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# SCRIPT ASSIST NINE

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# BEGINNING

## OPENING SCRIPT ASSIST 9

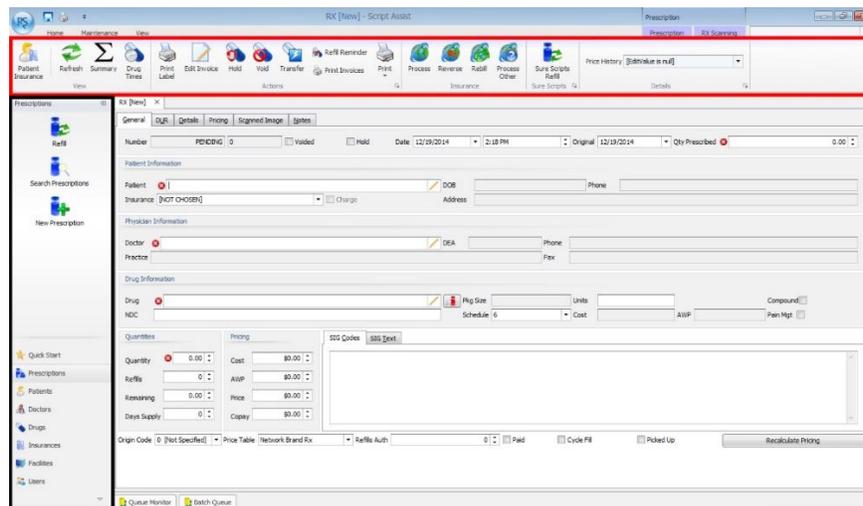
After Script Assist has been installed, locate the Script Assist icon on your desktop.



When Script Assist opens, you will be prompted to enter your login information.



Take a quick look around Script Assist. You'll notice two toolbars with multiple sections. The standard toolbar is towards the top of the screen (highlighted in red) and the navigation toolbar is on the left side of the screen (highlighted in black). Both toolbars provide you with various functions of Script Assist.



The "Save" icon is located in the upper left hand corner. This action can also be called by pressing "Ctrl + S".



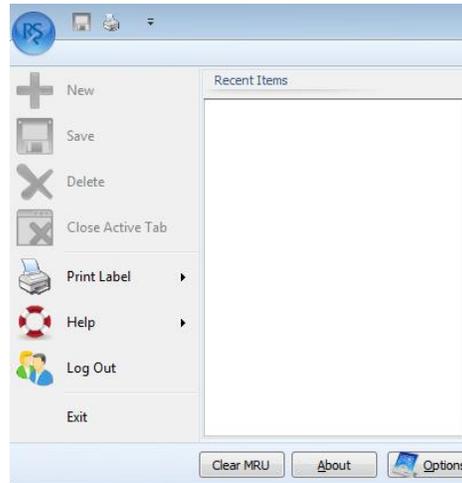
## UNLOCKING SCRIPT ASSIST 9

Script Assist is initially installed with a demo license. You can use the demo license to evaluate the software for 20 days. In order to activate your license, you need to enter the license ID and password you received when you purchased the software. Licensing can only occur on your Script Assist server.

1. Click on the Application button on the upper left hand corner of the window.



2. A drop down menu will appear and click "About", which is on the bottom of the window.



3. A window will appear that has the Script Assist program information. Click "Unlock" which is at the bottom of the window.

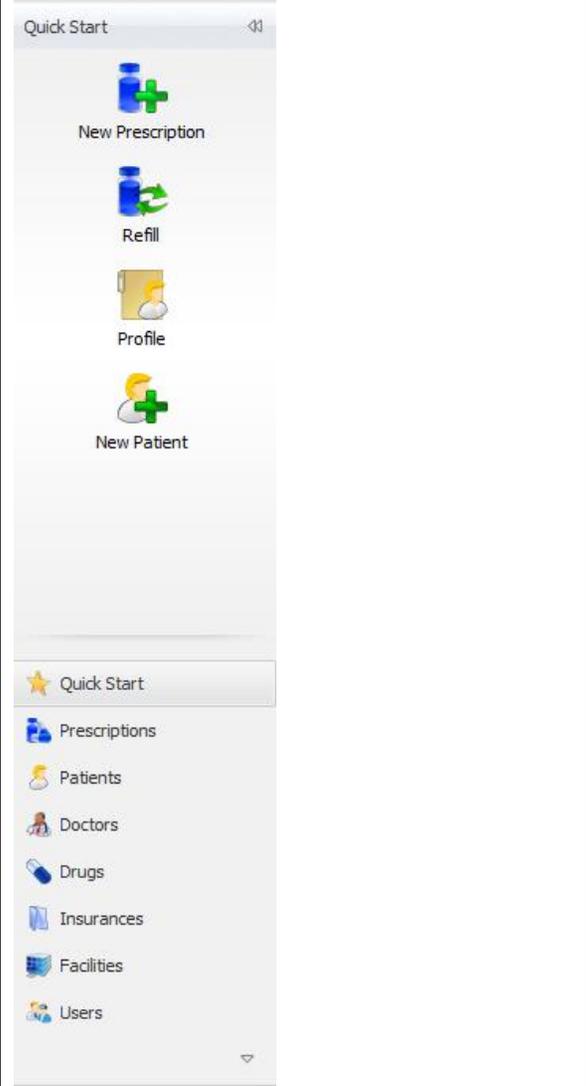
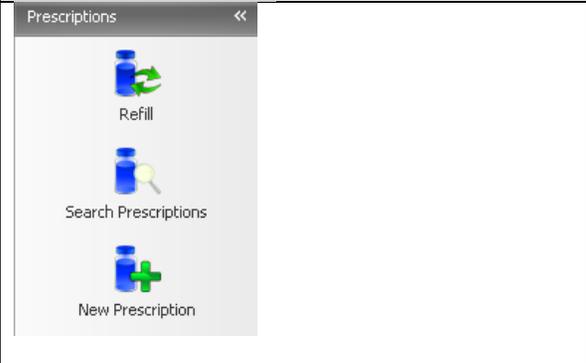


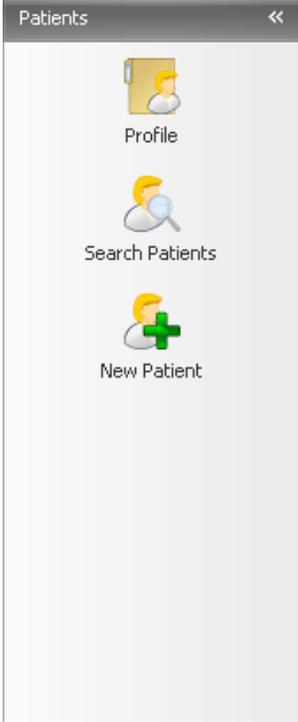
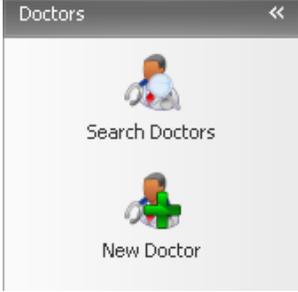
Enter the license ID and password that you received from RS Software. If you don't know your license ID or password, call the technical support at 405-321-5356. Once you have entered the information, click the link that says "Get Internet Code". A code will be generated in the box below and click "Unlock". Your software will be unlocked at this point.

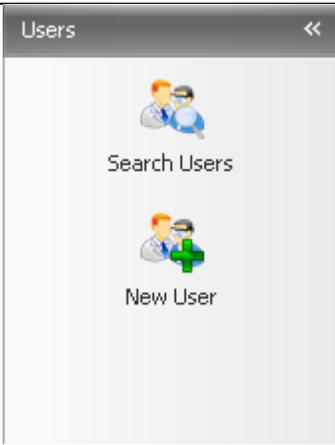
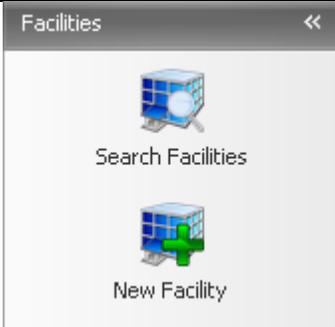


## NAVIGATION BAR

The navigation bar provides you with some general shortcuts to different features of the program.

	<p><b>"Quick Start"</b></p> <ul style="list-style-type: none"><li>• "New Prescription" creates a blank prescription</li><li>• "Refill" enter a prescription number to refill</li><li>• "Profile" search for a patient's profile to refill or edit prescriptions</li><li>• "New Patient" creates a blank patient</li></ul>
	<p><b>"Prescriptions"</b></p> <ul style="list-style-type: none"><li>• "Refill" enter a prescription number to refill</li><li>• "Search Prescriptions" search for a prescription by number</li><li>• "New Prescription" creates a blank prescription</li></ul>

	<p><b>"Patients"</b></p> <ul style="list-style-type: none"> <li>• "Profile" search for a patient's profile to quickly refill, edit, or view a prescription</li> <li>• "Search Patients" search for a particular patient</li> <li>• "New Patient" creates a blank</li> </ul>
	<p><b>"Doctors"</b></p> <ul style="list-style-type: none"> <li>• "Search Doctors" search for a particular doctor</li> <li>• "New Doctor" creates a blank doctor</li> </ul>
	<p><b>"Drugs"</b></p> <ul style="list-style-type: none"> <li>• "Search Drugs" search for a particular drug</li> <li>• "New Drug" creates a blank drug or search the DUR Database for a drug</li> <li>• "Monograph" Gets monograph for drug if available</li> </ul>

 <p>The screenshot shows a menu titled "Insurances" with a back arrow. It contains two options: "Search Insurances" with a magnifying glass icon and "New Insurance" with a plus sign icon.</p>	<p><b>"Insurance"</b></p> <ul style="list-style-type: none"><li>• "Search Insurances" search for an insurance company</li><li>• "New Insurance" creates a blank insurance company</li></ul>
 <p>The screenshot shows a menu titled "Users" with a back arrow. It contains two options: "Search Users" with a magnifying glass icon and "New User" with a plus sign icon.</p>	<p><b>"Users"</b></p> <ul style="list-style-type: none"><li>• "Search Users" search for a particular user</li><li>• "New User" creates a blank user</li></ul>
 <p>The screenshot shows a menu titled "Facilities" with a back arrow. It contains two options: "Search Facilities" with a magnifying glass icon and "New Facility" with a plus sign icon.</p>	<p><b>"Facilities"</b></p> <ul style="list-style-type: none"><li>• "Search Facilities" search for a particular facility</li><li>• "New Facility" creates a blank facility</li></ul>

## TOOLBAR

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The toolbar in Script Assist is located towards the top of the screen. It has several tabs: "Home"; "Maintenance" and "View." Each tab has a subset of menus.



### HOME

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As you can see, this toolbar tab is divided into sections: "Prescriptions", "Patients", "Doctors", "Drugs", "Insurances", "Facilities", and "Tools".

#### "Prescriptions"

- "New" creates a blank prescription
- "Refill" enter a prescription number to refill
- "Edit" enter a prescription number to view and edit

#### "Patients"

- "New" creates a blank patient
- "Profile" search for a patient to view the profile
- "Search" search for a patient

#### "Doctors", "Drug", "Insurance", and "Facility"

- Each selection displays the same drop-down box, which contains "New" and "Search". "New" displays a form to add a new record to the selected field.
- "Search" allows you to search for a particular record (for instance, particular doctor or drug).

#### "Tools"

- "Windows" displays a list of the windows that are currently open in Script Assist
- "Assign Image" displays a dialog to select an image to add to doctors, patients, drugs, facilities, and users
- "Log out" will log the user out and return you to the Script Assist login screen

## MAINTENANCE

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### "Maintenance"

- "Equipment" add or view supplies provided by your pharmacy
- "Employer" add or view employers for worker's compensation
- "Price Table" add additional price tables or edit existing tables
- "SIG Codes" view, edit, or add SIG Codes
- "Department" is used to create user departments
- "Refill Reminders" allows you to view current or upcoming refills that are due
- "Print Label" allows you to enter a prescription number and print labels
- "Price Update History" displays the price update history

### "User"

- "User" search for existing users or add new users

### "Vet"

- "New Breed" allows you to create breeds for veterinary pharmacies
- "Search Breeds" allows you to search for breeds that you have entered

## VIEW

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### "Tool Windows"

- "Navigation Bar" is used to hide or show the navigation bar on the left hand side of the screen
- "Queue"
- "Full Queue" displays the queue in a full window
- "Workflow Designer" allows you to view and edit the queue steps
- "View Label Designer" opens the Label Designer, which is where you edit your label templates
- "Drug Price Check" is where you can check the price of a drug without filling a prescription
- "Management Console" opens the new version of Script Assist's Management Console

### "Form Layout"

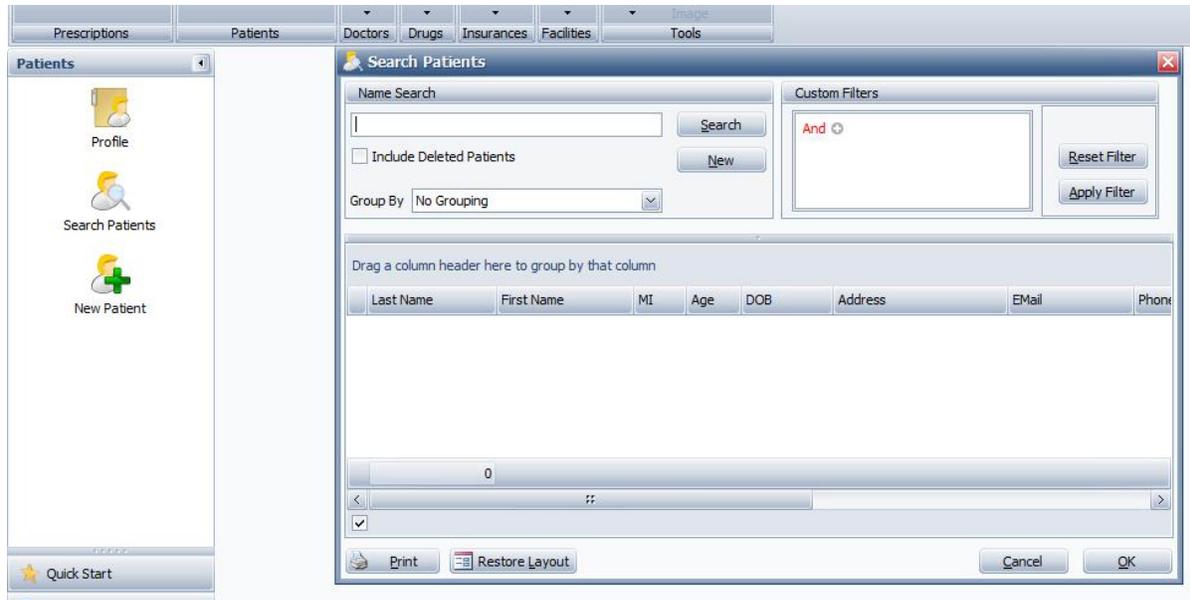
- "Restore All" removes all custom fields that you've placed on any forms

### "Theme"

- "Theme" provides you with different skin options for Script Assist

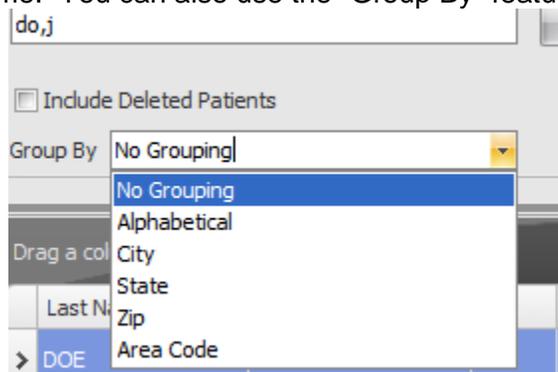
# SEARCH TECHNIQUES

## SEARCHING FOR A RECORD



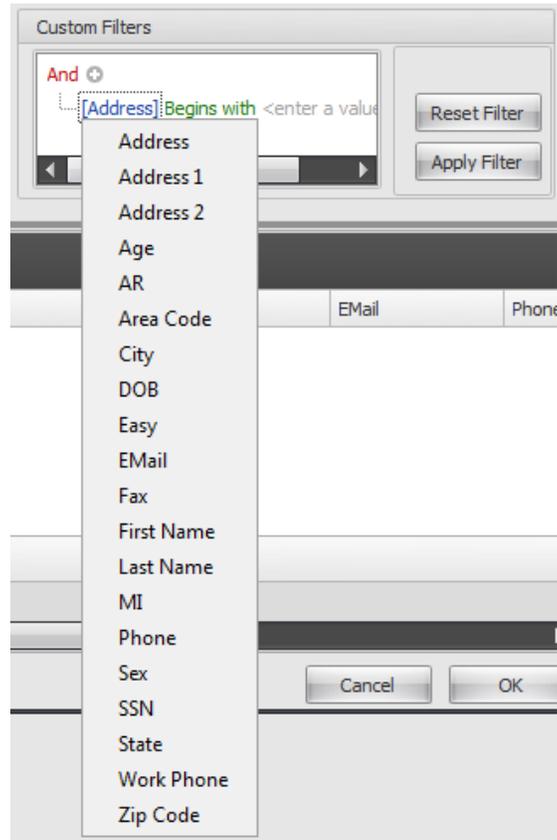
When you need to locate a record for a specific patient or doctor, you can accomplish this by utilizing the search form. The search form is accessible by using the navigation toolbar or the toolbar at the top of the screen. If you need to search for a patient with the name "Jane Doe", click "Patients" on the navigation bar and click "Search Patients". Enter the last name and first name, separated by a comma, in the text box and click "Search" (Doe, Jane). You can either enter part of the last name and first name or all. Records with the matching criteria will be displayed. Double click the record or select it and click "OK".

If you are having difficulty locating the record, try a different spelling or enter the first letter or two of the last name. You can also use the "Group By" feature, or use filters.



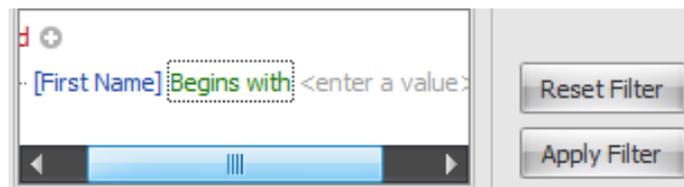
## USING FILTERS

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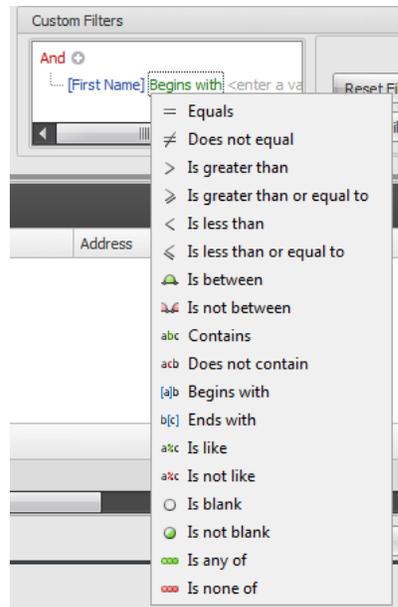


To further narrow down the results, you can apply various filters. You will see the "Custom Filters" box on the right-hand side of the dialog box. Click the gray plus sign beside "And". You will see this list displayed:

Select the field you would like to apply the filter to. For this example, we will use the "First Name" option. After you select the filter, you will see this:

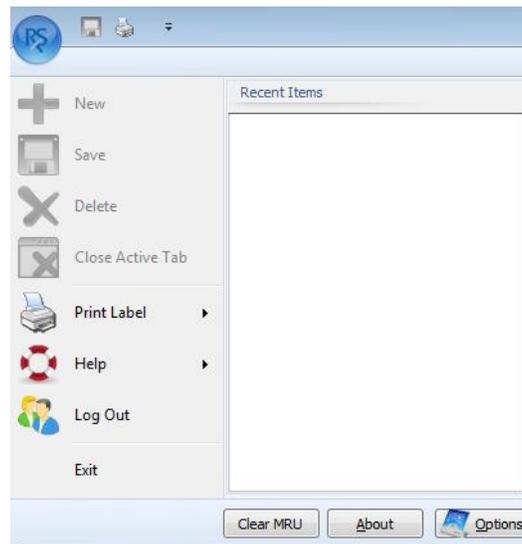


If you know the first letter(s) of the first name, you can leave "Begins with" as the filter criteria. The letters of the first name will be entered where "<enter a value>" is located. Clicking that section will reveal a textbox where you can enter the first letter(s) of the first name. Click "Apply Filter" and your results will be filtered to the first names that begin with the criteria you specified. If you only knew a few letters in the middle of the first name, you could select the "Contains" option. To remove the filtering criteria, click "Reset Filter" on the right hand side of the search window and the filters will be removed. Other options for filters are shown here:



## OPTIONS

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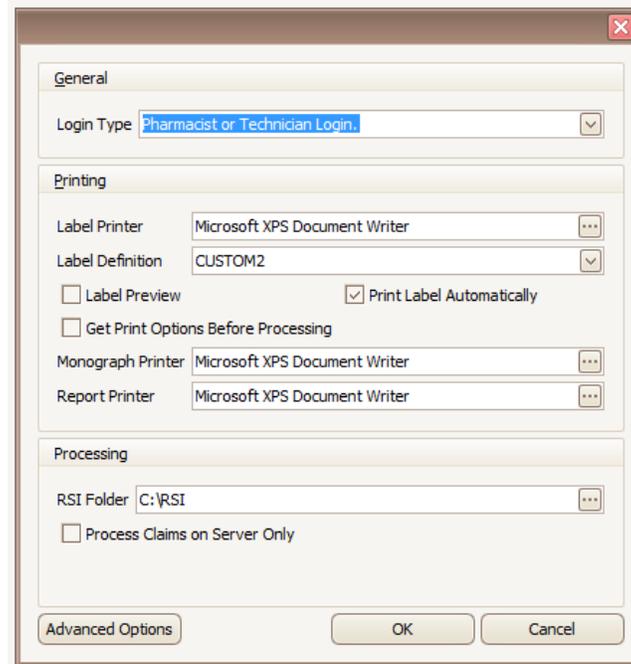


To access Script Assist's options and settings, click the application button at the upper left hand side of the screen and click "Options", which is located on the bottom right hand corner of the window. The general options tab will be shown.

Note: if you are unsure of what a setting is or what a setting does, contact support before making ANY changes.

## GENERAL

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In the General options, you can set login requirements for accessing the program. You can also set your printers and choose your default label definition.

At the bottom of the dialog, the "Processing" section, you specify the RSI Folder (the program you use to transmit claims to the insurance companies online).

To choose the program, click the ellipses on the right hand side of the text box and browse to the folder that your RSI program is located. If you aren't sure where it is, contact tech support.

## ADVANCED OPTIONS

The screenshot shows the 'Options' dialog box with the 'General' tab selected. The 'Program Settings' section includes a dropdown for 'Login Type' set to 'Pharmacist or Technician Login.', a checkbox for 'Log Out on Inactivity', a 'Log Out Time (minutes)' spinner set to 15, and a 'Starting Number' spinner set to 1000. There are also checkboxes for 'Override Generate Lock', 'Complex User Password', and 'Show Sidebar'. The 'Default Price Tables' section has dropdowns for 'Brand' (BrandAWP), 'Generic' (Rx Generic), 'Insurance' (Network Brand Rx), and 'Compound' (Network Brand Rx). The 'Search Options' section features a 'Current Medication Range' spinner at 60, a 'Highlight Color' dropdown showing a green swatch and the hex code 144, 238, 144, and several checkboxes: 'Highlight Refillable RXs in Profile' (checked), 'Formula With Logs Only', 'Search By Formula', 'Default Drug Search To Compound Assist', 'Show Only Most Recent Fills', and 'Refill Ingredients From Compound Assist'. The 'Pricing (Percentage of AWP if cost unknown)' section has dropdowns for 'Brand' (0.00%), 'Generic' (0.00%), 'Sales Tax Basis' (Ingredient Cost), and 'Sales Tax Rate' (0.00%). 'Cancel' and 'OK' buttons are at the bottom right.

The "Advanced Options" contains more detailed settings for Script Assist. Under the "General" tab, you can set Script Assist to automatically log out after Script Assist has been idle and you can set the login requirements, as well.

The "Default Price Tables" is where you declare the price tables for drugs, insurance companies, and compounds. The price will automatically be calculated when using a price table after you have set up the table. You can also set up sales tax and what the sales tax applies to.

The "Pharmacy" tab stores the pharmacy's general information such as name and addresses. You can store your pharmacy's license information, as well as the software license information.

The "Data" tab is the database settings and location. You generally won't need to edit these fields. If you are having issues with Script Assist, it's a good idea to call technical support before changing any of the settings.

If you are enrolled in ePrescribing and have Prescription Assist installed, you can specify the directory where Prescription Assist is located. This will allow you to send scripts straight to Script Assist from Prescription Assist.

"Printing" contains the printer settings and preferences. You can either have labels print automatically or you can turn this feature off by unchecking "Print Labels Automatically". You can also enable print preview from this window. You can also set your faxing preferences in the "Doctor Fax" section of this tab.

"Accounts Receivable" is used if you have Quick Books installed. If you don't, you can ignore this tab. However if you do, you can specify what invoice number you want Script Assist to begin generating. For instance, you can tell Script Assist to begin invoicing with a number of 1000. You can set Script Assist to point to a folder here, as well.

"Queue Options" allows you to specify what alerts you want the program to display, as well as your refill reminder settings.

"Processing" is more detailed settings for transmitting claims to insurance. If you set the RSI folder in the "General" options screen, the "Processing" tab will display the same folder. You can set the queue timeout and set how many days you want Script Assist to look back when viewing patient profiles and medications.

"Custom Fields" provides you with the option of setting the text of custom fields. You can specify custom fields for patients, doctors, drugs, facilities, insurance, prescription, and users.

You can add any additional notes in the "Notes" section.

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## DUR DATA

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**The DUR Data for a drug can be located in the drug window and contains the information for that particular drug.**

- "Basic Info" lists the name, manufacturer, physical description, strength, form, the old NDC number and the date the NDC changed (if any), and caution messages.
- The "ID" field contains the drug image and the basic physical description.
- "Leaflet" is the monograph. There is a shorter version in "Short Leaflet".
- "Warning" lists warnings and precautions to be taken by the patient
- "Adverse Reactions" is a list of any adverse reactions that have occurred while the medication was being taken by patients.
- "Dosages" lists general dosing information, such as the age group it is for and the dose amount.
- "Disease Contraindications" lists caution and warnings if you have a certain medical condition.
- "Indications" lists the general use of the drug and if it is used for any particular disease.

## DEPARTMENTS

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### GENERAL

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When you create users, you can assign the users to a department. These departments can be used for further user control when processing items in the queue.

### NEW DEPARTMENT

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To create a new department, click on the Maintenance tab and select Department. Select New Department in the dialog box. Enter the department name and a description, if desired and save your changes.

### EDITING A DEPARTMENT

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To edit an existing department, click on the Maintenance tab and select Department. Select Search Departments and enter part of all of the name and select Search. Click on the department you would like to edit and select OK. Make your changes and save.

## USERS

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### GENERAL

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When Script Assist is installed, you will need to set up each user with the proper credentials. You can set up the users by clicking on the maintenance tab and selecting "User" from the toolbar at the top of your screen. You can select "Search" or "New User". Click "New User". Enter the users name, type, license number (if applicable), and username and password.

The screenshot shows a web-based form for creating a new user. At the top, there are two browser tabs: 'Patient [New]' and 'User [New]'. The form has four tabs: 'General', 'Permissions', 'Departments', and 'Notes'. The 'General' tab is active and contains the following fields:

- Last: [Text Input]
- MI: [Text Input]
- First: [Text Input]
- License #: [Text Input]
- UserType: Pharmacist (dropdown menu)
- Address: [Text Input]
- City: [Text Input]
- State: [Text Input]
- ZipCode: 00000-0000 (Text Input)

Below the 'General' section is the 'Contact Info' section with the following fields:

- Home Phone: ( ) - -
- Work Phone: ( ) - -
- Mobile Phone: ( ) - -
- Email: [Text Input]

At the bottom is the 'Program Access' section with the following fields:

- Username: [Text Input]
- Password: [Text Input]
- Sign In Barcode: [Text Input]

## USER PERMISSIONS

After you have entered the user's information, click on the "Permissions" tab. Select the fields that you want the user to have access to and/or permission to change. For instance, if you only want a technician to be able to fill, add, and refill prescriptions but not be able to edit users, you can select the add, edit, and refill/edit in each category but leave everything in the "Users" category and "Other" category unchecked. You can set different fields for each user.

- There are also buttons near the top of this tab that are shortcuts to adding permissions.
- "Select All" will allow the user to have access to everything
- "Select None" will remove all of the user permissions
- "View" will add permissions to view records
- "Edit" will add permissions to edit records
- "Accounting" allows the user to have access to billing and invoices
- "Pricing" allows the user to change the pricing table
- "Nurse" gives the user permission to add, view, and edit records but not to add or edit prescriptions.

The tab Departments allows you to assign users to departments. A user can be assigned to multiple departments.

There is also a tab called "Notes" where you can enter any notes if you need to.

## PRICE TABLES

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Price tables are used for automatically calculating patient cost. You can set price tables to drugs, insurance companies, generic drugs, brand name drugs, or set the default tables up in the "Options".

## NEW PRICE TABLE

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Price tables are used to store pricing information and can be applied to certain criteria of drugs or insurance providers. You can create a price table specifically for generic brand drugs and Script Assist will assign that price table for every generic drug, unless you allow an insurance company's price table to override it.

To set up the price tables, click "Maintenance" on the toolbar at the top of the screen and click "Price Table" from the toolbar that is shown. A dialog box will prompt you to select if you want to search for price tables or add new price tables. Select "New Price Table". A window will be displayed that has a text box for a name, a couple check boxes, and the table below it for your pricing information.

Multiply By	Add On	Break Point
*	Click here to add a new row	

Enter the name you would like to use for the price table. It's good practice to use a descriptive name, such as "Brand Generic" or "Network Generic". The "Multiply By" column is the markup for the drugs. If you don't have "Use Cost" checked, it will default to the AWP for markup. The "Add On" column is the amount you want to increase the price for the value in the "Break Point" column. For instance, you can set the "Multiply By" to 150%, set the "Add On" to \$5.00, and set the "Break Point" to 11. If the AWP is \$0.50, the markup will be \$0.75. The "Add On" will add \$5.00 for a drug quantity of 0.01 to 10.99. After you have input those values into the table, click save.

You can specify different "Multiply By" values and change the "Add On" and "Break Point" values to whatever you need them to be. If you have the "Use Cost" checked then the table will use the cost value instead of the AWP. If you want to have more than one "Break Point" value, you have to have the "Break On Qty" checked.

Multiply By	Add On	Break Point	
Click here to add a new row			
150.00 %	\$ 5.00		11
150.00 %	\$ 10.00		21
150.00 %	\$ 15.00		31

You can set up multiple tables and you can apply them to a drug type in the "Advanced Options" under the "General" tab. Click here to jump to the options overview.

## EDIT A PRICE TABLE

Editing a price table is similar as editing other records. Click on "Maintenance" on the toolbar at the top of the screen and click "Price Table". A dialog box will pop up. Select "Search Price Tables" and search for the price table by name. Again, you can use part or all of the name. To view the comprehensive list, simply click "Search" and it will display every price table. Select the price table you want to change, and click "OK". Make your changes to the table and save.

## DRUGS

### CREATE NEW DRUG

#### GENERAL

The screenshot shows the 'GENERAL' tab of a drug creation form. It contains several sections:

- General Information:** Name, NDC, Package Size, Lot, MFR, TXR, Schedule, Dosage, Inactive, Compound, Generic, UD, RouteCode, Expiration, Strength, HCPC.
- Pricing:** Cost, MAC, AWP, Last Update, Auto.
- Inventory:** Par Quantity, In Stock, Reorder Level.

To add a new drug, click "Drug" at the top of the screen and select "New" from the dropdown menu. You can also accomplish this by navigating to the "Drugs" tab on the left-hand side of the screen. Enter the NDC number of the drug or type in the name. You can choose either "DUR Data" or "Blank Drug". "DUR Data" will pull the corresponding information from the DUR Database. "Blank Drug" will generate a blank form where you can input the information manually. If you look up the drug with "DUR Data", you will be presented with a list of drugs to choose from. Select the drug you want and hit "Select".

The toolbar at the top of the screen gives you a few options: "Refresh", "Drug Times", and "Assign Image". "Refresh" reloads the form if the drug has been edited in a separate window, "Drug Times" gives you the option to specify certain times the drug is to be taken, and "Assign Image" allows you to designate a specific image for a drug.

The "General" tab is displayed first. This is where the name, NDC number, package size, lot number, and other fields are stored. If the information you have is different, edit the values and save it. This generally applies to a different manufacturer than the one listed, or package size. You can also select which pricing table you want to apply to this drug and you can keep an inventory of the drug, as well. "Par Quantity" is the amount you want in stock, "Stock" is the amount you currently have, and "Reorder Level" is the lowest amount you want to have in stock before you reorder. If you are having difficulties saving a drug, the If you receive a Validation Error when attempting to save the drug, right click on any blank space on the form and select "Route Code" and drag it onto the prescription form.

The drug price information and DUR information get updated by the Remote Update Utility that runs on the Script Assist 9 server. This update is done weekly. You can also use the Remote Update Utility to import CSV files from your wholesaler.

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## DUR

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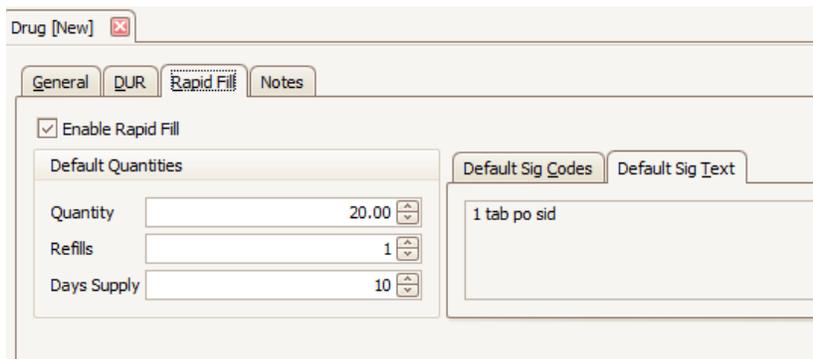
The "DUR" tab contains the DUR information for the drug, such as leaflet, auxiliary labels, and drug description.

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## RAPID FILL

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Rapid Fill is a feature to fill prescriptions quickly for a specific drug. To enable this feature, simple navigate to the "Rapid Fill" tab in the drug screen and check the "Enable Rapid Fill" check box. You can set default quantity, refills, day's supply, and SIG codes. When you fill a prescription using this drug, the values will be automatically filled in that you specified.



The screenshot shows a software window titled "Drug [New]". It has four tabs: "General", "DUR", "Rapid Fill", and "Notes". The "Rapid Fill" tab is active. It contains a checked checkbox labeled "Enable Rapid Fill". Below this, there are two main sections. The left section is titled "Default Quantities" and contains three input fields: "Quantity" with a value of 20.00, "Refills" with a value of 1, and "Days Supply" with a value of 10. The right section is titled "Default Sig Codes" and "Default Sig Text" and contains a text area with the text "1 tab po sid".

You can also save notes with the drug in the "Notes" section.

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## EDIT OR VIEW AN EXISTING DRUG

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To edit or view a drug, click "Drugs" and select "Search" from the dropdown menu. Type in the drug name using part or all of the name, and click search. If you are having trouble finding the drug, use the search techniques discussed earlier. Select the drug and click "OK". Edit the information and save.

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## INSURANCE

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### CREATE NEW INSURANCE

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To add a new insurance company, click "Insurance" from the toolbar at the top of the screen and select "New" from the dropdown menu or select "Insurance" from the navigation bar on the left hand side of the screen. You can choose to use the Insurance Lookup feature or use Blank Insurance. The Insurance Lookup will allow you to search the database for pre-defined insurance companies instead of entering the information manually. Blank insurance will give you a blank form to enter the insurance information.

To use the Insurance Lookup feature, you can enter either the insurance name, the BIN number, or the PCN and select the appropriate button. Once you have selected the appropriate button, the results will be displayed in a grid. Select the insurance you want to add and click OK. Enter the insurance company's information and save the record.

The "Details" tab contains the pricing information, such as default price tables, copay defaults, and online "Claim Submission Options". You can add any comments/notes in the "Notes" section, as well.

The Insurance Fields tab contains the settings for transmitting claims online. You can select each field you want to send to the insurance and/or choose a template for the insurance. There are templates for the common insurance companies that are processed to.

The screenshot shows a web form titled "Insurance (New)" with a close button (X). The form has four tabs: "General", "Details", "Insurance Fields", and "Notes". The "General" tab is active. The form contains the following fields:

- Name: [Text Input]
- Code: [Text Input]
- Address: [Text Input]
- City: [Text Input]
- State: [Text Input]
- Zip: [Text Input, value: 00000-0000]
- Contact: [Text Input]
- Phone: [Text Input, format: ( ) - -]
- Fax: [Text Input, format: ( ) - -]
- ID Info: [Section Header]
- ID: [Text Input, value: 1234567890]
- Qualifier: [Dropdown Menu, value: National Provider Identifier (NPI)]
- Version: [Dropdown Menu, value: D0]
- U and C: [Checkbox]
- BIN: [Text Input]
- PCN: [Text Input]
- Vendor ID: [Text Input]

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### EDIT AN EXISTING INSURANCE

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To edit an insurance company, click "Insurances" on the toolbar located at the top of the screen and select "Search" from the dropdown menu that appears. You can also access the search screen by clicking "Insurance" on the navigation bar on the left hand side of the screen and click "Search". Enter part or all of the insurance company you need to edit and select the insurance company and click "OK". If you are having difficulties locating the insurance

company, try using a different spelling. To browse every insurance company in the database, remove the text from the "Name Search" and click "Search". This will retrieve every insurance company record in the database.

After you have selected the insurance company, edit the information and save.

# FACILITIES

## CREATE A NEW FACILITY

Facilities are locations that a group(s) of patients use for things such as long term care or hospitalization. You can also add a facility for a doctor's office that multiple doctors practice at.

To create a new facility, click the "Facilities" tab on the navigation bar and click "New Facility". You can also click "Facility" on the toolbar at the top of your screen and select "New" from the dropdown menu that appears.

## GENERAL

The "General" tab stores the facility's basic information. You can add notes in this window, as well. Another option for the facility's information is to add a primary contact.

The screenshot shows the 'General' tab of a facility management interface. It contains several input fields: Name (Hospital One), Address 1, Address 2, City, State, Zip, Phone, Fax, and Insurance ID. Below these are sections for Contact (Name, Phone), Online login information (User Name, Password), and a Notes section.

## PATIENTS

The "Patients" tab lists each patient that has been assigned to this facility. Instructions to add a patient to a facility will be provided later.

The screenshot shows the 'Patients' tab of a facility management interface. It displays a table with the following columns: Name, Address, Phone, Work Phone, Fax, EMail, Sex, Age, DOB, and Easy Open. One patient, Amy Scott, is listed in the table.

Name	Address	Phone	Work Phone	Fax	EMail	Sex	Age	DOB	Easy Open
Amy Scott						F	0		<input type="checkbox"/>

## EDIT A FACILITY

Search for the facility you need to edit by using the "Search" selection under facility in the navigation bar or the toolbar. Enter part or all of the facility name. Select the facility and click "OK". Make your changes and save.

# MAINTENANCE

## EQUIPMENT AND SUPPLIES

Script Assist has a feature that allows you to keep stock of equipment you rent/sell. To access the "Equipment" window, click "Maintenance" on the tab at the top of your screen (located to the right of "Home"). Click "Equipment" and it will display a window asking you if you want to search supplies or add new supplies. Click "New Supply".

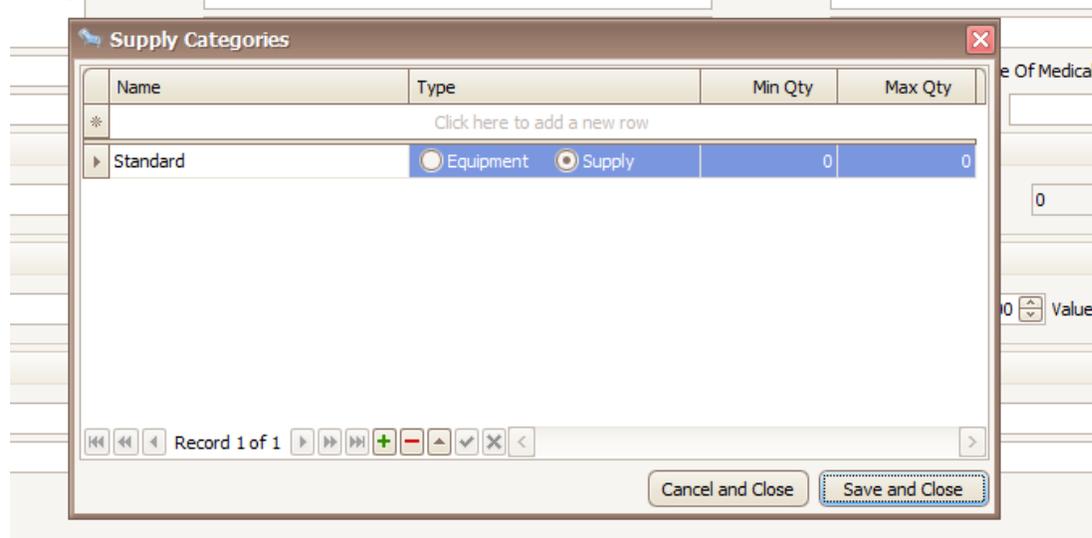
You can store various information about the equipment in the form. For instance, you can assign an inventory number to it, serial number, categorize different equipment, store prices for renting, and a maintenance schedule. You can also assign an image to the form.

Before you can save your supply or equipment, you have to assign it to a category. You can create the category by clicking the "Categories" button at the top of the screen.



When you click on the "Categories" button, a dialog box will be displayed. If you haven't set up any categories yet, click on the row where it says "Click here to add a new row". You can also click the button on the bottom portion of the form that is a green plus sign. This will generate a field where you can enter the name of the category, the type, the minimum quantity you keep in stock, and the maximum quantity.

You can use the buttons on the bottom of the window to navigate the records. You can also delete records using the red "-" sign. Once you have made your changes, click "Save and Close". You will now be able to select the category you want your equipment or supply assigned to. Once you have input the information, save the form.



---

## EDIT EQUIPMENT AND SUPPLIES

---

To edit a piece of equipment or supplies, navigate to the "Equipment And Supplies" window by clicking on the "Maintenance" tab at the upper left hand area of Script Assist and click "Equipment". A dialog box will pop up with the option to search supplies, add new supplies, or cancel. Click "Search Supplies" and you can enter either part or all of the name and click "Search". After you have selected the equipment, click "Ok" and edit the information in the form and save.

# DOCTORS

## CREATE NEW DOCTOR



The steps to add a new doctor is quite similar to adding a new patient. You can navigate to the "New Doctor" by clicking the "Doctors" tab on the navigation toolbar or by clicking "Doctor" on the toolbar at the top of the screen. A drop down box will appear, and select "New".

## GENERAL

As with the new patient screen, "General" is displayed initially. Enter the doctor's information, including the license numbers and information, and save the record. You have the option to store a fax number, which can be used to fax requests to the doctor. To enable this feature, check the "Fax Requests" checkbox under the "Contact Info" section.

## DETAILS

Under the "Details" tab, you can view different statistics for the doctor. You can also grant them online access and designate a username and password for them for "Pharmacy Village".

A screenshot of the 'Details' tab in the doctor form. It features a tabbed interface with 'General', 'Details', and 'Notes' tabs. The 'Details' tab is active. Under 'Online Access', there are input fields for 'User Name' and 'Password'. Below that is a 'Statistics' section with a table:

Last RX Date		Total Cost	\$ .00
Last Seen		Total Price	\$ .00
RX Count	0	Average Cost	\$ .00
		Average Price	\$ .00

## NOTES

You also have a "Notes" section in the doctor's form. It is the same layout and function as the "Notes" section for the patients.

## ASSIGNING IMAGE

As with the patient window, you can assign an image to a doctor. Simply click "Assign Image", browse to the image file, and click "OK". Remember, after you've made changes, save the form.

## EDIT OR VIEW AN EXISTING DOCTOR RECORD

---

To edit a doctor or to view the doctor's information, click "Doctor" and select "Search" from the dropdown menu from the toolbar or click "Doctor" on the navigation bar. Click "Search". Enter part or all of the doctor's last name. If you can't find the doctor you're looking for, try different spellings.

After you have selected the doctor, the doctor's form is displayed on the screen. Edit the information and save the record.

## PATIENTS

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### PATIENTS SCREEN

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#### CREATE NEW PATIENT

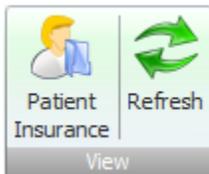
---

To add a new patient, select "New Patient" from the navigation bar or from the toolbar. The new patient form will be displayed. The "General" tab is displayed, which is where the patient's general information is stored (name, address, birthdate, etc.).

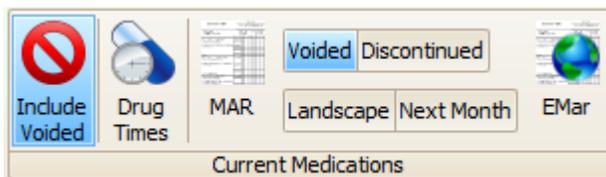
#### CURRENT MEDICATIONS

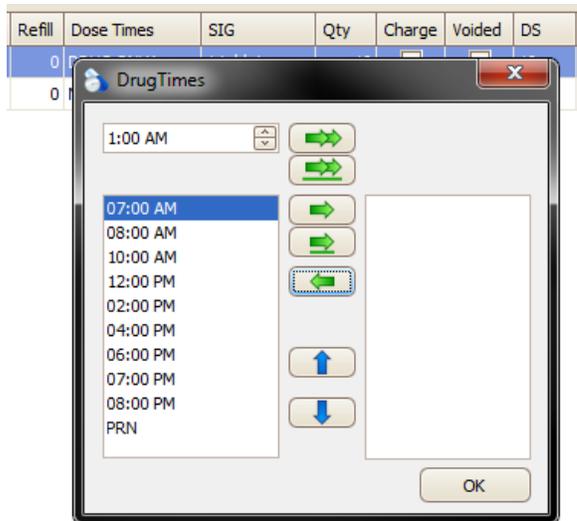
---

All of the patient's current medications are listed in the "Current Medications" tab. If you have filled a prescription for the patient in a separate window, you can refresh the page by clicking on the "Refresh" button at the upper left-hand corner of the screen to populate the information to the form.



You can set what time a medication needs to be taken if the patient is in a long term care facility. You access this feature by clicking the "Drug Times" button on the toolbar.





You can either use the times that are already loaded, or you can set a custom time. To add a time, select the time the medications needs to be administered and click the single green arrow button without the line. This will move over the time you have selected. If you need to set a different time than the ones currently displayed, use the box at the top of the window and set the time you require and click the top double green arrow button. When you are finished, the "Current Medications" tab will be updated and the column "Dose Times" will change and contain the text "YES" to indicate that the medication has specific times to be administered.

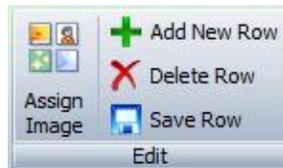
You can discontinue a medication by selecting the checkbox to the left of the medication in the column "D/C". To hide voided medications, click on the "Include Voided" to toggle it off.

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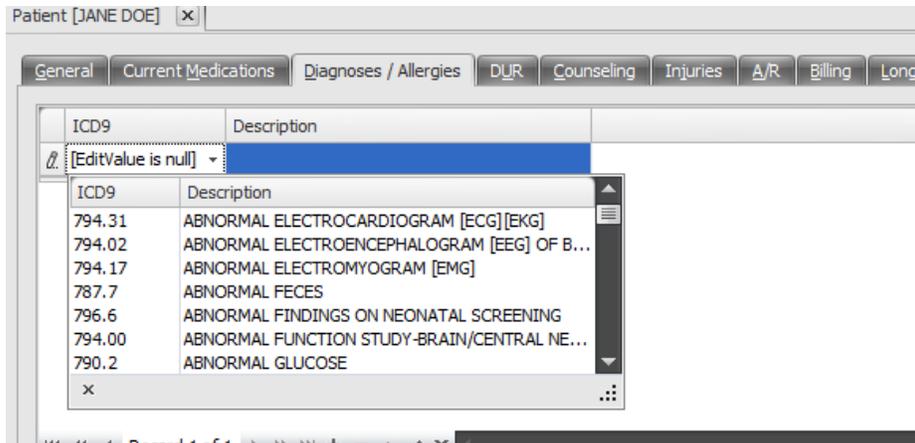
## DIAGNOSES/ALLERGIES

---

You can insert diagnoses or allergies to a patient in the "Diagnoses/Allergies" by selecting "Add New Row" at the top of the window.



A dialog box will pop up asking if you want to a new diagnoses or new allergy. Select which field you would like to add a new value into. Insert the information into the row and click "Save Row". Another method to add a row is click in the text box where the "Click here to add a new row" text is located.



The process is the same to add an allergy, as well.

You can also input various medical conditions at the bottom half of the screen.




---

## DUR

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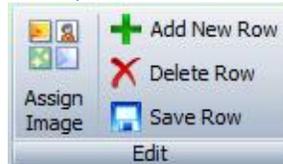
The "DUR" tab lists the DUR Data information for the patient, such as allergy codes, drug interactions, and drug-disease interactions.

---

## COUNSELING

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The "Counseling" tab contains fields where you can store consultation records with the patient. To input a new record, select "Add New Row" from the top of the screen. Insert the information and click "Save Row", which is located below "Add New Row".



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## INJURIES

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The "Injuries" tab contains a list of injuries documented for the patient. You can insert a new row by clicking "Add New Row" from the toolbar or clicking the box with the gray text "Click here to add a new row". You can store the patient's employer and claim reference ID for worker's compensation. Save the form when you are finished.

The screenshot shows the "Injuries" tab selected in a software interface. The top navigation bar includes tabs for General, Current Medications, Diagnoses / Allergies, DUR, Counseling, Injuries, A/R, Billing, Long Term Care, and Notes. Below the tabs, there is an "Employer" dropdown menu set to "<None Selected>". A table with the following columns is displayed: Date, Employer, Description, Carrier ID, and Claim Reference ID. The first row is highlighted in blue and contains the date "2/4/2011", "<None Selected>", and "Injury". A gray text box with the text "Click here to add a new row" is located above the table.

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## A/R

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You can view your Accounts Receivable information under the "A/R" tab. You can set up this information via the "Billing" tab.

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## BILLING

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Under the "Billing" tab, you can set up your accounts receivable and other billing information. Input the information and save.

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## LONGTERM CARE

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The screenshot shows the "Long Term Care" tab selected in a software interface. The top navigation bar includes tabs for General, Current Medications, Diagnoses / Allergies, DUR, Counseling, Injuries, Billing, Long Term Care, Notes, and Clinical Measurement. The form contains several fields: Facility (Test House), Primary Doctor (NOT ASSIGNED), Med Rec Num, Weight (kg) (0.0), Height (cm) (0.0), Unit, and Bed. On the right side, there are checkboxes for Location and Admit Date (10/24/1999). Below these, there is a "Cycle Fill" section with a checked "Enable Cycle Fill" checkbox, a "Cycle Fill Interval" field (0), and "Last Cycle Fill Date" (2/1/2013) and "Next Cycle Fill Date" (2/1/2013) dropdown menus.

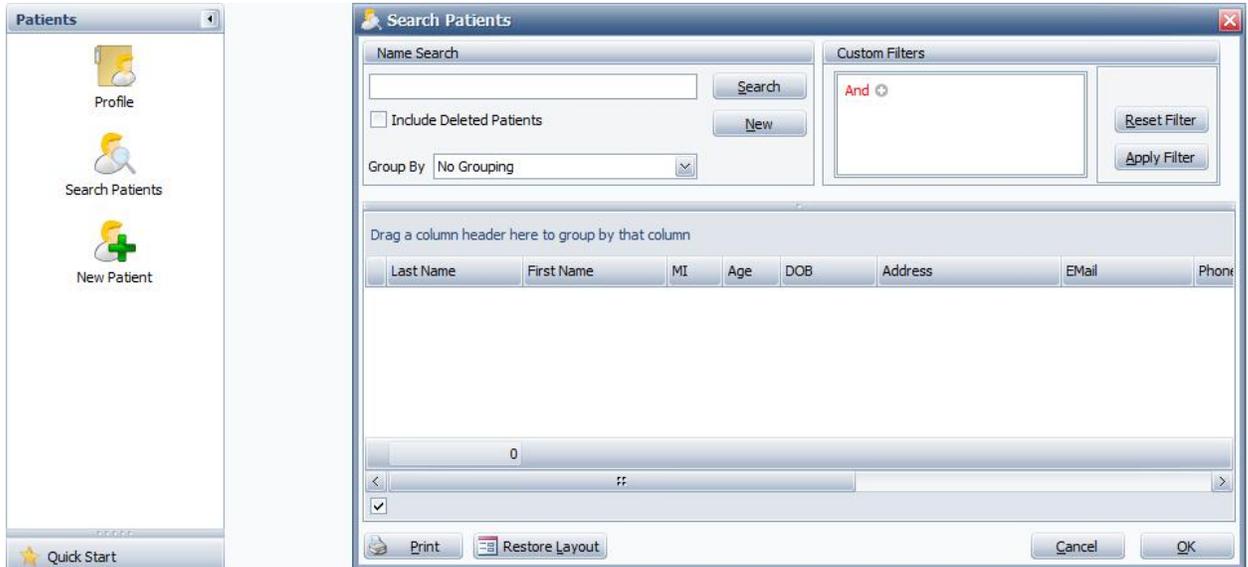
When you have several facilities and doctors set up in your system, you can set up long term care facilities for your patients. If you don't have the facility set up yet, click here to learn how to set them up. After you have the facilities and other required information in your system, you can set up the long term care by inputting the information.

Click on the "Long Term Care" tab to add a patient to a facility. Select the facility and primary doctor from the drop downs. You can input other information as needed. The MARs sheets are used for long term care facility patients for drug times and a drug list. Once you have filled the patient's prescriptions and set the prescription times, you can print the form out for the long term care facility.

## EDITING A PATIENT

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To edit a patient's information, you need to search for the patient if the patient is not already selected. You can search for a patient by clicking the "Patients" tab on the navigation bar and then clicking "Search Patients". You can also select "Search" under the "Patients" section of the toolbar. Type all or part of the patient's last name and click "Search". Select the patient you need to edit and click "OK". If you can't find the patient, try using fewer letters or search using other criteria. You can find more information on searching here



After you have selected the patient to edit, change the values and click "Save".

## PATIENT IMAGES

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Script Assist can store multiple images in the patient's record. You can store driver's license, IDs, documents, and anything else that you may require for your pharmacy. You can also store an image in the patient's record under the "General" tab.

## NEW PATIENT IMAGE

---

To assign an image to the patient's record, click "Assign Image" and browse to the image location and click "Open".



## PATIENT INSURANCE

### GENERAL

Ins Code:  ... Exp Date:

First Name:  Last Name:

Group Number:  Card Number:

Relationship:  Person Code:

Place of Service:

Clarification:

Other Coverage:

ACZREB  
BCA  
MEDCO  
W

New Insurance  
Save  
Close  
Check Eligibility  
Delete Insurance

To add a new insurance company to a patient, click "Patient Insurance" located on the far left-hand side of the toolbar at the top of the screen. This will display the "Patient Insurance" form. Once you have saved the patient's insurance, you can go back to the patient form and select the Default Insurance. If you have a default insurance selected, that is the insurance that will be put onto new scripts.

To choose an insurance code, click the ellipses on the text box for "Ins Code" and search for the insurance company. You can do this by insurance code, name, or BIN number. After you have selected an insurance company, insert the required information.

"Place of Service" allows you to specify where the patient is located

Place of Service:

Clarification:

Other Coverage:

04 [Homeless Shelter]  
05 [Indian Health Service Free Facility]  
06 [Indian Health Service Facility]  
07 [Tribal 638 Free Facility]  
08 [Tribal 638 Facility]

"Clarification" is further used to identify if the patient is a student or disabled

Place of Service: 01 [Pharmacy]

Clarification: Not Specified

Other Coverage: Not Specified

- No Override
- Override
- Full Time Student
- Disabled Dependent
- Dependent Parent
- Significant Other

"Other Coverage" is used if the patient has secondary insurance

Location: Not Specified

Clarification: Not Specified

Other Coverage: 0 [Not Specified]

- 0 [Not Specified]
- 1 [No Other Coverage Identified]
- 2 [Other Coverage Exists-Payment Collected]
- 3 [Other Coverage Exists-This Claim Not Cover...]
- 4 [Other Coverage Exists-Payment Not Collect...]
- 5 [Managed Care Plan Denial]
- 6 [Other Coverage Denied-Not A Participating ...]

Once you have entered in all of the information, click "Save and Close" to save the record. To add a secondary insurance, repeat the same process. Once you have entered in the secondary insurance, click the "Other Payer(s)" tab.

---

## OTHER PAYERS

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The "Other Payer(s)" tab is used for secondary insurance. You have to have the secondary insurance saved to the patient prior to adding it here. Click on the text box where it says "Click here to add new row" and a new field will be created. Select the information from the drop down boxes and click "Save and Close".

## SIG CODES

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SIG Codes are used when filling prescriptions to quickly and efficiently generate the usage directions

### CREATING A NEW SIG CODE

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To create new SIG codes, click "Maintenance" on the toolbar at the top of the screen and click "SIG Codes". A form will be displayed that contains the SIG codes you currently have. To add a new SIG code, click anywhere in the row that says "Click here to add a new row". A new row will be generated and you can input the code you want under the "Code" column and the "Text" column is where you will put what you want to SIG code to display. For instance, a SIG code "PO" can display the text "orally".

### EDIT AN EXISTING SIG CODE

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To edit the SIG codes, click "Maintenance" on the toolbar at the top of the screen and click "SIG Codes". Select the value in the row you would like to edit, make your changes, and save the form.

# PRESCRIPTIONS

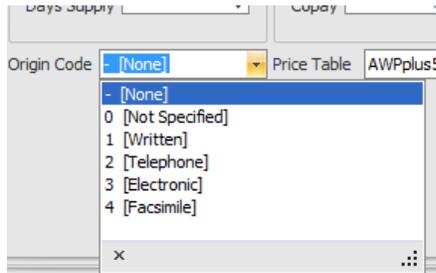
You have several options when you are filling a prescription. After you have the information filled out, you can click the "Summary" button and a window will be displayed that contains the basic information concerning the prescription you are currently viewing. You can also click "Toggle Void" which will void the prescription until you are ready to fill it, or it can remain voided. You can also use Sure Scripts to fill or refill prescriptions. The "Edit Invoice" feature is used if you are using Quick Books.

## PRESCRIPTION WINDOW

### GENERAL

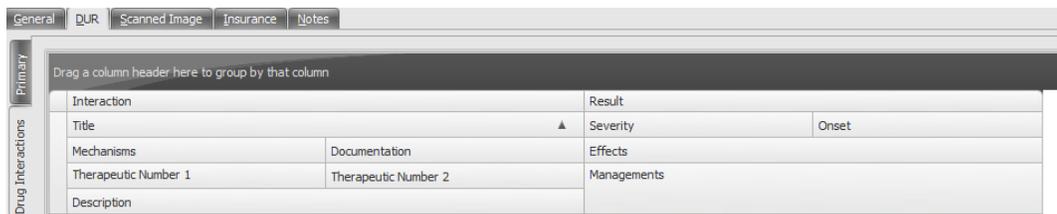
Under the "General" tab, you input the patient information, physician information, and drug information. If the patient has insurance, you can select which insurance company to bill. If you haven't set up the patient's insurance yet, you can click "Patient Insurance" at the upper left-hand corner of the screen.

"Origin Code" is where you enter how you received the script.



### DUR

The "DUR" tab is where the drug's DUR data is located. This is where the drug's image, if any, will be displayed. You'll notice on the left-hand side of the form that there are several tabs located there. These tabs contain additional DUR data.



"Drug-Drug Interactions" lists the reactions that the drug is reported as having to other drugs.

---

## SCANNED IMAGE

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"Scanned Image" displays a script if you have scanned it in for the patient. This is covered in detail here.

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## INSURANCE

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The "Insurance" tab is where you will specify the information that you will be sending to the insurance company for processing. You have to select the patient's insurance, if applicable.

Sum. Total Paid 134.3 PA Number PA Type DAW 0 [No Product Selection Indicated]

**ACZONE GEL REBATE**  
Paid  
Total Paid: \$63.15  
Base Copay :\$0.00  
Copay (Patient Pay): \$71.15  
06/07/2013

Reimb Basis Not Specified Auth Number

Received Amounts

Dispensing Fee	\$3.50	Incentive Fee	\$0.00
Prof Service Fee	\$0.00	Flat Sales Tax	\$0.00
% Sales Tax	\$0.00	Ingredient Cost	\$95.00
Amount to Processor	\$0.00	Amount of Coinsurance	\$0.00

Reject Codes Messages DUR Response

Code	Explanation	Possible Fields In Error
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The Basic tab contains more detailed pricing information and medicare fields.

The Current Claim Info tab displays the claims that have been paid or rejected on the prescription and the reject codes, if any.

The Other Payers tab is where additional insurances can be set up for the prescription to be processed.

The Extended tab has more detailed prescription information, as well as DUR Codes and Denial Clarification Codes (also known as Submission Clarification Codes).

The D0 tab contains information specific to the D0 insurance format.

---

## NOTES

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You can enter any information into this screen that you wish to save with the prescription.

## CREATING A NEW PRESCRIPTION

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To fill a new prescription, use one of the methods previously mentioned to navigate to the "New Prescription" window.

You'll see a toolbar at the top that looks like this:



The "Patient Insurance" tab allows you to select the different insurance plans that the patient has (note: you must choose a patient before you can use this feature).

"Refresh" reloads the window.

"Summary" provides you with a brief overview of the current prescription you are viewing.

"Print Label" prints a label for the current prescription

"Edit Invoice" allows you to edit the invoice information

"Print Claim" prints the current claim information

"Hold" will mark the prescription as held

"Void" will void the prescription

"Print UCF" prints the Universal Claim Form with the information pre-filled with the data on the prescription

"Refill Reminder" lets you set up a refill reminder

"Transfer" lets you transfer the script in or out

"Process" allows you to process the insurance request online

"Reverse" reverses the insurance request

"Rebill" sends the prescription as a re-bill to the insurance

"Process Other" displays a dialog so you can select which payer you want to process

"Sure Scripts Refill" sends the prescription to Prescription Assist (if installed) to be sent to the doctor

"Search Compounds" lets you search for compounds in Compound Assist

## EDIT OR VIEW AN EXISTING PRESCRIPTION

---

There are several ways to edit a prescription. One method is to pull the record up by searching for the Prescription Number. Or you can search for the prescription using the "Patient Profile".

To search using the prescription number, select "Search Prescriptions" under the "Prescriptions" tab on the navigation bar and enter the prescription number or select "Edit" from the toolbar at the top of the screen.

To search using the "Patient Profile", select "Profile" from the "Patients" tab on the navigation bar, or from the toolbar at the top of the screen. Search for the patient and click "OK". Select the prescription from the profile that you want to edit and click "Edit", which is at the bottom of the window.

Make your changes and save.

---

## BILLING TO INSURANCE

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Once Script Assist and your pharmacy is set up to do online third party billing, you can use the software to bill directly to the insurance company.

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### PROCESSING

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Once the prescription is filled out and everything is correct, click the "Process" button on the toolbar at the top of the screen. This will send a request to the insurance company and the insurance company will respond saying it is either approved or denied. If it has been denied, there will generally be a reject code or description. Correct these issues if possible. If not, call software support to assist you with the claim.

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### REVERSE

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Reversing a prescription means that you are requesting the insurance company to abort the claim. This is used if you have made a mistake in the prescription or if billing to multiple parties requires a different setting.

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### REBILL

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Rebill sends the script as a rebill to the insurance.

---

### PROCESS OTHER

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"Process Other" is used when the patient has multiple insurance companies they are covered under. You will have to set up each insurance company with the patient in the patient's insurance window. After both have been set up, you can bill to both parties.

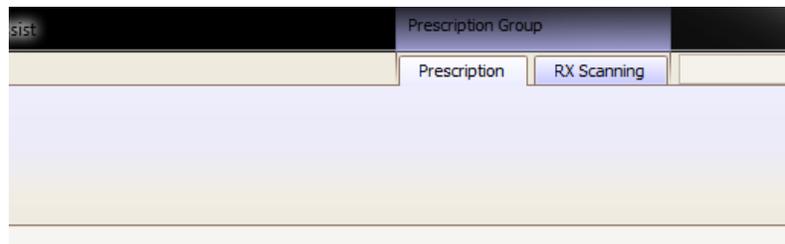
---

## SCANNING SCRIPTS

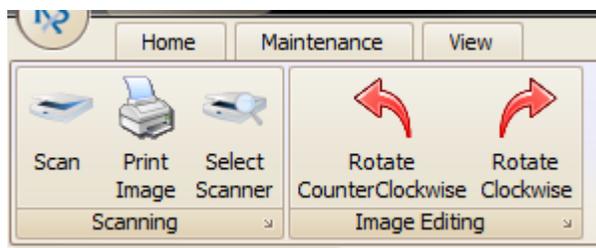
---

Script Assist provides you with the ability to store a scanned image of a script or document in the prescription record. You can keep a digital copy of a script sent over by a doctor so you don't have to worry about keeping paperwork.

To scan a script, open the prescription it will be saved to or create the prescription. Towards to upper right hand portion of the screen, you will see two buttons: "Prescription" and "RX Scanning". Click on "RX Scanning".



The Scanning toolbar will be displayed. From there you can select "Scan" to scan the image, "Print Image" to send the image to a printer, and "Select Scanner" if you have multiple scanners or haven't set up the scanner with Script Assist. So let's start from the beginning.



Click "Select Scanner". A dialog box will pop up that lists the scanners you currently have plugged into the computer. Select the scanner from the list and click "Select". Click "Scan" to display the dialog box for the scanning preferences/format. The dialog box will vary for each scanner. It's generally a good idea to select "Black/White" or "Grayscale" to avoid the possibility of your system being slowed down from having to load large image files when it pulls up the prescription. After you have set your preferences, click "Scan" which is located generally at the bottom of the dialog box.

After the image has been scanned, it will be displayed in the "Scanned Image" tab. You can rotate the image using the "Image Editing" portion of the toolbar. After you have made your changes, save the record.

---

## PRINTING

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Printing labels is quite simple and easy. When you have a prescription window open, click "Print Label" on the toolbar at the top of your screen and you will be prompted to specify the number of labels. Click "Ok". Your label will print.

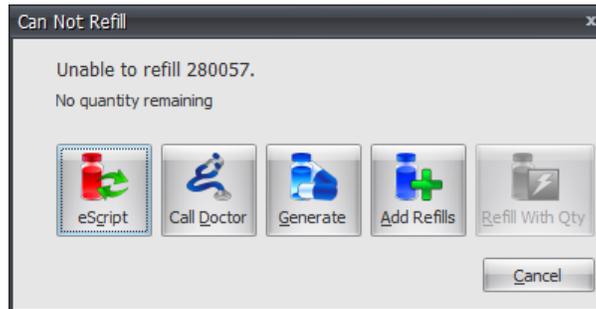
You can change the labels if you want to add or remove fields. This will be discussed later.

## REFILLING PRESCRIPTIONS

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There are several ways to refill prescriptions. You can select Search Prescriptions from the navigation bar or you can choose Refill from the ribbon bar. Enter the prescription number you wish to refill.

If the prescription doesn't have any refills available, you will be prompted for action.



The eScript button is only enabled if you have the directory in the options set for Sure Scripts.

Call Doctor will print a call doctor form to be faxed.

Generate will generate a new prescription with the same information.

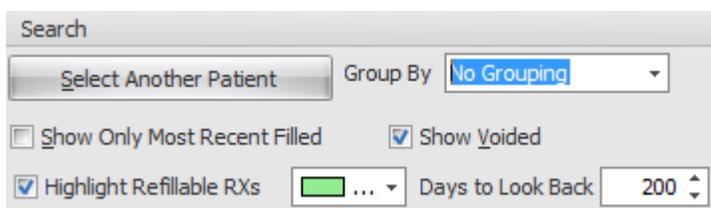
Add Refills will allow you to add additional refills to the prescription.

Refill With Qty is used when there is not enough quantity for a full script but there are enough for a partial script.

## PATIENT PROFILE

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The patient profile is used to quickly view, edit, or refill prescriptions. To view a patient's profile, click the "Profile" button on the navigation bar or on the toolbar. From there, you can search for the patient. After you have selected the patient, you'll see the "Patient Profile" dialog form. All of the patient's prescriptions are listed here.



The profile has several methods to help sort the information displayed. The group by will allow you to group prescriptions by a certain criteria. The Show Only Most Recent Filled checkbox only displays the last fill of each medication. The Show Voided will hide/show voided medications. The Highlight Refillable RXs will highlight each row that is eligible for refill. The Days To Look Back only show medications within that date range.

## REFILL REMINDERS

You can set up Refill Reminders in the patient profile. These reminders are printed out and sent to the queue to be refilled. To set up a refill reminder, click Reminder and enter either a Day Of Month or Interval. The Day Of Month is if the prescription needs to be filled on a specific day of the month and the interval is if the prescription needs to be refilled after a certain amount of days have passed. Click OK to save your changes.

R...	Number	Date	Drug	Qty	Qty Left	V	H	P	R
>	280030	1 12/30/2013	SIMVASTATIN 10 TAB	30.000	60.00	N	N	N	N
	280034	0 5/9/2013	TYLENOL #1 W/COD TAB	30.000	0.00	N	N	N	N
	280033	0 5/2/2013	MUCINEX 4 OZ EXPECT/CO...	30.000	0.00	N	N	N	N
	280032	0 5/2/2013	TYLENOL #1 W/COD TAB	30.000	0.00	N	N	Y	N
	280028	1 4/23/2013	SIMVASTATIN 10 TAB	30.000	60.00	N	N	Y	N
	280000	1 4/15/2013	TYLENOL 325MG	89.000	91.00	N	N	N	N
	280024	0 3/27/2013	DURAGESIC 100 MCG 40C...	10.000	0.00	N	N	N	N
	280022	0 3/27/2013	DURAGESIC 100 MCG 40C...	10.000	0.00	N	N	Y	N
R	280013	0 3/14/2013	ASPIRIN 325MG TAB	179.000	0.00	N	N	Y	N
	280009	0 3/11/2013	ACEPROMAZINE MALEATE ...	30.000	60.00	Y	N	N	N
R	280001	0 3/7/2013	FASTIN 30MG CAP	60.000	120.00	N	N	N	N
R	280000	0 3/7/2013	ENALAPRIL TAB 2.5MG	90.000	180.00	N	N	N	N
R	279999	0 3/7/2013	DALLERGY CAP	90.000	0.00	N	N	N	N
R	279997	0 3/7/2013	CALCIUM 600MG/VT D	21.000	0.00	N	N	N	N

- "Edit" displays a form to edit the prescription
- "Void/Delete" voids or removes the prescription from the profile
- "Refill" displays a form to refill the prescription
- "Hold" places a prescription on hold for pickup at a later date
- "Reverse" is used after the prescription has been processed to third party billing. This will remove the claim from the insurance
- "Label" will print the prescription
- "Transfer" allows you to transfer a prescription in or out
- "Generate" generates a new prescription to add to the profile
- "Reminder" let's you set a refill reminder for a specific date.
- "Copy RX" copies the data from a prescription and creates a new prescription
- "Call Doctor" allows you to send a request directly to the doctor for refill authorization
- "New RX" creates a new prescription for the selected patient

## PRINT PROFILE

You can also print out a list of all the medications by clicking the Print button.

## EMPLOYERS

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You can set up employers in Script Assist and assign patients to their employer in the "Injuries" tab in the patient window. To set up an employer, click "Maintenance" on the toolbar at the top of the screen and click "Employer". A dialog box will pop up asking if you want to search employers, add new employer, or cancel. Select "New Employer". Enter the information into the record and save. Now when you click the "Injuries" tab in the patient window, you can select an employer and save the information in that patient's record.



The screenshot shows a dialog box titled "Employer [New]". It contains the following fields:

- Name: A single-line text input field.
- Address: A single-line text input field.
- City: A single-line text input field.
- State: A single-line text input field.
- Zip: A single-line text input field.
- Phone: A single-line text input field.
- Contact: A single-line text input field.
- Insurance ID: A single-line text input field.

## EDIT AN EMPLOYER

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To edit an employer, click on the maintenance section of the toolbar at the top of the screen and click "Employer". A dialog box will pop up and click "Search Employers". Search for the employer by using part or all of the name and once you have it selected, click "Ok". Edit the information and save the record.