

Tip sheet (Willow Ambulatory)

Outpatient Pharmacist:

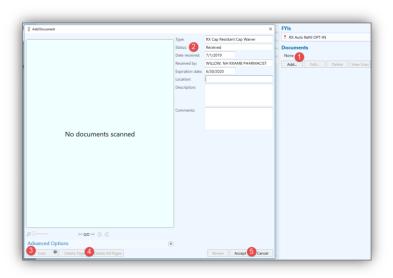
May 2019 Upgrade

What's new in Willow Ambulatory with the May 2019 Upgrade?

Scan Patient Documents in Willow Ambulatory

Willow Ambulatory users can now scan patient documents such as waivers and insurance cards directly in Willow Ambulatory.

- 1. In a patient's record, go to the Documents section and click Add. A window appears, from which you can scan patient documents.
- 2. Select the Type of document and fill in the appropriate fields.
- 3. Click Scan to scan the document.
- 4. Documents can be deleted as necessary. Multi-page scans appear as separate images so they can be expanded, rotated, or deleted individually.
- 5. Click Accept.



Accessing Prior Authorization Information

You can view, initiate, and cancel Prior Authorization information in the Med Profile, the Prescription Composer, the menu button in the billing Composer, and the Payment Summary window.



	Medication	Dose	Route	Frequency	Prior Auth	Written
	ampicillin (PRINCIPEN) 250 MG PO capsule		Oral			5/2/2018
	albuterol (PROVENTIL) 2 MG PO tablet		Oral			5/2/2018
	albuterol (PROVENTIL) 2 MG PO tablet	1 mg	Oral			4/27/201
	amoxicillin 125 MG PO chewable tablet	125 mg	Oral	3 Times Daily	Approved	4/12/201
	amoxicillin 125 MG PO chewable tablet	125 mg	Oral	3 Times Daily	Pending	4/12/201
	Dasatinib 100 MG Oral Tablet	100 mg	Oral			5/24/20
	Dasatinib 100 MG PO TABS	100 mg	Oral			4/27/20
	Dasatinib 100 MG PO TABS	100 mg	Oral			4/27/201
	finasteride 5 MG PO tablet	5 mg	Oral	Daily	Approved	2/23/20
	finasteride 5 MG PO tablet	5 mg	Oral	Daily	Closed	2/22/20
	finasteride 5 MG PO tablet	5 mg	Oral	Daily	Denied	2/22/20
	warfarin (COUMADIN) tablet	5 mg	Oral	Daily		
Th	ere are billing overrides applied on this fill.					
Pr Cu	ior Authorization: <u>Detail</u> 😵 Cancel urrent Accumulator: 3408	ECONDAF		22222 PCN: fields possibly		Defer a 2-EV Prior

sinopril 30 MG tablet (PRINIVIL, ZESTRIL) Charg		Rx #: CB3	000061-0 🚺
Profit: Total covered: \$0.00 Patient charge: Ca Charging Rejected for coverage AMBRX D.0/A			
Follow-up date:			
Prior Authorization: Pending 😵 Cancel			
AMBRX D.0/AMBRX D.0 EVERYTHING (Primar	v)		
X Bill Covered: \$0.00			
Prior Authorization Required			

Fill Solid-Form Compounds

You can now work with mixtures in solid forms such as capsules or suppositories the same way you work with any other mixture. At the bottom of the Edit Mixture window, you can see how many units the recipe makes.

DiphenhydrAMINE HCI-Dexamethasone-Me		le HCI suppository					
Medications							
DIPHENHYDRAMINE HCL POWD	NDC:	0395-8035-19 : 25 g Bottle	• Re	cipe:	0.025	g	Dispense: 750 mg
Dosed ingredient							Requested quantity: 750 mg
DEXAMETHASONE POWD	NDC:	38779-0405-3 : 5 g Bottle	▼ Re	cipe:	0.004	g	Dispense: 120 mg
Dosed ingredient							Requested quantity: 120 mg
METOCLOPRAMIDE HCL POWD	NDC:	51927-1082-0 : 1 g Bottle	• Re	cipe:	0.01	q	Dispense: 300 mg
Dosed ingredient							Requested quantity: 300 mg
Base							
POLYETHYLENE GLYCOL POWD	NDC:	38779-0778-0 : 10,000 g Bottle	• Re	cipe:	2.12	q	Dispense: 63.6 g
							Requested quantity: 63.6 g

If you need to create a solid-form compound on the fly, add ingredients to the shell mixture that contains only supplies such as empty capsules.



3 Edit Mixture	×
Gelatin Capsules (Empty)	
Supplies	
GELATIN CAPSULES (EMPTY) CAPS	NDC: 51552-1296-9:50.000 each Bottle Recipe: 1 capsule
Add Ingredient	Close

Cancel Transfers

If a user transfers a prescription in error, they can now cancel the transfer with the click of a button. In Prescription Event Details, transfers now feature a Cancel button that will cancel the most recent transfer of a prescription as long as there are no fills in progress. Previously, there was no way to correct a transfer mistake short of transferring the prescription back.

Ordering User Authorizing Pr		Pharmd, Tjk Pawelka Md,	Perry				608-252	-2252
	O3000538-1 NYDRAZID) 100 MG table	t (30771600)						
Dose: 100 mg			te: Oral				Ereau	ency: DAILY
Dose: 100 mg Dispense Qua	ntity: 30 tablet	Refil						ency: DAILY emaining: 3
Sig: Take 1 tat	olet (100 mgs) by mouth daily.							
Written Date:			ration Date: 01					
Start Date: 01,	/28/19	End	Date: 04/28/1	9 after 90 doses				
ander								
om: CVS	ancel				Phone: 60			
Edit Ca					Phone: 60 Phone: 60			
Edit Ca om: CVS :: TJK Pharm Report/Label		Report/Label	Quan	tity Printer		8-515-21		Manually Reprint
Edit Ca om: CVS or: TJK Pharm Report/Label Date Printed 1/28/2019 07:34	History Type Work Request - Requests Added	Work Request Manifest	1	tity Printer WILLOW AMB XA	Phone: 60	8-515-21 Tray	30	Manually Reprint
EditCa om: CVS :: TJK Pharm Report/Label Date Printed 1/28/2019 07:34 1/28/2019 07:34	History Type Work Request - Requests Added Prescription Information Label	Work Request Manifest Prescription Label (Full F	1 Page) 1	WILLOW AMB XA WILLOW AMB XA	Phone: 60 ML PRINT TO ML PRINT TO	8-515-21 Tray FILE FILE	30 Printed By Phar, Tj Phar, Tj	Manually Reprin
Edit Ca om: CVS or: TJK Pharm Report/Label Date Printed 1/28/2019 07:34	History Type Work Request - Requests Added Prescription Information Label	Work Request Manifest	1 Page) 1	WILLOW AMB XA	Phone: 60 ML PRINT TO ML PRINT TO	8-515-21 Tray FILE FILE	90 Printed By Phar, Tj	Manually Reprin
EditCa om: CVS :: TJK Pharm Report/Label Date Printed 1/28/2019 07:34 1/28/2019 07:34	History Type Work Request - Requests Added Prescription Information Label Transfer In	Work Request Manifest Prescription Label (Full F	1 Page) 1	WILLOW AMB XA WILLOW AMB XA	Phone: 60 ML PRINT TO ML PRINT TO	8-515-21 Tray FILE FILE	30 Printed By Phar, Tj Phar, Tj	Manually Reprint

Edit Transfers

If you make a mistake when transferring a prescription to an external pharmacy, correct the mistake right away by simply selecting the transfer in Prescription Event Details and click Edit.

fransfer from:	AMK PHARMACY - CI	HICAGO			• Transfer to:	WAL-MART. #	#10-1656 MEADVILLE	P Other	
	21 Oak St Chicago Illinois 54956				Address:	1500 Conneaut La Meadville Pennsyl			
Phone:	608-545-7878				Phone:	Not on file			
DEA #:	234234				DEA #:	4			
Authorized by:	Pharmacist Amk, RPh				Spoke with:	Joe		Other	
Comments:	_				Return the I	hard copy prescr	iption to the patient		7
escriptions to	transfer	Profile Only	DEA Schedule Non-Scheduled Medicatio	Cannot Transfer Reason			Edit Cancel C From: AMK PHARMAC To: WAL-MART. #10-16	Y - CHICAGO	



Consistent Medication Names

Rather than seeing the same medication referred to by both the order name and the label name at different places in the system, you now see on consistent medication name throughout Willow Ambulatory.

Cx #	Status	Medication	50	Dose	Route	Frequency	Written
18-3000113	Profile only	lansoprazole 15 MG capsule (PREVACID)			Oral		5 days ago
8-3000008	Discontinued	lansoprazole 15 MG capsule (PREVACID)			Oral		9/24/2018
8-3000041	Profile only	atorvastatin 10 MG tablet (LIPITOR)			Oral	PRN	10/23/201
8-3000110	Ready to Fill	LIPITOR 10 MG tablet (atorvastatin)			Oral		5 days ago
18-3000078	Pending Fill	LIPITOR 10 MG tablet (atorvastatin)			Oral		11/26/201
18-3000063	Ready to Dispense	LIPITOR 10 MG tablet (atorvastatin)			Oral		11/8/2018
18-3000007	Discontinued	LIPITOR 10 MG tablet (atorvastatin)			Oral		9/20/2018
18-3000103	Ready to Fill	ANTOS SOLOSTAR 100 UNIT/ML Soph (Insulin Glargine)					7 days ago
8-3000077 Vork Req	Fill Initiated	OCELLA 3-0.03 MG per tablet (drospirenone-ethinyl estradiol)			Oral		11/26/201
Nork Req	Fill Initiated	OCELLA 3-0.03 MG per tablet (drospirenone-ethinyl estradiol)			Oral	First fil	
Nork Requ	Fill Initiated	OCELLA 3-0.03 MG per tablet (drospirenone-ethinyl estradiol)			Oral	First fil Rx: 18-3000077	
Nork Requ	Fill Initiated	OCELLA 3-0.03 MG per tablet (drospirenone-ethinyl estradiol)			Oral		
Nork Requ	Fill Initiated	OCELLA 3-0.03 MG per tablet (drospirenone-ethinyl estradiol)			Oral		
8-3000077 Vork Requ	Fill Initiated	OCELLA 3-0.03 MG per tablet (drospirenone-ethinyl estradiol)			Oral		
8-3000077 Vork Requ	Fill Initiated	OCELLA 3-0.03 MG per tablet (drospirenone-ethinyl estradiol)			Oral		
8-3000077 Vork Requ	Fill Initiated	OCELLA 3-0.03 MG per tablet (drospirenone-ethinyl estradiol)			Oral		

View and Edit the Fill Start Date

When filling a prescription, you can view or edit the start date for a particular fill of a prescription in the field labeled Start taking in the Pharmacy to Dispense section within Advanced View. This information lets a patient know when they should begin taking the fill, which could be different from the date it was filled.

Profile only	/ 🗌 Incoming tra	nsfer 🔽 Adv	vanced view						Scan Prescription [®] Use Last Scan [®] =	X Remove Prescription
			Provid	er Prescribed					Pharmacy to Dispense	0
Written:	1/3/2019	Expires:	1/3/2020		Serial 4	¥:	Fill at:	ALS OU	ITPATIENT PHARMACY 2	
Medication:	hydrocortisone	2.5 % cream	- 7			Create Mixture	NDC:	•	 Disp pkg 	
	Brand necessa	ary								
Offline Rx#:										
🚨 Dose:	As directed	Apply topic	ally.				Translated sig:			
							Language			
					Complex Dosing	Jse Calculated Sig	Pharmacist:	Starter	Provider	
Starting:	1/3/2019	Ending:					Partial fill Qty i	ntended:	Days intended:	
Dispense:	30 g	Refills: 0			Rx origi	n: Written	Dispense:	30	g Labels: 1	
Prescribed:	Marty Seeger, M	ID	Other	0			Day supply:	30	DAW reason:	
Authorized:	Marty Seeger, M	ID	Other	0			Days of therapy:	30	Date of service:	
Supervised:	name, NPI, or D	EA #	Other			(Start taking:	2/4/201	19	
Comments:	provider comm						Comments:	prescri	ption-level pharmacy comments	
Diagnoses:							Customer ID:		• (d ²)	

Due Times for Completion Fills

Completion fills now have a due time of 12 business hours after they are created, so you'll see a Ready at time and date on these work requests. If you don't want to release the fill immediately, add a follow-up date to the Completion Fill Hold flag. Follow-up dates for completion fills can be managed through creation of a custom work queue or by altering the configuration of the Follow-up Tickler work queue to include this custom flag.



Pending Fill \$2.?? Completion Fill Hold Rx: 00028	Fill Cancel Pending Fill (1) Customer is waiting
Edit Flag Completion Fill Hold Follow-up date: Type: Completion Fill Added on: 9/26/2018 22:38 Added by: System Comments: Comments:	Ready at: 10/5/2018 02:16 -1 hr +1 hr Dispense at: E PHARMACY

Some Requests to Discontinue Medications Can Be Automatically Approved

Some requests from external providers to discontinue a patient's medications are now approved automatically. Prescriptions that are automatically discontinued appear as discontinued from an external system.

		Prov	vider Prescribed		
1 The prescri	iption was disconti	nued from an e	xternal system. <u>Details</u>	C	ontinue Filling.
Written:	4/4/2016	Rx expires:	4/4/2017	Rx serial #:	
Medication:	sumatriptan 50 N	/IG tablet			Create Mixture

Delivery Icons Get a Makeover

The icons representing delivery preference options (Courier, Mail, Pickup) have a new look, making them more consistent with the rest of Willow Ambulatory.

Front Counter	Prescription History Medication Inquiry	Ē	Courier	Mail	Pickup
	Patient R Med Profile R Managemen Default address: Home Address Update 1234 spring street	t Before	1	\bowtie	2
Williams, Carrie	Madison Wisconsin 53719 Delivery pref: Pickup Pharmacy notes:	Now	1	-	2

Update Balances Without Updating the NDC Field

Inventory users won't have to manually update the NDC field in Update Balances as frequently as they did previously. The default NDC will now appear when updating balances. If the NDC being updated is different than the default, select the NDC that needs to be updated.



Location:	Central Pharmacy	0
R <u>e</u> ason:	Set 🔎	Type: Increase stock Decrease stock Set stock lev
Co <u>m</u> ments:		
Inventory item:	LISINOPRIL 10 MG PO TABS	Q

Dimensions Hyperspace Changes

What's new in Dimensions with the May 2019 Upgrade for Willow Ambulatory users that access patient charts within Hyperspace?

Storyboard for Pharmacists

Say goodbye to the patient header and hello to Storyboard. Storyboard gives you easy access to a patient's story, no matter where you are in their chart. Review key information, hover for additional detail, and click to take action.

After opening a patient's chart, **(A)** Storyboard appears on the left side of the screen, and the **(B)** activity tabs you're accustomed to now appear at the top of the screen. You can also customize those tabs to best suit your needs. No matter where you are in a patient's chart, you can see key information about that patient in the Storyboard, including allergies, weight/BSA, and new lab results. You can also take common actions, such as creating a new intervention or quickly jump to activities such as Results Review. Of course, any of these activities can still be accessed as you previously have.

Rheumatology			
Rheumatology			
	FYI	-	5
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			0

Watch the quick video in the playlist to learn more on Storyboard basics and customization options.