Action	Local Rx
Copy from existing Rx and dispense	[2020-Feb-03] Rx# 1000106, 30 CAP Apo-Amoxi 250mg

Field	Order Referen	Status	Local Rx
Copy from existing Rx and dispense	-494f-a992-eb9c93873fd1	Unfill order	1.2.2.3.3.7.7.1011281.2:4ffb374e-095a-4dd2-8399-9ab2b1999165
Copy from existing Rx and unfill		Filled	
Last Dispensed On	N/A		2020-Feb-03
Product	amoxicillin CCDD 8000073		Apo-Amoxi 250mg DIN 00628115, Schedule 1
Prescriber	He, Wendell Doctor Licence# 33899		He, Wendell Doctor Licence# 33899
Administration Start	2021-Jan-27		2020-Feb-03
Administration Stop			
Administration Instructions	500 mg 3 times daily for 7 days		TAKE AS DIRECTED

Save
Cancel

Electronic Rx Order Processing Details

Patient: Allergies:
 JHN: DOB: Sex: Conditions:

Process Action: Local Rx:

Field	PrescribeIT Order	Local Rx
Order Reference	1.2.2.3.3.7.7.1011281.2:ac1d35a3-d2e5-494f-a992-eb	[2020-Feb-03] Rx# 1000106, 30 CAP Apo-Amoxi 250mg
Status		[2020-Jan-31] Rx# 1000098, 60 TAB Apo-Candesartan 16mg
Last Dispensed On	N/A	[2020-Jan-31] Rx# 1000101, 30 TAB Tecta 40mg
Product	amoxicillin CCDD 8000073	[2020-Jan-27] Rx# 1000091, 21 CAP Amoxicillin 500mg
Prescriber	He, Wendell Doctor Licence# 33899	[2020-Jan-09] Rx# 1000087, 30 TAB Apo-Hydro 25mg
Administration Start	2021-Jan-27	[2020-Jan-08] Rx# 1000083, 30 TAB Accel-Candesartan/HCTZ 16/12.5mg
Administration Stop		[2020-Jan-08] Rx# 1000084, 30 CAP Apo-Amoxi 250mg
Administration Instructions	500 mg 3 times daily for 7 days	[2020-Jan-06] Rx# 1000069, 30 TAB Apo-Hydro 25mg
		[2019-Dec-18] Rx# 1000067, 30 CAP Apo-Amoxi 250mg
		He, Wendell Doctor Licence# 33899
		2020-Feb-03
		TAKE AS DIRECTED

Electronic Rx Order Processing Details

Patient: Allergies:
 JHN: DOB: Sex: Conditions:

Process Action: Local Rx:

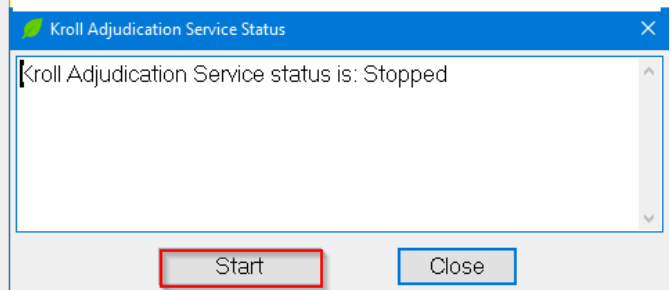
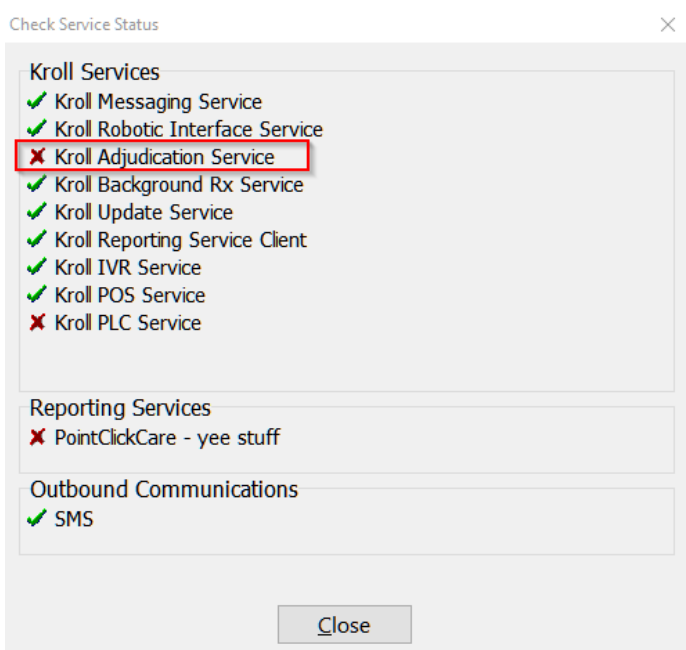
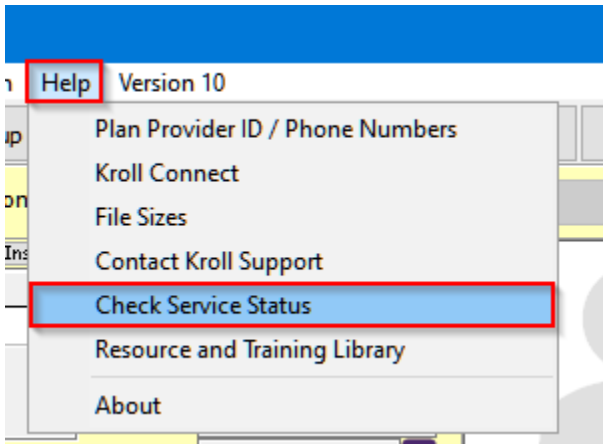
Field	PrescribeIT Order	Local Rx
Order Reference	1.2.2.3.3.7.7.1011281.2:ac1d35a3-d2e5-494f-a992-eb9c93873fd1	
Status		
Last Dispensed On	N/A	
Product	amoxicillin CCDD 8000073	
Prescriber	He, Wendell Doctor Licence# 33899	
Administration Start	2021-Jan-27	
Administration Stop		
Administration Instructions	500 mg 3 times daily for 7 days	

Once the necessary changes has been made and saved, clicking Process will invoke the fill process and the selected Process Action will initialize.

Patient <input type="text" value="Kroll, Wendell"/>		Allergies <input type="text" value="Penicillins"/>	
JHN <input type="text" value="3283348476"/>	DOB <input type="text" value="1988-Jan-01"/> 33 y	Sex <input type="text" value="M"/>	Conditions <input type="text"/>
PrescribeIT Order		Process Action	Local Rx
<input type="text" value="[2021-Jan-27] 21 Capsule amoxicillin"/>		Dispense order	N/A <input type="text" value="F2"/>

[KRL-4199] Manual start of stopped Services in Kroll application

Feature: Under the Help tab, the new 'Check Service Status' option has been added that will allow users to start stopped services.



[KRL-4659] Changes to providers (British Columbia)

Feature: The following changes have been applied to the province of British Columbia for providers

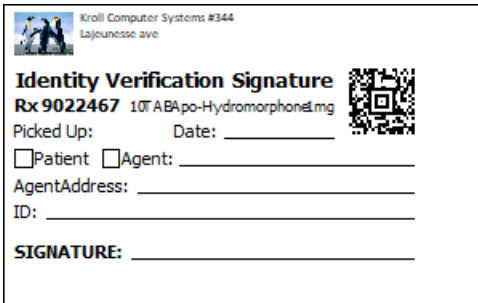
- Added new licence type: BCCNM (British Columbia College of Nurses and Midwives).
 - Note that BC Midwife, BC NurseLPN, BC NurseNP, BC NurseRN have all consolidated under BCCNM license type.
- Added new Doctor Designations for Psychiatric Nurse and Pharmacy Technician.
- Ref IDs adjusted to use the new licensing body and designation.
 - BC Nurse (LPN) =L9
 - BC Nurse (RN) =R9
 - BC Nurse (Psychiatric) =Y9
 - Pharmacy Technicians =T9

[KRL-4198] Add Additional Remote Connectivity options to the Kroll Connect page

Feature: Telus branded TeamViewer connection option has been added to Kroll connect.

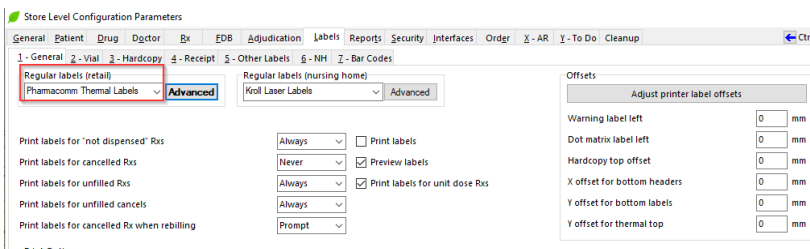
[KRL-5071] 'Narcotic Pickup Signature' can now be printed on the Pharmacomm thermal label (Saskatchewan)

Feature: Users now have the ability to print the 'Narcotic Pick up signature' on the Pharmacomm thermal label.

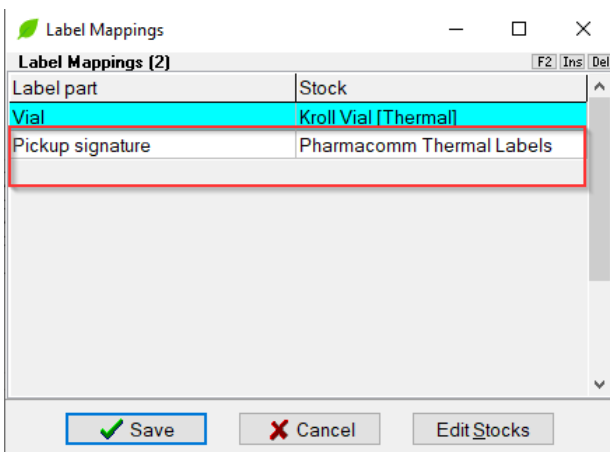


Conditions:

- **File > Configuration > Store > Labels > Regular Labels > Pharmacomm Thermal Labels.**



- **File > Configuration > Store > Labels > Vial Label > Print Pickup signature label for monitored drugs** is enabled.
- Narcotic monitoring field is enabled on the drug card
- **File > Configuration > Store > Labels > Regular Labels > Advanced > Pickup Signature label** is configured to use Pharmacomm Thermal label stock



Reports, Labels and Hardcopies

[KRL-4141] Add AR Statement retention to AR Profile

Feature: The Reports tab has been added to **Patient Card > AR Profile**. This retains a PDF copy of the AR Statement as it was printed. If the statement is regenerated, it will replace any prior entry generated on the same date.

1--Pharmacy10-22AR-Patient - Test, AR

File Edit Recent Patient View AR Profile Reports Utilities NH Cards Session Help Version 10 (Yellowstone) LiveChat with Kroll Support

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F10 - Pickup F11 - Drop-off F12 - New Rx Alt+X - Start

Last Name: Test First Name: AR Salutation: OK Save Scan

Address 1: 145 Ar Ave Address 2: 1 Alt Address City: Toronto Prov: ON Postal: K1A 1A1 Country: Canada Email: Send

Phone Numbers (1): Description: Home Phone: (416) 123-4566 Birthdate: 01/01/1988 Age: 33 years Gender: Male Language: French Height: Weight: Family Doctor: Test, Doctor Load Delete

AR Profile

Account #: 2 Inactive Current: \$65.85 Credit Limit: Billed To: Test, AR 30 Days: \$60.06 Total: \$125.91 Filter By: Current Activity Waive Finance Charges Duplicate Statement 60 Days: \$0.00 Unposted Amount: \$50.00 90 Days: \$0.00 Effective Total: \$175.91

Detail Invoices Payments Comments **Reports** Ctrl

Items (2)

Title	Report Date	Invoice #	Created
Statement	20/01/2021		20/01/2021 4:08:04 PM
Statement	21/01/2021		21/01/2021 4:09:15 PM

Profile AR Make Payment Change Bill To Patient View AR Account Members View AR History Print Statement View Alternate Addresses (1) AR Profile Batches Charting Consents Credit Cards (1) Documents (0) ERx Orders History Immunizations Limited Use Items Outbound Communications Professional Services Rx Counseling History Rx Notes To Do Items Work Orders

1-Pharmacy10-22AR-Patient - Test, AR

File Edit Recent Patient View AR Profile Reports Utilities NH Cards Session Help Version 10 (Yellowstone) LiveChat with Kroll Support

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F10 - Pickup F11 - Drop-off F12 - New Rx Alt+X - Start

Last Name: Test First Name: AR Salutation: OK Save Scan

Address 1: 145 Ar Ave Phone Numbers (1): Description: Home Phone: (416) 123-4566 Birthdate: 01/01/1988

Address 2: 1 Alt Address Description: Phone: Age: 33 years

City: Toronto Prov: ON Gender: Male

Postal: K1A 1A1 Country: Canada Language: French

Email: Test Family Doctor: Test, Doctor Height: Weight: Load Delete

AR Profile

Account #: 2 Inactive Current: \$65.85 Credit Limit: Total: \$125.91

Billed To: Test, AR 30 Days: \$60.06 Total: \$125.91

Filter By: Current Activity Waive Finance Charges 60 Days: \$0.00 Unposted Amount: \$50.00

Duplicate Statement 90 Days: \$0.00 Effective Total: \$175.91

Detail Invoices Payments Comments Reports

Title	Report Date	Invoice #	Created
Statement	20/01/2021		20/01/2021 4:08:04 PM
Statement	21/01/2021		21/01/2021 4:09:15 PM

User: WH (Wendell He)

Full Screen Image

Zoom 64%

État de compte

De: Woodford Pharmacies (1980 Niles pharmacy)
500 Willow Road, Unit 30
Couchiching ON N1W 7C4
Tél: (519) 265-5888
Télécoleur: (519) 265-5896

Facturer à: AR, Test No de compte: 2
123 Bill Address Date de l'état de compte: 2021-01-20
Toronto ON K1A 1A1

Médecin de famille: Test, Doctor

Date	No de facture	Commentaires	Patient	Total partiel	TVH	TVH / TPS	Total
2020-01-23		Electronic Payment Paiement					-55.00
2020-01-23		Credit (Sans objet)					-23.00
2020-01-23	35			55.00	0.00	0.00	55.00
2020-01-23	33			65.00	0.00	0.00	65.00
2020-01-23	28			45.00	0.00	0.00	45.00
2020-01-24		Credit (Sans objet)					-14.00
2020-12-03	43			75.46	3.60	0.00	78.06
2020-12-03		Rc1209469 - 30 Apo Amel 250mg				12.71	12.71
2020-12-03		Rc1209462 - 30 Apo Aciclovir/ephrin 800mg				11.45	11.45
2020-12-03		OTC				0.00	15.00 H
2020-12-03		Rc1209462 - 30 Roaccutane 30mg				31.32	31.32
2020-12-03		l'apothécaire				0.00	5.00 H
2021-01-20	46			45.00	5.85	0.00	50.85
2021-01-20		vitamins				0.00	45.00 H
2021-01-20	45			15.00	0.00	0.00	15.00
2021-01-20		apothécaire				0.00	15.00 H
Total				117.46	8.45	6.00	125.91

0-30 jours: 65.85 31-60 jours: 60.06 61-90 jours: 0.00 Payé en 90 jours: 0.00 Total: 125.91

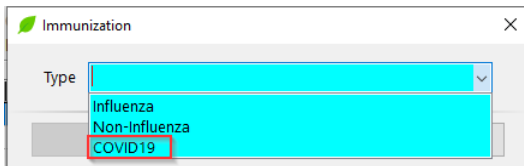
Page 1

COVID-19

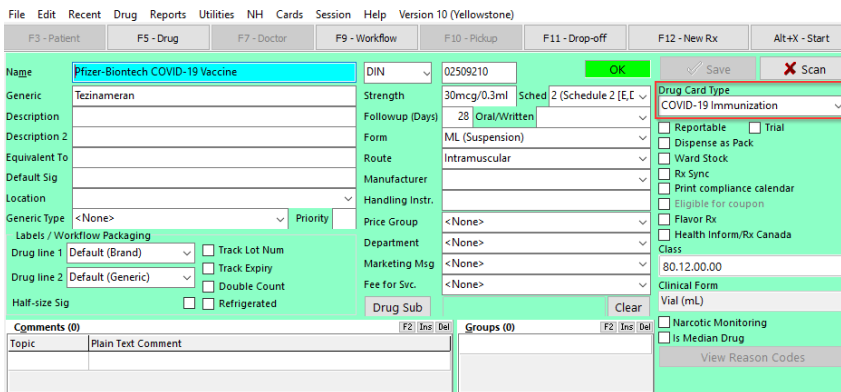
[KRL-4788] COVID-19 immunization is now available in every province

Feature: The COVID-19 Immunization is now available in the pre-existing immunization functionality.

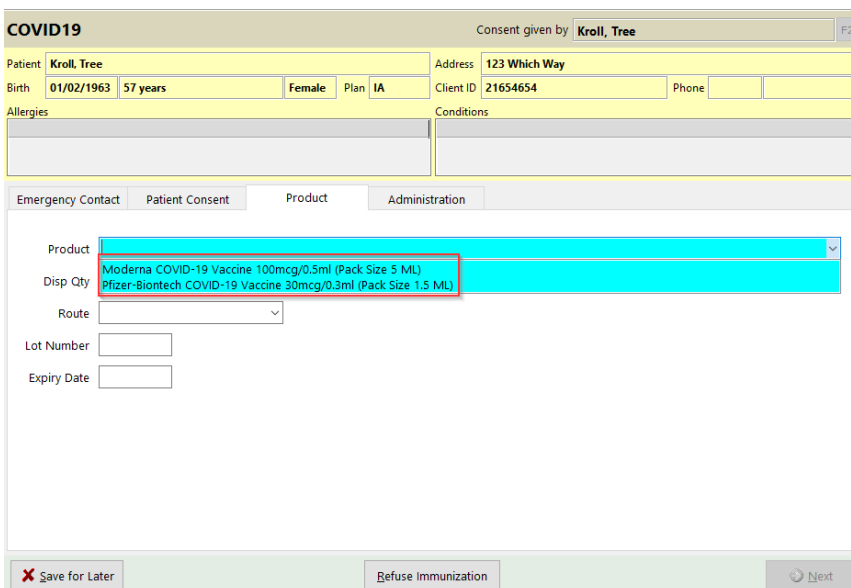
- New COVID-19 Immunization type:



- New Drug Card type available:



- COVID-19 Immunization now added to the Immunization product screen:



[KRL-4768] Follow-up section has been added to 'Influenza' and 'Non-Influenza' reports

Feature: Follow-up section has been added to 'Influenza' and 'Non-Influenza' reports.

- Option 'Lines for Follow-Up' (to select number of lines for follow-up) has been added to print on the report. This option will only be available when it is in 'Paper Mode'.
- Electronic Mode Immunization: If a number of follow-up records exist, then it will populate these follow-ups in the created section. Otherwise, the Follow-up Section will not appear.
- Paper Mode Immunization: Follow-up Section will be available

[KRL-4874] Ability to print the Wallet Card version of the immunization report is now available

Feature: The **Print Wallet Card** option is now available on right side navigation bar of the Immunization screen and is enabled by default.

The screenshot displays the TELUS Health software interface for a COVID-19 patient consent form. The top menu bar includes 'File', 'Edit', 'Immunization', 'View', 'Profile', 'Utilities', 'NH', 'Cards', 'Session', and 'Help'. Below the menu, there are function keys: F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F10 - Pickup, F11 - Drop-off, F12 - New Rx, and Alt+X - Start. The main header shows 'COVID19' and 'Consent given by F2 New, Pat'. The patient information section includes: Patient: New, Pat; Address: 12 Cleanway; Birth: 02/02/1980 (40 years); Male; Plan: CS; Client ID: 876576567; Phone: Home (416) 425-3698. The form contains several questions with dropdown menus, all currently set to 'No':

- Have you ever experienced difficulty breathing within 24 hours of getting a flu shot?
- Have you ever had Guillain-Barré Syndrome within 6 weeks after receiving the flu vaccine?
- Did you provide care or have close contact with a person with confirmed COVID-19?
- Have you travelled to any countries outside Canada (including the United States) within the last 14 days?
- Do you have a history of chronic illness?
- Do you have a new or changing neurological disorder?
- Do you have an allergy to kanamycin, neomycin, gentamicin, thimerosal, chicken protein, polymixin or gelatin?
- Are you or do you think you might be pregnant?
- Have you had a serious reaction to influenza vaccine in the past?
- Are you experiencing any cold, flu or COVID-19-like symptoms, even mild ones? Symptoms include: fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue or loss of appetite.

 The patient weight is listed as 50kg. At the bottom, there are three buttons: 'Save for Later' (with a red X icon), 'Refuse Immunization', and 'Print Consent'. On the right side, a navigation bar is visible with the following options:

- Immunization
 - Follow-ups (0)
 - Print Wallet Card** (highlighted with a red box)
- View
 - Patient Charting
 - Patient Documents (0)
 - Patient Immunizations (10)
- Profile
 - All Rx's
 - Active Rx's
 - Active Rx's w/Passtimes
 - Pricing Profile
 - Not Disp/OTC Profile
- Questions Language
 - English** (highlighted with a green box)
 - Français

When the button is active/enabled and the user selects 'Finalize Immunization', the Immunization Wallet Card selection will display. Immunization Type is pre-selected based on the immunization performed.

Three options are available on the 'Immunization Wallet Card' screen.

- Most recent series (Enabled by Default)
- Since Date
- All

The wallet card contains information including the patient name, date of birth, immunization date, product name, dose #, next dose date and the lot number.

If the **Most recent series** option is selected, only the recent Immunization of the selected Type will be displayed.

If Since Date option is selected, all Immunizations of the selected Type will be displayed during that time period.

Rx drug mart 9879

IMMUNIZATION RECORD
 New, Pat DOB: 02-Feb-1980
 19-Jan-2021 Moderna COVID-19 Vaccine
 Dose #1 Next Dose: 09-Feb-2021 Lot: 6456

Rx drug mart 9879

IMMUNIZATION RECORD
 New, Pat DOB: 02-Feb-1980
 19-Jan-2021 Moderna COVID-19 Vaccine
 Dose #1 Next Dose: 09-Feb-2021 Lot: 6456
 15-Jan-2021 Fluzone Quadrivalent
 Dose #1 Lot: 5665
 15-Jan-2021 Fluzone High-Dose
 Dose #1 Lot: 5645
 15-Jan-2021 Fluzone Quadrivalent
 Dose #1 Lot: 5648
 15-Jan-2021 Flucelvax Quad
 Dose #1 Lot: 65465

The Option **W-Print Wallet Card** is also available on the Immunizations Screen. When W-Print Wallet Card is selected, Immunization Wallet Card Selection screen will be displayed.

Immunizations							
N - New Immunization		P - Print/Reprint		F - Claim Fee		C - Cancel Claim	
D - Pharmacist Declined		R - Patient Refused		W - Print Wallet Card		<input type="checkbox"/> Show Reversals	
Items (10) F2 Ins Del							
#	Type	Drug Name	Status	Product Status	Fee Status	Created	Complete
2	COVID19	Moderna COVID-19 Vaccine	Completed	Pending Claim	No Fee Applicable	19/01/2021	
2	COVID19		Pending	Not Completed Yet	No Fee Applicable	15/01/2021	
2	Influenza	Fluzone Quadrivalent	Completed	Pending Claim	No Fee Applicable	15/01/2021	
2	Influenza	Fluzone High-Dose	Completed	Pending Claim	No Fee Applicable	15/01/2021	
2	Influenza	Fluzone Quadrivalent	Completed	Pending Claim	No Fee Applicable	15/01/2021	
2	Influenza	Flucelvax Quad	Completed	Pending Claim	No Fee Applicable	15/01/2021	
2	Non-Influenza	Avaxim	Completed	Claimed	No Fee Applicable	09/12/2020	09/12/202
2	Non-Influenza		Pending	Not Completed Yet	Not Completed Yet	09/12/2020	
1	Influenza	Flucelvax Quad	Billed with no Documentation	Claimed	No Fee Applicable	12/11/2020	12/11/202
1	Influenza	Flucelvax Quad	Billed with no Documentation	Claimed	No Fee Applicable	11/11/2020	11/11/202

[KRL-4797] COVID-19 immunization consent form is now available

Feature: The existing immunization report has been modified to reflect COVID-19.

[KRL-4815] Ability to send an Immunization Record to the patient's physician

Feature: Users now have the ability to send an Immunization Record to the patient's physician via the existing fax functionality.

Notes: The following conditions must be applied:

- Kroll system is configured to utilize the Electronic version of the Immunization module
- Electronic signatures are activated for the Electronic version of the Immunization module
- Store utilizes Kroll Fax
- Selected Doctor cards include a working fax number

[KRL-4911] Pfizer and Moderna COVID-19 dins are now available in the immunization functionality

Feature: The following COVID-19 products have been added to the immunization functionality.

Moderna	Pfizer
Product DIN: 02510014	Product DIN: 02509210
Approved for ages 18 and older	Approved for ages 16 and older
2 doses: The second dose is to be administered 28 days after the first dose.	2 doses: The second dose is to be administered 21 days after the first dose.

[KRL-4942] User types that have access to the Immunization Module have been specified

Feature: The following user types have the ability to access the Immunization Module: **Pharmacist, Licensed Technician, Pharmacy Student** and **Pharmacist Intern**.

[KRL-4995] New COVID-19 Vaccination Screening forms now available

Feature: The COVID-19 vaccination screening forms are now available both in paper mode and electronic mode.

Paper Mode:

SCREENING QUESTIONNAIRE

The following questions will help us determine if there is any reason you should not get the vaccine today. If you answer "yes" to any question, it does not necessarily mean the shot cannot be given. It simply means additional questions must be asked.

If a question is not clear, please ask your pharmacist to explain it.

Have you had a COVID vaccine? If so, which one did you receive and when did you receive it?	Yes	No	Unsure
Are you experiencing any cold, flu or COVID-19-like symptoms, even mild ones? Symptoms include: fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue or loss of appetite	Yes	No	Unsure
Have you travelled to any countries outside Canada (including the United States) within the last 14 days?	Yes	No	Unsure
Did you provide care or have close contact with a person with confirmed COVID-19?	Yes	No	Unsure
Have you received a flu vaccine or any vaccine in the past 14 days?	Yes	No	Unsure
Do you have a new or changing neurological disorder?	Yes	No	Unsure
Have you had a serious reaction to a vaccine in the past?	Yes	No	Unsure
Have you ever had a serious reaction to polyethylene glycol (applicable to mRNA based vaccines only)?	Yes	No	Unsure
Have you ever had Guillain-Barre Syndrome within 6 weeks after receiving a vaccine? (A Yes answer is not a contraindication for mRNA based vaccines).	Yes	No	Unsure
Are you or do you think you might be pregnant?	Yes	No	Unsure
Are you currently taking any medication?	Yes	No	Unsure
Do you take a blood thinner or have a bleeding disorder?	Yes	No	Unsure
Do you have an autoimmune disorder or weakened immunity due to illness/treatment?	Yes	No	Unsure
Are you allergic to latex gloves?	Yes	No	Unsure
Do you have a history of chronic illness?	Yes	No	Unsure
Do you have a history of fainting?	Yes	No	Unsure

CONSENT GIVEN BY PATIENT/AGENT

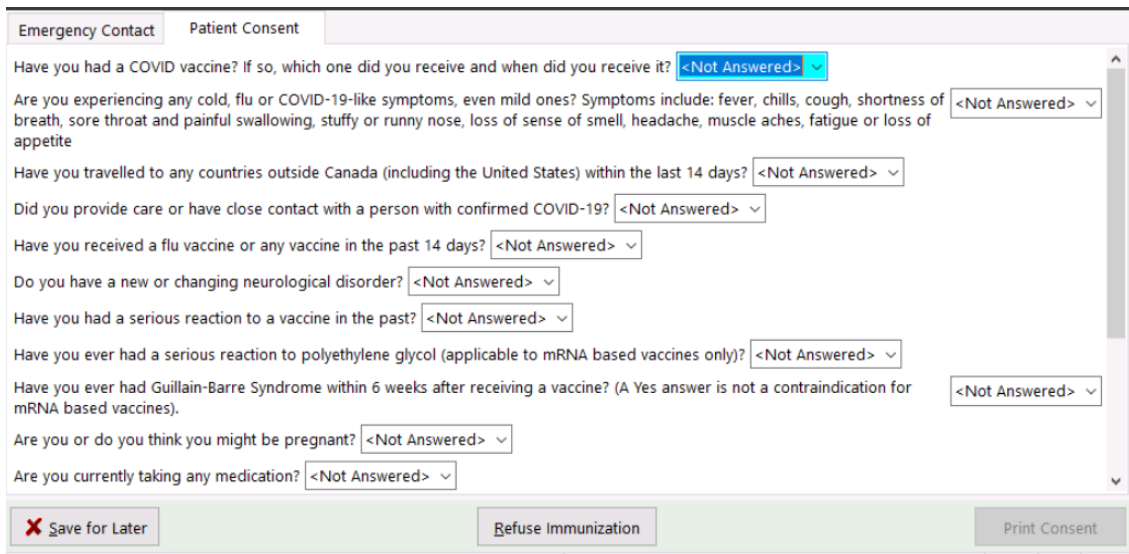
I, the undersigned client or agent, have read or had explained to me information about the COVID shot as outlined on the Fact Sheet. I have had a chance to ask questions, and answers were given to my satisfaction. I understand the risks and benefits of receiving the COVID shot. I agree to wait in the pharmacy for 15 minutes (or time recommended by the pharmacist) after getting the COVID shot.

I am aware that it is possible (yet rare) to have an extreme allergic reaction to any component of the vaccine. Some serious reactions called "anaphylaxis" can be life-threatening and is a medical emergency. If I experience such a reaction following vaccination, I am aware that it may require the administration of epinephrine, diphenhydramine, beta-agonists, and/or antihistamines to try to treat this reaction and that 9-1-1 will be called to provide additional assistance to the immunizer. The symptoms of an anaphylactic reaction may include hives, difficulty breathing, swelling of the tongue, throat, and/or lips.

In the event of anaphylaxis, I will receive a copy of this form containing information on emergency treatments that I had received, or a copy will be provided to my agent or EMS paramedics.

I confirm that I want to receive the COVID vaccine

Electronic Mode: Found on the 'Patient Consent' tab of the Immunization product screen



[KRL-4840] Immunization follow-up screen has been enhanced to support appointments

Feature: The Immunization follow-up screen has been enhanced to support appointments.

Impact: In the case of multi-dose vaccinations, patients must receive subsequent doses within the defined timeframe to optimize the results. Failure to have subsequent doses could result in a decreased immunity to the disease for which the patient is being vaccinated.

Adding appointments to the immunization follow-up screen allows the user to readily set up the date and time for the patient to return for their subsequent dose.

[KRL-5082] Immunization Report Changes for Electronic and paper Mode

Feature: The following changes have been made in each scenario below, with the user logged into the terminal being either a Pharmacist Intern, Registered Pharmacy Student, or Licensed Technician and they are correctly associated with the Pharmacist on duty.

- Paper Mode

On the Screening/Consent form, maintain the Pharmacist declaration section as is. For example, field labels remain as Pharmacist Declaration, Pharmacist, and Pharmacist Signature. The Name and license number of the Associated Pharmacist is to be noted in the Pharmacist field.

On the Immunization Record, Administered by Name and # will be populated with the name and license number of the Intern, Student or Technician logged into the system at the time of report generation. The space reserved for the signature will be labelled 'Administered by' **Pharmacist Intern** or **Registered Pharmacy Student** or **Licensed Technician** based on who is logged into the system.

- **Electronic Mode**
Administered by Pharmacist Intern or Registered Pharmacy Student or Licensed Technician based on who is logged into the system if no License exists then 'Administered By' section brackets should not appear.
- With the Electronic signature capture set to inactive, the forms will be generated and printed as per what is noted above under Paper Mode. All other elements remain as is ie 2D barcode, etc.
- Claim/Rx records created in both modes

The associated pharmacist will be noted as the prescriber on the F12 record and as current, the license number of the pharmacist will be sent within the claim message.

[KRL-5106] Change the immunization schema according Health Canada’s recommendations on the use of COVID-19 Vaccines

Feature: The immunization schema has been modified according to Health Canada’s recommendations on the use of the COVID-10 vaccines. The immunization schedules are described in the table below.

Table 2: Recommended immunization schedule, by COVID-19 vaccine

Vaccine product (manufacturer)	Immunization schedule	Minimum interval	Authorized interval	Alternate interval
Pfizer-BioNTech COVID-19 (Pfizer-BioNTech)	2-dose schedule	19 days	21 days	28 days
Moderna COVID-19 (Moderna)	2-dose schedule	21 days	28 days	None

[KRL-5117] Immunization record for paper immunizations changes

Feature: In the immunization record for paper immunizations, the space between the sections have been adjusted in order for the Patient consent section and the patient information to be displayed on one page instead of two separate pages.



Immunization Record
 ueue, kjsaf, dasdasd ON M1P 5B4
 Phone: (243) 423-45235

TRACKING #: 3305

PATIENT INFORMATION

FirstName John	LastName Doe	Gender M	DOB 01-Jan-1960	Weight
Address Patient Address 1, Toronto ON M2M 2M2		Health Card # 1234567890MM		PhoneNumber
EmergencyContact	RelationshiptoPatient	Contact'sPhone Number		Contact'sOtherPhone Number

SCREENING QUESTIONNAIRE

The following questions will help us determine if there is any reason you should not get the vaccine today. If you answer "yes" to any question, it does not necessarily mean the shot cannot be given. It simply means additional questions must be asked.

If a question is not clear, please ask your pharmacist to explain it.

Have you had a COVID vaccine? If so, which one did you receive and when did you receive it? Detail:	Yes	No	Unsure
Are you experiencing any cold, flu or COVID-19-like symptoms, even mild ones? Symptoms include: fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches fatigue or loss of appetite	Yes	No	Unsure
Have you travelled to any countries outside Canada (including the United States) within the last 14 days?	Yes	No	Unsure
Did you provide care or have close contact with a person with confirmed COVID-19?	Yes	No	Unsure
Have you received a flu vaccine or any vaccine in the past 14 days?	Yes	No	Unsure
Do you have a new or changing neurological disorder?	Yes	No	Unsure
Have you had a serious reaction to a vaccine in the past?	Yes	No	Unsure
Have you ever had a serious reaction to polyethylene glycol (applicable to mRNA based vaccines only)?	Yes	No	Unsure
Have you ever had Guillain-Barre Syndrome within 6 weeks after receiving a vaccine? (A Yes answer is not a contraindication for mRNA based vaccines).	Yes	No	Unsure
Are you or do you think you might be pregnant?	Yes	No	Unsure
Are you currently taking any medication?	Yes	No	Unsure
Do you take a blood thinner or have a bleeding disorder?	Yes	No	Unsure
Do you have an autoimmune disorder or weakened immunity due to illness/treatment?	Yes	No	Unsure
Are you allergic to latex gloves?	Yes	No	Unsure
Do you have a history of chronic illness?	Yes	No	Unsure
Do you have a history of fainting?	Yes	No	Unsure

CONSENT GIVEN BY PATIENT/AGENT

I, the undersigned client or agent, have read or had explained to me information about the COVID shot as outlined on the Fact Sheet. I have had a chance to ask questions, and answers were given to my satisfaction. I understand the risks and benefits of receiving the COVID shot. I agree to wait in the pharmacy for 15 minutes (or time recommended by the pharmacist) after getting the COVID shot.

I am aware that it is possible (yet rare) to have an extreme allergic reaction to any component of the vaccine. Some serious reactions called "anaphylaxis" can be life-threatening and is a medical emergency. If I experience such a reaction following vaccination, I am aware that it may require the administration of epinephrine, diphenhydramine, beta-agonists, and/or antihistamines to try to treat this reaction and that 9-1-1 will be called to provide additional assistance to the immunizer. The symptoms of an anaphylactic reaction may include hives, difficulty breathing, swelling of the tongue, throat, and/or lips.

In the event of anaphylaxis, I will receive a copy of this form containing information on emergency treatments that I had received, or a copy will be provided to my agent or EMS paramedics.

I confirm that I want to receive the COVID vaccine

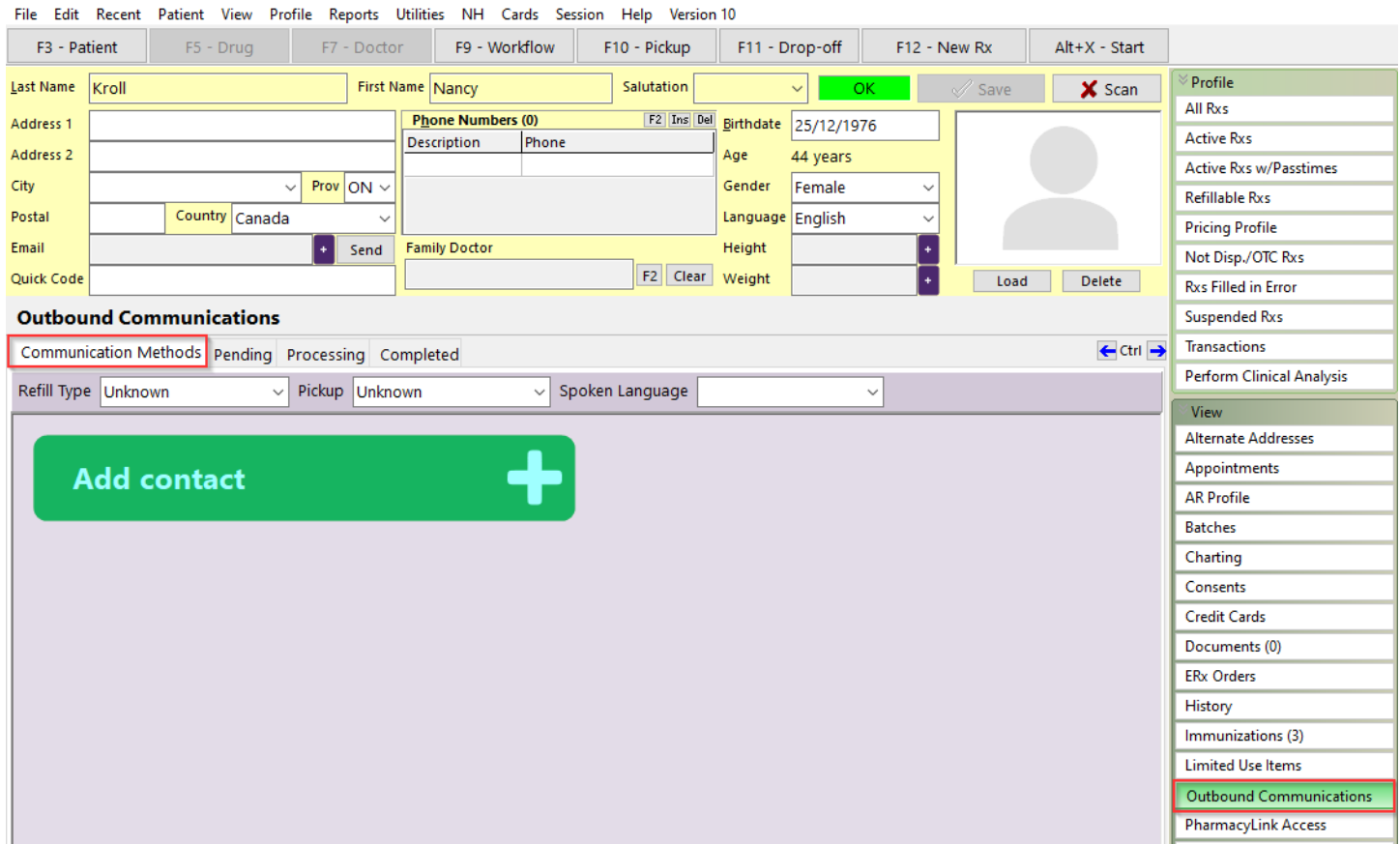
Patient/Agent Name (& Relationship) Doe, John	Patient/Agent Signature	Date Signed 02-Feb-2021
PHARMACIST DECLARATION I confirm the above named patient is capable of providing consent for COVID vaccine and that the COVID vaccine should be given to patient.		
Pharmacist Priyanka Kapila (945624)	Pharmacist Signature	Date Signed 02-Feb-2021

Calendar

[KRL-4881] Patient Outbound Communications enhancement

Feature : Outbound Communications on the patient tab is now enhanced to include below changes.

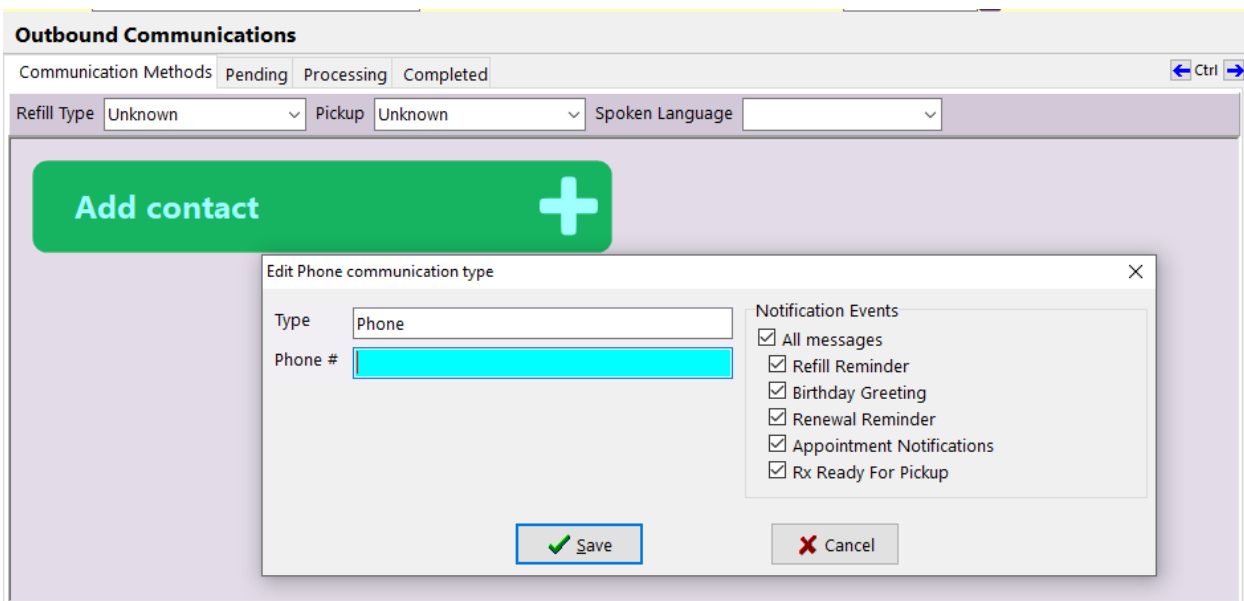
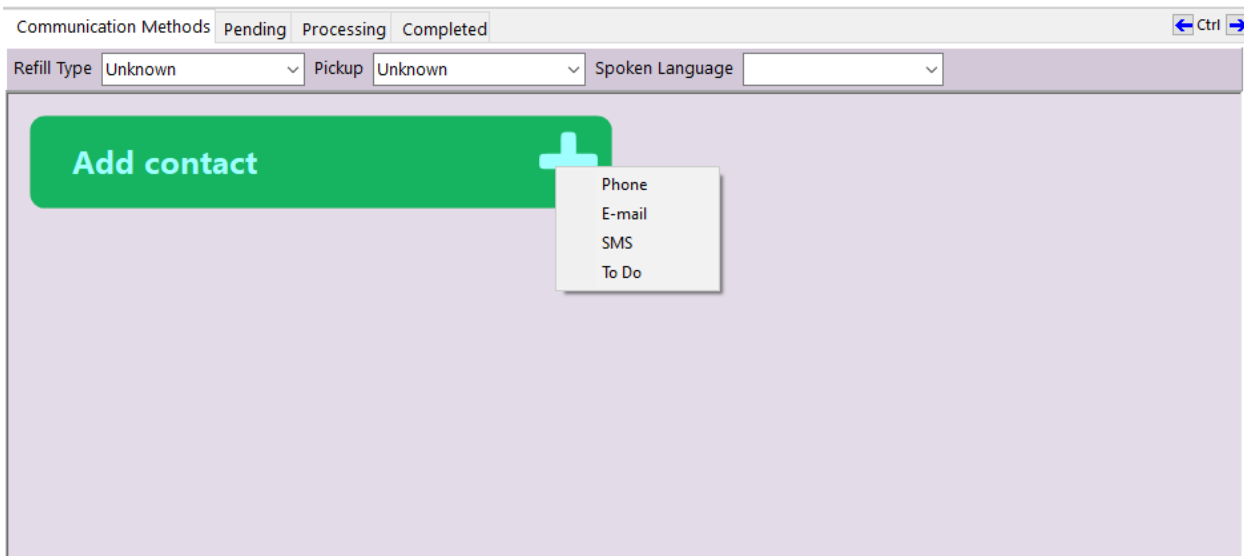
- Communications Tab from the patient profile is now moved to Outbound Communication



The screenshot displays the TELUS Health software interface for a patient profile. The top menu bar includes 'File', 'Edit', 'Recent', 'Patient', 'View', 'Profile', 'Reports', 'Utilities', 'NH', 'Cards', 'Session', 'Help', and 'Version 10'. Below the menu is a navigation bar with tabs: 'F3 - Patient', 'F5 - Drug', 'F7 - Doctor', 'F9 - Workflow', 'F10 - Pickup', 'F11 - Drop-off', 'F12 - New Rx', and 'Alt+X - Start'. The main area is divided into several sections:

- Patient Profile:** Fields for Last Name (Kroll), First Name (Nancy), Salutation, Birthdate (25/12/1976), Age (44 years), Gender (Female), Language (English), Height, and Weight. There are also fields for Address 1, Address 2, City, Postal, Country (Canada), and Prov (ON). A 'Phone Numbers (0)' table is present with columns for Description and Phone. A 'Family Doctor' field and a 'Quick Code' field are also visible. Buttons for 'OK', 'Save', 'Scan', 'Load', and 'Delete' are present.
- Outbound Communications:** A section with a sub-tab 'Communication Methods' (highlighted with a red box). Other sub-tabs are 'Pending', 'Processing', and 'Completed'. Below this are dropdown menus for 'Refill Type' (Unknown), 'Pickup' (Unknown), and 'Spoken Language'. A large green button with a white plus sign and the text 'Add contact' is prominently displayed.
- Right Sidebar:** A vertical list of navigation options under the heading 'Profile'. The options include: All Rxs, Active Rxs, Active Rxs w/Passtimes, Refillable Rxs, Pricing Profile, Not Disp./OTC Rxs, Rxs Filled in Error, Suspended Rxs, Transactions, Perform Clinical Analysis, View, Alternate Addresses, Appointments, AR Profile, Batches, Charting, Consents, Credit Cards, Documents (0), ERx Orders, History, Immunizations (3), Limited Use Items, **Outbound Communications** (highlighted with a red box), and PharmacyLink Access.

- Pharmacies can now setup below Communication Type for different Notification Events from Outbound Communications
 - Phone
 - E-mail
 - SMS
 - To Do



Outbound Communications

Communication Methods **Pending** Processing Completed ← Ctrl →

Refill Type Unknown Pickup Unknown Spoken Language

Add contact +

Edit E-mail communication type

Type: E-mail

E-mail: [Redacted]

Send Email

Notification Events

- All messages
- Refill Reminder
- Birthday Greeting
- Renewal Reminder
- Appointment Notifications
- Rx Ready For Pickup

Save Cancel

Outbound Communications

Communication Methods **Pending** Processing Completed ← Ctrl →

Refill Type Unknown Pickup Unknown Spoken Language

Add contact +

Edit SMS communication type

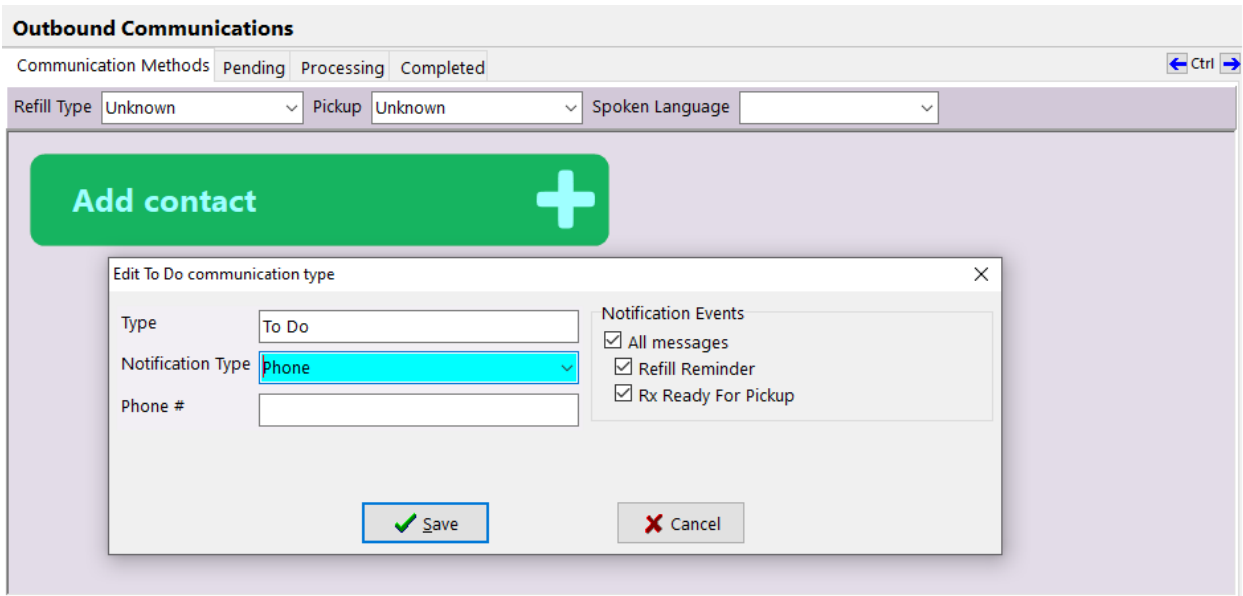
Type: SMS

Mobile #: [Redacted]

Notification Events

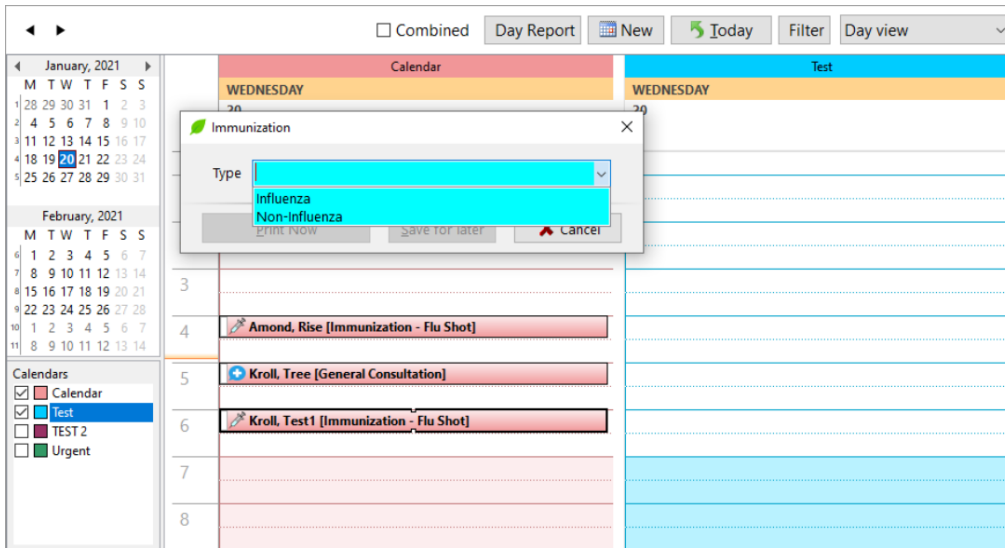
- All messages
- Refill Reminder
- Birthday Greeting
- Renewal Reminder
- Appointment Notifications
- Rx Ready For Pickup

Save Cancel



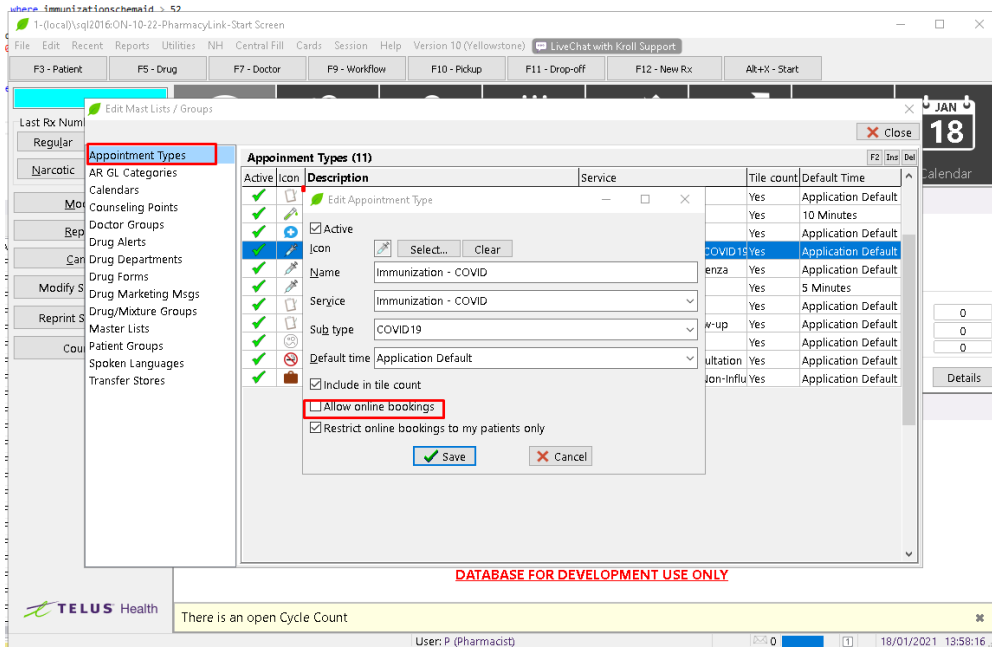
[KRL-4924] A new Calendar frame has been created

Feature: A new calendar frame is now available.



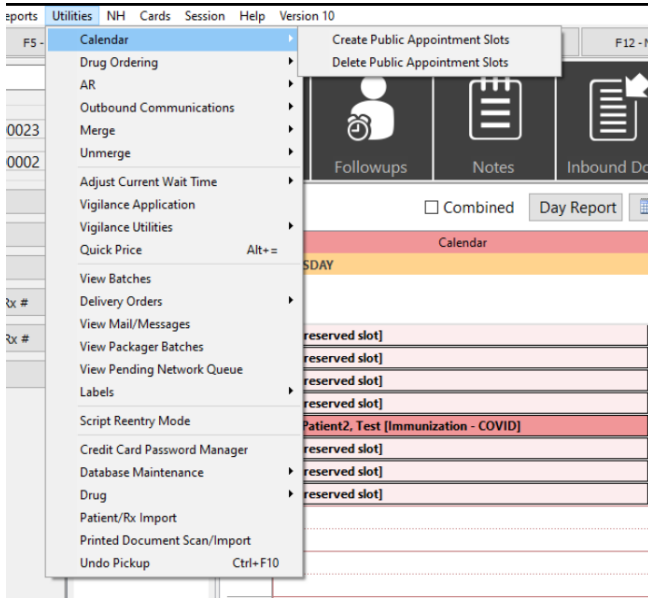
[KRL-4977] 'Allow for Online Bookings' is now available in calendar appointments

Feature: The 'Allow for Online Bookings' option has been added to the calendar appointment's functionality in the 'Edit Appointment Type'.



[KRL-4757] Add support in Fill for creating/deleting open calendar appointment slots

Feature: By accessing **Utilities > Calendar**, users now have the ability to create and delete open calendar appointment slots.



'Create calendar appointment time slots' screen

'Delete unreserved calendar appointment time slots' screen

Create calendar appointment time slots

This allows you to create unreserved appointment time slots in the calendar for pharmacy services

Date range
 Start on End on

Days of the week
 Sunday
 Monday
 Tuesday
 Wednesday
 Thursday
 Friday
 Saturday

Time slots
 Between and , every mins

Calendar

Available appointments (for online reservations)
 COVID-19 Screening
 Immunization - COVID
 Immunization - Flu Shot

Delete unreserved calendar appointment time slots

This allows you to delete unreserved appointment time slots in the calendar for pharmacy services

Date range
 Start on End on

Days of the week
 Sunday
 Monday
 Tuesday
 Wednesday
 Thursday
 Friday
 Saturday

Time slots
 Between and

Calendar

[KRL-4869] On the patient card, added 'Appointments' to right side navigation bar to show patient's appointments

Feature: On the patient card, added 'Appointments' to right side navigation bar to show patient's appointments.

File Edit Recent Patient View Profile Reports Utilities NH Central Fill Cards Session Help Version 10

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F10 - Pickup F11 - Drop-off F12 - New Rx Alt+X - Start

Last Name Test First Name Test Salutation Mr. Birthdate 01/01/1991
 Address 1 Phone Numbers (1) Description Phone Age 30 years
 Address 2 Home (416) 383-0101 Gender Male
 City Prov ON Language English
 Postal Country Canada Family Doctor Height
 Email Send Weight
 Quick Code ASDF

Appointments

Show past appointments

Rems (12)

Type	Start	Duration	Calendar	Method	Comment
	10/02/2021 00:00	1 d, 0 hr, 0 r	Cal2	In Person	
	10/02/2021 08:20	5 min	Cal2	In Person	
	10/02/2021 08:35	5 min	Cal2	In Person	
Immunization - COVID	11/02/2021 08:20	5 min	Cal2	In Person	
	11/02/2021 08:30	5 min	Cal2	In Person	
Immunization - Flu Shot	11/02/2021 08:45	5 min	Calendar	In Person	
	12/02/2021 08:25	5 min	Cal2	In Person	
	13/02/2021 00:00	1 d, 0 hr, 0 r	Cal2	In Person	
	14/02/2021 00:00	1 d, 0 hr, 0 r	Cal2	In Person	
Immunization - COVID	28/02/2021 00:00	1 d, 0 hr, 0 r	Cal2	In Person	
Immunization - Flu Shot	09/03/2021 01:20	5 min	cal12	In Person	
Immunization - COVID	22/07/2021 11:00	30 min	Cal2	In Person	

Profile
 All Rxs
 Active Rxs
 Active Rxs w/Passtimes
 Refillable Rxs
 Pricing Profile
 Not Disp./OTC Rxs
 Rxs Filled in Error
 Suspended Rxs
 Transactions
 Perform Clinical Analysis

View
 Alternate Addresses
Appointments
 AR Profile
 Batches
 Charting
 Consents
 Credit Cards
 Documents (1)
 ERx Orders
 History
 Immunizations (4)
 Limited Use Items
 Outbound Communications
 PharmacyLink Access