



# Why Keep Our Patients Waiting? Express Prescription Pickup

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ANA N. CHAVIS, CAPT, USAF, PHARM D



# Attendance Code

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To obtain CPE credit for this activity, you are required to actively participate in this session. You will need this attendance code in order to access the evaluation and CPE form for this activity. Your CPE must be filed by **4 November 2020** in order to receive credit.



# CPE Information and Disclosures

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I, Ana Chavis, “declare no conflicts of interest, real or apparent, and no financial interests in any company, product, or service mentioned in this program, including grants, employment, gifts, stock holdings, and honoraria.”



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# CPE Information

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Target Audience: Pharmacists and Pharmacy Technicians

ACPE#:

0575-0000-20-098-L04-P

0575-0000-20-098-L04-T

Activity Type: Knowledge



# OBJECTIVES

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Explain what the ScriptCenter<sup>®</sup> is and the advantages it brings to pharmacy workflow

Identify barriers to patient counseling for patients utilizing the ScriptCenter<sup>®</sup>

Perform step by step procedures for filling and loading prescriptions into the ScriptCenter<sup>®</sup>

Be able to assist patients in creating a user profile

Navigate through AsteresCentral<sup>®</sup> and create a variety of customizable reports



# KEY POINTS

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What is the ScriptCenter<sup>®</sup>?

ScriptCenter<sup>®</sup> ADVANTAGES

Prescription Processing

Patient Counseling

Creating a user account

Types of reports



# What is the ScriptCenter®?

Developed by Asteres Inc. and commercially launched in 2005

24/7 Automated "ATM-like" prescription pick-up kiosk

Provides convenient and secure access to both new prescriptions and refills

Pharmacy staff maintains control of filling and verifying prescriptions





# ScriptCenter<sup>®</sup> ADVANTAGES

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Extended pharmacy hours for shift workers without the need for additional staff

Weekend access

Reduced wait times to pickup

Less mix of healthy and sick population

Increased pharmacy shelf space

Camera and signature capture devices

★ a photo and signature of the individual picking up is captured with every transaction

Improve patient experience

Maximize efficiency

Decreased pharmacy congestion





# ScriptCenter<sup>®</sup> ADVANTAGES

Create remote prescription pickup locations

Flexibility for future expansion\*

Automated return to stock

Customizable detailed reports





# PRESCRIPTION PROCESSING

## RX SCRIPTCENTER CHCS Report Procedures

**IVM**      **IV Menu**  
**NSM**      **Narcotic System Menu**  
**OPM**      **Outpatient Menu**  
**UDM**      **Unit Dose Menu**  
**PSM**      **Pharmacy Support Menu**  
**PRM**      **Pharmacy Reports Menu**  
**SFM**      **Supervisory Functions Menu**

**scen**

Earliest FILL DATES: FIRST// t-1 (10 Jun 2018) \*\*\*This may be different when covering a weekend of holiday\*\*\*

Latest FILL DATES: LAST// t (11 Jun 2018)

DEVICE: queue to print on

DEVICE: spool VMS File      RIGHT MARGIN: 80// 132

Select SPOOL DOCUMENT NAME: cx\_center 11jun18 test

Are you adding 'cx\_center 11jun18 test' as

a new SPOOL DOCUMENT? y (YES)

EXPIRATION DATE: 18 Jun 2018//

Requested Time to Print: NOW//

Request QUEUED!

**\*\*\*Report will take approximately 1 HOUR to generate\*\*\***

**IVM**      **IV Menu**  
**NSM**      **Narcotic System Menu**  
**OPM**      **Outpatient Menu**  
**UDM**      **Unit Dose Menu**  
**PSM**      **Pharmacy Support Menu**  
**PRM**      **Pharmacy Reports Menu**  
**SFM**      **Supervisory Functions Menu**

**psr**

1 - Prescriptions in Suspense Rpt.

2 - Print Spooled Report

Choose 1-2: 2

Select SPOOL DOCUMENT NAME: cx\_center (short for list or type full doc name)

1	cx_center	04jun18	04 Jun 20180073640	RENEEE BRANDEN J
2	cx_center	05jun18	05 Jun 20180072935	RENEEE BRANDEN J
3	cx_center	06jun18	06 Jun 20180083133	RENEEE BRANDEN J
4	cx_center	07jun18	07 Jun 20180072720	RENEEE BRANDEN J
5	cx_center	08jun18	08 Jun 20180082404	BARNETT JOHN A
6	cx_center	11jun18	11 Jun 20180071517	RENEEE BRANDEN
7	cx_center	11jun18 test	11 Jun 20180132903	

ORONA, CHRISTINE B

Choose 1-8: 7

Number of Copies: 1//

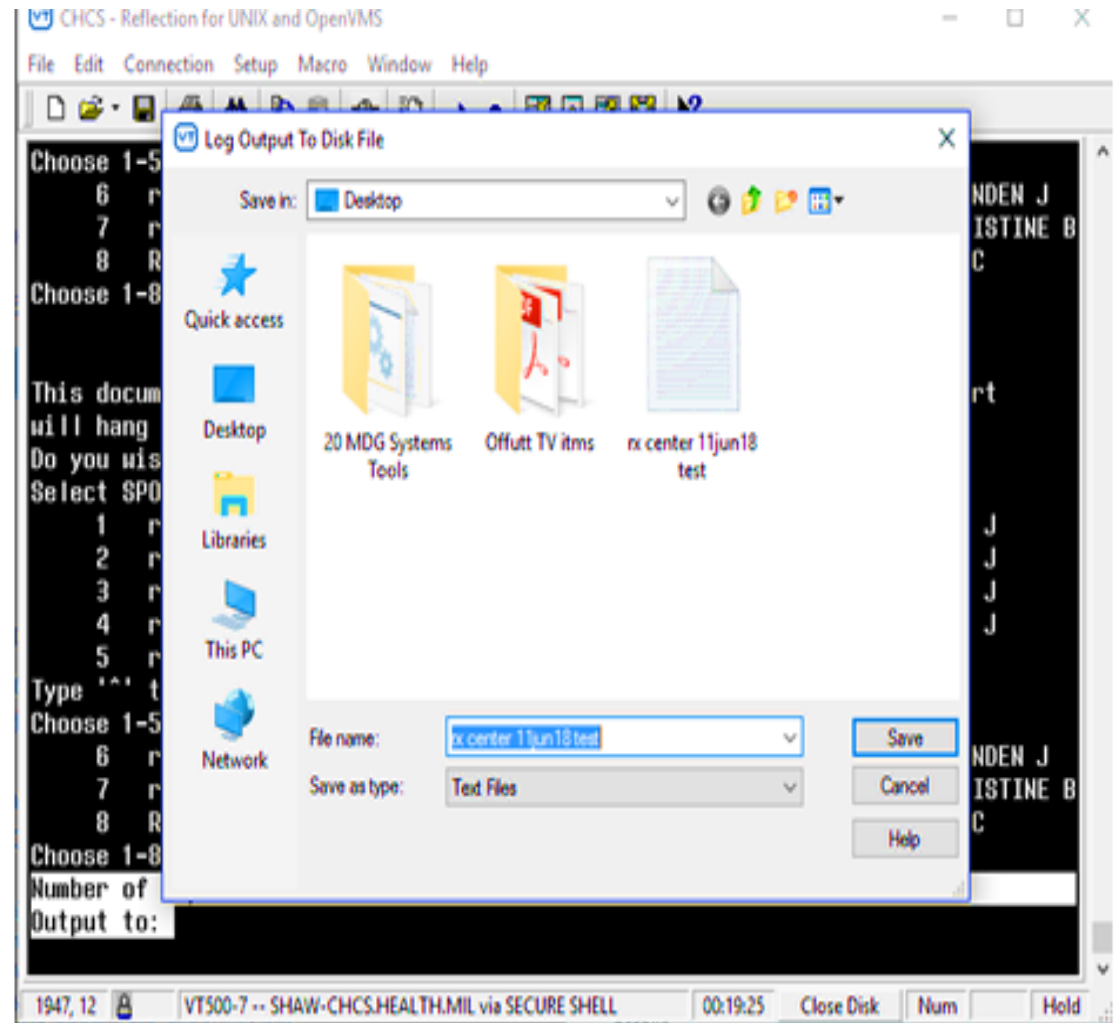
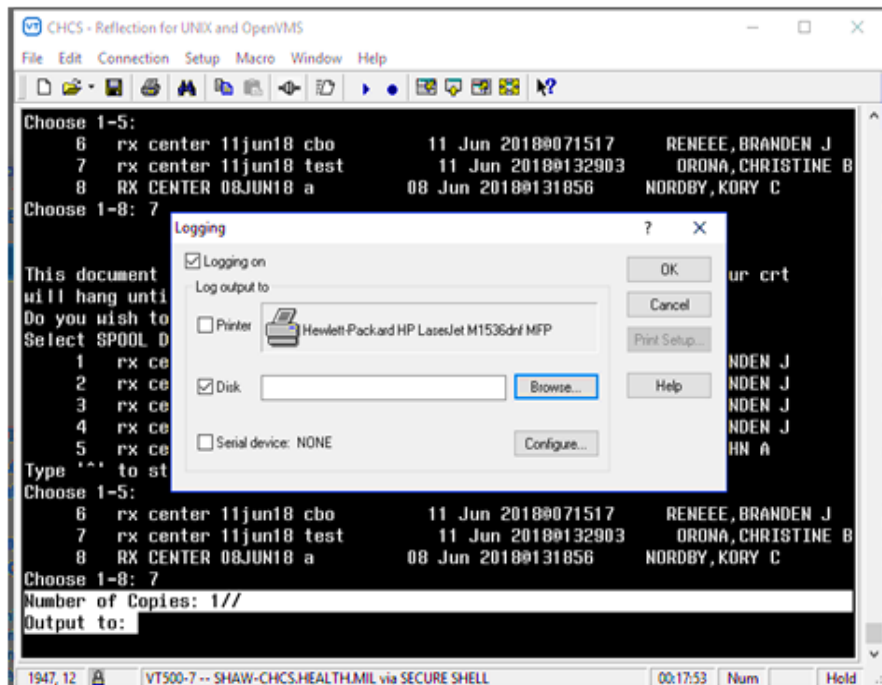
Output to:

**\*\*\*Do NOT hit Enter. Follow these next steps FIRST\*\*\***



# PRESCRIPTION PROCESSING

- Go to FILE
  - LOGGING
    - Check LOGGING ON
    - UN-Check PRINTER
    - Check DISK and Click BROWSE
    - Click DESKTOP and name the FILE (same as spool file)
    - Click SAVE

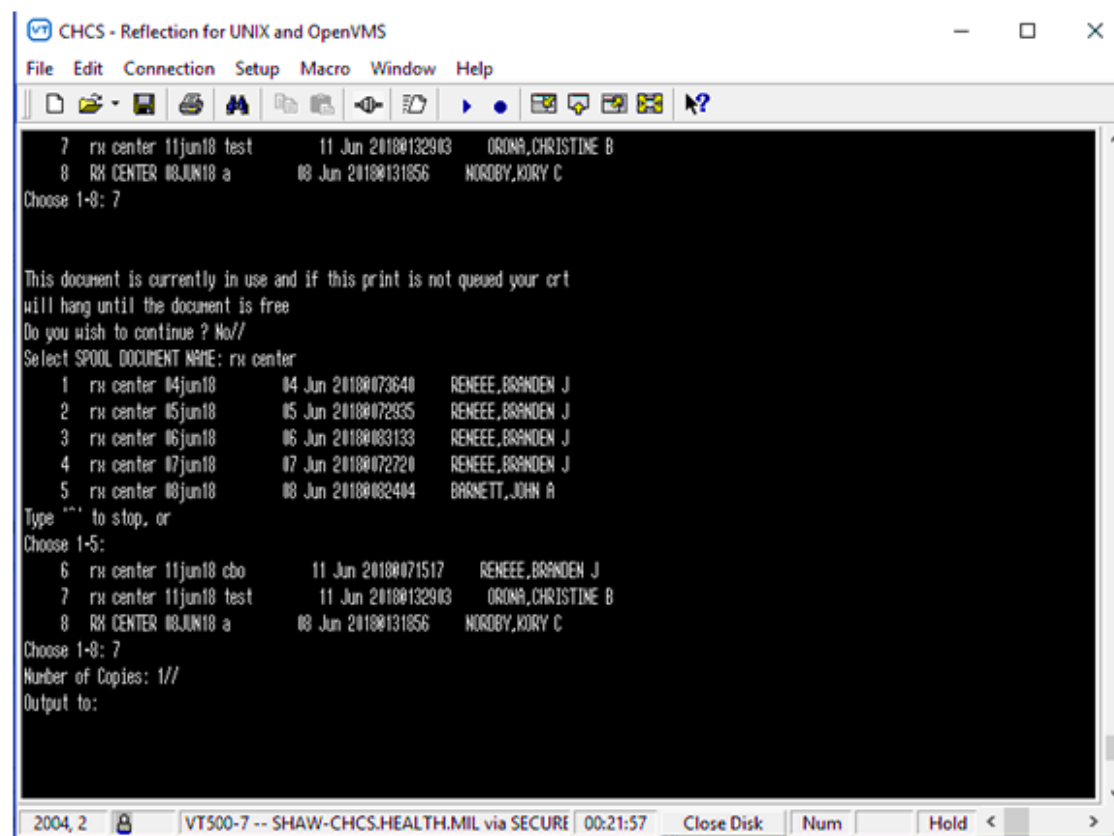
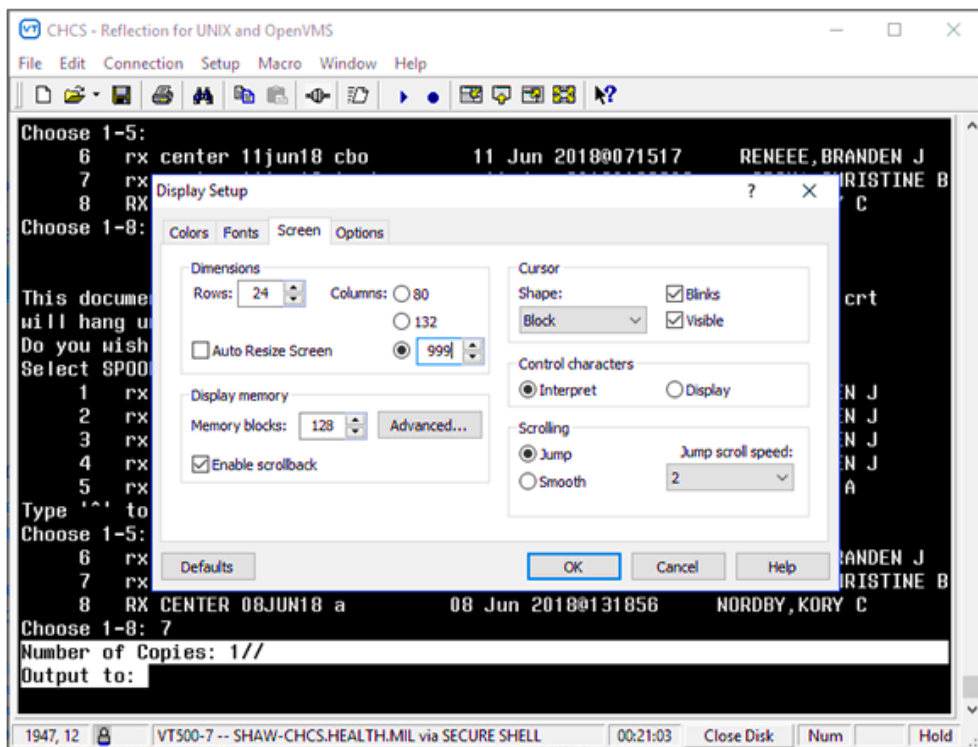




# PRESCRIPTION PROCESSING

- Go to SETUP
  - DISPLAY
    - Click on SCREEN tab
    - Type "999" in COLUMNS
    - Click OK

\*\*\*This is what it should look like\*\*\*



- Press Enter



# PRESCRIPTION PROCESSING

Login to AsteresCentral®

(must open window in Google Chrome)

Must hit "Sign In" button

The screenshot shows the AsteresCentral dashboard interface. At the top right, it says "Dashboard" and "4.1.0.9290". The main header is "AsteresCentral®" with a "Dashboard" link below it. On the left, under "Welcome", there is a login form with fields for "Login ID:" and "Password:", and a "Sign In" button. On the right, under "ScriptCenter®", there is a highlighted section for "Shaw AFB BX Pharmacy" with the status "ScriptCenter is In Service (Busy With Shopper)". Below this, a grey box contains a disclaimer: "You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only. By using this IS (which includes any device attached to this IS), you consent to the following conditions: The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations. At any time, the USG may inspect and seize data stored on this IS. Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose. This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy. Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details."



# PRESCRIPTION PROCESSING

The screenshot shows the AsteresCentral web application interface. At the top, the logo 'AsteresCentral' and version '4.1.0.9290' are visible. Below this is a navigation menu with tabs: Dashboard, Manage Users, Patients, ScriptLink®, Reports, Access, System Setup, Holds, and Activate Enrollment. The 'ScriptLink®' tab is circled in red. Below the navigation menu, there are three sub-tabs: Send Rx Info, ScriptLink®, and Ready to Load. The 'Send Rx Info' tab is circled in red. The main content area is titled 'Send Rx Info to ScriptCenter' and contains a blue box with the following text: 'Select CHCS report file to send: Select File', 'Send Info:', 'Process Info:', and 'Completed:'. The 'Select File' button is circled in red.

Select the ScriptLink® tab

Next select the Send RX Info Tab

Click on Select File to upload CHCS report from saved desktop location



# PRESCRIPTION PROCESSING

The screenshot displays the AsteresCentral interface at Shaw AFB. The top navigation bar includes links for Dashboard, Manage Users, Reports, Patients, ScriptLink®, Access, System Setup, Holds, and Activate Enrollment. Below this, there are buttons for Send Rx Info, ScriptLink®, and Ready to Load. The main content area is titled "Send Rx Info to ScriptCenter" and contains a list of four status messages, each preceded by a checkmark. A red oval highlights the first checkmark and the text "Select CHCS report file to send: Select File".

Send Rx Info to ScriptCenter

- ✓ Select CHCS report file to send:
- ✓ Send Info: Sent 532480 bytes!
- ✓ Process Info: Processed 2667 records!
- ✓ Completed: File "rx center 11jun18 test.txt" uploaded and processed!

Once the CHCS report has finished uploading (indicated with a check mark by completed) up can start linking prescriptions



# PRESCRIPTION PROCESSING

**AsteresCentral® at Shaw AFB** 4.0.1.6028

Dashboard Manage Users Reports Patients **ScriptLink®** Access System Setup Holds Activate Enrollment

Send Rx Info **ScriptLink®** Ready to Load

Scan Prescription(s) Load and Seal Container(s) Scan Container(s)

Scan a prescription.

Name: \_\_\_\_\_ Code: \_\_\_\_\_  
Birthdate: \_\_\_\_\_

Rx	Fill	Name	Price	Remove	Qty.
No prescriptions scanned.					

Scan another Rx

Rx/Fill	Container Barcode	Patient Name	Medication	Status
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Click on the ScriptLink® tab to start linking prescriptions to bags/containers

★ Please note that prescriptions requiring refrigeration cannot be picked up from the ScriptCenter®





# PRESCRIPTION PROCESSING





# PRESCRIPTION PROCESSING



ScriptCenter Inventory Status	
New Containers Loaded*:	37
Containers Unloaded*:	0
Incomplete Orders:	0
<b>SCDU (1)</b>	
Total Containers:	137
Ready to Unload:	3
Unknown:	0
Trays to Inspect:	0
Missing Trays:	0
<b>Containers to Unload:</b>	
Tray 3-5	
0050431013	3-5-2
0060177854	3-5-3
Tray 4-7	
0040708718	4-7-2
<b>SCLA001 (1)</b>	
Total Containers:	4
Ready to Unload:	0
Unknown:	0
<b>SCLA002 (2)</b>	
Total Containers:	11
Ready to Unload:	0
Unknown:	0
<b>SCLA003 (3)</b>	
Total Containers:	5
Ready to Unload:	0
Unknown:	0
*Since 2/27/2020 8:12 AM.	
Run by at 9:12 AM on 2/27/2020.	

Once all prescriptions are loaded and processed by the ScriptCenter, a Inventory Status receipt will print out

Don't forget to log back into AsteresCentral® and print out a detailed Inventory Report



# PATIENT COUNSELING

## New Prescription Communication Card

DATE:

Patient's Full Name & DOB

Medications

Comments

For questions or concerns please contact the pharmacy at (803) 895-6466

## Out of Stock Notice

Medication: \_\_\_\_\_

If you have any questions please see a technician  
at the pharmacy counter or contact us at  
(803) 895-6466.



# PATIENT COUNSELING

AsteresCentral®

4.1.0.9290

- Dashboard
- Manage Users
- Patients**
- ScriptLink@
- Reports
- Access
- System Setup
- Holds
- Activate Enrollment

[Patient List](#) > [REDACTED] E

### Patient Details

Birthdate: [REDACTED]

Address: [REDACTED]

**SUMTER, SOUTH CARO 29154-4665**

Pharmacy ID: [REDACTED]

### ScriptCenter Alerts

off Mobile:

off Email:

### ScriptCenter Login

User ID: **wed01370**

Fingerprint: **none**

### Preferred Kiosk

Shaw AFB BX Ph. ▾

Clear Registration

Disconnect

### Prescriptions

### Pick Up Lists

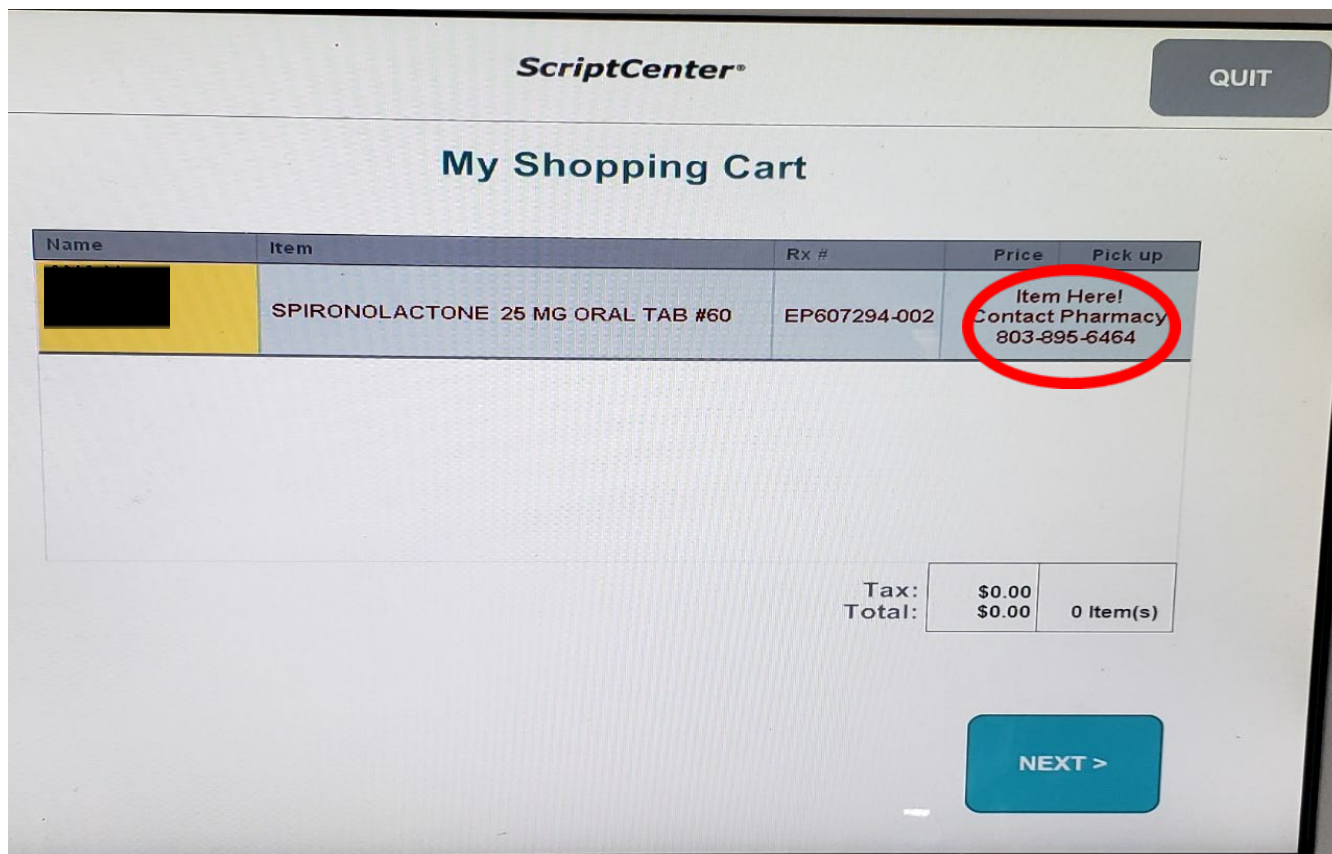
### Alerts

Hold	Rx #	Fill	Medication	Location	Container	Status
<input type="button" value="Hold"/>	EP602178	3	PANTOPRAZOLE 40 MG ORAL TBEC	SCLA001: Door 7	2000145291	Deliverable
<input type="button" value="Hold"/>	EP614679	2	SUCRALFATE 1 GM ORAL TAB			Deliverable
<input type="button" value="Hold"/>	EP619405	2	FLUTICASONE PR 50 MCG NAS SPSN [16GM]			Deliverable
<input type="button" value="Hold"/>	EP629368	1	TELMISARTAN 40 MG ORAL TAB	SCLA001: Door 4	2000145309	Deliverable
<input type="button" value="Hold"/>	EP629369	1	LORATADINE 10 MG ORAL TAB			Deliverable
<input type="button" value="Hold"/>	EP629370	1	PROAIR (BRAND) 90 MCG INH HFAA [8.5 GM]			Deliverable
<input type="button" value="Hold"/>	EP629371	1	MONTELUKAST 10 MG ORAL TAB			Deliverable

There is an option to place prescriptions "on hold" for pharmacy consultation



# PATIENT COUNSELING



The patient will be notified to contact the pharmacy

The pharmacist must remove the prescription from "hold status" before the kiosk will dispense the patient's prescription



# RECAP

## **ScriptCenter®** Express Prescription Pickup™

### **Run CHCS Report**

- Run the AdHoc ScriptCenter report in CHCS for the previous 2 days (T-2)
- Save ScriptCenter report to folder on PC

### **Upload Data using AsteresCentral**

- From ScriptLink tab in AsteresCentral select "send Rx Info" tab
- Click the browse button and navigate to the current CHCS report
- Select the report and hit the send button
- Verify the report has been uploaded in the send status log at the bottom of the screen

### **Linking Prescriptions**

- It is critical to handle one prescription at a time.
- Once an Rx is ready and checked for will-call select the "ScriptLink" tab on AsteresCentral
  1. Scan Rx barcode on the patients paperwork; select Enter
  2. Review Rx info, Make sure the correct Rx number and name are displayed; select Next
    - Place the Rx and paperwork in a ScriptCenter bag
      - Use appropriate size bag
      - Do not overstuff the bag; be sure the label is folded neatly
      - If you need to load 1 RX in multiple bags then scan the same Rx and select the add button. This will allow you to add multiple packages per single Rx.
  3. Scan Bag Barcode; select Enter
  4. Review bag barcode and Rx number information; select Next
  5. Zip the bag closure shut. The zipper comes all the way off.
- Ready for next Rx to ScriptLink.

### **Loading Prescriptions into ScriptCenter**

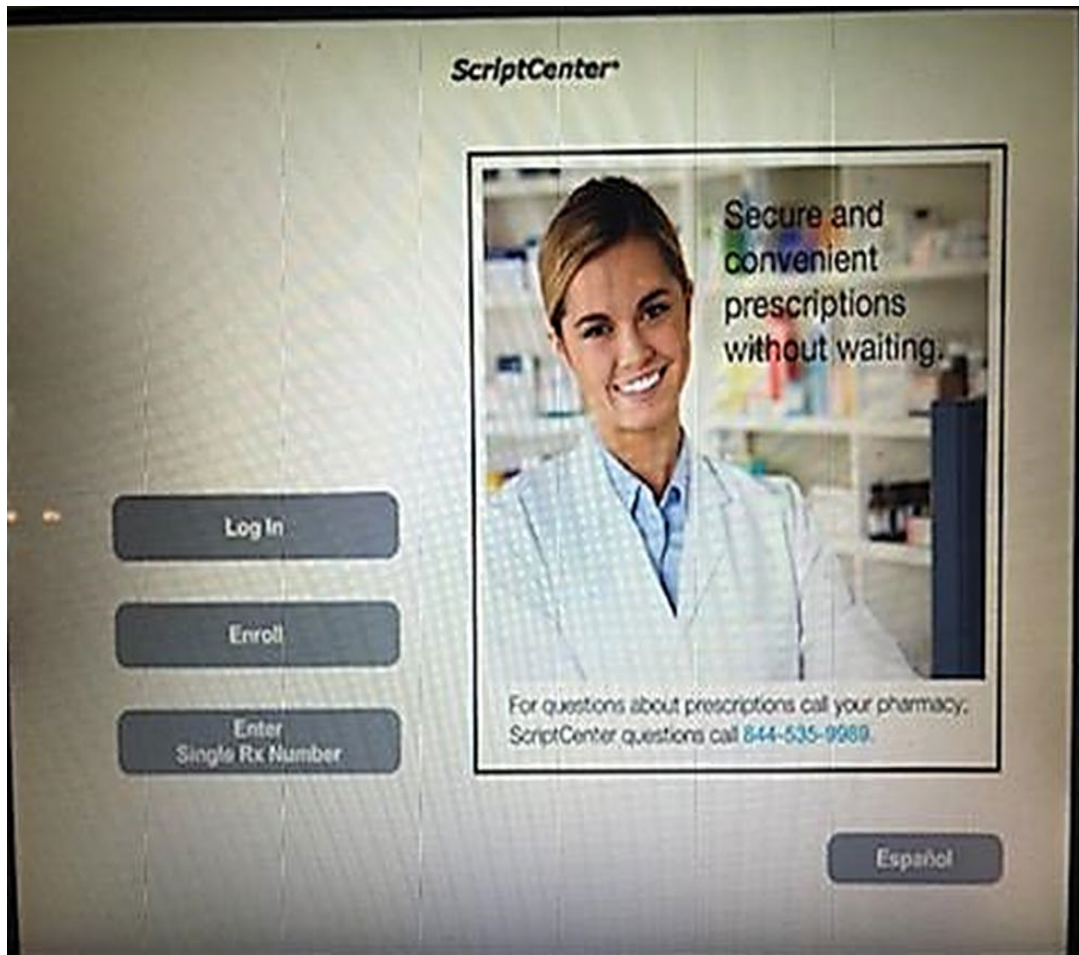
- Open front doors using front panel access
- Load prescriptions into slots in trays – Small bags in small trays and large bag and clam shells in large trays
- Ensure all trays all packages are seated correctly and trays are pushed all the way in
- Close front doors and allow ScriptCenter to complete inventory

### **Run Inventory Report**

- Log into front panel access on ScriptCenter
- Select "Inventory Status" button
- Select "Print Inventory Report" button
- Confirm there are no "Unknown" items on the report
- Confirm total amount of "Newly Loaded" items matches inventory report



# CREATING A USER ACCOUNT



Step 1: Select Enter Single Rx Number to create an account

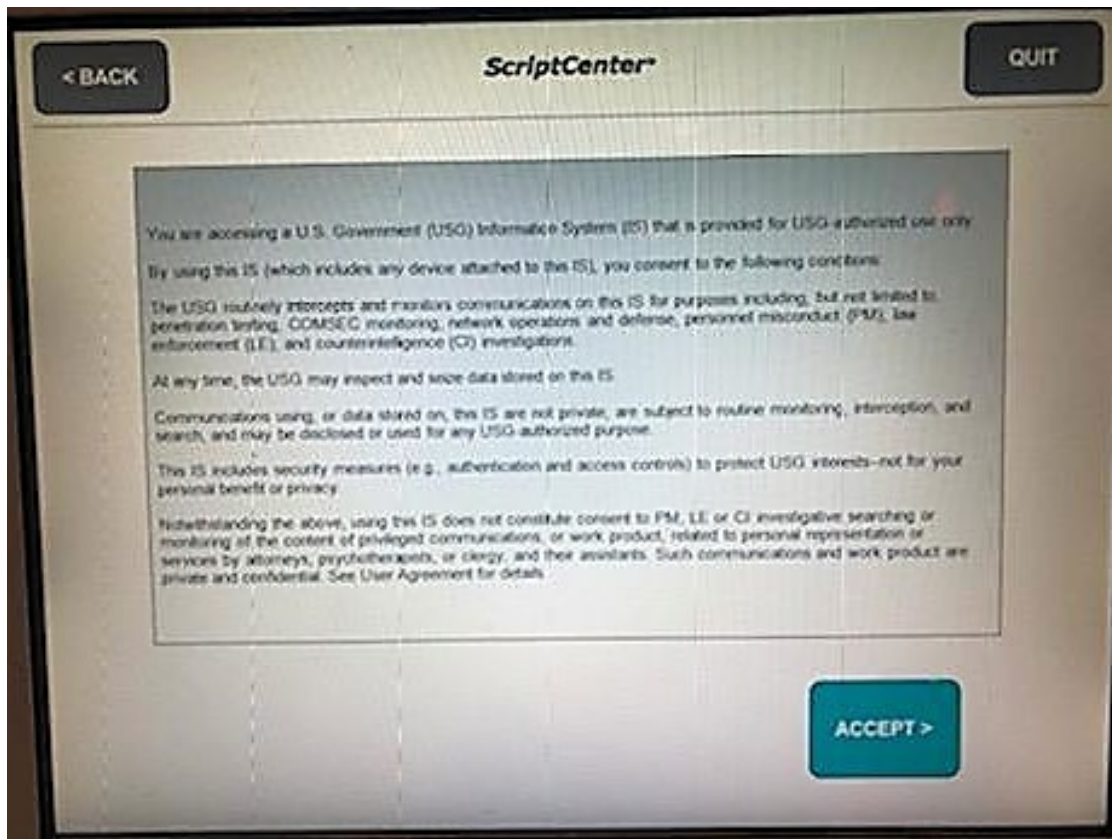
OR

Enroll to pick up your prescription.

Both options require the patient know at least one of the prescription numbers they plan to pickup



# CREATING A USER ACCOUNT



Step 2: Hit the ACCEPT BUTTON to consent to the conditions listed on the screen.



## ScriptCenter® Prescription Pickup



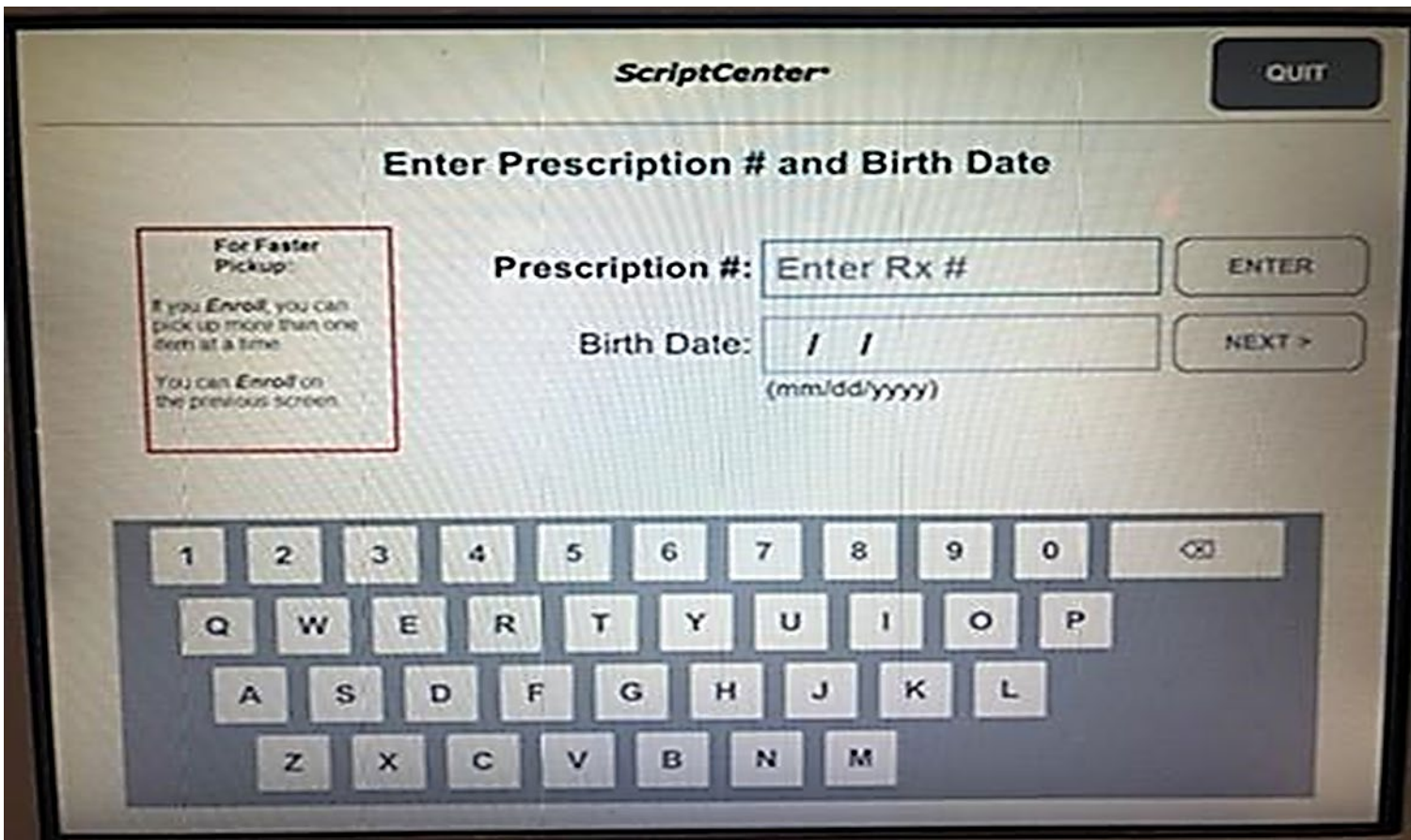
### Select Enter Single Rx Number

- ◇ Enter prescription number including the letters (i.e. EP1234567): \_\_\_\_\_
- ◇ Enter date of birth (mm/dd/yyyy)





# CREATING A USER ACCOUNT



Step 3: For Enter Single Rx Number type in the prescription number including the letters (i.e. EP1234567)

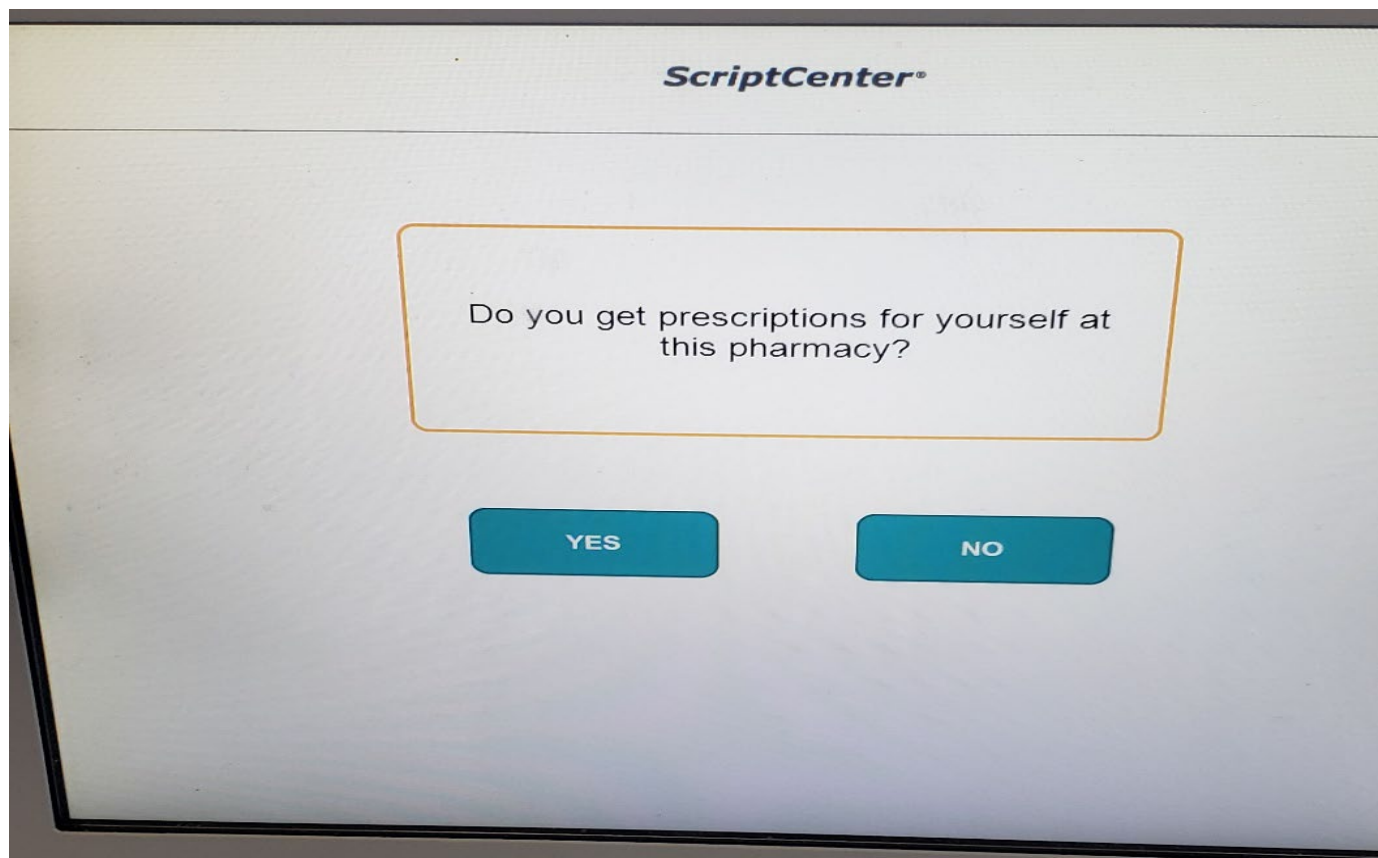
THEN

hit enter and type in the date of birth for whom the prescription is for, then hit next.



# CREATING A USER ACCOUNT

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Step 3: If the patient chooses to Enroll in the ScriptCenter<sup>®</sup>, a series of questions will need to be answered

Keep in the mind the patient will need to know at least one of the prescription numbers if picking up multiple prescriptions



# CREATING A USER ACCOUNT

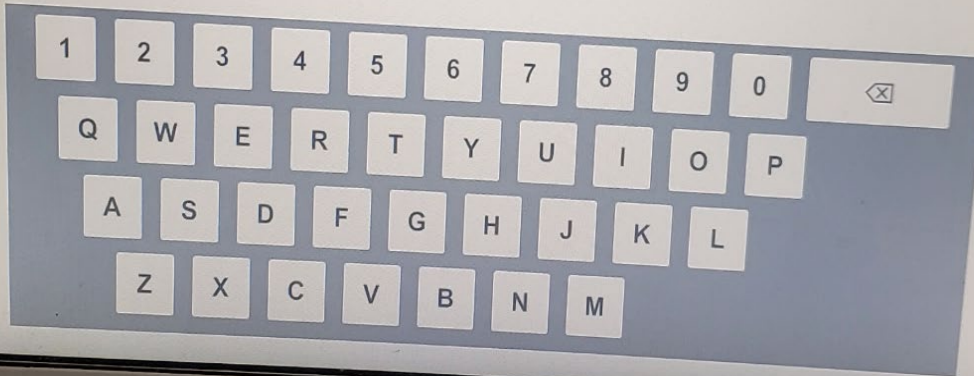
**< BACK** *ScriptCenter* **QUIT**

## Enter Prescription # and Birth Date

✓ RX NO. & BIRTH DATE  
CREATE LOGIN  
PIN RECOVERY  
PERSONAL DATA  
LOGIN OPTION

**★ Prescription #:**  **ENTER**

Birth Date:  **NEXT >**  
(mm/dd/yyyy)

An on-screen keyboard is displayed at the bottom of the screen, featuring a standard QWERTY layout with numbers 1-0, letters Q-Z, and a delete key.



# TYPES OF REPORTS

Welcome and Dashboard

**AsteresCentral®**

[Dashboard](#) [Manage Users](#) [Patients](#) [ScriptLink®](#) [Reports](#) [Access](#) [System Setup](#) [Holds](#) [Activate Enrollment](#)

**ScriptCenter®**

**Shaw AFB BX Pharmacy**

ScriptCenter is In Service (Available)

**Inventory Search**      Search by Name:            

Index	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	
Patient Name	Location														Container #	Rx #	Fill #	Status									



# TYPES OF REPORTS

## Reports List

Name	View	Customize	Description
<b>Activity</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	Provides detail on all ScriptCenter transactions.
<b>Aging (Historical)</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	Lists all prescriptions within ScriptCenter that are within 48 hours of their aging limit.
<b>Asteres Activity</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	All transactions, including movement types, etc.
<b>Dollar Cost Inventory</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	An itemized report and summary of current ScriptCenter Inventory including revenue value.
<b>Experience Patient Encounters</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	Experience patient (promo claim check) encounters.
<b>ID Capture</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	Lists all captured ePDMP data
<b>ID Verification Transaction Detail</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	ID Verification Transaction Detail
<b>Informed Consent</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	Provides a report of user enrollment showing Informed Consent language presented and signature.
<b>Inventory</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	A report and summary of current ScriptCenter Inventory including patient names.
<b>New ScriptCenter® Experience Patients</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	New ScriptCenter® experience patient worksheet.
<b>New ScriptCenter® Patients</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	A pharmacy worksheet showing new ScriptCenter patients.
<b>Payroll Deduction Requests</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	A pharmacy worksheet requests for enrollment in Payroll Deduction.
<b>Photo Capture Log</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	Lists each purchase transaction, including signature, photo, Third Party/Cash information, and POS ID.
<b>POS Transaction Report</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	A list of POS transactions.
<b>Return to Stock</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	Lists all prescriptions that have been moved to the Unload Trays within ScriptCenter.
<b>ScriptCenter® Activity Summary by Week</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	A summary of delivery activity within a time range by week.
<b>ScriptCenter® GM Inventory</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	An itemized report and summary of current ScriptCenter OTC Inventory.
<b>ScriptCenter® GM Order Report</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	A summary of current ScriptCenter Product Inventory.
<b>ScriptCenter® GM Sales</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	An itemized report of ScriptCenter OTC items sold, including sales tax.
<b>ScriptCenter® Order Reconciliation Report</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	Lists all orders delivered by ScriptCenter today.
<b>ScriptCenter® Payroll Deductions</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	ScriptCenter purchases made via payroll deduction.
<b>ScriptCenter® Rx Pickup</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	Provides detail on all prescriptions delivered by ScriptCenter yesterday.
<b>ScriptCenter® User Notifications</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	Notification settings for ScriptCenter users.
<b>ScriptCenter® Users</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	Match a ScriptCenter User to their User ID.
<b>ScriptLocker Details</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	Inventory and Activity for Scriptlockers
<b>Signature Log</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	Lists each purchase transaction, including signature, and transaction number.
<b>Unified Activity</b>	<a href="#">View Report</a>	<a href="#">Customize</a>	Movement and Shopper Activity



# TYPES OF REPORTS

## ScriptCenter® Activity Summary by Week

Filter: Date is between 12/15/2019 and 2/22/2020

- This report covers 12/15/2019 through 2/22/2020 covering 70 days, 50 weekdays, and 20 weekend days.
- ScriptCenter was used 2326 times by 878 different people for a total of 4285 deliveries.

	12/15/19	12/22/19	12/29/19	01/05/20	01/12/20	01/19/20	01/26/20	02/02/20	02/09/20	02/16/20	Total
Total Items Picked Up	598	210	348	612	427	472	387	486	360	385	4285
Total Transactions	292	135	196	312	226	257	224	246	207	231	2326
Picked Up for Others	189	73	105	225	154	156	137	127	119	136	1421
Single Rx Access	133	63	64	166	128	129	111	104	101	106	1105

### Summary by Time of Day:

	Weekday	Weekend	Total
Midnight to 7:00am	0	0	0
7:00am to 11:00am	815	71	886
11:00am to 2:00pm	1754	141	1895
2:00pm to 4:00pm	992	71	1063
4:00pm to 7:00pm	410	30	440
7:00pm to 10:00pm	1	0	1
10:00pm to Midnight	0	0	0
Total Items	3972	313	4285

### Summary by Delivery Count:

	Total
1 Item	1364
2 Items	517
3 Items	196
4 Items	119
5 or more Items	130
Total Transactions	2326



# TYPES OF REPORTS

## ScriptCenter® Rx Pickup

88 Transactions

Filter: Transaction Date is 2/27/2020

Rx Number	Patient	Medication / Strength	Container No.	Date Delivered
M6363	[REDACTED]	SIMVASTATIN 20 MG ORAL TAB	0040669330	2/27/2020 8:09:25 AM
M6339	[REDACTED]	CETIRIZINE (ZYRTEC EQ) 10MG TAB--PO 10MG	0060223272	2/27/2020 8:41:09 AM
EP622	[REDACTED]	GABAPENTIN 600 MG ORAL TAB	0060223272	2/27/2020 8:41:09 AM
EP629	[REDACTED]	MUPIROCIIN 2 % TOP OINT [22GM]	0060223242	2/27/2020 8:53:00 AM
EP621	[REDACTED]	VIAGRA (BRAND) 100 MG ORAL TAB	0040669370	2/27/2020 9:01:11 AM
M6364	[REDACTED]	FEXOFENADINE 180 MG ORAL TAB	0040669305	2/27/2020 9:02:43 AM
EP606	[REDACTED]	MINOCYCLINE 50 MG ORAL CAP	0040669317	2/27/2020 9:04:23 AM
EP619	[REDACTED]	PROAIR (BRAND) 90 MCG INH HFAA [8.5 GM]	0040702609	2/27/2020 9:46:27 AM
EP607	[REDACTED]	TOPIRAMATE 50 MG ORAL TAB	0040669397	2/27/2020 9:48:13 AM
EP615	[REDACTED]	VIAGRA (BRAND) 50 MG ORAL TAB	0040702639	2/27/2020 9:56:40 AM
EP629	[REDACTED]	GABAPENTIN 600 MG ORAL TAB	0060223269	2/27/2020 9:58:06 AM
EP608	[REDACTED]	metFORMIN 500 MG ORAL TAB	0060223266	2/27/2020 9:58:06 AM
B7491	[REDACTED]	MELOXICAM 15 MG ORAL TAB	0040669336	2/27/2020 9:59:59 AM

- Prescriptions are dispensed (DRX) out of CHCS
- You must type RX when prompted to enter the patient's name and then scan the barcode on the report



# KNOWLEDGE CHECK

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Patient A brings a new prescription for insulin to the pharmacy and requests it be available for pickup at the ScriptCenter<sup>®</sup>.

Can we honor this patient's request?

Why or why not?





# KNOWLEDGE CHECK

---

What information at a minimum is required for a patient to utilize the Enroll or Enter Single Rx Number option?

User ID and date of birth

Date of birth and name

Prescription number and date of birth



# KNOWLEDGE CHECK

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True or False: A patient's photo and signature are captured with every ScriptCenter<sup>®</sup> transaction?



# REFERENCES

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# Attendance Code

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To obtain CPE credit for this activity, you are required to actively participate in this session. You will need this attendance code in order to access the evaluation and CPE form for this activity. Your CPE must be filed by **4 November 2020** in order to receive credit.



# QUESTIONS

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