## What Happens When PIP Goes Down

In the event the PIP server goes down, Kroll will queue all claims (i.e. allergy adds, Rx orders, Rx dispenses, updates, etc.) in the order of creation so that they can be sent when PIP is up again.

No new claims for a particular patient can be sent to PIP until all queued claims for that patient have been sent to PIP. A prior queued claim may have an impact on the results of another claim that is sent down (e.g. an allergy add request must be sent before more dispenses are sent because that may affect the outcomes of the DUR processing for those subsequent dispenses).

When PIP is down, claims are queued in order of creation in the following area:

## Utilities $\rightarrow$ View Pending Network Queue



When PIP is up again, users can go to the **Pending Network Queue** and send all claims at once by clicking on **Send** or pressing **CTRL+S** on the keyboard.

irr	Status	Transaction	Date	User	Patient	Message	<b>_</b>
	Not Sent	Px Plan Claim	16/08/2010 10:21:39	KC	Kroll, AA		
	Not Sent	Manage Issue	17/08/2010 12:32:29	KC			
	Not Sent	Px Plan Claim	25/08/2010 17:31:14	KC	Kroll, BB		
	Not Sent	Manage Issue	30/08/2010 14:54:48	KC			
Т	Not Sent	Rx Plan Claim	08/09/2010 13:19:33	KC	Poat, Neami		

## Printing Labels for Dispensing when PIP is Down

When PIP is down, users can adjudicate claims to the fiscal plans first, print labels for dispensing, and then place the Rx in a Network queue for adjudication to SKPIP once the PIP server is back up.

1. The plan sequence should have the fiscal plans listed first, then the SKPIP plan, followed by the Cash plan last.

New Rx Pending Adj	First Fill Lookup X Cancel
Vatient Search     Age: 80       Jame     Kroll, AA     Age: 80       Vatients     Prov SK       Phone     105123447       Ubstack     Doble 105123447       Uergies     Conditions       Penicillins     Podophyllotoxin Anal	Brand         Lotridem         Pack 50         Dgc Search         Loc Office         Image           Brand         Lutridem         Name         Dr. Kroll, physician         General Citotingmole / Betansone 0 SCH1         Addess           Pack         50 Form GM         Sched T         No image         Phone         Lic# 199999           Init         KC         Auth Qiv         150         3           Sig [AP EXTERNALLY TO AA UD         Days         20         G.P. %         24.98           AREA(S) AS DIRECTED         Prod Sel 3-Phamacin V         Origo S9.43         Markup         54.05           Labels         1         72         Total         53.9,33
Plans         Phicing         Dates         Comments         Indications         Y           Yar Plans         Plan Pays         Extra Info (52 cd)           AHE         Y         Not Adjud.         Flans           ESI         Y         Not Adjud.         InterDB           SKPIP         Y         Not Adjud.         DUE Only           Cash         Y         Unknown         Deduct: \$0.00	Adoktiow Mise  Watnings Counselling Unit Dose (Chrl-U): Disabled Watnings Counselling Unit Dose (Chrl-U): Disabled Watnings Counselling V Not enough inventory for Px Device Part Part Part Part Part Part Part Part

2. Clicking F12-Fill Rx or pressing F12 will initiate adjudication of the prescription.

**NOTE:** If the system attempts to access the Patient Network Profile when PIP is down (because this is the first Rx being filled after pulling up the patient card), the following message will appear:

1-(local):PharmacySK-NewRx-Kroll, AA 🛛 🗙
There were errors getting the following profile information:
Error:Profile: Unable to connect to the remote server
Error:Allergies: Unable to connect to the remote server
ОК

Click **OK** to proceed. A Blank Patient Network profile will be displayed. Click **OK** from the Patient Network Profile to continue filling the Rx.

Patient Network Profile	×
	←Ctrl →
Detail Extra Functions	👗 Cancel 🛛 🗸 OK

3. The Rx will go through the fiscal plans and be paid. In this example, AHE and ESI.

		_	The clai	im was ac	cepted				
Warnings and M	lessages i	for <mark>AHE</mark> -							
Pricing Adjust	ments		_		0005	<b>T</b>	D T	==	
Submitted	Cost	Markup	- Fee	MixFee	SSCFee	F3 97	Rx Lotal	53.	97
	40.40	4.05	0.40	0.00	0.00	53.37	Prev Paid	0.	00
Accepted	40.49	4.05	9.43	0.00	0.00	53.97	Plan Pays	40.	49
Difference	0.00	0.00	0.00	0.00	0.00	0.00	Balance	13.	48
			The clai	im was ac	cepted				
			The clai	Im was ac	cepted:				Cancel Rx
			The clai	V OK	cepted				Cancel Rx
	_	_	The clai	om was ad	ccepted	_	_	L	Cancel Rx
_	_	_	The clai	V OK	ccepted	_	_	1	Cancel Rx
_		_	The clai	or was at	ccepted	_	_		<u>Cancel Rx</u>
_	-		The clai	or was ad	ccepted		-		Cancel Px
ation Response fo	or ESI		The clar	M was au	ccepted				<u>Cancel Px</u>
ation Response for	or ESI		The clar	M was au	ccepted				<u>Cancel Rx</u>
<mark>ation Response fo</mark> Yorkflow Network	or ESI		The cla	im was a	ccepted				<u>Cancel Rx</u>
ation Response for Vorkflow Network	or ESI	for FSI	The cla	ok VOK	ccepted				Cancel Px
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4. Once fiscal adjudication is complete, the prescription will be sent to SKPIP for clinical recording. Since the PIP server is down, the claim transmission will fail.

CeRx Adjudication Response	
View Workflow Network	
The claim trans	mission failed because:
-Errors, Warnings and Messages for SKPIP	
Unable to connect to the remote server	
The claim transmis	sion failed. Do you want to:
Betry claim Back to the Px Send Later	<u>C</u> ancel Px

- 5. Select the option to **Send Later**; labels will print automatically, and the prescription will be queued in two places:
  - Pending Adjudication tab from the **ALT+X Start Screen**.
  - Utilities  $\rightarrow$  View Pending Network Queue.

6. Once the PIP server is back up, go into **Utilities** → **View Pending Network Queue** and press **Send** to adjudicate the Rxs to SKPIP for clinical logging.

Not SentPx Plan Claim16/08/2010 10:21:35 KCKroll, AAException: Access violation at addressNot SentManage Issue17/08/2010 12:32:25 KCException: Error transforming the responNot SentPx Plan Claim25/08/2010 17:31:14 KCKroll, BBException: Access violation at addressNot SentManage Issue30/08/2010 14:54:45 KCException: Error transforming the responNot SentPx Plan Claim08/09/2010 13:33:35 KCPoat NeamiNot SentPx Plan Claim02/09/2010 07:35:57 KCKroll, KarenNot SentPx Plan Claim02/03/2011 14:11:31 KCKroll, AANot SentPx Plan Claim02/03/2011 14:33:00 KCKroll, AANot SentPx Plan Claim02/03/2011 16:38:00 KCKroll, BB	Err S	Status	Transaction	Date	User	Patient	Message
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