



254 Broad Street SW • Cleveland, TN 37311 • 423-479-6729

MedServices

Patient Assistance Program

User Manual

Version 5

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User's Guide

All of the software features, steps, and system values are include in this manual, but may not be available to every user. The following Icons will be used throughout this and other MedServices manuals.



UNIVERSAL COMMAND: A command that will work in all modules or is a common operation in all modules.



SHORT CUT: This is a time saving tip or another way to do the same task.



IMPORTANT: Pay close attention to these directions.



DATABASE: Information about the information stored in MedServices.

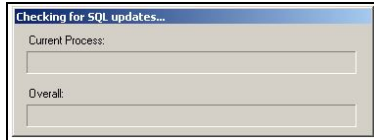
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Before you can login to MedServices, you must have a User Name and Password. Only users with Administrative rights can set up new users and reset passwords.

Logging In

Updates: MedServices automatically checks for updates each time the software is opened.



Logging into MedServices:

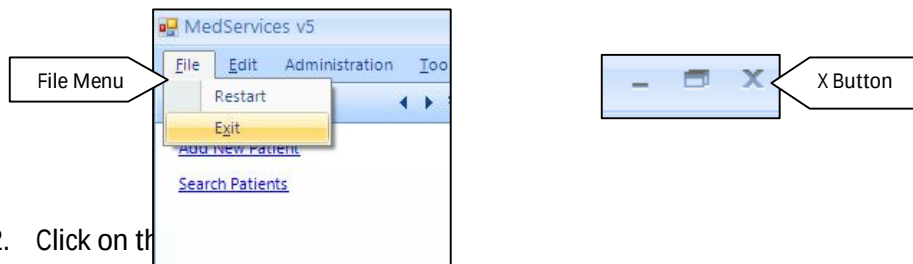
1. Click on the drop down arrow to display a list of clinic names.
2. Click on the desired clinic name to enter the clinic name into the Clinic text box.
3. Hit the TAB key on the keyboard to move the cursor to the User Name Field
4. Type in a User Name
5. Hit the TAB key on the keyboard to move the cursor to the Password Field
6. Click on the Log In button



User Names and Passwords are case sensitive. Each user is assigned permission to Add, View, Edit, or Delete data in each module. Only users with Administrative rights can change these permissions.

Logging out of MedServices:

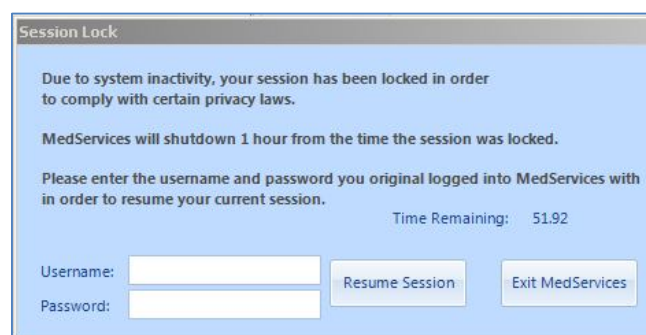
1. From the File menu select the Exit command or click on the X button in the top right corner of the MedServices V5 Window.



2. Click on the



MedServices will automatically lock the screen and require the user to log back in after 10 minutes of inactivity. This is a system setting dictated by HIPAA requirements and cannot be changed by an Administrator.



Facility Home Page

MedServices opens with the MedServices Today page displayed on the Facility Home Page Tab. Statistics from the current days activities are tracked on the MedServices Today page. The Patient Module is the default Active Module.

The screenshot shows the MedServices Facility Home Page. The interface includes a top menu bar with options like File, Edit, Navigation, Tools, Reporting, and Help. Below the menu bar is a navigation bar with tabs for Patients, Facility Home Page, and MedServices Today. The Patients tab is active, showing links for Add New Patient and Search Patients. The Facility Home Page tab is also visible, showing a summary of daily clinical activity. The MedServices Today page displays various statistics, including Appointments, Recertifications, Visit Activity, and Scripts Written. A sidebar on the left lists open instances of the active module and available modules. A bottom right button labeled Refresh is used to manually refresh the database.

Callouts and their descriptions:

- Show/Hide Module Navigation Bar Button
- Active Module Window
- Links to open an Instance of the Active Module
- MODULE NAVIGATION BAR
- Available Module Navigation Buttons
- Menu Bar
- Open Instance Navigation Buttons
- List of Open Instances of the Active Module
- List of Available Modules
- Active Module
- Manually Refresh Database

The Clinic's Database automatically refreshes every 3-5 minutes. When making a change to the system like entering a new patient or scheduling an appointment, other users will be able to see the update within 3-5 minutes. Users can manually refresh their system by using the Refresh Button.



MedServices Patient Assistance Program

The Patient Assistance Program (WinPAP or PAP) was created to streamline the application process for ordering free medication directly from participating pharmaceutical companies. Each pharmaceutical company sets their own enrollment guidelines. Some require complete financial information while others allow reorders to be called in by phone.

The PAP database is continually updated with the most current enrollment applications, program guidelines, and pharmaceutical company details. MedServices Users can process a PAP application with the click of a few buttons as long as the Patient Record and Prescription Record have been created and the User was able to record the necessary patient and drug information.

The PAP Module allows for eligibility confirmation, batch printing, batch reordering, status tracking, patient charge tracking, the receipt, and dispensing of the medication when received from the Pharm Co. and much more. Each time a PAP application is added, MedServices creates a PAP Record with a unique ID number. This PAP Record is linked to the Patient Record. If a Patient is **flagged as ineligible for services**, MedServices will automatically prompt the user to discontinue any remaining prescription refills and current PAP applications.

Required values display in **Yellow**. Users will be prompted to complete these fields before moving to the next step. Unavailable values display in **Gray**. Using the Tab key on the keyboard will skip these fields.

If the **Patient section of the record** is **Red**, the patient has been flagged by the clinic as "Ineligible for Services." Service eligibility is set on the Profile tab of the patient's record.



An internet connection is required.
Patient Assistance Program applications are updated daily.
Each time an application is created or printed, MedServices retrieves the most up-to-date information available.

The drug database is automatically updated monthly.

MedService Patient Assistance Program Screen Diagram

PAP Info Tab (1 of 2)

MedServices Patient Assistance Program (PAP)

Patient Information

ID: First: Last: Recert Date:
 Chart #: DOB: SSN: Status:

PAP Information

Rx #: Order Date: Due Date: Add Date: 09/15/2009
 Sent to Patient: Rcvd From Patient: Reorder Date:
 Drug 1: NexIUM Qty Req: # Refills: Qty Rcvd:
 SIG: Supply Days: Strength: 20
 NDC: 00186402001 Each Awp: 6.45 Total Awp: \$80.53 Each WAC: 5.16 Total WAC: 464.43

Status

Application Status: Diagnosis: VIRAL PNEUMONIA - 480 ☒ Print Later

Prescriber Information

ID: First Name: Last Name:
 DEA #: License: NPI:

Pharmaceutical Company Information

Pharmaceutical Company: Astrazeneca - AZMe Prescription Savings Program w/o Insurance
 Program Status: AVAILABLE Until: E C Re-order Days: 90

Notes

Other

PAP ID: 1 Patient Charge: Payment
 Reorder ID: 0 ☐ Discontinued Discontinued Date:

PAP Info Search Results Search Reorder Batch Reorder Batch Print Delete Add Save

Open Instances

Pap ID: 1 (Doe John)

Open Module Instances

Bill Tracker
 Donors & Donations
 Drug Inventory
MedServices WinPAP
 Patients
 MedServices Schedule
 MedServices Rx
 Visits
 Volunteers & Time
 Patient Assistance Program

MedService Patient Assistance Program Screen Diagram

PAP Info Tab (2 of 2)

The screenshot displays the MedServices Patient Assistance Program (PAP) interface. The top menu bar includes File, Edit, Administration, Tools, Reporting, and Help. The main window is titled "MedServices Patient Assistance Program (PAP)".

Callouts and Field Details:

- Open Instance of PAP Module:** Points to the "Pap ID: 1 (Doe John)" button at the top.
- Patient Information pulled from Patient Record:** Points to the Patient Information section, which includes fields for ID, First, Last, Recert Date, Chart #, DOB, SSN, and Status.
- PAP Application and Prescription Drug Details:** Points to the PAP Information section, which includes fields for Rx #, Order Date, Due Date, Add Date, Sent to Patient, Rcvd From Patient, Reorder Date, Drug 1 (NexIUM), Qty Req, # Refills, Qty Rcvd, SIG, Supply Days, Strength, NDC, Each Awp, Total Awp, Each WAC, and Total WAC.
- Status of Application:** Points to the Status section, which includes Application Status and Diagnosis (VIRAL PNEUMONIA - 480).
- Prescriber Information pulled from Prescriber's Volunteer Record:** Points to the Prescriber Information section, which includes fields for ID, First Name, Last Name, DEA #, License, and NPI.
- Pharm Co details E=Eligibility C=Comments:** Points to the Pharmaceutical Company Information section, which includes Pharmaceutical Company (Astrazeneca - AZMe Prescription Savings Program w/o Insurance), Program Status (AVAILABLE), Until, E, C, and Re-order Days (90).
- Notes including Re-Order Date and Time:** Points to the Notes section.
- PAP Record ID# PAP ReOrder Record ID#:** Points to the Other section, which includes PAP ID, Patient Charge, Reorder ID, Discontinued, and Discontinued Date.
- Discontinued Application Details:** Points to the Discontinued button in the Other section.
- Patient Charge and Payment Button:** Points to the Payment button in the Other section.

Left Sidebar:

- MedServices...
- Add New PAP
- Search PAPs
- Open Instances
 - Pap ID: 1 (Doe John)
- Open Module Instances
- Bill Tracker
- Donors & Donations
- Drug Inventory
- MedServices WinPAP
- Patients
- MedServices Schedule
- MedServices Rx
- Visits
- Volunteers & Time
- Patient Assistance Program

Bottom Bar:

- PAP Info
- Search Results
- Search
- Order
- Batch Reorder
- Batch Print
- Delete
- Add

Creating a PAP Application

The PAP Application is similar to a prescription with refills. Creating the initial application sets up an “account” with the pharmaceutical company. A supply of drugs can be sent to the doctor’s office or clinic and can be “re-ordered” based on the pharmaceutical company’s guidelines. The Physician’s Record Database contributes the information necessary complete the Physician’s portion of the application.

Some pharmaceutical companies require a different application form for reorders while others allow the reorder to be faxed or called in by the clinic. A spreadsheet showing applications that can be called in with all the necessary details can be created during the batch reorder process.

Accurately tracking the Application status will help the clinic keep on top of the reorder process and insure there is not a shortage of medication for the patient. Batch reordering allows the clinic to reorder applications within an eligibility window for the entire clinic without processing each patient individually.

An internet connection is required.

Patient Assistance Program details are updated daily. Each time an application is created or printed, MedServices retrieves the most up-to-date enrollment applications, program guidelines, and pharmaceutical company details from the PAP Application Database. The Master Drug Database is automatically updated on a monthly basis and contributes the NDIC number, Drug Pricing, Duplicate Therapy, Interaction, Dosage, and Patient Education details.

Creating a PAP Application

From the Patient Record in the Patients Module

When users create a PAP Application from the Patient's record, the Patient's demographic information is transferred to the application.

The screenshot displays the MedServices WinPAP software interface. On the left is a sidebar menu with options like 'Add New Patient', 'Search Patients', and 'Open Instances'. The 'Patients' module is selected, indicated by a circled '1'. The main area shows the 'Patient Profile I for William Timer' with fields for Patient ID (27), Chart #, Sec ID, Prefix, First Name (William), Middle, Last Name (Timer), Suffix, DOB (5/21/1971), SSN (123-45-6788), Street 1 (919 Clock Street), Street 2 (Apt. 8), City (Cleveland), State (Tennessee), Zip Code (37311), Home Phone, Work Phone, Ext., Sex (Male), Race, Ethnicity, Marital Status (S), Number of Children (0), Number in Family (0), Clinic Location, Patient Type (Active), Patient Status (Recurring), Employment (Un-employed), Insurance, Registration Date (9/24/2009), Last Recert Date, Next Recert Date (4/12/2010), and checkboxes for Veteran, US Citizen, US Resident, Head of Household, and Ineligible for Services. Below these fields are tabs for 'Search', 'Summary', 'Profile', 'Allergies', 'Appointments', 'Charge', 'Exp', 'PAP', 'Visits', 'Delete', 'Add', and 'Save'. The 'PAP' tab is highlighted with a circled '2'.

1. Open the Patient's Record in the Patient's Module (See Patient Records Manual)
2. Click on the **PAP** button

3. MedServices will launch the WinPAP Module in a New Tab
4. Click on the **Add** button

The screenshot shows the MedServices Patient Assistance Program (PAP) form. At the top, there are tabs for 'Facility Home Page', 'Patients - ID#: 27 (William Ti...', and 'WinPAP Module'. A yellow box with the number '3' points to the 'WinPAP Module' tab. Below the tabs, the form is titled 'MedServices Patient Assistance Program (PAP)'. The form is divided into several sections: 'Patient Information' (ID: 27, First: William, Last: Timer, Recert Date: 4/12/20, [0]), 'PAP Information' (Rx #, Order Date, Due Date, Add Date, Sent to Patient, Rcvd From Patient, Reorder Date, Drug 1, SIG, NDC, Each Awp, Total Awp, Each WAC, Total WAC), 'Status' (Application Status, Diagnosis), 'Prescriber Information' (ID, First Name, Last Name, DEA #, License, NPI), 'Pharmaceutical Company Information' (Pharmaceutical Company, Program Status, Until, Re-order Days), 'Notes', and 'Other' (PAP ID, Patient Charge, Reorder ID, Discontinued, Discontinued Date). A yellow box with the number '4' points to the 'Add' button at the bottom right.

Required values display in **Yellow**. Users will be prompted to complete these fields before moving to the next step. Unavailable values display in **Gray**. Using the Tab key on the keyboard will skip these fields.

If the **Patient section of the record** is **Red**, the patient has been flagged by the clinic as "Ineligible for Services."

5. Enter an Order Date for the Application. If there is a delay in processing the application, this date can be changed to the actual date the application was processed and sent. **Do not leave the Order Date blank.** HINT: Press the letter “t” on the keyboard to enter today’s date in the Order Date field.

The screenshot shows the WinPAP Module interface. At the top, there are tabs for 'Facility Home Page', 'Patients - ID#: 27 (William Ti...', and 'WinPAP Module'. Below the tabs, there is a section for 'Order Date:' with a text input field. A callout box with the number '5' points to the input field. Below the 'Order Date' section, there is a section for 'Patient Information' with a blue header and a yellow icon.

Because the PAP application was launched from the Patient's Record, the Patient Information section will already be populated with the geographical data from the Patient's Record. The Patient's Recert Date, Status, and Alerts follow the Patient into other modules. Click on the **Alerts** button to review any patient alerts. A number will appear next to the button indicating the number of Alert Records that have been linked to the Patient Record.

The screenshot shows the WinPAP Module interface with several callouts. The 'Order Date:' field is at the top. Below it is the 'Patient Information' section with fields for ID (27), First (William), Last (Time), Recert Date (4/12/2010), Chart #, DOB (5/21/1971), SSN (123-), and Status (Recurring). A callout box labeled 'Recert Status' points to the Recert Date field. To the right of the Patient Information section is a callout box labeled 'Alerts Button' pointing to a button with a red icon and the number (0). Below the Patient Information section is the 'Prescriber Information' section with fields for ID, First Name, Last Name, DEA #, License, and NPI. A callout box labeled 'Search Button' points to a magnifying glass icon. Below the Prescriber Information section is a button labeled 'Add Another Drug'. At the bottom of the interface is a section for 'Add New Application' with a 'Cancel' button and a 'Save' button. A callout box labeled 'Save Button' points to the 'Save' button.

The image shows a 'Prescriber Information' form. It has a yellow background. At the top left is a small icon and the title 'Prescriber Information'. Below the title are several input fields: 'ID:', 'Name:', 'Last Name:', 'DEA #:', 'License:', and 'NPI:'. A green arrow labeled '6' points to the 'Name:' field. To the right of the fields are two buttons: 'Search Button' and 'Reset Button'. A green arrow labeled '6' also points to the 'Search Button'.

6. Enter all or part of one Prescriber Information Field's system value to search for the Prescriber
Example: Enter **ma** in the First field to search for a first name of **Mary**.
Click on the **Reset** button to clear the fields and reset the search criteria.
7. Press the **Enter key** on the keyboard or click on the **Search** button to search for the Prescriber's Information

If multiple records match the search, a separate window will open with the Prescriber Search Results. By default the search results table is sorted by Last Name. The table can be sorted by clicking on the column headings at the top of the table.

8. Double click on the Gray box in the first column of the Search Results table to load the Prescriber Record or select a Prescriber from the list and click on the **OK** button

The image shows a 'Search Results' window. It has a title bar with the text 'Search Results' and a close button. Below the title bar is a table with the following columns: 'volunterid', 'doclicense', 'volfirst', and 'vollast'. The table contains two rows of data. The first row has values: 1, 123456, Mary, Smith. The second row has values: 2, 11223, Frasier, Krane. A green arrow labeled 'Gray box' points to the first column of the table. At the bottom of the window are 'OK' and 'Cancel' buttons.

The Prescriber Information fields will be populated with the information stored in the Prescriber's Volunteer Record.

The image shows a 'Drug Search' form. It has a yellow background. At the top left is a button labeled 'Add Another Drug'. Below the button are several input fields: 'Drug', 'length', 'Qty', 'Refills', 'Reorder', 'Pharm. Co.', 'Program Status', 'SIG', 'Sup Days', and 'Diagnosis'. A green arrow labeled '9' points to the 'Drug' field.

9. Enter all or part of the Drug name to search for the name of the drug that has been prescribed.
Example: Enter **Lip** in the Drug field to search for a drug name of **Lipitor**.
Be sure to spell the name of the drug correctly or search by a partial drug name.
10. Press the **Enter** key on the keyboard to open the Drug Search results window

Drugs shown on the list are available through a patience assistance program. **NOTE: If the drug is not shown on the list there is no program available. Be sure to spell the name of the drug correctly or search by a partial drug name.**

ndc	TradeName	Strength	Dosage	UOM
00071015523	Lipitor	10	TABS	MG
00071015623	Lipitor	20	TABS	MG
00071015723	Lipitor	40	TABS	MG
00071015823	Lipitor	80	TABS	MG

12 OK Cancel

11. Select the prescribed drug from the list paying special attention to the Strength, Dosage, and Unit of Measure (UOM)
12. Click on the **OK** button. The full drug name and strength will be entered into the PAP application.
13. Enter the Qty (Quantity) and number of Refills prescribed.



Double click on the drug in the list to automatically load the drug details into the PAP application.

Add Another Drug

Drug Lipitor Strength 10 Qty 30 Refills 3

Pharm. Co. [Dropdown Menu]

SIG [Field]

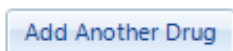
Program Status [Field]

14 Pfizer U.S. - Connection to Care Program
Pfizer U.S. - Pfizer Pfriends
Welvista - Patient Assistance Program

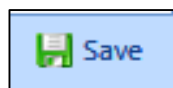
14. Select a participating program from the Pharm. Co. list. **NOTE: No programs will appear on the drop down list if a Drug and Strength have not been supplied.**

Drug	Lipitor	Strength	10	Qty	90	Refills	3	Reorder	01/25/2010
Pharm. Co.	Welvista - Patient Assistance Program				Program Status	AVAILABLE			
SIG		Sup Days		Diagnosis					

15. Enter the SIG, Sup Days (Supply Days) and select a Diagnosis



When a patient has been prescribed multiple medications, a PAP application can be created for all the drugs at the same time. Click on the **Add Another Drug** button and complete the steps for adding each additional drug. A separate application will be created for each drug entered.



16. Click on the **Save** button to create an application for each drug. MedServices will create a PAP record for each drug application. The PAP record will be linked to the Patient Record.

MedServices will automatically display a Print Applications dialogue box. Users have the option of printing the application(s) at the time they are created or batch printing all the applications at a later time.



17. Click on the **Yes** button to print the application.
Click on the **No** button to flag the **“Print Later”** box in the new PAP record.

e: 10/27/2009		Pharm CO:	
e: 01/25/2010		Label	
Rcvd:		Rcv Meds	
		Eligibility	
al WAC: 41.83		Show All	
		Activity	
17		☒ Print Later	
 			
gram ▼			
C	Re-order Days:		90
arge:		Payment	
Discontinued Date:			
 Delete  Add  Save			

Creating a PAP Application

From the Prescription Record in the Rx Module

When a prescription is created in the Rx Module, the provider can be directed to select from a list of medications imported into the clinic's local drug database/inventory. The Clinic Director can load medications that are frequently ordered through the PAP program into the local drug database to insure that providers prescribe these medications when it is possible. The Rx Record for the patient already has the Patient Information, Prescriber Information, and Drug Details. This information will be transferred to the PAP application.

1. Open the Prescription Record in the Rx Module (See Prescriptions Rx Manual)
2. Click on the **Create PAP** button

The screenshot displays the MedServices Rx Module interface. The top navigation bar includes 'File', 'Administration', 'Tools', 'Reporting', and 'Help'. The main header shows 'MedServices Rx' and 'Facility Home Page'. The left sidebar contains a list of modules: 'Add Prescription', 'Search Prescriptions', 'Unfilled', 'Unreviewed', 'Options', 'Rx#', 'Drug', 'Date', 'Open Instances', 'Open Module Instances', 'Bill Tracker', 'Document Manager', 'Donors & Donations', 'Drug Inventory', 'MedServices Rx' (highlighted), 'MedServices Schedule', 'MedServices WinPAP', 'Patients', 'Visits', and 'Volunteers & Time'.

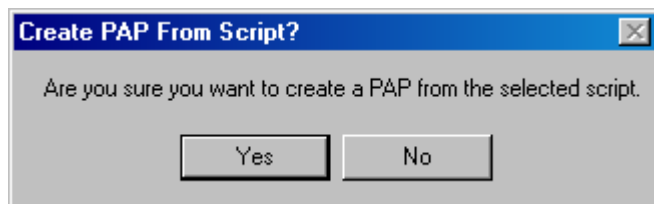
The main content area is titled 'MedServices Rx Module' and contains a table of prescriptions. The table has columns: Rx #, Script Date, Last Fill Date, Drug Name, Strength, Dosage, Fills Remaining, and Available Qty. The table lists four prescriptions: Rx # 9 (Warfarin Sodium, 7.5, TABS, 4 Fills Remaining, 360 Available Qty), Rx # 8 (Vasotec, 2.5, TABS, 4 Fills Remaining, 360 Available Qty), Rx # 6 (Lexapro, 5, TABS, 4 Fills Remaining, 360 Available Qty), and Rx # 4 (Mobic, 7.5, TABS, 3 Fills Remaining, 270 Available Qty).

Below the table, there are sections for 'Patient Information', 'Prescriber Information', and 'Rx Information'. The 'Patient Information' section includes fields for ID (4), First Name (John), Last Name (Doe), Recert Date (04/02/2010), Chart # (123444), DOB (01/01/1971), SSN (111-11-1111), and Status (Recurring). The 'Prescriber Information' section includes fields for ID (1), First Name (Mary), Last Name (Smith), DEA # (123456), License (123456), and NPI (123456). The 'Rx Information' section includes fields for Rx # (9), Drug (Warfarin Sodium), Strength (7.5), Dosage (TABS), SIG 1 (take 1 tablet daily), SIG 2 (with food), Prescribed Qty (90.0000), Supply Days (90), Prescribed Refills (3), Discontinued (//), Rx Date (10/ 8/2009), Stop Date (10/ 8/2010), and Dispense As Written (DAW0). There are also checkboxes for 'No Child Proofing', 'Script Renewed', and 'Discontinued'.

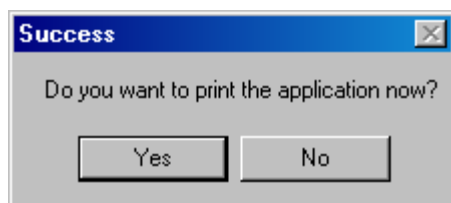
On the right side, there is a 'Rx Summary' section with 'Review Status' (Review Pending), 'Last Filled' (//), 'Available' (Fills: 4, Qty: 360), and 'Completed' (Fills: 0, Qty: 0). There are buttons for 'Notes', 'Create PAP' (highlighted with a red circle and the number 2), and 'Print Script'.

At the bottom, there is a 'Pharmacist Review' section with fields for 'Username' and 'Password', and a 'Confirm Review' button. The status is 'Review Pending'. There are also buttons for 'Prescriptions', 'Search Results', 'Search', '(Re)Fill Script', 'Duplicate Script', 'Delete', 'Add', and 'Save'.

Dialogue Boxes



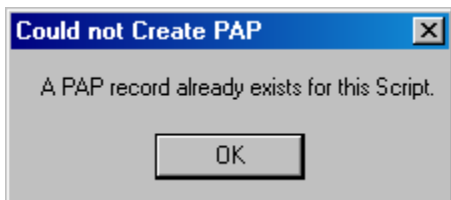
MedServices will prompt the user to confirm the action. Click on the **Yes** button to continue or click on the **No** button to return to the prescription record.



MedServices will display a Success dialogue box. Users have the option of printing the application at the time they are created or batch printing all the applications at a later time. Click on the **Yes** button to print the application. Click on the **No** button to flag the "**Print Later**" box in the PAP record.



If no drug program is available for the prescribed medication, MedServices will display a "Could not Create PAP" message. Click on the **OK** button to return to the prescription record.



If an application has already been created for the same prescription, MedServices will display a "Could not Create PAP" message. Click on the **OK** button to return to the prescription record.

Creating a PAP Application

Creating a PAP Application from the WinPAP module requires the user to enter the Patient Information, Prescriber Information, and Prescription Drug Details. Users can save time by creating a PAP application from the Profile tab in the Patient's record or the Create PAP button in the Rx Module. The Rx record for the patient already has the Patient Information, Prescriber Information, and Drug Details. This information will be transferred to the PAP application.

From the WinPAP Module

The screenshot displays the MedServices WinPAP Module interface. On the left sidebar, the 'MedServices WinPAP' module is selected, indicated by a callout '1'. The main content area shows the 'WinPAP Module' window with a callout '3' pointing to the top navigation bar. The window contains several sections: 'Patient Information' with fields for ID, First, Last, Recert Date, Chart #, DOB, SSN, and Status; 'Prescriber Information' with fields for ID, First Name, Last Name, DEA #, License, and NPI; and a 'Drug' table with columns for Drug, Strength, Qty, Refills, Reorder, Pharm. Co., Program Status, SIG, Sup Days, and Diagnosis. At the bottom of the window, there is an 'Add New Application' button, with 'Cancel' and 'Save' buttons to its right. A callout '2' points to the 'Add New PAP' link in the sidebar.

1. Click on **MedServices WinPAP** in the list of available modules to make the WinPAP Module the Active Module
2. Click on the **Add New PAP** link in the Active Module window
3. Enter the data for each section or use the Search feature
4. Click on the **Save** button to create the application.

Opening an Existing PAP Record

From the Patient Record

Every PAP Application is stored as a separate PAP Record. The PAP Record is assigned a unique PAP App ID number. The PAP Record is linked to the Patient's Record.

Clicking on the **PAP** button at the bottom of the Patient's Profile Tab in the Patient Record will open the WinPAP Module and display a list of the PAP Records that have been created for the patient.

The user can double click on the record in the Search Results table to open the PAP application in the PAP Info tab of the WinPAP Module.

Open Instances

Patients - ID#: 33 (Jake Berkley)

Notes Documents Images Alerts

Search Summary Profile Allergies Appointments **PAP** PAP Scripts Visits Delete Add Save

Open Module Instances

File Administration Tools Reporting Help

<< Patients Facility Home Page WinPAP Module X

Add New Patient Search Patients

MedServices Patient Assistance Program (PAP) Search Results 2 records found.

Red = Discontinued; Gray = Missing Required Information

PAPAppId	OrderDate	ReorderDate	PatientName	TradeName	Strength	UOM
11	1/24/2010	4/24/2010	Berkley, Jake	Lipitor	10	MG
10	10/26/2009	1/24/2010	Berkley, Jake	Lipitor	10	MG

Double click any row to select a record, and load all scripts that are associated with it.

PAP Info Search Results Delete Add

Open Module Instances

Bill Tracker Document Manager Donors & Donations Drug Inventory MedServices Rx MedServices Schedule MedServices WinPAP Patients Visits Volunteers & Time Patient Module

Search for a PAP Record

File Administration Tools Reporting Help

<< MedServices... >>

Facility Home Page WinPAP Module X

Add New PAP Search PAPs 2 Batch Print Batch Reorder

MedServices Patient Assistance Program (PAP) Search

Patient Information

ID: First: Last: Recert Date:

Chart #: DOB: SSN: Status:

Prescriber Information

ID: First Name: Last Name:

DEA #: License: NPI:

PAP ID:

Drug: Strength:

Pharm. Co.:

Order Date:

Reorder Date:

Search Cancel

Open Instances

WinPAP Module

Open Module Instances

Bill Tracker

Document Manager

Donors & Donations

Drug Inventory

MedServices Rx

MedServices Schedule

MedServices WinPAP

Patients

Visits

Volunteers & Time

PAP Info Search Results Search Add

1. Click on **MedServices WinPAP** in the list of available modules to make the WinPAP Module the Active Module
2. Click on the **Search PAP's** link in the Active Module window to launch the WinPAP Module in a new tab

Users can search for a PAP record using any of the fields displayed on the Search tab.

3. Enter all or part of the search criteria into the field and click on the **Search** button
Example: Enter **B** in the First field to search for a first name of **Billy**.
Click on the **Reset** button to clear the fields and reset the search criteria.
4. Press the **Enter key** on the keyboard or click on the **Search** button to search for the PAP Record

Facility Home Page WinPAP Module X

MedServices Patient Assistance Program (PAP) Search

Patient Information

ID: First: Last: Recert Date:
Chart #: DOB: SSN: St:

Search Button **Reset Button**

Prescriber Information

ID: First Name: Last Name:
DEA #: License: NPI:

Search Button **Reset Button**

PAP ID:
Drug: Strength:
Pharm. Co.:
Order Date:
Reorder Date:

Search Button

PAP Info Search Results **Search**

If multiple records match the search criteria, a separate window will open with the Search Results. The table can be sorted by clicking on the column headings at the top of each column.



	Patient Number	Last Name	First Name	Chart #	Patient Status	Social Security #	Recertification Date	Date of Birth
	11	Jones	Billy			333-66-5454	3/28/2010	7 /15/1972
	32	Techno	Brady					5 /21/1955
	17	Williams	Billy					7 /25/1972

OK Cancel

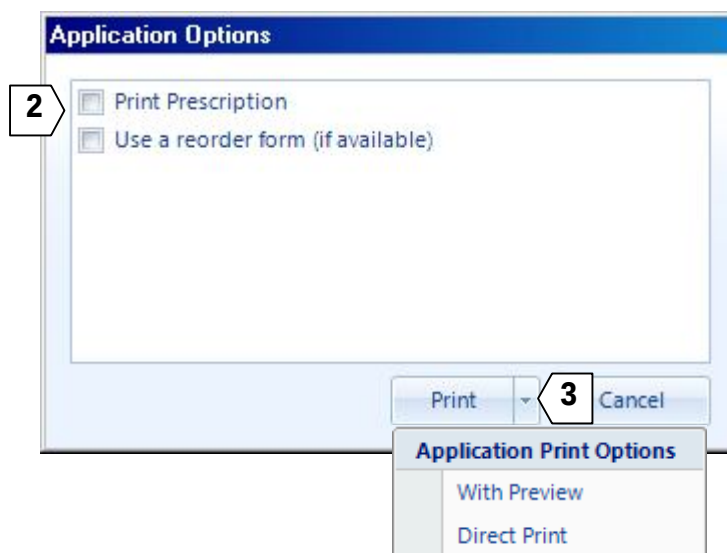
5. Double click on the Gray box in the first column of the Search Results table to load the record or select a record from the list and click on the **OK** button

Printing Applications

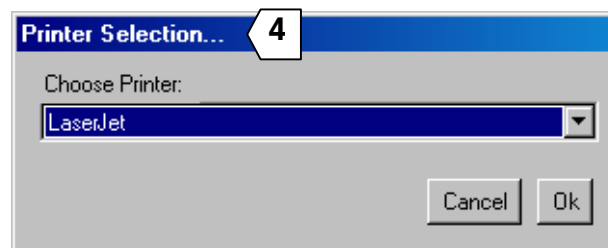


PAP applications can be printed at any time.

1. To print a single application, use the **Application** button in the PAP record.
2. Users have the option of printing a copy of the corresponding prescription with the application by checking the **Print Prescription** box in the **Application Options** window. If the application is a reorder, users can check the **Use a reorder form** box to print the application on a reorder form if one has been made available by the pharmaceutical company. *Only use the reorder form if you are certain the application is a reorder and not the initial application for the drug program.*



3. Users can preview the application prior to printing by selecting **With Preview** from the Print drop down list. The application will open in Adobe Reader and can be saved or printed using commands from Adobe Reader. Clicking on the **Print** button in the **Application Options** window or selecting **Direct Print** from the Print drop down list will bypass the print preview.
(See a sample print out on the next page.)



4. Select a printer from the list of installed printers and the application will be sent directly to the printer.



An internet connection is required.

Patient Assistance Program applications are updated daily. Each time an application is created or printed, MedServices retrieves the most up-to-date information available.

Sample PAP Application

INSTRUCTIONS FOR PATIENT APPLICATION



Am I Eligible for Connection to Care?

You must meet the following criteria:

1. **You have been prescribed a Pfizer medicine.**
Many Pfizer branded medicines are available. For a list of available Pfizer medicines, please call 866-706-2400 or visit www.PfizerHelpfulAnswers.com
2. You reside in the United States, Puerto Rico or the U.S. Virgin Islands.
3. Your Total Gross Annual Household Income is at or below 2 times the Federal Poverty Level (see chart).
 - Total number of persons in household includes yourself and those for whom you are financially responsible.
 - Total Gross Income includes income from all earners in the household before taxes and deductions.

Total Number of People in Household	1	2	3	4	5
Annual Income (2009)	\$21,660	\$29,140	\$36,620	\$44,100	\$51,580

Please visit www.aspe.hhs.gov/poverty/ for information on Federal Poverty Level guidelines.
For a household greater than 5 or if you live in Alaska or Hawaii, please call 866-706-2400.

4. **You have no insurance coverage or benefits for prescription medicines.**
Pharmacy discount cards or drug company assistance programs are not insurance coverage.
5. Our programs are primarily designed for people without prescription drug coverage. If you have prescription drug coverage but are experiencing financial hardship, you may still qualify if
 - You meet the income requirement noted above. Please fill out Patient Hardship Exception section on the Patient Application.

How Can I Apply?

1. Fill out the patient sections on the Patient Application Form.
2. Ask your doctor to fill out the healthcare provider sections on the Patient Application Form.
3. Place all required documents together in a stamped envelope:
 - ☐ Original completed and signed Patient Application Form (both Patient and Healthcare Provider sides)
 - ☐ Original prescription if you are applying for Lyrica® (pregabalin)
 - ☐ Original prescription for all medicines if you are a resident of Puerto Rico or U.S. Virgin Islands
 - ☐ Photocopies of proof-of-income documents (please see Proof of Income section below)

Mail to: PFIZER CONNECTION TO CARE PROGRAM
PO BOX 66585
ST. LOUIS, MO 63166-6585

For your information:

- Keep photocopies of your application and your original income documentation.
- You will be notified of your status within 3-4 weeks of receipt of your application.
- If you are accepted, medicines will be dispensed at your doctor's office. Exceptions are Lyrica®, and medicines for patients residing in Puerto Rico and U.S. Virgin Islands which will be shipped to your home.

Please keep a HIPAA letter on record with each of your doctors. To obtain one, call 866-706-2400 or visit www.PfizerHelpfulAnswers.com.

What Proof of Income Do I Need to Apply?

You'll need to provide us with one of the following income documents that show your total gross annual household income:

- Current pay check stub
- Federal Tax Return (Form 1040 or 1040EZ) for the prior tax year
- Wage and tax statements (W-2 forms)
- Social Security, pension or railroad retirement statements (SSA-1099 or similar)
- Statements of interest, dividends or other income (1099-INT, 1099, 1099-DIV or other forms)

If you do not have any proof of income, please call 866-706-2400 for instructions.

Pfizer reserves the right to change or cancel the Connection to Care program at any time.
Connection to Care is part of Pfizer Helpful Answers®, a joint program of Pfizer Inc and the Pfizer Patient Assistance Foundation.™

PATIENT APPLICATION

Please read all information on the separate Instructions sheet.
Print clearly in the shaded areas on the application.



Patient Name: Jake Berkley			
Patient Address: 5050 Wilmont Lane			
1	City: Cleveland	State: TN	Zip Code: 37311
	Telephone: (423) 479-6729	Date of Birth: (MM/DD/YY): 5/21/1970	
	E-Mail (optional):	Gender: ☒ Male ☐ Female	
2	Total Gross Annual Income: \$ 26400.00	Number of Persons in Household: 5 <i>(include yourself and those you are financially responsible for)</i>	
Do you have any insurance coverage for prescription drugs? ☐ Yes ☐ No (If no, skip to section #4)			
Patient Hardship Exception If you responded yes and are facing financial hardship and have prescription drug coverage, please answer these questions:			
3	a. Please check the box that best describes your prescription drug coverage: ☐ Medicare prescription drug ☐ Medicaid ☐ Employer ☐ Other		
	b. Insurance Company/Provider Name: Policy Number/ID:		
	c. If any of the Pfizer medicines for which you are requesting assistance are not available through your insurance plan, please provide them here.		
	d. Patient Declaration of Hardship ☐ By checking this box, I certify that I am experiencing significant financial hardship, and because of this hardship, I am currently unable to pay for the Pfizer medicine my doctor has prescribed.		
Patient Declaration – By signing below, I affirm that my answers and my proof-of-income documents are complete, true and accurate to the best of my knowledge.			
I understand that:			
• Completing this application form does not guarantee that I will qualify for Connection to Care. • Pfizer may verify the accuracy of the information I have provided and may ask for more financial and insurance information. • Any medications supplied with the Connection to Care program shall not be sold, traded, bartered or transferred. • Pfizer reserves the right to change or cancel the Connection to Care program at any time. • The support provided in this program is not contingent on any future purchase.			
I certify and attest that if I receive medicine(s) provided by Pfizer through the Connection to Care program:			
4	• I will promptly contact Connection to Care if my financial status or insurance coverage changes. • I will not seek to have this medicine or any cost from it counted in my Medicare Part D out-of-pocket expenses for prescription drugs. • I will not seek reimbursement or credit for the medicine(s) from my prescription insurance provider or payor, including Medicare Part D plans for any costs of medications. • I will notify my insurance provider of the receipt of any medicines through Connection to Care.		
Pfizer Patient Assistance Foundation (PPAF) understands your personal and health information is private. The information you provide will only be used by PPAF and parties acting on its behalf to send you the materials you requested and other helpful information and updates on the Connection to Care program.			
☐ By checking this box, I also agree that Pfizer, PPAF or companies acting on their behalf may send me materials about other health conditions, use my information to develop or improve products and services, or contact me in the future about my experience with the Connection to Care program or other health-related topics.			
Original Patient Signature (Parent or guardian, if under 18 years of age)		X	Date:

Pfizer Connection to Care
PMA00397-C2C

PO BOX 66385 ST. LOUIS, MO 63166-6385

Customer Service Phone: 1-866-706-2400
PMA003137

HEALTHCARE PROVIDER SECTION

Please read all information and print clearly in the shaded areas.



Physician Name: Mary Smith		
DEA # or State License #: 1 2 3 4 5 6	Exp. Date: 11/26/2010 /	
Office / Ship-to Address: 254 Broad Street		Suite #:
City: Cleveland	State: TN	Zip Code: 37311
Office Telephone: (4 2 3) 4 7 9 - 6 7 2 9	Office Fax: (4 2 3) 6 1 4 - 6 5 0 1	
E-Mail Address (optional):		
For all medications sent to your office, please advise any delivery restrictions here:		

Product Information			
Healthcare Provider should complete this section for all products for U.S. residents. For all controlled substances [e.g. Lyrica® (pregablin)] and patients residing in Puerto Rico and U.S. Virgin Islands, you MUST attach your original prescription pad sheet.			
Patient Name: Jake Berkley	Date:		
Patient Address: 5050 Wilmont Lane Cleveland, TN 37311	D.O.B.: 5 / 2 1 / 1970		
Product Name: Lipitor	Strength: 10 MG	Qty: 90	Dose: Take one tablet daily
Product Name:	Strength:	Qty:	Dose:
Product Name:	Strength:	Qty:	Dose:
Healthcare Provider Signature:			
<i>This is only valid for use with the Pfizer Connection to Care patient assistance program.</i>			

For Lyrica® and patients residing in Puerto Rico and U.S. Virgin Islands ONLY	
Complete the following and attach original prescription to this sheet.	
Allergies:	☐ No Known Allergy ☐ Penicillin Allergy ☐ Aspirin Allergy ☐ Sulfu Allergy ☐ Other Allergy
Health Conditions:	☐ Diabetes ☐ Epilepsy ☐ Heart Condition ☐ Glaucoma ☐ High Blood Pressure ☐ Thyroid ☐ Ulcer ☐ Other Conditions
Prescription and over-the-counter medications:	

NOTE: Expedited enrollment is available for the below noted products for the first fill of a new Connection to Care patient:	
• Geodon® (carbamazepine HCl)	• Inspira® (tiotropium)
• Tikosyn® (dofetilide) (registered prescribers only)	• Zithromax® (azithromycin)
Please call 866-706-2400 for expedited handling and enrollment instructions.	

By signing below, you, the healthcare provider, understands and agrees to the following:	
• Receive and secure patient's medication at your office until dispensed to your patient. • Comply with and abide by my State Practitioner Dispensing Laws for authorized Healthcare Providers. • Any medications supplied by Pfizer as a result of this order form are for the use of the patient named on this form only, and shall not be sold, traded, bartered, transferred, returned for credit, or submitted to any third party (such as Medicare, Medicaid or other benefit provider) for reimbursement. • Pfizer may contact the patient directly to confirm receipt of medications. • Pfizer may change or cancel this program at any time. • The medicine will be provided only to this eligible and specific enrolled patient at no charge of any kind. • If a patient is applying for a Hardship Exemption, I certify that this medication order or attached controlled substance prescription is medically indicated for this patient, and I will be supervising the patient's treatment. To the best of my knowledge, this patient would not be able to obtain this medicine without assistance from Connection to Care for the reasons the patient has indicated in this application.	

Original Signature of Healthcare Provider: X	Date:
--	-------

Connection to Care is part of Pfizer Helpful Answers®, a joint program of Pfizer Inc and the Pfizer Patient Assistance Foundation.™

Pfizer Connection to Care

PO BOX 465115 ST. LOUIS, MO 63166-4585

Customer Service Phone: 866-706-2400

Printing Applications

Batch Printing

If the user chooses the “print later” option at the time a PAP application is created, the **“Print Later”** box is automatically flagged on the PAP record. The flagged records can be batch printed using the **Batch Print** link. The applications will be sent to the printer as a single print job. A header page will separate each application for easy sorting and processing.

Pharm. Co.:
 e: 10/27/2009
 e: 01/25/2010
 Rcvd:
 al WAC: 41.83
 Label
 Rcv Meds
 Eligibility
 Show All
 Activity
☒ Print Later

File Administration Tools Reporting Help
 << MedServices... >> Facility Home Page WinPAP Module X

Add New PAP Batch Print
 Search PAPs Batch Reorder

MedServices Patient Assistance Program (PAP) Search

Patient Information

ID: First: Last: Recert Date:
 Chart #: DOB: SSN: Status:

Prescriber Information

ID: First Name: Last Name:
 DEA #: License: NPI:

PAP ID:
 Drug: Strength:
 Pharm. Co.:
 Order Date:
 Reorder Date:

Search Cancel

Open Instances

WinPAP Module

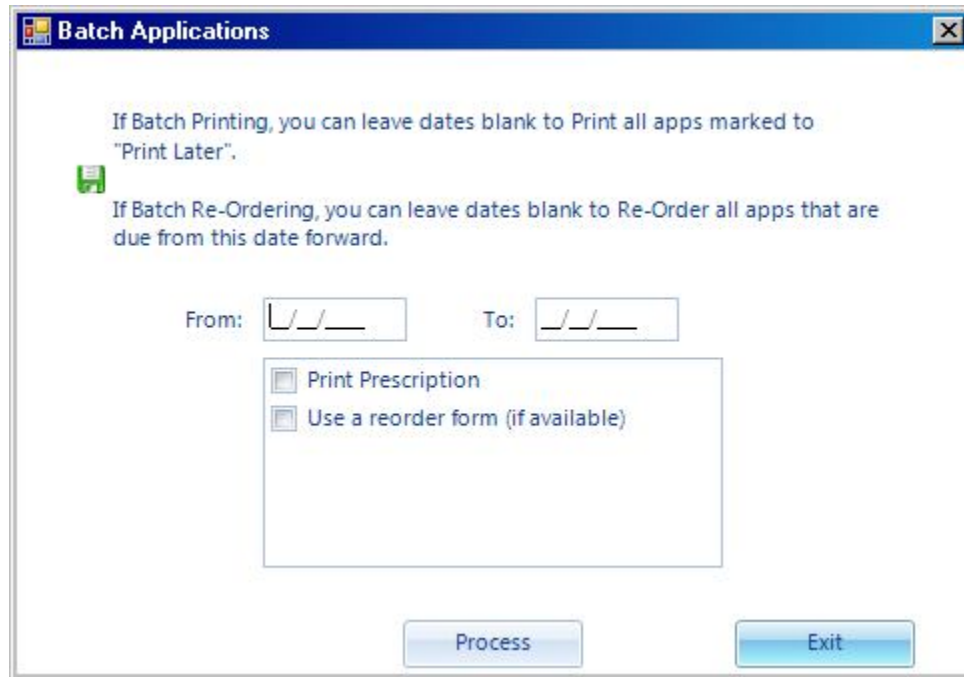
Open Module Instances

Bill Tracker
 Document Manager
 Donors & Donations
 Drug Inventory
 MedServices Rx
 MedServices Schedule
 MedServices WinPAP
 Patients
 Visits
 Volunteers & Time

PAP Info Search Results Search Add

1. Click on **MedServices WinPAP** in the list of available modules to make the WinPAP Module the Active Module
2. Click on the **Batch Print** link in the Active Module window to launch the Batch Applications window. A Batch Print link is also available at the bottom of the PAP Info Tab.

3. Users have the option of printing a copy of the corresponding prescription with the application by checking the **Print Prescription** box. If the application is a reorder, users can check **the Use a reorder form** box to print the application on a reorder form if one has been made available by the pharmaceutical company. *Only use the reorder form if you are certain that none of the applications included in the batch print are the initial application for the drug program.*



The image shows a Windows-style dialog box titled "Batch Applications". It contains two paragraphs of instructional text. The first paragraph says: "If Batch Printing, you can leave dates blank to Print all apps marked to 'Print Later'." The second paragraph says: "If Batch Re-Ordering, you can leave dates blank to Re-Order all apps that are due from this date forward." Below the text are two date input fields labeled "From:" and "To:", each with a placeholder format of __/__/__. Below these fields is a group box containing two checkboxes: "Print Prescription" and "Use a reorder form (if available)". At the bottom of the dialog are two buttons: "Process" and "Exit".

If Batch Printing, you can leave dates blank to Print all apps marked to "Print Later".

If Batch Re-Ordering, you can leave dates blank to Re-Order all apps that are due from this date forward.

From: To:

☐ Print Prescription

☐ Use a reorder form (if available)

Process Exit

4. Click on the **Process** button
5. A Print Applications window will open automatically.

Print Applications

YELLOW: A record highlighted Yellow indicates that the Patient has been flagged as Ineligible by the clinic.

Check the Patient's Profile tab in the Patient Record.

RED: A record highlighted Red indicates the Patient's recertification date has passed. Check the Patient's Profile tab in the Patient Record.

GRAY: A record highlighted Gray indicates that required information is missing from the application like an accurate NDC number or Pharmaceutical Company Name. Scroll to the right in the table and record the PAP App ID number. Open the PAP Record and make the necessary corrections.

ProcessApp	ReorderDate	OrderDate	PatientName	PatientStatus	TradeName	ReqQty
☐	4/25/2010	1/25/2010	Allen, Tim		Allegra	30
☐	4/25/2010	1/25/2010	Allen, Tim		Belladonna Alk...	30
☐	4/25/2010	1/25/2010	Allen, Tim		BeneFIX	30
☐	4/25/2010	1/25/2010	Allen, Tim		Daypro	30
☐	4/25/2010	1/25/2010	Allen, Tim		Lipitor	90
☐	4/25/2010	1/25/2010	Allen, Tim		NexIUM	90
☐	4/25/2010	1/25/2010	Allen, Tim		Sustiva	30

Select All Unselect All ☐ DO NOT PRINT apps that can be phoned in Continue Cancel

7. **DO NOT PRINT apps that can be phoned in:** Check this box to automatically create an Excel Spreadsheet listing all the details necessary to phone in applications. Not all Pharmaceutical companies will allow applications to be phoned in.
8. Click on the **Continue** button.
9. Click on the **Yes** button to send the selected applications to the printer.

Print Apps

Would you like to print these applications now?

Yes No

MedServices will check for updated applications and then create a single PDF file in Adobe Reader containing all the applications. A header page will separate each application for easy sorting and processing. MS Excel will open automatically displaying the Phone In details if applicable.

Update or Edit an Existing Application

MedServices WinPAP is designed to allow users to track the PAP Application through the order/receive/dispense/reorder cycle. Once the clinic has defined the PAP Application process; **Application Status** codes can be entered in the Administrative Preferences Module and used to track each applications progress. Click on the **Save** button at the bottom of the PAP Application tab to save changes made to the record.

PAP Application Record

MedServices Patient Assistance Program (PAP)

Patient Information

ID: 33 First: Jake Last: Berkley Recert Date: 4/27/2010 (1)
Chart #: 123499 DOB: 5/21/1970 SSN: 000-11-9999 Status: Recurring

PAP Information

Rx #: Order Date: 01/24/2010 Due Date: Add Date: 10/26/2009
Sent to Patient: Rcvd From Patient: Reorder Date: 04/24/2010
Drug: Lipitor Qty Req: 90 # Refills: 2 Qty Rcvd:
SIG: Take one tablet daily Supply Days: Strength: 10
NDC: 00071015523 Each Awp: 3.35 Total Awp: 301.05 Each WAC: 2.68 Total WAC: 240.84

Status

Application Status: 3 Ordered Diagnosis: TYPHOID FEVER - 002.0 Print Later

Prescriber Information

ID: 1 First Name: Mary Last Name: Smith
DEA #: 123456 License: 123456 NPI: 123456

Pharmaceutical Company Information

Pharmaceutical Company: Pfizer U.S. - Connection to Care Program
Program Status: AVAILABLE Until: E C Re-order Days: 90

Notes

Automatically reordered from PAP# 10 on 10/26/2009 1:07:32 PM

Other

PAP ID: 11 Patient Charge: Payment
Reorder ID: 0 Discontinued Discontinued Date:

PAP Info Search Results Reorder Batch Reorder Batch Print Delete Add Save

Save
Button

PAP Information Section

PAP Information									
Rx #:		Order Date:	01/24/2010	Due Date:		Add Date:	10/26/2009		
		Sent to Patient:		Rcvd From Patient:		Reorder Date:	04/24/2010		
Drug:	Lipitor		Qty Req:	90	# Refills:	2	Qty Rcvd:		
SIG:	Take one tablet daily		Supply Days:		Strength:	10			
NDC:	00071015523	Each Awp:	3.35	Total Awp:	301.05	Each WAC:	2.68	Total WAC:	240.84

Rx #: The Rx # will be populated if the PAP Application was created from the Rx Module.

Order Date: This date reflects the date the application was mailed or processed. The Reorder Date will be calculated using this date and the guidelines set by each pharmaceutical company. Manually change this date to reflect the date the application was mailed to or phoned in to the pharmaceutical company.

Due Date: This date field can be used to enter the expected due date of the medication.

Add Date: The date the application was created.

Sent to Patient: This date can be used to track the date the application was sent to the patient for them to sign.

Rcvd From Patient: This date can be used to track the date the signed application was received back from the patient.

Reorder Date: The Reorder Date will automatically be calculated using the Order Date and the guidelines set by each pharmaceutical company.

Qty Rcvd: This field can be used to track the amount of medication actually received from the pharmaceutical company. See the **Rcv Meds** button below if the clinic will receive the PAP drugs into local inventory and dispense the PAP drugs by filling a prescription from the Rx Module when the patient comes to pick them up.

Status Section

Status	
Application Status:	
Diagnosis:	

Codes for **Application Status** and **Diagnosis** can be loaded using the Administration Preferences Module. The **Application Status** field can be used to document the progress of the application process.

Pharmaceutical Company Information

Pharmaceutical Company Information			
Pharmaceutical Company:	Pfizer U.S. - Connection to Care Program		
Program Status:	AVAILABLE	Until:	
		E	C
		Re-order Days:	90

Click on the **E** button to display the program eligibility details supplied by the pharmaceutical company.

Click on the **C** button to display any comments published by the pharmaceutical company.

The **Re-order Days** are automatically provided by the pharmaceutical company.

Click on the **Save** button at the bottom of the PAP Application tab to save changes made to the record.

PAP Application Buttons

Application: Print the PAP application. Includes an option to print the prescription.

Prescription: Print the prescription.

Letter: Print “Your medication has arrived” letter with Patient’s Name and Address

Pharma. Co: Pharmaceutical Company contact information, program eligibility details and comments if available.

Label: Print a prescription drug bottle label

Rcv Meds: Record receipt of the PAP drugs. PAP drugs can be added into the local drug inventory. PAP drugs added to the local drug inventory need to be dispensed by filling a prescription from the Rx Module when the patient comes to pick them up in order to deduct the drugs from the local drug inventory.

Application

Prescription

Letter

Pharm. Co.

Label

Rcv Meds

Eligibility

Show All

Activity

Receiving PAP Drugs

Into Local Inventory:

1. Enter the Received Quantity and Lot Number for the PAP drugs
2. Click the **OK** button
3. A Receive Drug Inventory window will open showing that the drugs have been received.
4. Click the **Close** button to return to the PAP Application

Adjust Received Qty and/or NDC

You may adjust the quantity received and the NDC in case the actual quantity or drug received was not the same as on the application.

Drug Lab: WYETH Drug must be the same type and lab as was on the original application.

Received NDC: 58394000101 - BeneFIX 1000UNIT SOLR

Received Qty: 30

Lot Number:

OK Cancel

Eligibility: Compares the information recorded in the Patient’s Record with the selected Pharmaceutical Company’s eligibility criteria.

Show All: Displays a list of all PAP Records linked to the current Patient Record.

Activity: Add an entry to the Activity journal. Users can track any activity associated with the processing of the PAP Application. A Time and date stamp is available.

Click on the **Save** button at the bottom of the PAP Application tab to save changes made to the record.

Recording an Activity

1. Click on the **Activity** button
2. Click on the **Add** button.
The date and time are automatically recorded
3. Enter a short activity Description
4. Enter the active Notes
5. Click on the **Save** button
6. Click on the **Exit** button

The screenshot shows the 'PAP Activity' window. At the top is a table with columns: activityid, adate, descript, and notes. The first row contains the values 5, 11/19/2009 4:3..., and empty cells for descript and notes. Below the table is a large blue rectangular area. Underneath this area are two input fields: 'Activity Date/Time' with the value '11/19/2009 04:31:08 PM' and 'Description' which is empty. Below these is a 'Notes' section with a yellow notepad icon and a large text area. At the bottom right are four buttons: 'Delete' (with a trash icon), 'Add' (with a plus icon), 'Save' (with a floppy disk icon), and 'Exit'.

View and Edit an Activity

1. Click on the **Activity** button
2. Select an Activity in the table at the top of the PAP Activity window to view the full notes.
3. Make any changes to the Description or Notes.
4. Click on the **Save** button
5. Click on the **Exit** button

Click on the **Save** button at the bottom of the PAP Application tab to save changes made to the record.

Filling a Prescription

The screenshot shows the MedServices Rx Search interface. A green arrow labeled "New Tab" points to the "Rx Module" tab. A table on the left lists prescriptions with columns for Rx#, Drug, and Date. The main area contains search filters for patient, prescriber, and prescription info. A "Search" button is at the bottom right.

Unfilled	Unreviewed	Options
Rx#	Drug	Date
4	Mobic	9/17

MedServices Rx Search

Search by patient

ID: First: Last: Recert Date: / /
 Chart #: DOB: SSN: Status:

Search by prescriber

ID: First Name: Last Name:
 DEA #: License: NPI:

Search by prescription info

Rx#: Rx Date: Drug:

...

Open Instances

Rx Module

Prescriptions Search Results Search (Re)Fill Script Duplicate Script Delete Add Save

1. Click on MedServices Rx in the list of available modules to make the RX Module the Active Module
2. Click on the Search Prescription link in the Active Module window to launch the Rx Module in a New Tab
3. Enter all or part of one Information Field's system value to search for the prescription record
 Example: Enter jo in the First field to search for a first name of John
 Example: Enter the full Patient Chart #
4. Press the Enter key on the keyboard or click on the Search button

MedServices will display a table of search results on the Search Results Tab. The table can be sorted by clicking on the column headings.

Facility Home Page Rx#: 6 (Doe, John)

MedServices Rx Search Results 6 results.

Rx #	Script Date	Drug Name	Strength	Doseage	Patient Last Name	Patient First Name	Patient C
1	9/4/2009 4:49 ...	Mobic	7.5	TABS	Doe	John	1/1/2001
2	9/16/2009 9:5...	Lipitor	10	TABS	Doe	John	1/1/2001
3	9/16/2009 10:...	NexIUM	20	CPDR	Doe	John	1/1/2001
4	9/17/2009 9:5...	Mobic	7.5	TABS	Doe	John	1/1/2001
5	9/17/2009	Mobic	7.5	TABS	Doe	John	1/1/2001
6	9/18/2009 11:...	Lexapro	5	TABS	Doe	John	1/1/2001

Double click any row to select the record, and load all scripts that are associated with the selected patient.

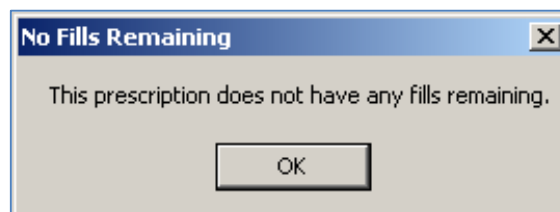
Prescriptions **Search Results** (Re)Fill Script Duplicate Script Delete Add Save

Search Results Tab

5. Double Click on the Rx # to open the prescription record.
6. Click on the **(Re)Fill Script** button
7. Click on the **Add** button

MedServices will notify the user if the Patient has been flagged as Ineligible For Services.

MedServices will notify the user if there are No Refills remaining on the prescription.



Prescription (Re)Fills :: Adding Re(Fill)(Lipitor) for Doe, John

ID	Clinic ID	Patient ID	Rx ID	NDC	Supply Days	Dispense Qty	Dispens
----	-----------	------------	-------	-----	-------------	--------------	---------

☒ Select Drugs From Local Drug Inventory **Local Inventory**

NDC: 00071015540 Manufacturer: PFIZER U.S. Drug Name: Lipitor

Strength: 10 UOM: MG Doseage: TABS Pkg Size: 100.000 Pkg Qty: 1 Bill Unit: EA

Lot #: Dispensed Qty: 90.0000 AWP Price: \$316.09 WAC Price: \$252.87 Direct Price: \$252.87

Sig1: 1 per day

Sig2: at bed time

Pharmacist: Dispense As Written: DAW0 Supply Days: 90

Pharmacy: ☐ Outside Pharmacy Exp Date: 09/18/2010

Prescription Assistance: Fill Date: 09/18/2009 10:47 AM

Patient Charge: Payment: Print Delete **Save Button** Save

8. Check the **Select Drugs from Local Inventory** box if the PAP drugs were received into the Local Drug Inventory and will be dispensed from the clinic's local inventory of prescription drugs.
9. Confirm the Prescription Details
10. Click on the **Save** button

Prescription Labels

Print to DYMO Label Printer

The Clinic Administrator can set the prescription labels to print on a Dymo Label printer. See: Administrative Preferences Manual) When the Use Dymo Label box is checked, the prescription labels will be formatted to the Dymo label format.

The screenshot shows a web-based administrative interface. At the top, there are fields for 'Clinic Number: 1', 'Serial Number:', 'Clinic Name: Broad Street General Practice', and 'Website: www.BSGP.org'. Below these is a tabbed menu with 'General Information', 'Settings', 'Patient Assistance', 'Sliding Fees', 'Prescriptions', 'Clinic Users', and 'System Value Permissions'. The 'Prescriptions' tab is selected, and within it, the 'Prescription Preferences' section is visible. It contains three checkboxes: 'When adding prescriptions, check the patient's prescription card to see if it has expired' (unchecked), 'Require Rx Review' (unchecked), and 'Use Dymo Label' (checked). At the bottom right of the window are 'Save' and 'Exit' buttons.

Ordering Labels from DataNet Solutions

Prescription labels can be ordered through DataNet Solutions for \$128 per case. (Call 423-479-6729 Ext. 2 to confirm pricing) There is no charge for shipping. Each case contains 2,400 (8 ½ x 11) Rx labels. Expect delivery in approximately 5 business days.

An order can be placed by sending an email to support@datanetsolutions.org.

Please include the following information in the email:

1. Subject Line: Label Order
2. Name of Clinic
3. Contact name and phone number
4. Billing address
5. Shipping address and name of person who will be receiving the labels
6. Number of cases

The screenshot shows an email client window titled 'Label Order - Message (HTML)'. The email is from 'Tahoma' and is addressed to 'support@datanetsolutions.org'. The subject is 'Label Order'. The body of the email contains the following text:

Broad Street Clinic

Contact Mary Smith at 423-479-6729

Billing Address:

254 Broad Street SW, Cleveland, TN 37311

Shipping Address:

1122 West Milton, Cleveland, TN 37311 Attention: Jack Jones

(Clinic is only open 1 day a week....ship to Jack!!)

2 Cases

Sample Prescription Label

Rx: John Doe 254 Broad Street Cleveland, TN 37311 (555) 422-1234 1/1/2001 1 per day before breakfast RPh: Refills: 3 CAUTION: STATE AND/OR FEDERAL LAW PROHIBITS TRANSFER OF THIS DRUG TO ANY PERSON OTHER THAN PERSON FOR WHOM IT WAS PRESCRIBED.	Fill Date: Mary Smith DEA: State: Written: Discard:	May Cause Drowsiness Or Dizziness 254 Broad Street Cleveland, TN (423) 479-6729 Take This Medicine With A Snack Or Small Meal If Stomach Upset Occurs Take This Medicine With A Full Glass Of Water Limit Alcohol Use While Taking This Drug. Daily Use Of Alcohol May Increase The Risk Of Stoma	Rx: 1 per day before breakfast Discard After: May be filled until:	Filled: Refills: 3 RPh: Orig: 4UORTHO Qty: 90 00
Rx: 00000004 Date: 9/18/2009 Refills: 3 AWP: Pt: John Doe RPh: Drug: Meloxicam 7.5 MG		Patient: _____ Accepted By: _____ Rx: _____ Fill Date: _____ Refills: 3 Counseled By: _____ Rejected: _____ N/A: _____		
PHARMACIST NOTES Printed: 9/18/2009				
Rx: Fill Date: RPh: Patient: Patient Phone: Patient DOB: Prescriber: Mary Smith Prescriber Phone: Prescriber DEA: Drug: Meloxicam 7.5 MG Mfg/Lab: 4UORTHO Qty on Hand: -210.00	Written: Refills: 3 FOR: John Doe Medication: Directions for Use: 1 per day before breakfast	Rx: Refills: 3 Next Refill Due: Fill Date: Qty: 90.00 NDC:		
		RECEIPT		
		254 Broad Street Cleveland, TN 37311 AK (555) 422-1234 Rx: Fill Date: Drug: Meloxicam 7.5 MG Days Supply: 90 AWP: \$409.00 Refills: 3		

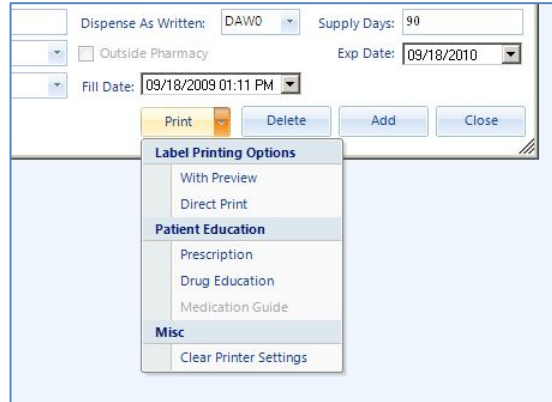
Printing

Prescription Label and Patient Education

After the Prescription has been filled and saved, the Print button will appear next to the Delete button.

Select the desired printing option for the Prescription Label and Patient Education.

If the primary language of the patient is Spanish in the Patient Record's (See Profile II) the education and label will print in Spanish.



Contact Information

MedServices Technical Support
Support@DataNetSolutions.org

423-479-6729 Ext. 1

Register for Check with a Tech “CWAT”
Support@DataNetSolutions.org

General Questions
Info@DataNetSolutions.org

423-479-6729 Ext. 1

DataNet Solutions Sales and Marketing
Sales@DataNetSolutions.org

423-479-6729 Ext. 2

DataNet Solutions Accounting

423-479-6729 Ext. 3