

## Pharmacy Overview Transcript

Pharmacies are a unique industry and have some very specific regulations that they need to follow. Eagle's pharmacy interface options allow you the flexibility to comply with these regulations, while providing a positive customer experience. In this course we'll take a look at Eagle's Synchronized Interfaces, the Pharmacy signature capture options, security, will call transactions, and monitoring controlled substances. Let's check it out.

Eagle works with many Pharmacy Management systems. Interfaces work in both online and offline point-of-sale. Review the "Features by Interface" Document to understand each. If your system allows for a two-way interface, your Eagle software can pass information back and forth when the Pharmacy Listener PC is on.

Best practice is to keep this PC on all the time. At Point of Sale, synchronized interfaces can prompt for User Safety Caps, a Pharmacy Consult, and to require a HIPAA or Pickup signature. These signatures, along with barcodes, can also be shared between the systems.

Barcodes can include the transaction number, RX number, and MTD sequencer number. For a full list of information saved see the Pharmacy Interface Saved Data.

There are several instances when a signature is required. Your pharmacy management system, or PMS interface, alerts the Eagle system when a new HIPAA signature is needed. Once the customer signs for HIPAA, the PMS is updated, and this customer is not asked to sign a HIPAA agreement again.

You can also set your system to require signatures for safety caps or a pharmacist consultation. These signatures can be consolidated so the customer only has to sign once. The receipt will be marked with the customer's response to the question, such as "Safety Caps Refused" or "Safety Caps Accepted". A full list of options can be found in the Course Materials.

If your store needs to take part in a pharmacy compliance audit, it can be detrimental to not have easy access to these signatures. QuickRecall can provide a copy of the transaction, including the signature. This information can also be found on monthly Accounts Receivable statements and Drive Thru Delivery Reports.

There are a number of security features built into the Eagle System specifically for the pharmacy retail businesses. You can set up security credentials for those who use Pharmacy Point of Sale Terminals. This ensures that only those employees who are supposed to be selling pharmaceuticals have the ability to do so.

These changes can be made in Security Maintenance. Details on which specific bits to use can be found in the Options and Security Bits Documentation. There are also options that can be set to restrict clerk behavior. These include preventing duplicate prescriptions from being sold on the same transaction and previously sold prescriptions being resold.

There are two primary methods to look up Will Call prescriptions. The most common method is by scanning or entering a prescription's RX number. The Prescription Record Management Viewer allows you to quickly find all RX records that have a specific Status for a range of dates.

This provides the user with a list of all of the prescriptions that have been filled, but have not been picked up by the associated patient. You can also locate a prescription by searching for the customer's name. Use the check boxes and filters to narrow your search just as you would with any viewer.

Following state and federal laws, you will need to track any controlled substances that leave your pharmacy. The Controlled Substance Tracking Viewer identifies who has received a controlled substance, what they have received, as well as when and where they got it. Reports from this viewer can be printed if needed.

When a customer purchases a controlled substance, such as pseudoephedrine, they will be required to show an ID. If the state issued ID type has a 2D barcode it can be scanned to quickly pull in the customer's name and full address. The customer will then need to sign for their purchase.

Eagle can be set so that only a specific amount of a substance is able to be sold in a given timeframe. Then, if a customer tries to purchase more than the allotted amount, an error message will appear. Options relating to this information can be found in the Options Document in the Course Materials.

You've seen how Eagle Pharmacy can work side by side with your specific pharmacy system. Using a synchronized interface, you will be able to streamline signature capture, pharmacy security, will call, and the sales of controlled substances.

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