Chapter 17

Workflow (WF)

The HBS Workflow™ System is a method of processing orders that allows retail pharmacies to increase productivity and improve quality control while saving on labor costs. Used for many years in high-volume mail order facilities, this system breaks the order-filling process into four or five stages, each of which is performed at a different type of workstation. Each order travels as an electronic data packet from one workstation to the next in a fixed path. At the same time, the handwritten Rx, printed labels, medicine, and other materials are passed along the same route in a numbered bin.

The HBS Workflow System can benefit your pharmacy in a number of different ways:

- **Process more orders in less time.** Since each technician performs only one function, he or she can perform it more rapidly. With HBS Workflow, you can handle higher order volumes using fewer employees, which results in cost savings. You can also free up extra time to perform necessary store-related tasks.
• **Greatly reduce the potential for human error.** Clearly-defined operating procedures for each worker, which cover every possible problem or situation, eliminate the common mistakes and oversights that can cost the pharmacy money and even bring on lawsuits.

• **Manage problems more efficiently.** Quickly retrieve location and status information for any Rx that is in the workflow system. Have each type of problem Rx sent to a different problem queue such as *Drug Interaction Warning or Units Owed.* This enables you to prioritize the various kinds of problems and control who deals with each one.

• **Monitor store productivity.** Use the workflow reporting system to monitor the productivity of each worker; examine minimum, maximum, and average order-filling rates over any time period; and list problem events such as non-matching scans and manual scan overrides.

## System Overview

The HBS Workflow System includes up to five different types of workstations: an **Input Station**, a **Problem Rx Station**, a **Quality Assurance (QA) Station**, a **Pharmacist (RPh) Checking Station**, and a **Signature Capture Station**.

A medium-size pharmacy typically uses one **Input, QA, RPh, and Signature Capture Station**, as shown in Figure 17-1. A larger store might use up to two of each. A smaller store, on the other hand, can use one **Input Station**, a single workstation for QA and RPh checking (operated by the pharmacist), and one **Signature Capture Station**. Table 17-1 on page 17-4 shows some typical network configurations based on the number of Rx’s per day that the store must handle.

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**Figure 17-1: The Workflow Process**
The Input Station
If this workstation is to support a small, external scanning device to capture images of patient insurance cards, the Input Station must be either a windows-based PC or an ASCII terminal with graphics capability. If this scanning capability isn’t needed, the Input Station need only be a plain ASCII terminal. One performs the following tasks at this workstation:

1. Enter new Rx information and queue phoned-in refill requests.
2. Optionally scan patient insurance ID cards. This information can later be retrieved and viewed at the QA and RPh Checking Stations.
3. Submit claims. When adjudication is successful, print labels and PE leaflets.
4. Route any problem orders to the Problem Rx Station.
5. Put handwritten Rx’s, printed labels, and PE leaflets into separate numbered bins. (Each order gets its own bin identification number.) Optionally use different bin colors to show different priority levels.

All orders that are adjudicated successfully are sent automatically to the Quality Assurance (QA) Station.

The Problem Rx Station
This workstation is usually an ASCII terminal. The technician must have enough experience to interpret and resolve claim rejection messages and deal with other technical problems. After fixing the orders, the technician retransmits or requeues them directly instead of sending them back to the Input Station. Each order that is adjudicated successfully passes on to the Quality Assurance (QA) Station.

The Quality Assurance (QA) Station
This workstation must be either a windows-based PC or a graphics terminal so that it can display pill images and operate scanning devices. For each order, one performs the following tasks:

1. Read the prescription and retrieve medicine from inventory.
2. Capture an image of the Rx hard copy using a small scanning device.
3. Using the bar code scanner, perform either a double scan or a single scan.
   
   A double scan involves scanning both the Rx# bar code on the Rx label and the UPC# bar code on the medicine package. The Rx System verifies that both codes point to the exact same drug. If the scan is successful (the codes match), the drug image is automatically displayed on the screen. Compare that image to the medicine in the bottle.

   **Note:** Each drug’s UPC# and NDC# are stored in **Drug Inquiry**. When the system assigns an Rx# to a new prescription, it automatically links that Rx# to the UPC# and NDC# of the drug that was selected. Using these associations, the double-scan function helps prevent accidentally dispensing the wrong medicine.
A single scan involves scanning only the Rx# bar code on the Rx label. The system automatically displays a pill image for the drug name that was entered at the Input Station. Compare this image to the medicine in the bottle.

4. Count the pills and label the dispensing container. Place all of the materials in a numbered bin and send it to the RPh Checking Station. The electronic order is automatically forwarded there.

The Pharmacist (RPh) Checking Station
Like the QA Station, this one is either a windows-based PC or a graphics terminal. For each order, the pharmacist performs the following tasks:

1. Review the order’s workflow history using on-screen information.
2. Compare the information on the printed label to the original handwritten prescription.
3. Perform either a double scan or a single scan. Compare the drug image to the medicine being dispensed. Compare the on-screen order information to the printed label information.
4. If the order was scanned successfully, place the order in Will Call.

The Signature Capture Station
A technician at this station removes and scans orders from Will Call, captures patient signatures using an electronic device, and receives payments. This station usually has an ASCII terminal, allowing one to locate any order that’s not in Will Call.

Table 17-1: Typical Network Configurations

<table>
<thead>
<tr>
<th>Number of Rx’s per Day</th>
<th>Typical Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>100-199</td>
<td>1 Input Station</td>
</tr>
<tr>
<td></td>
<td>1 workstation doubling as a QA and an RPh Checking Station. The pharmacist works in double-scan mode.</td>
</tr>
<tr>
<td></td>
<td>1 Problem Rx Station. (This could be the manager’s terminal.)</td>
</tr>
<tr>
<td></td>
<td>1 Signature Capture Station</td>
</tr>
<tr>
<td>200-499</td>
<td>1 Input Station</td>
</tr>
<tr>
<td></td>
<td>1 QA Station (double-scan mode)</td>
</tr>
<tr>
<td></td>
<td>1 RPh Checking Station (single-scan mode)</td>
</tr>
<tr>
<td></td>
<td>1 Problem Rx Station</td>
</tr>
<tr>
<td></td>
<td>1 Signature Capture Station</td>
</tr>
<tr>
<td>500-799</td>
<td>1 Input Station</td>
</tr>
<tr>
<td></td>
<td>2 QA Stations (double-scan mode)</td>
</tr>
<tr>
<td></td>
<td>1 RPh Checking Station (single-scan mode)</td>
</tr>
<tr>
<td></td>
<td>1 Problem Rx Station</td>
</tr>
<tr>
<td></td>
<td>2 Signature Capture Stations</td>
</tr>
</tbody>
</table>
Setting Up Workflow System Software

Before using the HBS Workflow System, you must enable the Workflow software module and choose which features to use. You must also enable and configure several other Rx System modules that support Workflow. For detailed instructions, see page 4-37 of Section J, “Store File Maintenance.”

Using the HBS Workflow System

The figure on page 17-2 shows how an order enters the Input Station, passes through the Problem Rx Station if there is a problem, and moves on to the QA and RPh Checking Stations. This section explains exactly how to work at each of these stations.

To open the Workflow menu, select (WF)Workflow at the RX MENU.
As shown in the next figure, the WORKFLOW MENU options provide access to a number of different screens. See Table 17-2 for an explanation of each menu option.

Table 17-2: WORKFLOW Menu Options

<table>
<thead>
<tr>
<th>Menu Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Quality Assurance Station</td>
<td>Open the QA STATION screen to process orders that have been queued.</td>
</tr>
<tr>
<td>B RPh Checking Station</td>
<td>Open the QA STATION screen to fill orders that were given a Paid status at the Input Station or the Problem Rx Station.</td>
</tr>
<tr>
<td>C Workflow Options</td>
<td>Use a variety of tools to quickly locate Rx or patient information and make any necessary changes to workflow orders. This could include deleting a QA or RPh workflow scan or bypassing an RPh scan.</td>
</tr>
<tr>
<td>D Workflow Reports</td>
<td>Run reports to monitor the productivity of each worker; examine minimum, maximum, and average order-filling rates over any time period; and list problem events such as non-matching scans and manual scan overrides.</td>
</tr>
<tr>
<td>E Problem Queue</td>
<td>Retrieve any problem Rx to examine the details and resolve a problem.</td>
</tr>
<tr>
<td>F Will Call</td>
<td>Open the WILL CALL screen.</td>
</tr>
<tr>
<td>G Fax Queue</td>
<td>Open the FAX QUEUE screen to track the status of any fax transmission. Resend or delete any failed transmission.</td>
</tr>
<tr>
<td>H Bin Maintenance</td>
<td>Locate the assigned bin number for any Rx or patient. Locate the Rx or patient for any bin number. Reassign any Rx to a different bin number.</td>
</tr>
</tbody>
</table>

**Note:** When the Workflow module is disabled, the Problem Queue option appears under the RX MENU.
Working at the INPUT Station

The **PATIENT INQUIRY**, **NEW RX**, and **REFILL** screens are the three principle screens used at the **Input Station**. Open **PATIENT INQUIRY** to add a new patient and to scan his or her insurance ID card. Use the **NEW RX** and **REFILL** screens to fill orders.

Adding a New Patient

After adding a new patient in the **PATIENT INQUIRY** screen, use any of the following command options:

- **F9, SCRD**  
  Scan a patient’s insurance ID card.

- **CRD**  
  Display patient insurance card information that is on file.

- **CPYC**  
  Enter this command to use a family insurance card that is already on file.

  If there is a single shared ID card, and it was just scanned in the previous scanning operation, just hit the `<Enter>` key to retrieve it. Otherwise, complete these fields:

  - **Enter From Patient #**. Enter the family member’s system-assigned patient number.

  - **Enter From Page #**. If there is only one shared card, just hit `<Enter>`. Otherwise, enter the number of the card to be retrieved. You must copy each card separately.

Retrieving an Existing Patient or Rx

Since the Problem Queue software module is enabled, the **VIEW QUEUES** window opens automatically in the **PATIENT INQUIRY**, **NEW RX**, or **REFILL** screen when you retrieve an existing patient or Rx. The window shows how many problem Rx’s for this patient are currently under each problem category. (See page 16-3 for more information about this window.)
If the **Workflow Count Auto Display** feature is enabled on your system (see page 4-39 of Section J, “Store File Maintenance”), the **PATIENT WORKFLOW COUNTS** window also pops up. This window shows how many Rx’s for this patient are queued at each workflow station. To view more details about the items queued at a specific station, enter one of these commands:

- **Q** List orders queued at the QA Station.
- **R** Show items that are queued at the RPh Checking Station.
- **W** List items that are queued at Will Call.
- **P** Display orders in the Problem Queue.

To close both of the windows, hit `<Enter>` at the command line. To reopen them later, just enter the `<VQ>` (View Problem Queues) or `<WFC>` (Patient Workflow Counts) command.

## Processing Orders

Chapter 16 explains how to send problem Rx’s to the Problem Queue from the **NEW RX**, **REFILL**, **RX INQUIRY**, and other Rx System screens. Use those same features at the Input Station to handle problems.

When you are ready to bill a prescription at the Input Station through the **NEW RX** or **REFILL** screen, follow these steps:

1. Enter the `<L>` command. When prompted, choose a bin number for the order, or hit `<Escape>` to omit the bin number.

   ![BIN Processing](image)

   If the bin number entered is already in use, one of the following on-screen messages will appear:

   **a. Bin Already Exists - Add New Patient, Y/N.** The bin number entered is already assigned to at least one other patient. Respond `<Y>` to add this patient’s Rx to the same bin number. Respond `<N>` to choose a different bin number.

   ![BIN Processing](image)

   **Note:** Removing an Rx from a bin doesn’t cancel or delete the Rx.

   If you entered `<Y>`, you are also given the option to remove the other patients’ Rx’s from the bin. Respond `<Y>` or `<N>`.
b. **Bin Already Exists for This Patient - Add This to Bin, Y/N.** The bin number entered is already assigned to the same patient. Respond <Y> to add this Rx to the same bin number. Respond <N> to choose a different bin number.

2. If the Input Station is set up to work with an Rx hard copy scanner (see Table 4-15 on page 4-39 of Section J, “Store File Maintenance”), you are prompted next to perform the scanning operation.

In the pop-up window that opens, arrow down to one of these options:

- **A** Scan Rx Hard Copy
  - After placing a hard copy page on the scanner, execute this command to capture its image. If two or more pages are scanned for the same Rx, each one is automatically given a page number such as 1, 2, or 3.

- **B** Copy Existing Rx Hard Copy
  - Use this command when multiple prescriptions are included on the same Rx hard copy page (or pages), and they have already been scanned.

  If there is a single shared hard copy page, and it was just scanned in the previous Rx, simply hit the <Enter> key to retrieve it. Otherwise, complete these fields:

  - **Enter from Rx#.** The system-assigned number of another Rx on file that shares the same page(s).
  - **Enter from Store#.** Hit <Enter> if this other Rx is on file in your store. Otherwise, enter a store number.
  - **Enter from Page#.** Hit <Enter> if there is only one page. Otherwise, enter the page number to be retrieved. You must retrieve each page separately.
3. Orders that are successfully adjudicated are forwarded automatically to the QA Station. Otherwise, they are sent to the Problem Queue.

**Working at the Problem Rx Station**

When the Workflow module is enabled, you will find the command option to open the Problem Queue inside the **Workflow** menu. Select *(E)* **Problem Queue** from the **Workflow** menu to open the **Problem Menu**.

1. Choose *(PQ)* **View Problem Queue Only** to retrieve prescriptions that need to be fixed or completed. (See “Retrieving Problems” on page 16-11 for a detailed explanation of how to use this command option.)

2. When the **Problem Queue** screen opens, highlight any listed item. (Use the ↑ and ↓ keys to move the selection bar up and down, and use the <M> command to scroll forward one page at a time. Enter <R> to return to the beginning of the list.)
3. Hit <Enter> or use the <V> command to view more information about the currently highlighted item. The **VIEW PROBLEM ITEM DETAILS** screen opens.

**View Problem Item Details**

1. Bin#: 0012  
Pq#: 00000289
2. Doctor Name: SMITH, JOHN  
Pq Date: 02/28/05
3. Patient Name: JONES, EARL  
Pq Time: 03:24 PM
4. Drug: NEXIUM  
ACET
5. Strength: 20MG  
NDCH#: 00186-5020-31
6. Refills Left: 93  
Fax Date: 02/28/05
7. Quantity: 00010  
Fax Time: 03:24 PM
8. Bill Code: ALF  
Fax Status: 000010
9. Rx MW Status: Input - ECS Reject in PO  
Date Written: 02/26/05
10. Instructions: 1/BID/  
Date Filled: 02/28/05
11. Reason: ECS Primary  
12. Comments: 54 - NON MATCHED NDC NUMBER
13. Addressed: N
14. 1-12, DEL, L, FX N, O, P, M, D, X, DL, <F1>, <CR>, <ESC>: ...

**Note:** This screen can also be opened under (C)Workflow Options > (A) Rx Workflow Information.

To examine even more detail and make changes to this order, enter <WFI>. The **WORKFLOW INFORMATION** screen opens. Table 17-3 explains each of the command options supported in this screen.
To return to **VIEW PROBLEM ITEM DETAILS**, hit `<Enter>` at the command line.

### Table 17-3: WFI Screen Commands

<table>
<thead>
<tr>
<th>Command</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AB</strong></td>
<td>Add to Bin</td>
</tr>
<tr>
<td></td>
<td>If no bin number is assigned to the order, assign one with this command.</td>
</tr>
<tr>
<td><strong>CB</strong></td>
<td>Change Bin</td>
</tr>
<tr>
<td></td>
<td>Assign a different bin number to the order. If that bin is already assigned to another order, an alert message informs you of this. You can then choose one of these options:</td>
</tr>
<tr>
<td></td>
<td>• Choose a different bin number.</td>
</tr>
<tr>
<td></td>
<td>• Let both orders share the same bin.</td>
</tr>
<tr>
<td></td>
<td>• Remove the original order from the bin.</td>
</tr>
<tr>
<td><strong>D3</strong></td>
<td>Display Third Party</td>
</tr>
<tr>
<td></td>
<td>View a list of the patient’s third parties in a pop-up window.</td>
</tr>
<tr>
<td><strong>DB</strong></td>
<td>Delete from Bin</td>
</tr>
<tr>
<td></td>
<td>Delete the current bin number assignment.</td>
</tr>
<tr>
<td><strong>PD</strong></td>
<td>Display ECS Paid Status</td>
</tr>
<tr>
<td></td>
<td>View the acceptance/rejection message from the third party.</td>
</tr>
<tr>
<td><strong>Rx</strong></td>
<td>Display Rx Image</td>
</tr>
<tr>
<td></td>
<td>View an image of the original handwritten Rx.</td>
</tr>
</tbody>
</table>
4. To show that someone has begun to address this problem, set the Addressed field to <Y> on Line #12.

5. Table 17-4 lists the various command options that you can use in the View Problem Item Details screen. Here are some ways to use them:

   a. If you need a doctor’s authorization to fill or refill the Rx, use the <FX> or <DL> command to send a doctor fax or print a doctor label. When ready, do one of the following:

      • Enter <X> to transfer to RX INQUIRY, where you can make changes to the Rx. To resend the claim, <Escape> back to View Problem Item Details and enter <O>. See the side note.

      • Enter <N> to create a brand new Rx in the NEW RX screen.

   b. If there is missing information, enter <P> to transfer to PATIENT INQUIRY, <D> to open DRUG INQUIRY, or <M> to open DOCTOR INQUIRY. Make any changes to patient, drug, or doctor information, <Escape> back to the View Problem Item Details screen, and enter <O>.

6. Each order that is successfully adjudicated is automatically forwarded to the QA Station.

7. After retransmitting the Rx, you will automatically be returned to the Problem Queue screen. Return to Step 2 to handle another problem Rx. Hit <ESC> to return to the Problem Menu.
Table 17-4: Command Options in the VIEW PROBLEM ITEM DETAILS Screen

<table>
<thead>
<tr>
<th>Command</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td>Drug Inquiry Retrieve the drug for this Rx in the DRUG INQUIRY screen.</td>
</tr>
<tr>
<td>DEL</td>
<td>Delete Problem Remove the Rx from the Problem Queue.</td>
</tr>
<tr>
<td>DL</td>
<td>Doctor Label Print a doctor label. Send a fax to a doctor using a stand-alone fax machine.</td>
</tr>
<tr>
<td>FX</td>
<td>Fax to Doctor Send a fax to a doctor through the Rx System.</td>
</tr>
<tr>
<td>L</td>
<td>Print Label If there is a units owed problem, this command prints an Rx label. Otherwise, it prints a page label.</td>
</tr>
<tr>
<td>M</td>
<td>Doctor Inquiry Retrieve the doctor for this Rx in the DOCTOR INQUIRY screen.</td>
</tr>
<tr>
<td>N</td>
<td>Fill New Rx Open the NEW RX screen to create a new Rx for the same drug.</td>
</tr>
<tr>
<td>O</td>
<td>Output Problem After fixing the claim, enter &lt;O&gt; to retransmit it. When prompted, supply your initials. The message Pending Rx Queued for Processing appears. Hit &lt;Enter&gt; to close the message box.</td>
</tr>
<tr>
<td>P</td>
<td>Patient Inquiry Transfer to the PATIENT INQUIRY screen.</td>
</tr>
<tr>
<td>WFI</td>
<td>Workflow Information Open the WORKFLOW INFORMATION screen.</td>
</tr>
<tr>
<td>RX</td>
<td>Rx Inquiry Transfer to the RX INQUIRY screen.</td>
</tr>
</tbody>
</table>

Working at the Quality Assurance (QA) Station

At the RX MENU, select (WF) Workflow. In the WORKFLOW menu, select (A) Quality Assurance Station.

Note: After transferring to PATIENT INQUIRY, DOCTOR INQUIRY, DRUG INQUIRY, or RX INQUIRY, hit <ESC> to return to VIEW PROBLEM ITEM DETAILS.

Note: Entering <O> is equivalent to entering <ECS> in the RX INQUIRY screen.
Depending on how the system is configured, you might be prompted to enter your Tech or RPh initials.

At the RPh Y/N prompt, enter <Y> if you are the pharmacist. Enter <N> if you are a technician.

You are now ready to process orders. The following instructions explain how to work in double-scan mode.

**To Work in Double-Scan Mode**

1. Open a numbered bin that has been passed to the QA Station. Remove the printed label and the original handwritten Rx, look at them both carefully, and make certain that there are no discrepancies in the drug and dosage information. If everything is OK, retrieve the medicine from inventory.

The following prompt appears on the QA Station screen: **Scan Rx Label Bar Code**.
Using the bar code scanning device, scan the **Rx#** bar code that is on the printed label.

**Note:** If the scanner is unable to read the bar code, you can manually type in the 11-digit numeric sequence at this prompt. This number usually appears directly above or below the bar code itself.

If you cannot clearly read (or locate) this number, you can easily calculate it. Each bar code number contains the following three segments:

- **Store#** (2 digits) + **Rx#** (seven digits, with leading zeros) + **Fill Number** (2 digits, beginning with <00> for the first fill)

Always enter this number as a single continuous string (with no spaces or dashes).

2. The patient, drug, and doctor details for this Rx appear near the top-left corner of the screen. The following prompt also appears: **Scan Drug Label Bar Code.**

![Quality Assurance](https://via.placeholder.com/150)

3. Using the bar code scanning device, scan the **UPC#** (Universal Product Code) bar code that is on the medicine bottle.

**Note:** If the scanner is unable to read the bar code, you can manually type in the 11-digit numeric sequence at this prompt. The number usually appears directly below the bar code itself. Always enter this number as a single continuous string (with no spaces or dashes).

4. The system responds in one of the following ways:

   a. The scan fails because either (a)the **UPC#** and **Rx#** don’t point to the same drug or (b) there was only a GPI match and the system is configured to reject such results (see page 4-43 of Section J, “Store File Maintenance”). You will see the message **QA Scan Failed** in the top-right section of the screen.
Enter one of these commands:

- **R** Repeat the **UPC#** scan. The Scan Drug Label Bar Code prompt reappears. Scan the **UPC#** bar code again.
- **O** Override the **Scan Failed** alert. Give the order an **Override** status.
- **E** Exit to a failed state. Give the order a **Failed** status. This command option can be enabled or disabled. (See page 4-43 of Section J.)

**Note:** If you gave the order an **Override** or **Failed** status, you can still attempt another scan by entering **<S>** at the screen’s command line.

You can optionally continue, leaving the order in the **Override** or **Failed** state. To do this, proceed to **Step 5**.

**Note:** This feature requires that the system be configured to accept **GPI** code matches. (See Section J, page 4-43.)

**b.** If the scan doesn’t find an exact brand or generic match, but it does find a **GPI** code match, the system retrieves the drug, doctor, patient, and workflow bin information. The message **GPI Match Only** appears on the screen, however.
The **Workflow Information** message box in the bottom-right section of the screen shows the message **QA Scan: GPI Scan Match**. To continue processing this order, proceed to **Step 5**.

c. If the scan operation results in an exact drug match, the system retrieves the drug, doctor, patient, and workflow bin information. The message **QA Scan: UPC Scan Match** appears in the **Workflow Information** message box.

If your system and your terminal supports pill imaging, a picture of the medicine appears in the upper-right corner. Otherwise, a description of how the drug looks appears in that spot.

5. Count the medicine, put it into a dispensing container, and fix the printed label onto the container. Put the medicine and all other materials into the numbered bin.

6. Table 17-5 lists the various command options available in the **QA Station** screen. Note that `<WFI>` opens the **Workflow Information** screen (see pages 17-11 and 17-28).

**Table 17-5: QA and RPh Checking Screen Commands**

<table>
<thead>
<tr>
<th>Command</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALG</td>
<td>Allergies</td>
</tr>
</tbody>
</table>
### Table 17-5: QA and RPh CHECKING Screen Commands (Continued)

<table>
<thead>
<tr>
<th>Command</th>
<th>Description</th>
</tr>
</thead>
</table>
| CPYC    | Copy Scanned Insurance Card | Use this command when the patient shares the insurance card (or cards) of another family member and the cards have already been scanned. If there is a single, shared ID card, and it was just scanned in the previous Rx, simply hit the `<Enter>` key to retrieve it. Otherwise, complete these fields:  
  - **Enter From Patient #.** Enter the family member’s system-assigned patient number.  
  - **Enter From Page #.** If there is only one shared card, simply hit `<Enter>`. Otherwise, enter the number of the card to be retrieved. You must copy each card separately. |
| CPYR    | Copy Scanned Hard Copy | Use this command when multiple prescriptions are included on the same Rx hard copy page (or pages), and they have already been scanned. If there is a single shared hard copy page, and it was just scanned in the previous Rx, simply hit the `<Enter>` key to retrieve it. Otherwise, complete these fields:  
  - **Enter from Rx #.** The system-assigned number of another Rx on file that shares the same page(s).  
  - **Enter from Store #.** Hit `<Enter>` if this other Rx is on file in your store. Otherwise, enter a store number.  
  - **Enter from Page #.** Hit `<Enter>` if there is only one page. Otherwise, enter the page number to be retrieved. You must retrieve each page separately. |
| CRD     | Display Scanned Insurance Card | Display the scanned image of the patient’s insurance card. |
| D       | Drug Inquiry | View basic drug details for this Rx in a pop-up window. Hit `<Enter>` to close it. |
| D3      | Display Third Party | Open the **THIRD PARTY COVERAGE** window to view each of the patient’s insurance plan codes. |
| DOC     | Documentation | Open the **DOCUMENTATION** window to add notes about any patient-related issue. |
| H       | Display Rx History | Open the **MINI PROFILE** window of the **RX HISTORY** screen. Hit `<Enter>` to close the window. |
| INV     | Inventory | View the inventory level and other details for the currently selected drug in a pop-up window. Hit `<Enter>` to close the window. |
| L       | Print Label | Print an Rx label. |
| M       | Doctor Inquiry | View doctor information in a pop-up window. Hit `<Enter>` to close it. |
Table 17-5: QA and RPh Checking Screen Commands (Continued)

<table>
<thead>
<tr>
<th>Command</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>O</strong> Override</td>
<td>If the scan fails, and you chose (E) Exit to a Failed State, enter &lt;O&gt; to override the scan failure. The Rx will pass to the RPh Checking Station with an Override status.</td>
</tr>
<tr>
<td><strong>P</strong> View Problem Queue Items</td>
<td>View a list of items in the Problem Queue for the currently selected patient.</td>
</tr>
<tr>
<td><strong>PC</strong> Patient Comments</td>
<td>View, add, and edit comments about the patient.</td>
</tr>
<tr>
<td><strong>PE</strong> Patient Education</td>
<td>Print a PE leaflet.</td>
</tr>
<tr>
<td><strong>PQ</strong> Send to Problem Queue</td>
<td>Send the Rx to the Problem Queue. In a pop-up window, arrow down to a problem category such as Units Owed or Refills Too Soon.</td>
</tr>
<tr>
<td><strong>PQD</strong> Problem Queue Details</td>
<td>If there is a problem item in the Problem Queue for this Rx, enter &lt;PQD&gt; to examine the details.</td>
</tr>
<tr>
<td><strong>Q</strong> View Quality Assurance</td>
<td>View a list of all orders queued at the QA Station for the currently selected patient. If the list is more than one page long, hit &lt;Enter&gt; to scroll forward.</td>
</tr>
<tr>
<td><strong>R</strong> View RPh Check Items</td>
<td>View a list of all orders queued at the RPh Checking Station for the currently selected patient. If the list is more than one page long, hit &lt;Enter&gt; to scroll forward.</td>
</tr>
<tr>
<td><strong>Rx</strong> Display Rx Hard Copy</td>
<td>Display the scanned image of the original handwritten Rx for this order.</td>
</tr>
<tr>
<td><strong>S</strong> Scan Drug Label</td>
<td>Scan the medicine bottle from inventory. The results will replace those of any previous scan.</td>
</tr>
<tr>
<td><strong>SCRD</strong> (or F9) Scan in Insurance Card</td>
<td>After inserting an insurance ID card into the scanning device, execute this command to capture its information. If two or more cards are scanned for the same patient, each one is automatically given a card number such as 1, 2, or 3.</td>
</tr>
<tr>
<td><strong>SRX</strong> (or F6) Scan Rx Hard Copy</td>
<td>After placing a hard copy page on the scanner, execute this command to capture its image. If two or more pages are scanned for the same Rx, each one is automatically given a page number such as 1, 2, or 3.</td>
</tr>
<tr>
<td><strong>W</strong> View Will Call Items</td>
<td>View a list of orders queued at Will Call for the currently selected patient.</td>
</tr>
<tr>
<td><strong>WFI</strong> Workflow Information</td>
<td>Open the WORKFLOW INFORMATION screen.</td>
</tr>
</tbody>
</table>

**Note:** See Table 17-3 on page 17-12 for a description of each command option in WORKFLOW INFORMATION.
7. When you are ready to send the order to the RPh Checking Station, hit <Enter> at the command line. The screen will clear, enabling you to scan another Rx. Forward the physical bin to the RPh Checking Station.

8. To process another order, return to Step 1. To return to the WORKFLOW MENU, hit <ESC>.

Working at the RPh Checking Station

At the RX MENU, select (WF) Workflow. In the WORKFLOW menu, select (B) RPh Checking Station.

Depending on how the system is configured, you might be prompted to enter your Tech or RPh initials.

If the Double Scan Y/N prompt appears (this prompt is also configuration dependent), enter <Y> to perform double scans or <N> to perform single scans. You are now ready to process orders.

The following instructions show how to fill a new Rx at the RPh Checking Station in both single-scan and double-scan mode. In either mode, the scanning procedure is similar to the one followed at the QA Station. The pharmacist doesn’t merely duplicate the work of the QA Station operator, however. The pharmacist must also review and approve everything that was done to the order since it entered the Input Station.
Working in Single-Scan Mode

In single-scan mode, the pharmacist scans only the Rx# bar code on the dispensing label. As a precaution, he or she must be able to verify that the QA Station operator performed a complete and successful scan. In this mode, therefore, special on-screen warnings can be made to warn the pharmacist that there was a failed scan, no scan, a GPI match only, or an override at the QA Station.

1. Open a numbered bin that has been passed to the RPh Checking Station. Remove the labeled dispensing container, the medicine bottle, and the original handwritten Rx.

2. The following prompt appears on the screen: **Scan Rx Label Bar Code.**

![Scan Rx Label Bar Code](image)

Using the bar code scanning device, scan the Rx# bar code that is on the printed label.

**Note:** If the scanner is unable to read the bar code, you can manually type in the 11-digit numeric sequence at this prompt. This number usually appears directly above or below the bar code itself.

If you cannot clearly read (or locate) this number, you can easily calculate it. Each bar code number contains the following three segments:

- **Store#** (2 digits) + **Rx#** (seven digits, with leading zeros) + **Fill Number** (2 digits, beginning with <00> for the first fill)

Always enter this number as a single continuous string (with no spaces or dashes).

3. The system retrieves the drug, doctor, patient, and workflow bin information that is on file. If the order wasn’t scanned successfully at the QA Station, however, one of these alerts might appear on the screen:

- **No QAS Scan**
  The electronic order was never scanned at the QA Station, even though the physical bin was passed to the RPh Checking Station.

- **Bad QAS Scan**
  This Rx has a Failed status. This means that the QA Station scan failed, and the operator chose the Exit to a Failed State option.

- **Override QAS Scan**
  This Rx has an Override status. This means that the QA Station scan failed, and the operator chose the Override option.

- **Single QAS Scan**
  The QA Station operator was working in single-scan mode when he or she scanned the Rx.
You can continue to process the order. To do this, hit <Enter> at the command line of the alert message box, and then proceed to Step 4.

The safest course of action, however, is to notify the QA Station operator of the problem and wait for him or her to do a complete scan. To clear this screen and work on another order, hit <ESC> and return to Step 1.

4. If your system supports pill imaging, a picture of the medicine appears in the upper-right corner. Otherwise, a description of how the drug looks appears in that spot.

Note: If no one scanned the original handwritten prescription, the alert message No Rx Hard Copy appears.

For refills, this scanned image can be made to automatically appear on the screen. By entering <RX>, one can view the image in a new or refill Rx.

5. Make sure that the Rx label information agrees with the Rx hard copy and the medicine bottle information. Also check the Rx label against what appears on the screen.

6. Examine the workflow history of this order, which appears in the Workflow Information message box in the lower right-hand corner of the screen. Make certain that the physical bin number matches the Bin# listed in this window. Verify that the Input and QA Stations processed the order successfully.

Look for any alert message appearing in the Workflow Information message box such as Drug Interaction Alert. Such a message indicates that there is documentation on file. To read it, enter the <DOC> command.

7. Remove the pills from the dispensing container, check their appearance against the image (or descriptive text) on the screen, count them, and then return them to the dispensing container.

Table 17-5 on page 17-18 lists the various command options available in the RPh Checking screen. Note that entering <WFI> opens the Workflow Information screen (see pages 17-11 and 17-28).

8. When ready, hit <Enter> at the command line to send this order to Will Call.
Working in Double-Scan Mode

The double-scan procedure at the RPh Checking Station is similar to the double-scan procedure for the QA Station.

1. Open a numbered bin that has been passed to the RPh Checking Station. Remove the labeled dispensing container, the medicine bottle, and the original handwritten Rx.

2. The following prompt appears on the screen: **Scan Rx Label Bar Code**.

   ![](image)

   Using the bar code scanning device, scan the *Rx#* bar code that is on the printed label. See the note on page 17-16 about scanning this bar code.

3. The patient, drug, and doctor details for this Rx appear near the top-left corner of the screen. The **Scan Drug Label Bar Code** prompt also appears near the bottom.

   ![](image)

4. Using the bar code scanning device, scan the bar code for the *UPC#* (Universal Product Code) that is on the medicine bottle. (See the note on page 17-16 about scanning this bar code.)

5. The system responds in one of the following ways:
   
   a. The scan fails because either *(a)* the *UPC#* and *Rx#* don’t point to the exact same drug or *(b)* there was only a GPI match, and the system is configured to reject such results (see Section J, page 4-46). You will see the message **RPh Check Scan Failed** in the top-right section of the screen.
Enter one of these commands:

- **R** Repeat the *UPC#* scan. The *Scan Drug Label Bar Code* prompt reappears. Scan the *UPC#* bar code again.

- **O** Override the *Scan Failed* alert. Give the order an *Override* status.

- **E** Exit to a failed state. Give the order a *Failed* status. (This command option can be enabled or disabled. See Section J, page 4-46.)

**Note:** If you gave the order an *Override* or *Failed* status, you can still attempt another scan by entering <S> at the command line of the screen.

You can optionally continue, leaving the order in the *Failed* or *Override* state. To do this, proceed to **Step 6**.

**b.** This type of response can occur only if the system is configured to accept GPI code matches (see Section J, page 4-46). If the scan doesn’t find an exact brand or generic match, but it does find a GPI code match, it retrieves the drug, doctor, patient, and workflow bin information. The message *GPI Match Only* appears on the screen, however.
The **Workflow Information** message box in the bottom-right section of the screen shows that the Rx has been given a **GPI Scan Match** status at this station. It also shows the workflow status given to the order at the Input and QA Stations. To continue filling the order, proceed to **Step 6**.

c. If the scan operation results in an exact drug match, the system retrieves the drug, doctor, patient, and workflow bin information that is on file. The message **QA Scan: UPC Scan Match** appears in the message box.

If your system and your terminal supports pill imaging, a picture of the medicine appears in the upper-right corner. Otherwise, a description of how the drug looks appears in that spot.

6. Examine the workflow history of this order, which appears in the **Workflow Information** message box in the lower right-hand corner of the screen. Verify that the Input and QA Stations processed the order successfully. If the **QA Scan History** line is blank, it means that the order was never scanned at the QA Station. Also, make certain that the number on the physical bin matches the **Bin#** listed in this window.

Look for any alert message appearing in the **Workflow Information** message box such as **Drug Interaction Alert**. Such a message indicates that there is documentation on file. To read it, enter **<DOC>**.

7. Make sure that the Rx label information agrees with the Rx hard copy and the medicine bottle information. Also check the Rx label against what appears on the screen.

8. Remove the pills from the dispensing container, check their appearance against the image (or descriptive text) on the screen, count them, and then return them to the dispensing container.
9. Table 17-5 on page 17-18 lists the various command options available in the RPh Checking screen. Note that entering `<WF>` opens the WORKFLOW INFORMATION screen (see pages 17-11 and 17-28).

10. When ready, hit `<Enter>` at the command line to send this order to Will Call.

Managing Orders

Select (C) Workflow Options from the WORKFLOW menu to open the WORKFLOW OPTIONS menu.

Use this menu to quickly retrieve any workflow order by its Rx#, manually delete a workflow scan, or perform any of the other functions described in Table 17-6.
## Retrieving Rx Workflow Information

Select **(A) Rx Workflow Information** from the **Workflow Options** menu. When prompted, enter an **Rx #**.

### Table 17-6: The **Workflow Options** Menu

<table>
<thead>
<tr>
<th>Menu Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A</strong> Rx Workflow Information</td>
<td>Retrieve the Rx workflow details of any order. You must enter the <em>Rx #</em>.</td>
</tr>
<tr>
<td><strong>B</strong> Patient Workflow Count</td>
<td>Open a screen that shows how many Rx's for a specific patient are queued at each Workflow station. To view more details about the queued items, enter one of these commands:</td>
</tr>
<tr>
<td>Q</td>
<td>List items that are queued at the QA Station.</td>
</tr>
<tr>
<td>R</td>
<td>List items that are queued at the RPh Checking Station.</td>
</tr>
<tr>
<td>W</td>
<td>List items that are in Will Call.</td>
</tr>
<tr>
<td>P</td>
<td>List items that are in the Problem Queue.</td>
</tr>
<tr>
<td><strong>C</strong> Store Workflow Count</td>
<td>Similar to <strong>(B) Patient Workflow Count</strong>, but this option shows totals for the entire store.</td>
</tr>
<tr>
<td><strong>D</strong> Manually Delete Workflow Scan</td>
<td>Retrieve a specific workflow order by its <em>Rx #</em>, and then delete its QA and/or RPh scan history.</td>
</tr>
<tr>
<td><strong>E</strong> Manually Bypass RPh Check</td>
<td>In a submenu that appears, choose either of these options:</td>
</tr>
<tr>
<td><em>Bypass Single Rx.</em></td>
<td>Retrieve an Rx in the <strong>Workflow Information</strong> screen. Enter the <code>&lt;MB&gt;</code> command to mark the order for <strong>Scan Bypass</strong>.</td>
</tr>
<tr>
<td><em>Bypass by Rx Date Span.</em></td>
<td>When prompted, enter a date range. All orders that reach the RPh Checking Station within that period are automatically forwarded to Will Call.</td>
</tr>
<tr>
<td><strong>F</strong> Display Rx Hardcopy Image</td>
<td>Retrieve the scanned image of the handwritten Rx for a specific order.</td>
</tr>
<tr>
<td><strong>G</strong> Display Insurance Card</td>
<td>Retrieve the scanned image of a specific patient’s insurance card.</td>
</tr>
</tbody>
</table>

### Note: This function won’t delete the Rx, nor will it delete any item in the Problem Queue.
The **WORKFLOW INFORMATION** screen shows the order’s activity history. Use this information to determine exactly where the order currently is in the workflow system and what problems, if any, have occurred. To view additional details, enter any of these commands:

- **D3** Display Third Party  
  View a list of the patient’s third parties in a pop-up window.

- **PD** Display ECS Paid Status  
  View the acceptance/rejection message from the third party for the currently selected Rx.

- **Rx** Display Rx Image  
  View an image of the original handwritten Rx.

To make changes to the assigned bin number, enter any of these commands:

- **AB** Add to Bin  
  If no bin number is assigned to the order, assign one with this command.

- **CB** Change Bin  
  Assign a different bin number to the order. If that bin is already assigned to another order, an alert message informs you of this. You can then choose one of these options:
  - Choose a different bin number.
  - Let both orders share the same bin.
  - Remove the original order from the bin.

- **DB** Delete from Bin  
  Delete the current bin number assignment.

To clear the screen and retrieve another Rx, hit `<Enter>` at the command line. To exit the screen, hit `<ESC>`. 
Viewing Patient Workflow Counts

To see how many Rx’s for a specific patient are queued at each part of the workflow system, select (B) Patient Workflow Count from the WORKFLOW OPTIONS menu.

When prompted, enter a patient name. Then make a selection in the PATIENT SEARCH dialog box.

The PATIENT WORKFLOW COUNTS screen opens. The upper section of the screen shows patient-related details. The lower section shows the number of Rx’s queued at the QA Station, the RPh Checking Station, Will Call, and the Problem Queue.
Enter any of these commands:

**Q**  View a detailed list of items that are queued at the QA Station.

**R**  Look at the Rx’s that are queued at the RPh Checking Station.

**W**  List the orders that are queued at Will Call.

**P**  See the items that are in the Problem Queue.

**CRD**  View the scanned image of the patient’s insurance card (if there is an image on file).

**SCRD**  Scan the patient’s insurance card.

**CPYC**  Retrieve an insurance card that is already on file. Use this command when the patient shares the insurance card (or cards) of another family member, and the cards have already been scanned.

If there is a single shared ID card, and it was just scanned in the previous scanning operation, just hit the `<Enter>` key to retrieve it. Otherwise, complete these fields:

- **Enter From Patient #.** Enter the family member’s system-assigned patient number.
- **Enter From Page #.** If there is only one shared card, just hit `<Enter>`. Otherwise, enter the number of the card to be retrieved. You must copy each card separately.

When finished, hit `<Enter>` at the screen’s command line to close the **PATIENT WORKFLOW COUNTS** screen.

**Viewing Store Workflow Counts**

To see how many Rx’s for all patients are queued at each part of the workflow system, select **(C) Store Workflow Count** from the **WORKFLOW OPTIONS** menu.
The **STORE WORKFLOW COUNTS** screen opens. It shows the number of Rx’s queued at the QA Station, the RPh Checking Station, Will Call, and the Problem Queue.

Enter any of these commands:

- **Q** View the Rx’s that are queued at the QA Station.
- **R** List the orders that are queued at the RPh Checking Station.
- **W** See the Rx’s in Will Call.
- **P** List the items that are in the Problem Queue.

When finished, hit `<Enter>` at the screen’s command line to close the **STORE WORKFLOW COUNTS** screen.

**Deleting Workflow Scans**

To delete a QA or RPh scan, select **(D)Manually Delete Workflow Scan** from the **WORKFLOW OPTIONS** menu.
When prompted, enter an Rx#. The **WORKFLOW INFORMATION** screen opens, showing the Rx activity history.

Enter either <DQ> or <DR> to delete the QA or RPh scan, respectively. Then respond <Y> to the **Are You Sure?** confirmation prompt.

To clear the screen and retrieve another workflow record, hit <Enter> at the screen’s command line. To exit the screen, hit <ESC>.
Bypassing the RPh Checking Station

Select (E)Manually Bypass RPh Check from the WORKFLOW OPTIONS menu to cause a single Rx or a group of Rx’s to bypass the RPh Checking Station, moving from the QA Station directly to Will Call.

A submenu appears, offering two bypass options. Select either one.

**To Select a Single Rx**

1. Select (A)Bypass Single Rx from the MANUAL BYPASS OPTIONS menu.
2. The WORKFLOW INFORMATION screen opens, showing the workflow history of the selected Rx.
3. Enter the <MB> (Manual Bypass) command.
4. Respond <Y> to the Are You Sure? confirmation prompt.
5. To clear the screen and select another Rx, hit <Enter>. Return to Step 2.
6. To exit the screen, hit <ESC>.
To Select a Group of Rx’s

1. Select (B) Bypass By Rx Date Span from the MANUAL BYPASS OPTIONS menu.

2. When prompted, enter any two dates in the format <MMDDYY>. All orders queued at the Input Station between those two dates will be included in the bypass operation. Respond <Y> to the Are You Sure? confirmation prompt.

3. An on-screen message shows how many records were affected.

4. Hit <Enter> to close the message window and exit the screen.
Displaying Scanned Rx Hard Copies
Select *(F)* Display Rx Hard Copy Image from the WORKFLOW OPTIONS menu to view the scanned image of an original handwritten Rx. When prompted, enter an Rx#. If there is an image on file, it will be retrieved.

Displaying Scanned Insurance Cards
Select *(G)* Display Insurance Card from the WORKFLOW OPTIONS menu to view the scanned image of an original handwritten Rx. When prompted, enter a patient’s name. Then make a selection in the PATIENT SEARCH dialog box. If there is an image on file, it will be retrieved.

Managing Bins
Select *(H)* Bin Maintenance from the WORKFLOW MENU to do any of the following tasks:
- Find out which bin is being used for a specific Rx# or patient.
- View a list of all orders that are queued to a specific bin.
- Assign a different bin number to any order.
- Add Rx’s to a bin or remove Rx’s from a bin.
- Completely clear a bin.

A submenu opens, showing the options described in Table 17-7.
### Table 17-7: BIN LOOKUP MENU Options

<table>
<thead>
<tr>
<th>Menu Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Search by Patient</td>
<td>Use this option to view either a list of queued orders for a single patient or a complete list of all orders sorted by patient name. Each line item shows the Bin#, Drug Name, QtyD, Patient Name, Rx Date, Rx#, and Problem Queue# of an order.</td>
</tr>
<tr>
<td>2. Search by Rx#</td>
<td>View either the details of a single Rx# or a complete list of all orders sorted by Rx#. Each line item shows the Bin#, Drug Name, QtyD, Patient Name, Rx Date, and Rx# of an order.</td>
</tr>
<tr>
<td>3. Search by Bin#</td>
<td>View either a list of Rx’s queued to a specific Bin# or a complete list of all orders sorted by Bin#. Each line item shows the Bin#, Drug Name, QtyD, Patient Name, Rx Date, Rx#, and Problem Queue# of an order.</td>
</tr>
<tr>
<td>4. Delete Options</td>
<td>Choose one of these maintenance functions:</td>
</tr>
<tr>
<td></td>
<td>1. <strong>Delete Rx from Bin.</strong> Retrieve a single order by its Rx# or retrieve all orders sorted by their Rx#. The system shows the Bin#, Drug Name, QtyD, Patient Name, and Rx Date for each one. Use the &lt;D#&gt; command to remove a specific Rx from its currently assigned bin.</td>
</tr>
<tr>
<td></td>
<td>2. <strong>Delete Selected Bins.</strong> Remove all Rx’s currently assigned to a specific Bin#.</td>
</tr>
<tr>
<td></td>
<td>3. <strong>Delete All Bins.</strong> Remove all Rx’s from all bins.</td>
</tr>
<tr>
<td></td>
<td>4. <strong>Delete from Bin by Rx Fill Date.</strong> Select all Rx’s that were queued between two specific dates, and remove them from their currently assigned bins.</td>
</tr>
</tbody>
</table>
Running Reports

Run reports to monitor the productivity of each worker; examine minimum, maximum, and average order-filling rates over any time period; and list problem events such as non-matching scans and manual scan overrides.

In the **Workflow Reports** menu, choose any of the report options described in Table 17-8.
### Table 17-8: WORKFLOW REPORTS Menu Options

<table>
<thead>
<tr>
<th>Report</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td><strong>Workflow Productivity Report</strong>&lt;br&gt;Examine the number of Rx’s that were queued by each pharmacist or technician at each workflow station over one-hour increments between any two dates. Include or exclude profiled Rx’s. The report also calculates the totals for each worker and for the entire store.</td>
</tr>
<tr>
<td>B</td>
<td><strong>Non-Match Workflow Scan Report</strong>&lt;br&gt;View a list of Rx’s that were queued between two dates but never got a <em>Scan Match</em> status at either the QA Station or the RPh Checking Station. Optionally include Rx’s that were never scanned at all.  &lt;br&gt;You can make the queueing date (a) the date on which orders were entered at the Input Station or (b) the date on which orders reached the RPh Checking Station.</td>
</tr>
<tr>
<td>C</td>
<td><strong>GPI Match Workflow Scan Report</strong>&lt;br&gt;Generate a list of all scanned orders that got a <em>GPI Scan Match</em> status at either the QA or RPh Checking Station between any two dates.  &lt;br&gt;Note: If the <em>Allow GPI Match</em> parameters are set to <em>&lt;No&gt;</em> (see Section J, page 4-43 and page 4-46), the system won’t search for GPI matches. This report will be empty. All would-be GPI matches, however, will appear in the NON-MATCH WORKFLOW SCAN report.</td>
</tr>
<tr>
<td>D</td>
<td><strong>Rx With No Hardcopy Image Report</strong>&lt;br&gt;Identify all workflow orders entered between two specific dates that have no Rx hardcopy image.</td>
</tr>
</tbody>
</table>

**Note:** Each report allows you to include any combination of stores.
<table>
<thead>
<tr>
<th>Report</th>
<th>Description</th>
</tr>
</thead>
</table>
| E      | Workflow Fill Time Report  
  Calculate the average fill time for all Rx’s processed between two dates. Also see how many Rx’s took 1-10 minutes to fill, 11-20 minutes, 21-30 minutes, 31-40 minutes, etc.  
  You can make the average time calculation exclude the fastest n% and the slowest n% of all fill times that were recorded. Enter the number n as a configuration setting, as explained on page 4-39 of Section J. |
| F      | No RPh Check Workflow Scan Report  
  View a list of all Rx’s that entered the workflow system between two specific dates but were never scanned at the RPh Checking Station. Optionally include profiled prescriptions. |