AVEL eCare | PHARMACY

User Guide

Avel eCare Pharmacy Contact Information

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1-855-283-7279

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To Learn More:
https://www.avelecare.com/services/pharmacy/
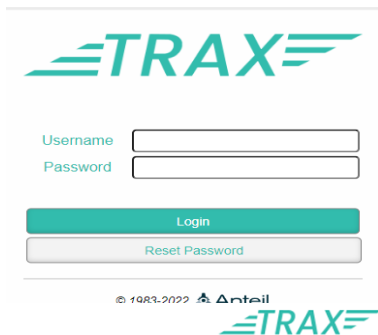
Trax User Guide

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Trax User Guide

Welcome to the _ETRAX_ Trax User guide. The purpose if this guide is to train pharmacy staff to use the order management system to document order entry**.**

Trax Access

Trax is a web-based order management system that is accessed by following these steps:

1. Open internet browser [Edge, Google Chrome]

2. **FIRST TIME ONLY**: The first time you access Trax from your computer, you will need to register your IP address. To register your IP address, please do the following:

   a.   Go to http://www2.anteil.com/Avel/

   b.   Enter State Abbreviation, Site name, and Last name

   c.   Wait about 5 minutes

3. Go to internet site: https://www.averaerx.com

4. On the login screen, type your user name and password in the correct field and click submit. User name and password are case sensitive. You will need to change your password to have 8 characters (1 must be a symbol and it is case sensitive.) There is no limit to password attempts. If you need your password reset click the reset password button on the bottom of the page. If you do not receive an email response with a link to reset your password within 10 minutes please contact pharmacy@avelecare.com
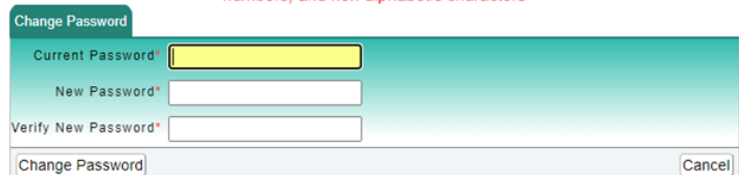
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Work Queue

Once you are logged into Trax, you will need to open the work queue by following these steps:

1. Click on orders tab and select work queue. This screen shows you the order sheets for facilities that need to be processed. If you have access to multiple facilities (Avel eCare pharmacists), you will see order sheets for those facilities.
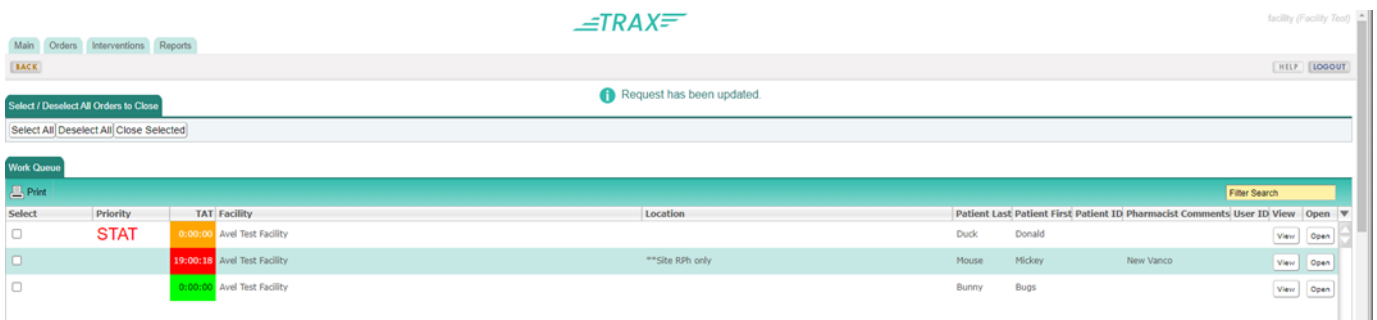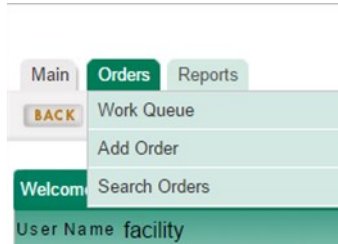
2. In the Work queue, you will see the priority, facility name, patient name, patient identification (ID), and the pharmacist comments regarding the specific order sheet. You will also have the ability to adjust the column widths and sort via the columns. The work queue screen is defined in the table below.

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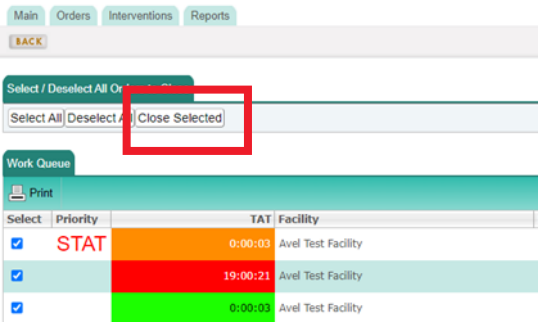| Field	Definition
Select	This box is checked if you would like to close the order without opening it. See section "Close Order Tool" for more information on this function.
Priority	The priority of the order sheet: • ED - An emergency department (ED) order is in the work queue that needs prospective review. This is an order sheet with a high priority. • STAT – A stat order is in the work queue. This is an order sheet with a high priority. • Video - A still image that requires pharmacist verification. • Fax Fail - A notice to let you know that the fax you sent did not go through. • Patient Consult - A notice for patient discharge counseling. • Blank – A routine order in the work queue and will be worked in chronological order. • ED-R - A retrospective review of an autoverified ED order.
TAT	Turn-Around-Time: This is the time that has elapsed since the order sheet was received.
Facility	Names the facility that has order sheets that need to be processed depending on user access.
Location	The nursing station or location where the order sheet originated from.
Patient Last Name and Patient First Name	The patient name once it has been populated.
Patient ID	Displays the patient ID number/account number once it has been populated.
Pharmacist Comments	Notes about the order sheet entered by the pharmacist. The text is truncated so only the first line of comments will display in the work queue. To see all of the comments, open or view the order.
User ID	Displays the user ID who is currently processing the order sheet. If no one is processing the order this field is blank.
View	Gives a user the ability to preview an order sheet or a read-only access to an order sheet while another user is processing the order sheet.
Open	Gives a user the ability to open an order sheet for processing.

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Close Order Tool

From the work queue, select the orders you would like to close by checking the box or by using the Select All button.
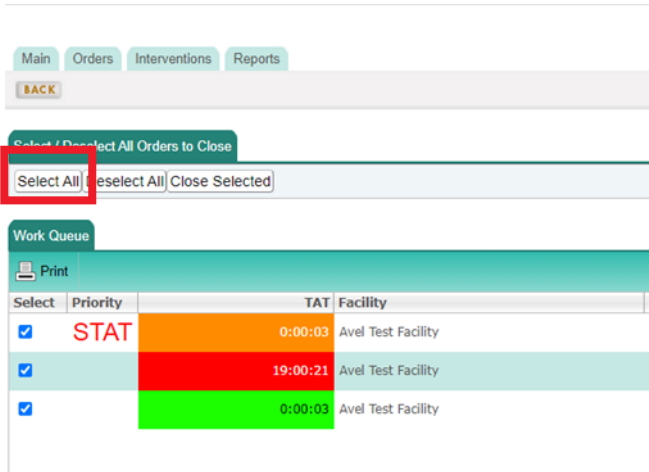
To close the orders, select the Close Selected button.

Your username will be the associated closer if the orders when you use the close order tool.


PLEASE NOTE

If your facility does not utilize the Trax software, but notices are sent to Trax while you are covering, please use the close order tool to close out the orders prior to Avel eCare Pharmacy starting services. If you don't do this, all orders from the day will populate our work queue and we will need to double check each order to ensure it was completed.
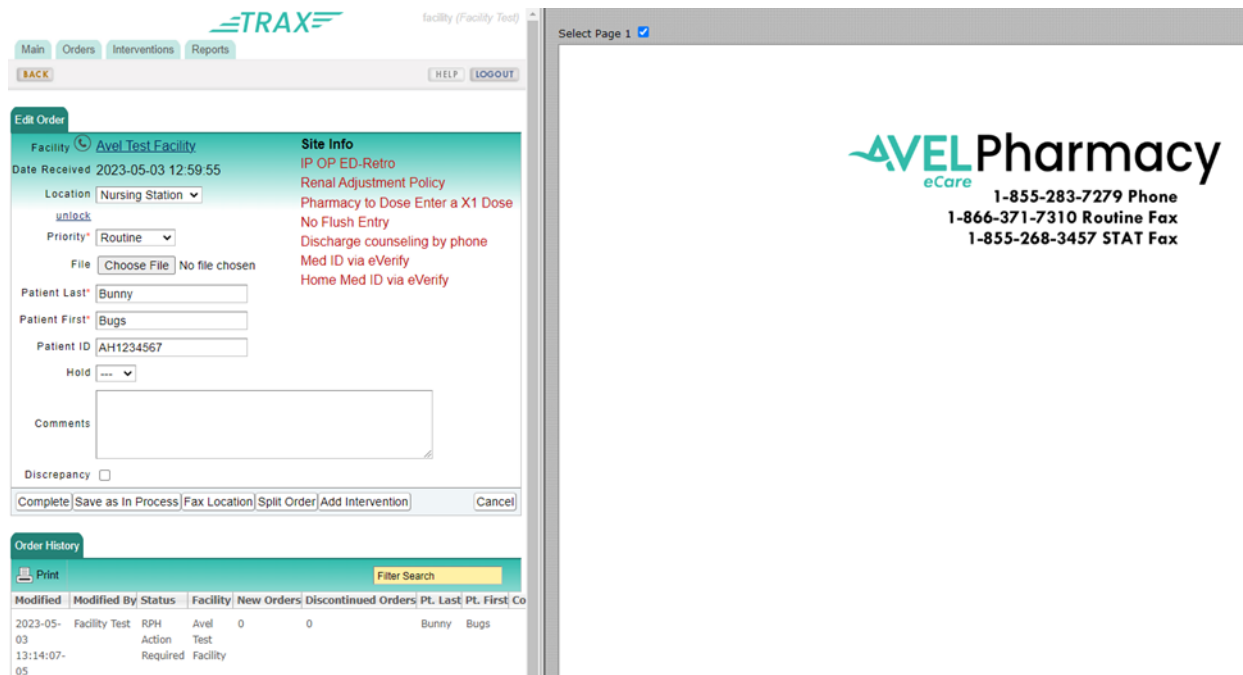
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Process Order Sheet

Once you are in the work queue, you will follow these steps to process an order sheet.

1. Click on the Open button.
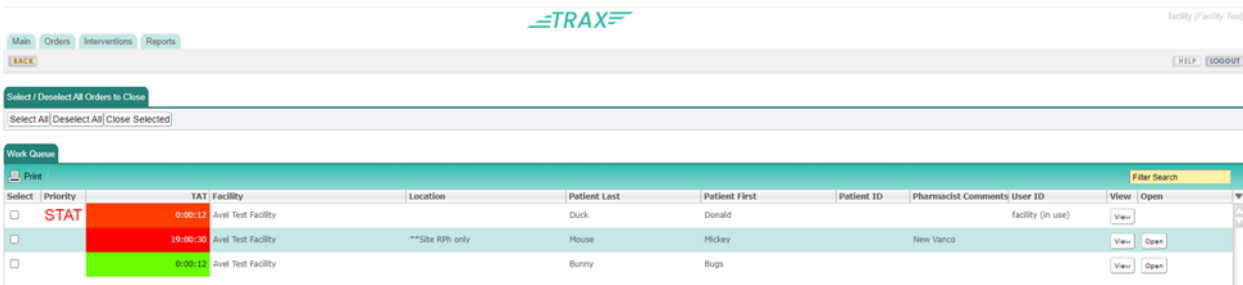
   a.   If you see multiple pages and would like to split out page(s). Please see Split order section in the Table of Contents.

2. Open the patient profile in the electronic medication record (EMR).

3. On the Edit Order screen, you will see the following fields and the order image on the right hand side of the screen. See below for field descriptions:

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Process Order Sheet

Field	Definition
Facility	Facility location where the order sheet originated from.
Phone Icon	All facility phone numbers stored in Trax will appear in a pop up once this icon is clicked.
Location	Location within the facility where the order sheet originated from (Nursing station, CPOE, etc.).
Location Phone #	The phone number for the location where the order sheet originated from.
Location Fax #	The fax number for the location where the order sheet originated from.
Priority	Defined by the fax number that the order was sent to: • Routine • ED - Orders that require high priority • Stat - Orders that require high priority • Video - Orders that require visual verification • Patient Consult- Notice that requires patient discharge consultation • Fax Fail • ED-R - Retrospective review of ED orders
Reason for Delay	Drop down menu will appear if the turn-around time for routine and stat orders have breached.
File	Allows a user to upload a PDF file from their desktop to the order management system.
Patient Last & First	Fields where patient name will be populated.
Patient ID	Field where the patient ID will be populated. (Please include all characters)
Comments	Notes about the order sheet entered by the pharmacist.
Discrepancy	Select this box to enter a discrepancy.
Site Info	List of facility specific information.

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Process Order Sheet

To rotate the order sheet, you will right click on the right side of the screen and hover over the page until the rotation/annotation symbols appear and select one of the 2 green arrow options. When you rotate the pages, it rotates all pages the same direction if the orders have been collated. You cannot selectively rotate the pages.

See below for rotation and view symbol definitions:

Symbol	Definition
	Rotates the image 90 degrees
	Rotates the image 180 degrees
	Magnifies the image
	Returns image to original size

4. Begin processing the order sheet in the EMR. To document on the orders you will use the following symbols as defined below:

Symbol	Definition
T	Text box – Type text on the order sheet.
	Stamp – Predefined text that can be placed on an order sheet.
●	Green Circle – New Order.
✖	Red X – Discontinued Order.
⊘	Orange Null Sign – No Medication Order.
DUP	Orange Dup – Duplicate Order.
⇨	Yellow Arrow – Draw attention to something on the document.
▭	Blue Screen – Each medication that is discussed during patient consultation. (Avel eCare Pharmacists only)

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Process Order Sheet

The system automatically defaults to the green circle or the new order symbol and you will left click this next to each new order that is entered/verified into the system. As you place green circles and red x's on the order page the system will automatically count your orders in the lower right hand corner of the order management software.

New Orders: 4
Discontinued Orders: 2

Change Symbols

- To change symbols you will right click and continue to hold the right click down, now hover your mouse over to the next symbol you would like to utilize and release the right click. If you change symbols while processing a page, the last symbol selected will be your default until you select a new symbol.
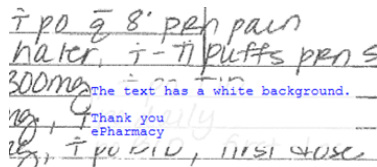
Move Symbols

- To move a symbol, you hover over the symbol with your mouse, left click on the symbol and drag it to the correct location.

Text Box

- The text box will put 146 characters in a line and it will save the information when you click off the text box. If you do not put anything in the text box click off of the box it will leave a blue line. ___

- You will be able to go back into the text area and make revisions before you click Save as In Process or Complete by clicking on Edit Text.

Edit Text

Pharmacy to Dose
87 yo M started on Vancomycin 1g IV q24h.
Cr 1.5, CrCl~30ml/min.
Vancomycin trough ordered prior to 5th dose on 7/10/23

- When you place the text on the order it will have a white background so you will be able to place the text box anywhere on the sheet.

The text has a white background. ___
Thank you
ePharmacy

Delete Symbols

- To delete a symbol, you hover over the symbol with your mouse, left click on the symbol and drag it to the upper left hand corner of the order sheet to the black trash can that appears.

- To delete all symbols, you right click and hold and select the trash can icon.
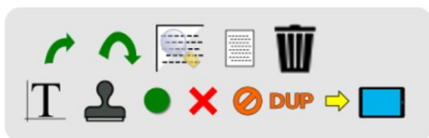
Then you get a confirmation screen at the top of the page.

Are you sure you would you like to clear all annotations now?
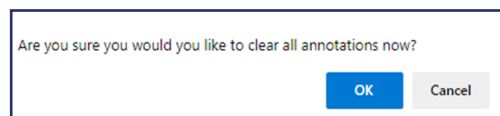
OK   Cancel

Cancel button [Cancel] – Please note if you make any annotations on the order sheet and click cancel the order will hold your annotations. This functionality does NOT cancel actions you took on the page.

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Process Order Sheet

5. Once you have documented the orders and made any text notations on the order you will finish processing the order. You will save the order as In Process or Complete.

Complete | Save as In Process | Fax Location | Split Order | Duplicate Page | Cancel
Add Intervention
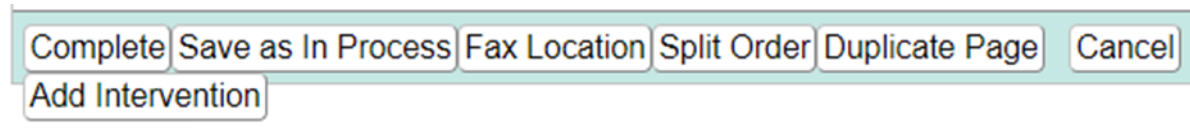
- In Process – Order pending clarification to complete
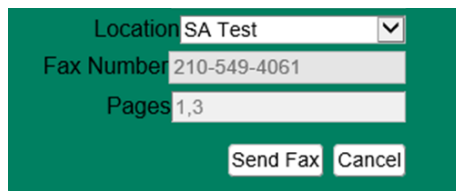
    ○ To fax back your concern/clarification you will click on the Fax location button   Fax Location

    ○ Then a box will appear with the facility name, the nursing location, and the fax number populated, the pages you want to fax back, and then click Send Fax. To select pages, you click on the box to place a check in it.

    Select Page 1 ✓
        Page 3 ✓
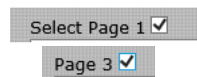
    If you would like to send to a fax number that isn't listed in the drop down menu, select "Other" in the Location drop down and then type in the 10 digit fax number in the Fax Number field.

    If you type in more than the 10 digit number you will get a fax validation error prompting you to only enter 10 digits.


    Location SA Test
    Fax Number 210-549-4061
    Pages 1,3
    Send Fax | Cancel

    Message from webpage

    ⚠ Please use ###-###-####

    OK
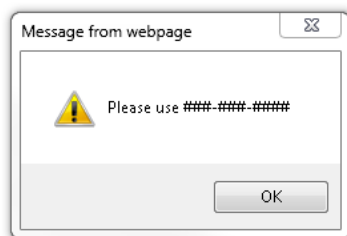
    ○ Ensure you have noted comments about why the order is in process in the comments field and then click on Save as In Process.

- Complete – Order completed and removed from work queue.

- Split Order – To separate out page(s) of orders if they were faxed in simultaneously.

- Duplicate Page – To create a duplicate page for handling multiple patients in the same facility.

- Add Intervention – To add an intervention to the Trax Intervention queue.

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Add Order Sheet

In some circumstances, you may need to add an order sheet to the work queue. For example, you do not receive an order sheet to notify you of orders pending verification and need to document your workflow. To add an order sheet, follow these steps.

1. Click on Orders tab and select add order or click Add Order from the Work Queue.
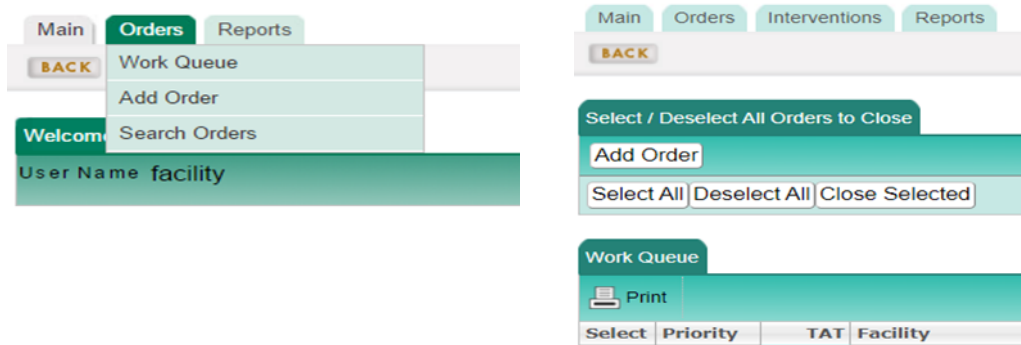
2. Select the Facility from the drop down menu.
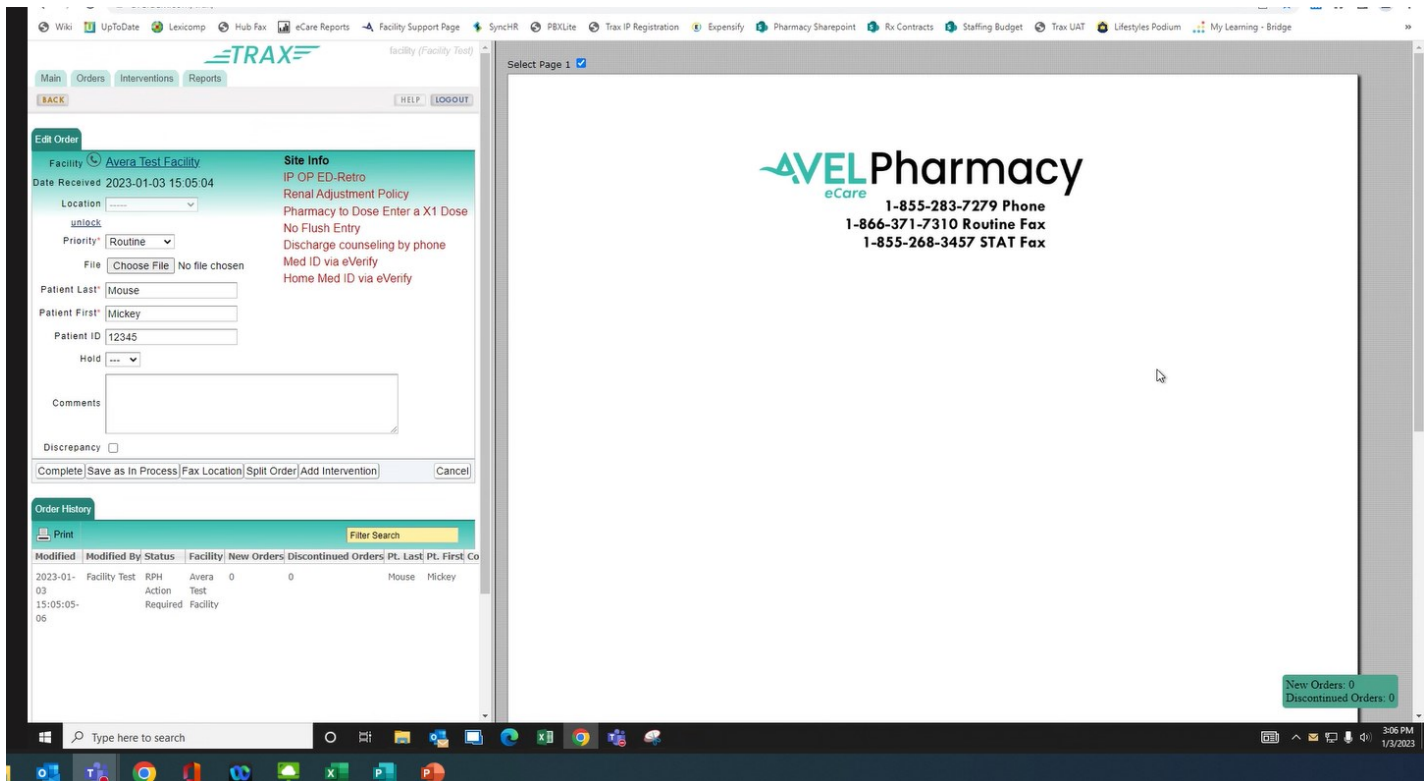
3. Fill in the Location and Priority from the drop down menus.

4. Fill in the patient name (Last & First), patient ID (all characters) and click Next to get a blank order sheet where you can document orders. (Fields marked with an asterisk are mandatory fields)
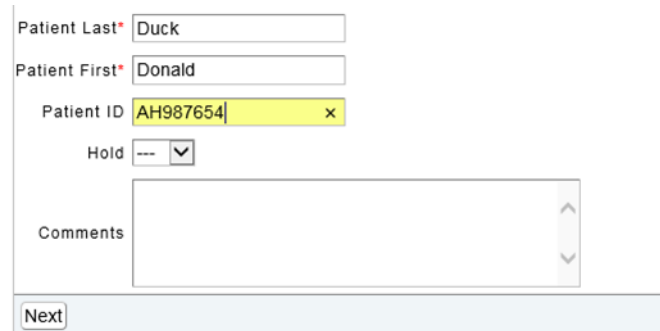
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Add Order Sheet

5. Now you are in the edit order screen and can document orders on the blank page that you are processing. You can fax the new order sheet back to a nursing station.

6. Once you have completed your documentation, save the order as In Process or Complete.

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Add Intervention in Trax

1. Open order sheet from work queue or add a new order.

2. Process orders on order sheet and populate patient name and patient ID.

3. Click Add Intervention from the Edit Order Screen, your user ID will still show you are actively working on the order in the work queue.

4. Now you will be brought to the Add intervention screen and your facility, patient name, patient ID, and location will be pre-populated if the name was populated in the Edit Order screen.

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Add Intervention in Trax

5. Fill in the intervention type from the drop down menu that is applicable.

Intervention Type*
```
‾‾‾‾
Allergy
Drug Information
Duplicate Therapy
Interaction
Monitored Drug Therapy
Other Intervention
Pain Management
Pediatric Dosing Recommendation
Pharmacy to Dose/Manage
Provider Request for Therapy Recommendation
Renal Dosing Recommendation
TPN
```
Medication*
Comments
Follow up Date

6. Add the medication. You will need to add these via generic name and select them from the drop down list. Do NOT free text a medication, if a medication needs to be added, please contact Avel eCare Pharmacy at pharmacy@avelecare.com. If you are working with a combination product, you will search for the product using one of the generic names. Ex. to find Maxzide or Dyazide – Search as Hydrochlorothiazide.

Medication `hydroch                    ×` Add Medication
```
Hydrochlorothiazide
Hydrochlorothiazide and Reserpine
Hydrochlorothiazide and Spironolactone
Hydrochlorothiazide and Triamterene
```
Comments

7. Fill in the comments regarding the intervention.

Medication `Warfarin` Add Medication

Comments `Pt continues on home dose of warfarin 5mg daily for history of a.fib.  INR on admit 2.7.  Next INR 11/27`

Follow up Date `2015-11-27` Clear

Save & Follow Up | Save & Complete

8. Save the Intervention.
   a. If the intervention requires follow-up:
      i. Advance the date to the date of next follow-up by clicking on the calendar.
      ii. Click Save & Follow Up.
      iii. Now you will be taken back to your order to finish processing.
   b. If the intervention is complete.
      i. Click Save & Complete.
      ii. Now an intervention summary will appear and you will need to fill in an intervention summary and click Complete.

Intervention Summary `ePharmacy followed anticoagulation care plan during admission.  Patient remained therapeutic during admission and discharged on a therapeutic dose.`

Complete

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View Active Interventions

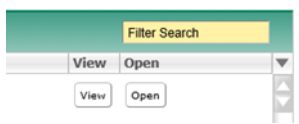1. Click on the Interventions tab and select Active Interventions.
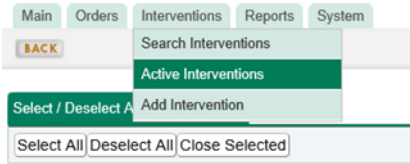
2. Now you will have a list of active interventions for your facility. They are sorted by Due Date first and then alphabetically. You will be able to see all active interventions (those started by your facility staff and by Avel eCare Pharmacy Staff). You will only be able to open interventions that have been started by your facility staff by clicking on the open button. You can view Avel eCare Pharmacy interventions by clicking on the view button.

Open - Facility Staff opened so facility staff can update and close.

View only - Avel eCare Pharmacist opened so facility staff can only view.

3. To update a facility intervention.

   a. Click on Open

   b. You can update the patient name and patient ID at anytime so if a patient changes account numbers you can update the intervention to follow or if you accidentally entered it under the incorrect patient, you can update the name accordingly.

   c. To add follow-up information click on the ⚙ next to the comments section and a new comments section will appear.
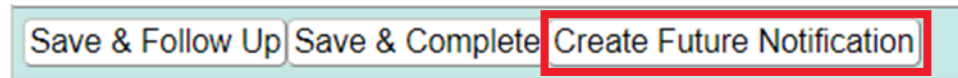
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View Active Interventions

   d.   You can create a notification that will show up in the work queue to guide the pharmacists to check the intervention queue for a medication level that will be back at a specific time.

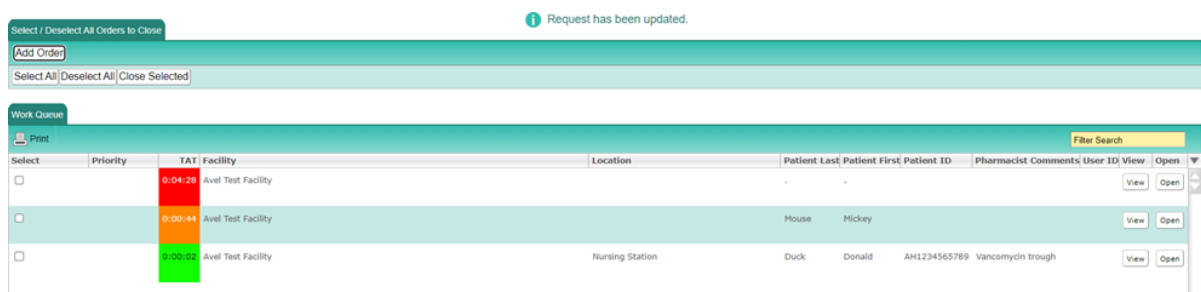   Click to Create Future Notification

Save & Follow Up | Save & Complete | **Create Future Notification**

      Select the date/time that you want the notification to show up in the work queue and add a note in the comment to guide the pharmacist to the intervention and hit Save Notification.

Date
Time 00:00:00
Comment
Save Notification | Cancel

      You will get a confirmation that the future notification is set to show up in the work queue.

Saved

The Future Notification has been saved.
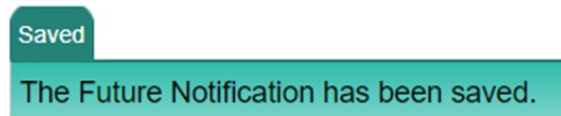
      And then it will drop in the queue at the bottom of the queue with the note you added to the comments so the pharmacists will come across it like regular workflow vs. having to sift through all the notes at the top of the queue.

Select	Priority	TAT	Facility	Location	Patient Last	Patient First	Patient ID	Pharmacist Comments	User ID	View	Open
☐		0:04:28	Avel Test Facility		.	.				View	Open
☐		0:00:44	Avel Test Facility		Mouse	Mickey				View	Open
☐		0:00:02	Avel Test Facility	Nursing Station	Duck	Donald	AH1234565789	Vancomycin trough		View	Open

   e.   If the intervention is complete

      i.   Click Save & Complete

      ii.   Now an intervention summary will appear and you will need to fill in an intervention summary, if the recommendation was accepted, and click Complete.

Intervention Summary: ePharmacy followed anticoagulation care plan during admission. Patient remained therapeutic during admission and discharged on a therapeutic dose.

Complete

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Re-Open a Closed Intervention

You can re-open an intervention within 72 hours of close if it was accidentally closed in error.

1. Search for the intervention.

2. Select the facility and select your dates and click search.

3. The interventions for the facility will be listed below and you can select Re-Open.

4. Now you can click on the plus sign and add additional notes if the intervention accidentally got closed.

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Add Discrepancy

Discrepancies are defined as order entry discrepancies or medication errors. If you come across an issue when you are reviewing work and need to document a discrepancy, you can do this in one of 2 ways.

1. Add a discrepancy directly into Trax. Discrepancies are attached to an order, so you can add a discrepancy to:

    *   to an order that is in Trax or

    *   to a new order that you add in Trax

2. Manually complete the Discrepancy Form and fax form into Trax.

Add discrepancy to an order in Trax (new or in process)

1. Click the Open button from the work queue.
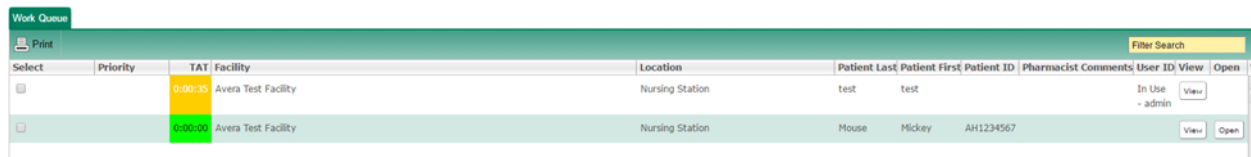
2. On the edit order screen fill in the patient name, ID, Location, etc. Please note that if you search for the order 24 hours after completion, you will not be able to see the discrepancy fields so you may want to note discrepancy in the 1st comments field for tracking purposes.
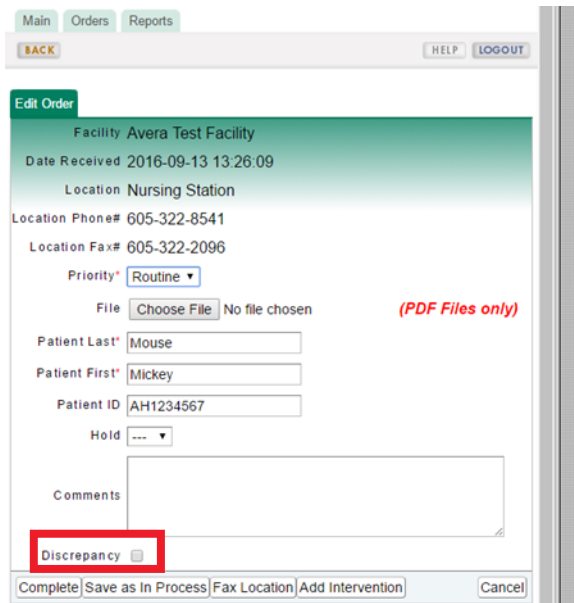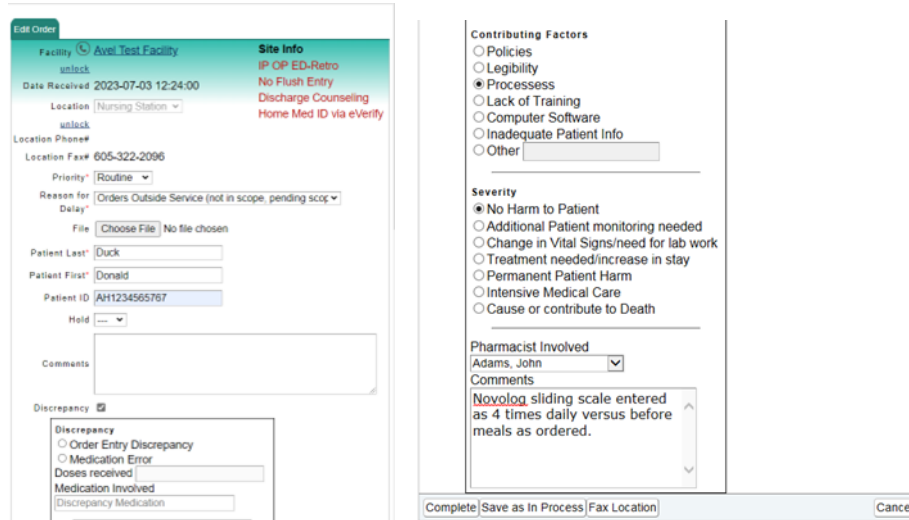

3. Click in the discrepancy box and the discrepancy fields will appear.
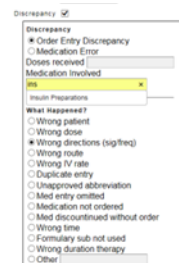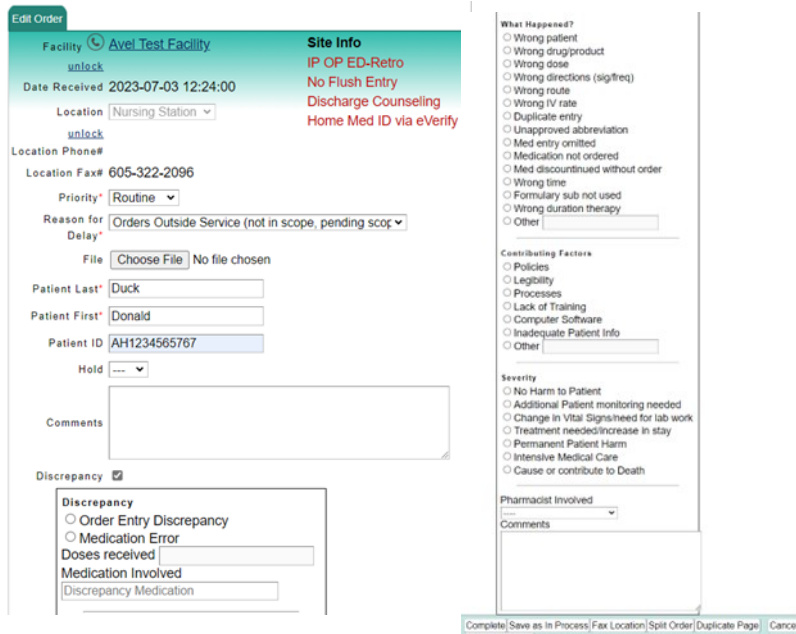
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Add discrepancy to an order in Trax (new or in process)

4. Click the appropriate radio buttons, enter the medication involved from the search box (Please contact pharmacy@avelecare.com to have a medication added. Please do not free text the medication).

   Select the pharmacist involved from the drop down menu, fill in information that concisely describes the discrepancy and any confounding factors.

5. Now you can save the order as complete.

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Add a discrepancy to an added order.

1. Add an order to the work queue (see table of contents for directions on adding an order).

2. On the edit order screen fill in the patient name, ID, Location, etc. Please note that if you search for the order 24 hours after completion, you will not be able to see the discrepancy fields so you may want to note discrepancy in the 1st comments field for tracking purposes.

3. Click in the discrepancy box and the discrepancy form will appear.

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Add a discrepancy to an added order.

4. Click the appropriate radio buttons, enter the medication involved from the search box (Do NOT free text the medication in. Contact pharmacy@avelecare.com to have a medication added). Select the pharmacist involved from the drop down menu, fill in information that concisely describes the discrepancy and any confounding factors.

5. Click next.

6. Now you can save the order as Complete.

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View an Order

In some instances, you may need to access an order sheet that is being processed by another user. For example, you may want your co-worker to review the order with you to discuss clinical matters. Order sheets can be viewed simultaneously, but can only be processed by one user.

To view an order sheet that is being processed by another user, follow these steps.

1. From the work queue you will click the view button of the order you wish to view. You will know someone is processing the order because the User ID field will be populated and the open button is not available.

2. This will take you to the view order screen where the facility information will be on the left side of the screen and the order sheet will be on the right hand side of the screen. You will see the status of the order is locked so you cannot make changes to the order.

3. To back out of the order and get back to the work queue, you will select the back button in the upper left corner of the screen. Do NOT use the back arrow on your browser.
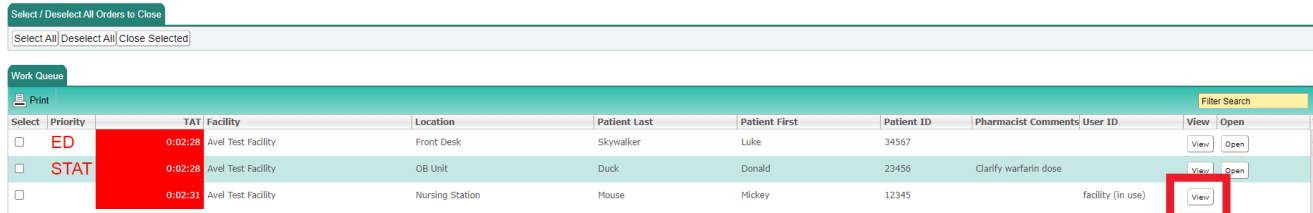
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To View and Unlock an Order

1. From the work queue you will click the view button of the order you wish to unlock. You will know you are processing the order because the User ID field will be populated with your user ID and the open button is not available.

2. This will take you to the view order screen where the facility information will be on the left side of the screen and the order sheet will be on the right hand side of the screen.

3. To unlock the order, you will click on unlock in the actions area. Please note: You are only able to unlock your own order. If you need to unlock someone else's order, please contact Avel eCare Pharmacy to have someone with administrative privileges unlock the order.
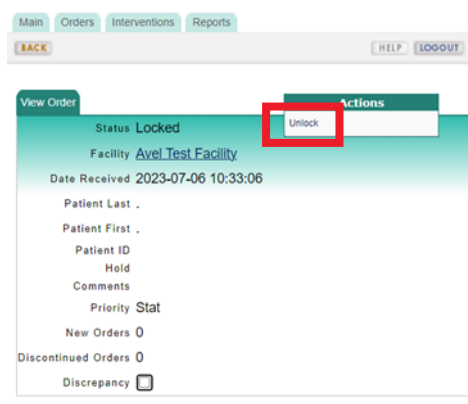
4. Now you will have control of the order which is identified by the message "Request has been unlocked" and you have been redirected to the edit order screen where you can update the patient name, comments, etc.
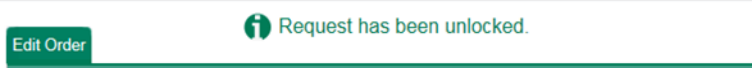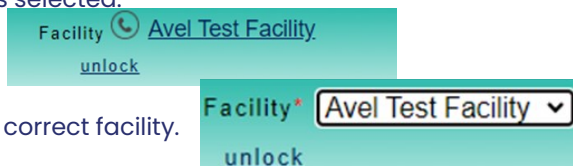

5. Process the orders on the sheet and document your work as described previously utilizing the symbols.

6. Save the order as In Process or Complete.

To Change a Facility (Avel Staff Only)

To change the facility if the wrong one was selected.

1. Click unlock under the Facility Name.

2. Click on the drop down and select the correct facility.

Trax User Guide

Search Orders

Order sheets faxed or created in Trax will be retained for up to ten years. You can search for orders during a date range, by facility, pharmacist who completed the order, patient, and patient ID. You can further narrow your search by using the filter search.

To search orders within Trax you will follow these steps.

1. Click on the orders tab and select search orders.

2. Now you will be brought to the Search Orders queue.
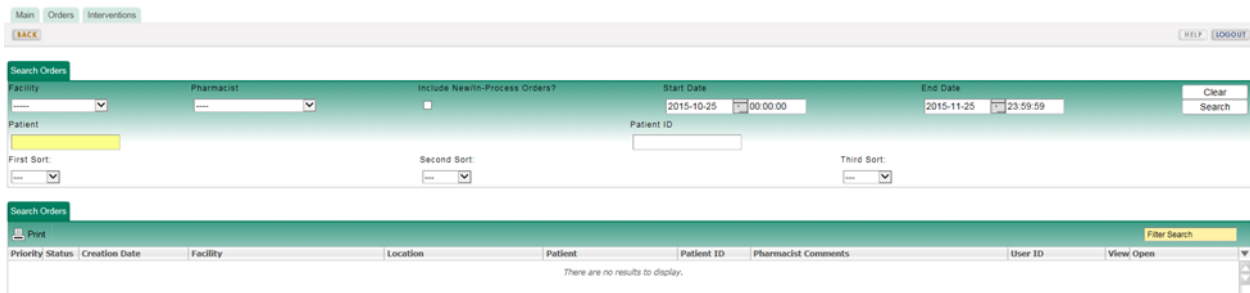
3. You can search multiple ways within the search queue and your results will vary depending on your access.

    The search options are independent of the filter search .

    The default search includes New/In Process orders, to see only the completed orders, uncheck the New/In Process box.
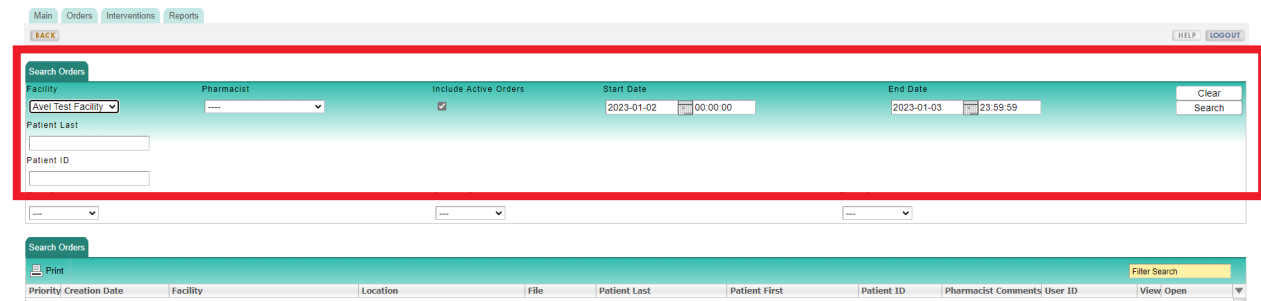
4. After selecting your search queries, click search for your results. Your results will come back with the newest creation date at the top and the oldest at the bottom. The system will retrieve 500 results per query.

Trax User Guide

Search Orders

5. To view the queried results (multiple options).

   a. Click on the open box to see the order with the annotations. Please note you will lose your search criteria if you click the view or open option when you click the back button. The discrepancy fields will also show during the first 24 hours when you view or open the order. Do NOT update the discrepancy fields or re-open the discrepancy, if you need to submit additional information about the discrepancy, please email it to pharmacy@avelecare.com

   b. If you would like to see the order with annotations but not lose your search criteria, left click on the .PNG file and the order will open in a new window, this view will not show the discrepancy fields. Do NOT double click on the icon since your system will not function properly.

Open a Completed Order

You are able to open a completed order that you closed within 24 hours of the order being completed.

To open a completed order, go to the Search Queue and click the "Re-Open" button. (This button will only show up for orders that you have closed within the past 24 hours)

You can then edit the order as needed and either save in process or complete the order. If the discrepancy box is checked and the fields are filled in, do NOT update them. If you need to send information that needs to be updated, please send the information to pharmacy@avelecare.com
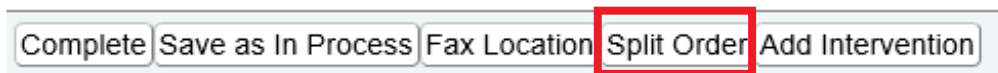
Trax User Guide

Splitting Collated Notices Apart

If you ever need to separate out certain notices, you can now split them out as an individual notice or a new group of notices depending on how you select the pages within the notice.
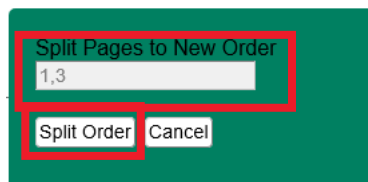
1. Select the page(s) you would like to separate out by clicking in the box on top of the order.


2. Click on Split Order

Now a box appears with the selected pages listed in the split pages field.

3. Click on Split Order.

4. Now you will go to the work queue and find the orders as separate notices.

   If you hit split order on a single page notice, it will create 2 place holders (1 you are unable to annotate on (see screenshot below) and a second notice that you can annotate on) in the queue with the same received date and time stamp.
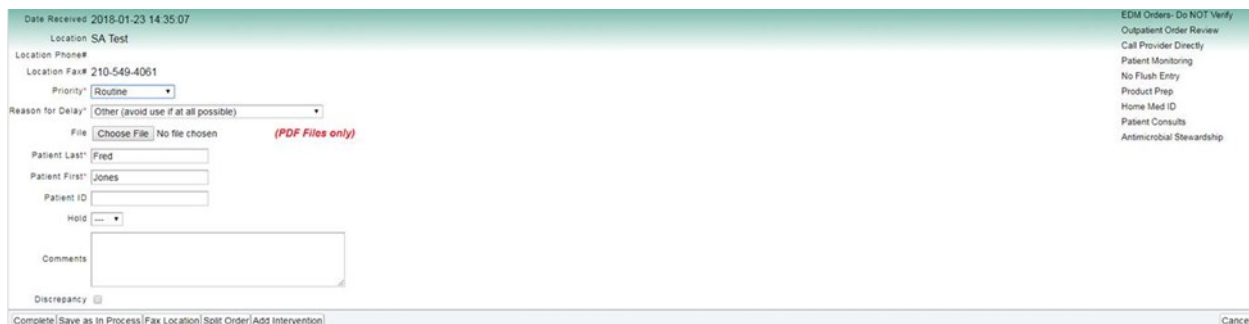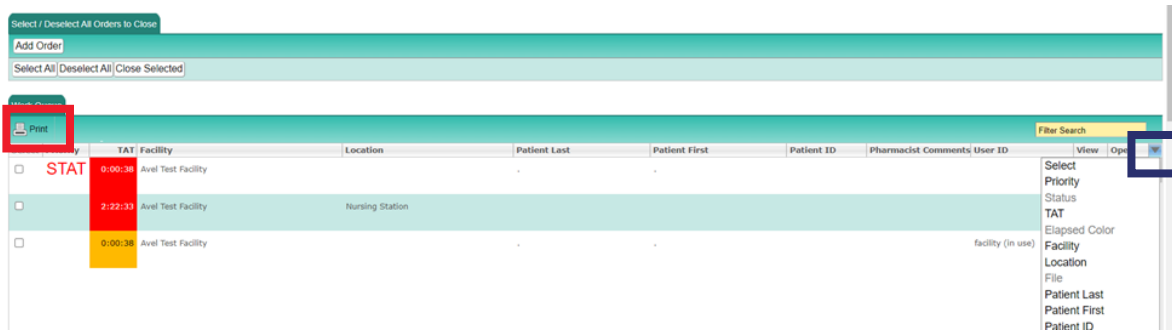
Trax User Guide

Printing an Order

From the Work Queue

You will notice a print icon in the work queue (in the red box below). This will only print the image of the work queue. It is of no use in printing order images.

Click on the down arrow on the far right side of the work queue menu (in the blue box below).

This drop down menu will display. Notice the word File is grayed out by default. If you click on File and then click back on the down arrow to close the drop down menu, you will notice that a column for File is inserted into the gray menu bar in the work queue and an icon displays below it in each order line.

Click on the icon under File (in the blue box above) and the order image will appear in a new tab. You can then print this image.

From Edit Orders

You can use the Fax Location function to fax the order document to your fax machine.

From Search Orders

You will notice that the File column displays by default in Search Orders. This was intentionally included as a feature in Search Orders to aid with quick review of completed orders. You can simply click on the icon under File to display the order in a new tab and print

Trax User Guide

Order Volume Report

You have the ability to run an order volume report to see, by hour, how many orders were completed by either your staff or by Avel eCare Pharmacy.

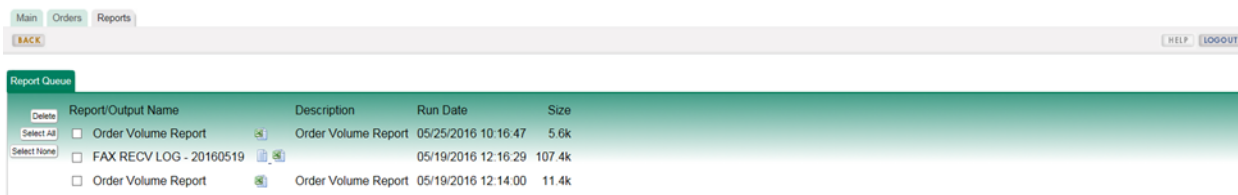1. Click on the Reports Tab and Select "Order Volume Report".

2. Select Your Facility and Enter Report Parameters.

   a. User Group:

      i. Facility Staff = your team

      ii. Avel eCare Pharmacist = Avel eCare Pharmacy staff

3. Click Run Report.

4. You will be brought to the Report Queue Tab. This Tab lists all the reports that have been run. The most recent report will be listed at the top.

5. Click on the Excel Icon to open the report.

   You may get a prompt similar to the one below. Click on "Open"

6. Report will open in Excel.

Trax User Guide

Shift Summary Report

You have the ability to run a daily report to see, how many orders were completed by Avel eCare pharmacy staff, how many orders are still in progress that require follow-up, and how many interventions were placed during a site pharmacist's absence. This report is used as a communication handoff from the Avel eCare pharmacist team to the site pharmacist.

1. Click on the Reports Tab and Select Shift Summary.

2. Select your facility from the drop down menu. Click Search.

3. The system will give you 72 hours worth of information based on the shift start. The report runs for the hours of coverage we are scheduled to cover. In the example below, it breaks up Monday into 2 reports based on the hours being 24/7 on a Sunday and then showing the site coming back on at 8:30 on Monday morning.

4. Click on View Report.

5. Now you will be presented with a shift summary hand off report. This report shows the number of orders verified, the breakdown of orders per patient, the orders that are still sitting in the queue that need to be clarified or communicated to the site pharmacist for additional follow-up, the number of video encounter (if you have still image services), and the new interventions that were placed by Avel eCare pharmacists.
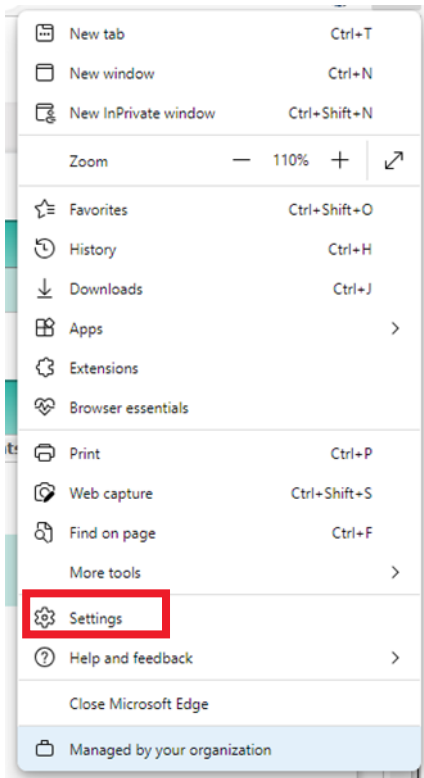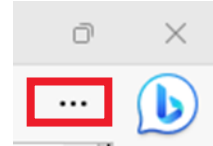
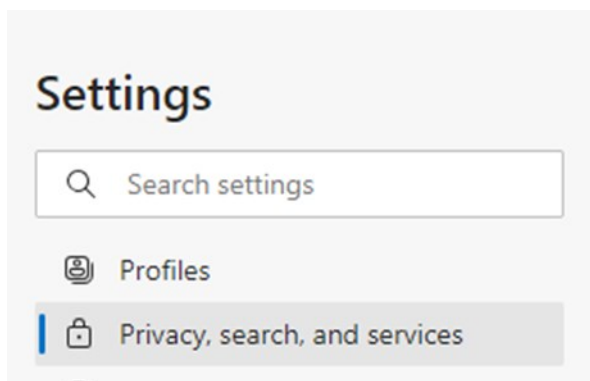# Trax User Guide

Tips and Helpful Hints

Clear Cache

After software updates or if you are having system issues, please follow these steps to clear your cache from the computer.

Clear the Cache in Edge.

1. Click on the ellipsis(…) in the upper right corner of the web browser.
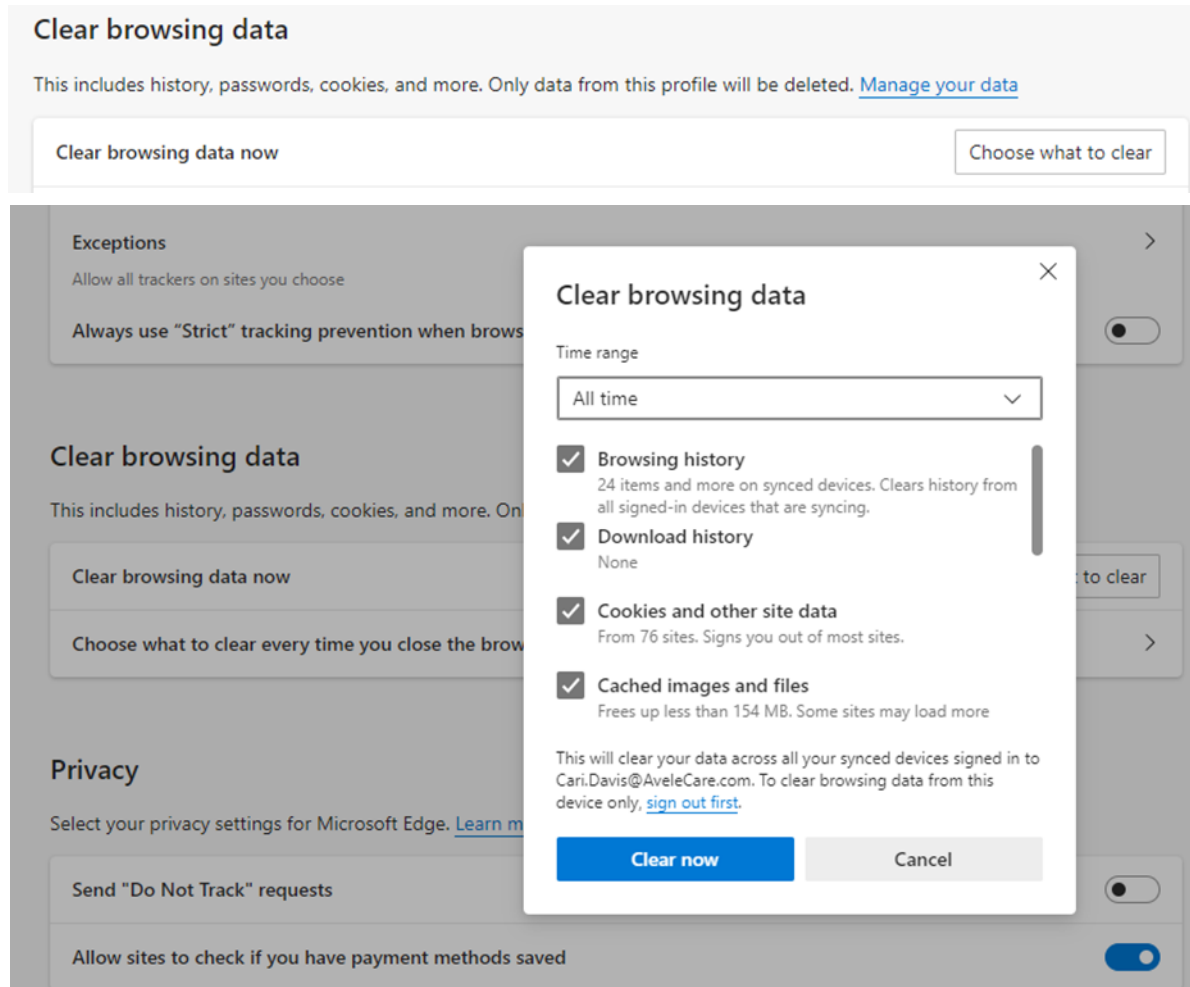
2. Click on settings.

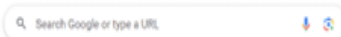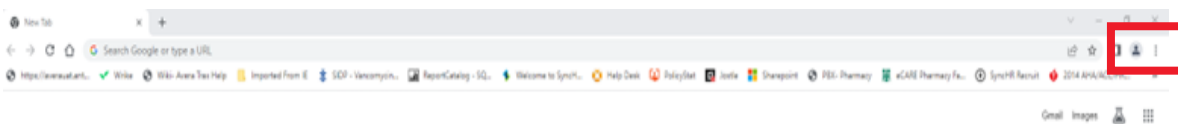3. Click on Privacy, search, and services.

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Tips and Helpful Hints

4. Click on Choose what to clear and then click Clear now.

Google Chrome- Clear Browsing History (If you don't use Chrome, skip these instructions)

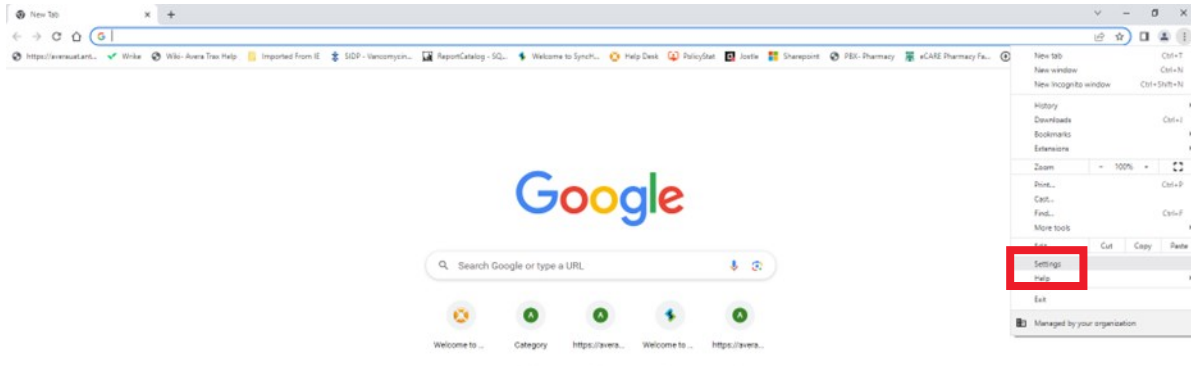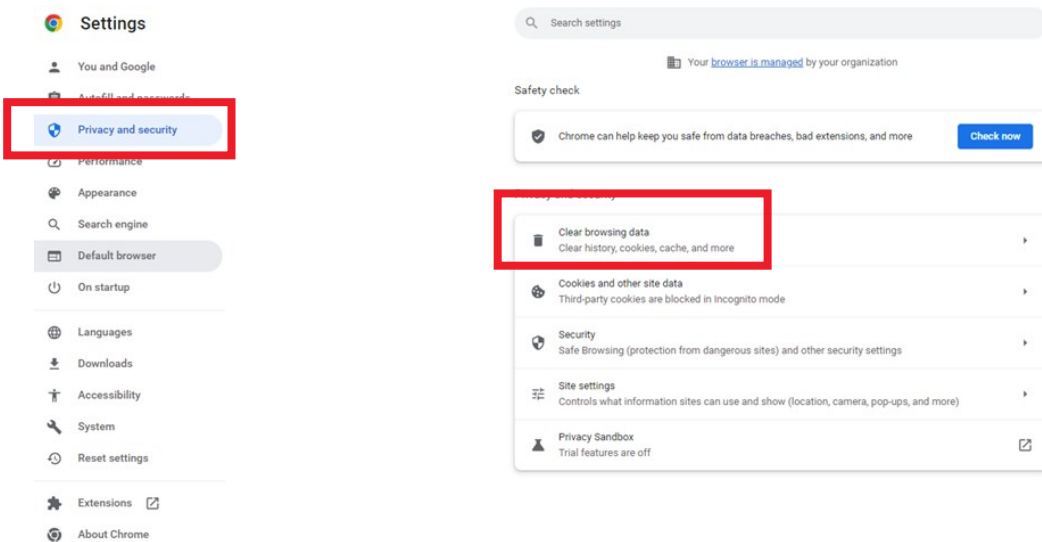1. Click on the 3 vertical dots to the right of the address bar.
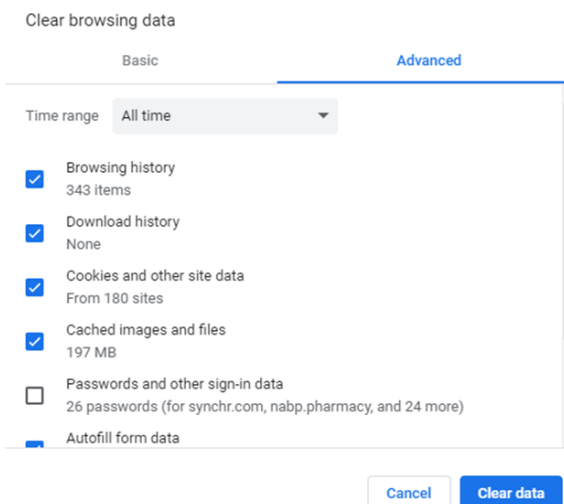
Tips and Helpful Hints

2. Click on settings.

3. Click on Privacy and security > Clear browsing data.

4. Select Browsing history, download history, cookies and other site data, cached images and files, and autofill form data and click on Clear data.

Trax User Guide

Tips and Helpful Hints

5. Now you can type in www.averaerx.com in the address bar.

Order sheet doesn't display

If the order sheet doesn't display when you open the notice, please try the following.

1. Log out of Trax.

2. In your browser window, type the following: https://averaerx.com

   a. Do not click on a link that autofill's.

   b. Do not use a bookmark.

Unable to access the website

If you are unable to access the website, try he following steps.

1. Go to http://www2.anteil.com/Avel/

2. Enter State Abbreviation, Site name, and Last name.

3. Wait about 5 minutes.

4. Go to internet site: https://averaerx.com

Need help?

Email pharmacy@avelecare.com