Chapter 6

Database Management

The system contains databases for maintaining system operators, owners, and script priority groups.
This chapter includes the following topics:

- ▶ **Operators**
- ▶ **Owners**
- ▶ **Priority Groups**
- ▶ **Security**
- ▶ **Reports**
- ▶ **Offline System Management**

Operators

To use the system, an operator must be added to the system and assigned an operator role. Each operator role includes standard security authorization and can be managed at the operator level. Security for individual operators can be modified from the original role they were assigned. These modifications override the changes made at the role level.

Operator List Dialog Box

The **Operator List** dialog box displays existing operators. The operators in this list can be filtered by the options available in the Display area. Operators are viewed and deleted from the Operator List dialog box. Selecting the **Add** button or highlighting an Operator Name and selecting the **Modify** button opens the **Operator Data** dialog box.

Access the **Operator List** dialog box by selecting **System, Operators, Operator List**.
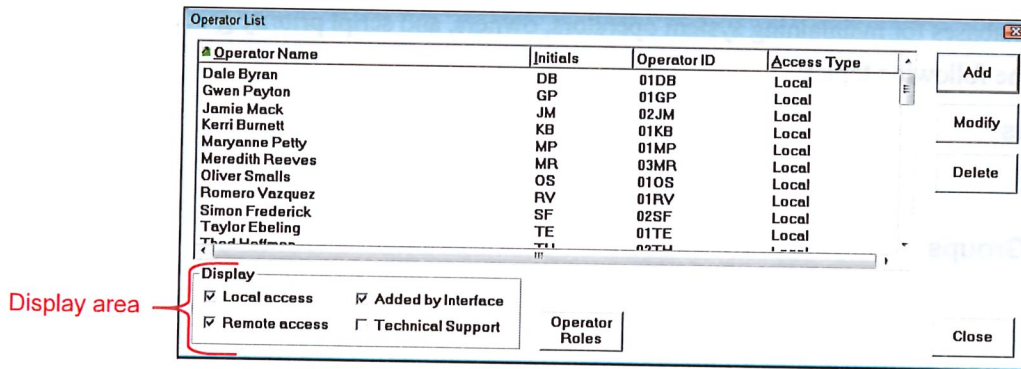
Operator List Dialog Box

The following table includes fields and buttons unique to the **Operator List** dialog box.

Item	Description
Operator Name	Displays the full name of the operator as it appears in the system.
Initials	Displays the operator initials. **NOTE:** Two operator initials can be entered, although three initials are recommended to avoid duplication. Four initials are optional.
Operator ID	Consists of the operator's initials, preceded by a system-assigned number.
Access Type	Represents the operator's type of access, such as **Local** or **Remote**.
Display	Contains check boxes that control which operator types display in the Operator List— **Local access**, **Remote access**, **Added by Interface**, and **Technical Support**.
Operator Roles	Opens the **Operator Role List** dialog box. For more information, see *Operator Role List Dialog Box* on page 6-5.

Operator Data Dialog Box

Operators and assigned roles can be added and modified in the **Operator Data** dialog box. Access the **Operator Data** dialog box in the **Operator List** dialog box by selecting the **Add** button or highlighting an **Operator Name** and selecting the **Modify** button.

Operator Data Dialog Box

The following tables include fields and buttons in the Operator Data dialog box.

Item	Description
Name	Used to enter the operator's name.
Initials	Used to enter the operator's initials.
Operator ID	Displays the operator's initials preceded by a number assigned by the system.
PIN **Confirm PIN**	Displays the protected view and confirmation of the operator's PIN. The minimum PIN length is configured in Custom Options.
Username	Used to enter the operator Username used for creating operating system users. The field becomes read-only after the Username is entered and **Save** or **Save & Close** is selected.
Username Ellipsis `...`	Opens the **Username Requirements** dialog box. *Username Requirements Dialog Box*
Password	Used to enter the operator password. Entry is case-sensitive and must conform to the Password Requirements dialog box.
Password Ellipsis `...`	Opens the **Password Requirements** dialog box. *Password Requirements Dialog Box*
Confirm Password	Used to enter password confirmation entry. This data must match the password data exactly, including case.

Item	Description
PIN Last Changed	Displays the last time the PIN was changed.
Host Operator ID	Stores a host Operator ID used by specific interfaces to report operator data to other systems.
Added by Interface	This is a read-only check box automatically selected for operators added by the interface. If the Role is modified for an operator with the **Added by Interface** attribute, the check box is automatically cleared and the operator is saved to the Regional Operator List.
Technical Support	This read-only check box is automatically selected for operators added to the server as a Technical Support operator.
Roles	Displays the Local and Remote access level for the selected operator in a grid list.

Button	Description
Del	Deletes the information in the **Username**, **Password**, and **Confirm Password** fields.
Print ID Barcode	Prints a barcoded **Operator ID**.
Invalidate Barcode	Invalidates the current barcode for the selected operator.
Biometric Data	Not currently functional.
Link Smart Card	For workstations that support security authentication for system operators through the use of smart cards, this button is used to link a smart card to the system.
Re-enable User	Re-enables a locked account. This button is active only if the operator account is locked from invalid password entry and the operator is authorized to re-enable an account.

Operator Roles Dialog Box

An operator's local and remote access role levels are viewed and modified in the **Operator Roles** dialog box. For pharmacies with multiple locations, operators can be assigned different operator roles with different security access for local and remote servers. The **Display** area in the lower left of the dialog box contains check boxes that determine the operators displayed by their access or if they were added by an interface.

Access this dialog box by selecting **System**, **Operators**, **Regional Operator List**.

Operator Roles	Pharm_Johnson St	Pharm_Roe Dr		
Alverez, Gabby (GA)				
Local	Data Entry	<no access>		
Remote	<no access>	<no access>		
Brown, Jerome (JB)				
Local	Pharmacist Admin	Pharmacist Admin		
Remote	<no access>	<no access>		
Caldwell, Loraine (LC)				
Local	Data Entry	<no access>		
Remote	<no access>	<no access>		
Dawson, Robert (RD)				
Local	Data Entry	<no access>		
Remote	<no access>	<no access>		
Ellis, Kevin (KE)				
Local	Pharmacist Admin	Pharmacist Admin		
Remote	<no access>	<no access>		
Folgelstein, Veronica (VF)				
Local	Data Entry	<no access>		
Remote	<no access>	<no access>		
Homer, Brenda (BH)				
Local	Data Entry	<no access>		
Remote	<no access>	<no access>		

Display
- ☑ Local access
- ☑ Remote access
- ☑ Added by Interface

Save & Close   Save   Cancel

Operator Roles Dialog Box

Operator Role List Dialog Box

Operator roles must be established before an operator can be added or security can be applied. Access the **Operator Role List** dialog box by selecting **System**, **Operators**, **Roles**.

The **Operator Role List** dialog box is a list of existing operator role names. A role can be added by selecting the **Add** button or modified by selecting an **Operator Role** and the **Modify** button. Role names can also be deleted and copied from this dialog box.

Operator Role List	
Operator Role	Add
Clerk	
Corporate Admin	Modify
Data Entry	
Pharmacist	
Pharmacist Admin	Delete
Tech	
Tech Admin	
Tech DE L1	
Tech DE L2	Copy
Tech DE L3	
Tech DE L4	
Tech OI	Close

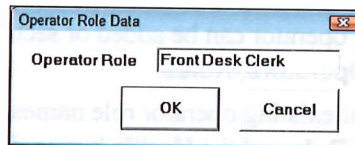*Operator Role List Dialog Box*

The following table includes default **Operator Roles** and descriptions.

Operator Role	Description
Clerk	Authorized to perform limited processing such as alert data, drug data inquiry, robot cell details, and other minor processing.
Corporate Admin	Authorized to modify Custom Options and perform security-related operations. This role has access to administrative areas of the system and very little, if any, processing access.
Data Entry	Authorized limited script processing. Has very limited access to the system.
Pharmacist	Authorized to perform most non-administrator level functions, including verifying scripts and managing drug and script data.
Pharmacist Admin	Authorized for most script processing, database information, and Custom Options. This is an administrator role.
Tech	Authorized to fill scripts and perform certain label/script management duties.
Tech Admin	Authorized for many of the same functions as the Pharmacist Admin with the exception of certain counseling aspects, verifying scripts, and certain script processing tasks. This is an administrator role.
Tech DE L1 Tech DE L2 Tech DE L3 Tech DE L4	Authorized to fill scripts and perform certain label/script management duties. The Tech DE roles have security authorization similar to the Tech.
Tech OI	Authorized access similar to the Data Entry role.

Operator Role Data Dialog Box

Operator roles are added and modified in the **Operator Role Data** dialog box. To access this dialog box, select the **Add** button in the **Operator Role List** dialog box or highlight an **Operator Role** and select the **Modify** button.

Operator Role Data Dialog Box

Owners

Scripts in the system can be assigned owners. Scripts are assigned an owner through an indicator in the interface or they can be assigned an owner in the **Script Data** dialog box. Assigning an owner can be used to segregate employee stock or patient assistance stock from regular drug stock with the same NDC.

If the pharmacy has a robotic prescription dispensing system, each medication dispensing cell can be assigned an owner. Scripts are then filled in the following ways:

- Script and cell owner match—Script is filled with the cell's stock. If the pharmacy has a SPUD, each product can be assigned an owner.
- Script owner and product owner match—Script is filled with the product's stock.

NOTE: For the system to recognize that an owner is assigned to a cell, the SP Central interface program must contain unique owner-identifying information.

Owner List Dialog Box

Owners can be viewed, added, and deleted from the **Owner List** dialog box. Access the **Owner List** dialog box by selecting **System, Owners**.
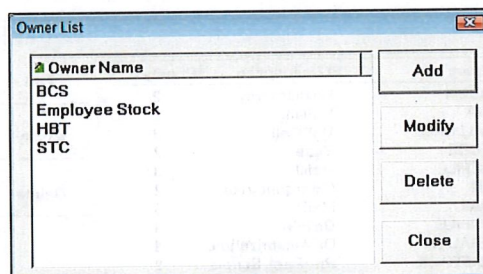
Owner List Dialog Box

Owner Data Dialog Box

The **Owner Data** dialog box lists the owner **Name** and a brief **Description** of the owner. To access this dialog box, select the **Add** button in the **Operator List** dialog box or highlight an owner **Name** and select the **Modify** button.
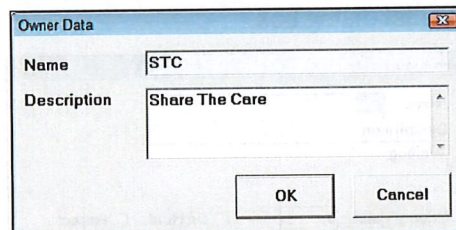
Owner Data Dialog Box

Priority Groups

The system can be designed to include priority codes for scripts. Priority groups are similar scripts grouped together by a common level of urgency or desired fill time. Based on how the pharmacy operates, priority groups can be created as needed.

For example, create a high-priority group named **Waiting** for patients who are in the pharmacy, and create a lower-priority group named **Tomorrow** for patients picking up their scripts the next day.

For an individual script, the priority can be changed to a higher level as pick-up time approaches. Changes to the priority group affect only new scripts entering the **Pending Work List**. Existing scripts in the list for that priority group are not affected. The script filling order is priority and then date and time received.

CAUTION: Managing Priority Groups must be performed only by ScriptPro Customer Service.

Priority Group List Dialog Box

Priority groups can be viewed, added, and deleted from the **Priority Group List** dialog box. In this dialog box, the highest priority groups are listed first, continuing down to the lowest priority groups.
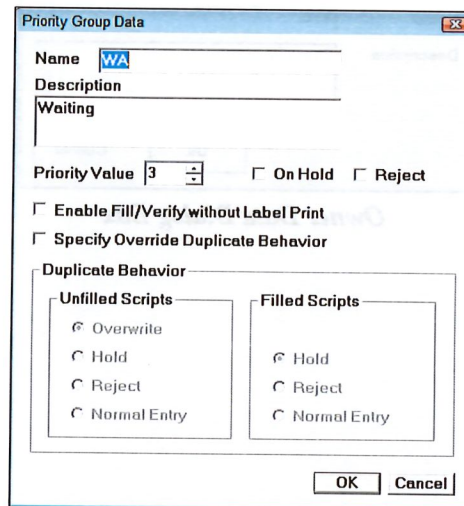
Access the **Priority Group List** dialog box by selecting **System, Priority Groups**.
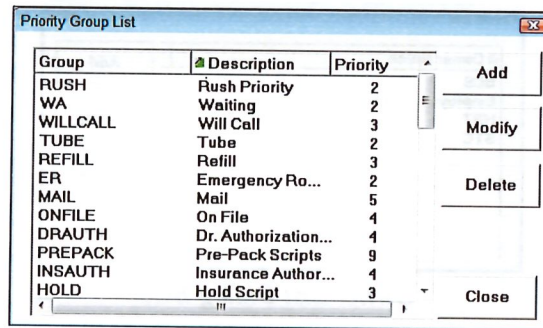
Priority Group List Dialog Box

Priority Group Data Dialog Box

Access the **Priority Group Data** dialog box by selecting the **Add** button or highlighting a **Group** and selecting the **Modify** button on the **Priority Group List** dialog box.

Priority Group Data Dialog Box

The following table includes items in the **Priority Group Data** dialog box.

Item	Description
Name	Displays the name of the priority group.
Description	Displays the description of the priority group.
Priority Value	Displays the number of the priority group. Priority value options are **2** through **9**, with **2** being the highest priority.
On Hold	This check box causes all scripts for this priority group to be placed on hold.
Reject	This check box causes all scripts for this priority group to be rejected.
Enable Fill/Verify without Label Print	This check box causes the **Fill**, **Verify**, and **Fill/Verify** buttons to be active even when a label has not been printed for all scripts in this priority group.
Specify Override Duplicate Behavior	This check box overrides the **Custom Options**, **Duplicate Behavior** settings.
Duplicate Behavior	If **Specify Override Duplicate Behavior** is selected, the **Duplicate Behavior** area is active. This area indicates the specific action taken for duplicate scripts. Unfilled script options: **Overwrite**, **Hold**, **Reject**, and **Normal Entry**. Filled script options: **Hold**, **Reject**, and **Normal Entry**.

Altering the Priority of an Individual Script

The priority of an individual script may need to be changed. For example, a script may need to be expedited because the patient has come in early to pick it up. There are two ways to alter an individual script's priority:

- Use the drag and drop method in the **Pending Work List**.
- Adjust a script's priority in the **Script Data** dialog box.
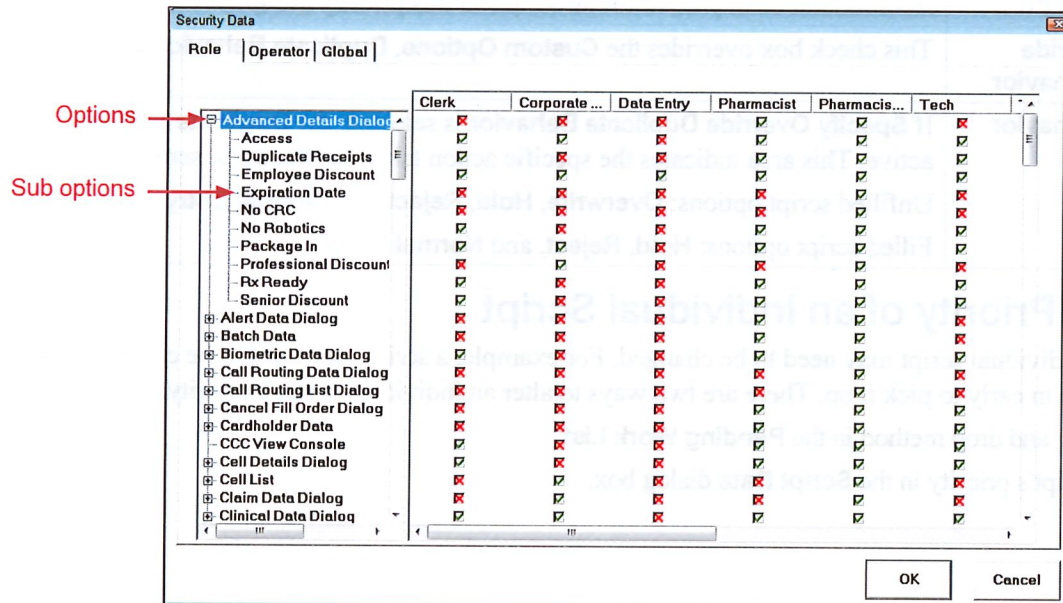
Security

Security information is accessed from the **System** menu.

Security Data Dialog Box

Security privileges are dependent on the role specified for an operator. Use the **Security Data** dialog box to view and select **Role**, **Operator**, and **Global** security settings. Access the **Security Data** dialog box by selecting **System**, **Security**.

Role Tab

The **Security Data** dialog box opens to the Role tab.

Security Data Dialog Box, Role Tab

The role names appear as column headings and role access is determined for each system option.

- ☑ indicates the role has authorized access.
- ☒ indicates the role does not have authorized access.
- If authorization is permitted for an option, all corresponding sub options can be configured individually.
- If authorization is not allowed for an option, all corresponding sub options are not allowed.
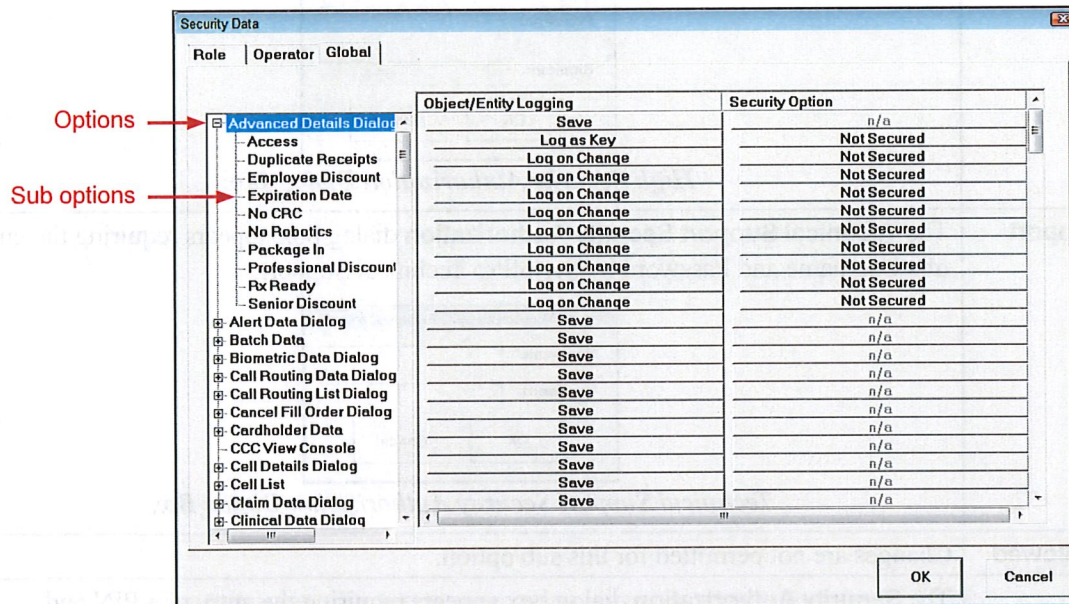
Operator Tab

On the **Operator** tab, the operator name appears as a column heading and system access is set for each operator. Local and remote access can be specified for each operator.
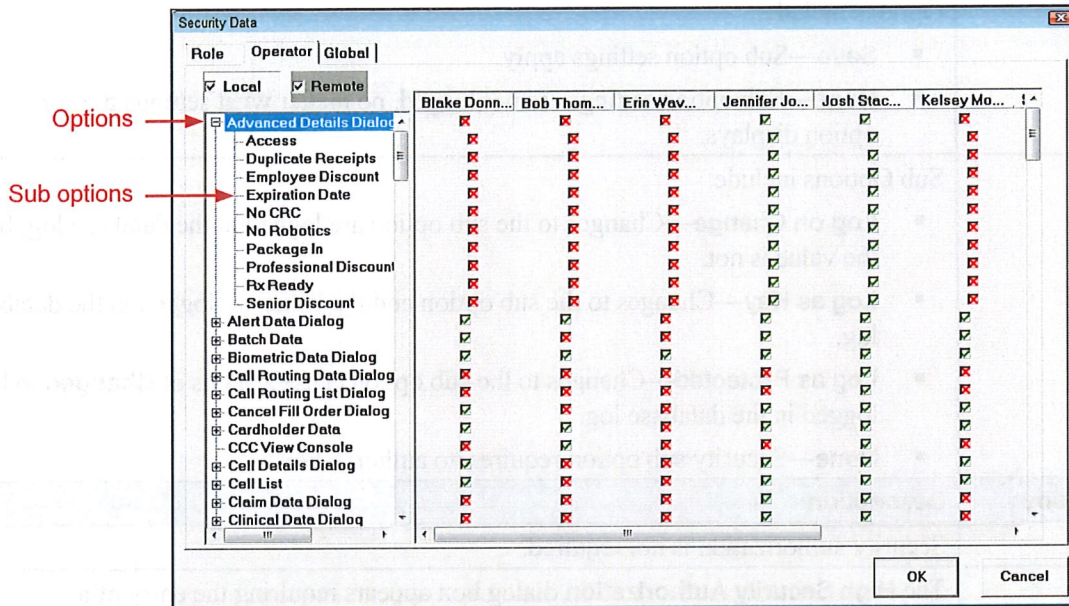
Security Data Dialog Box, Operator Tab

Global Tab

The **Global** tab provides logging and security settings for each option and sub option in the system.

Security Data Dialog Box, Global Tab

The **Global** tab includes two columns:

- **Object/Entity Logging**—Displays logging options for both options and sub options.
- **Security Option**—Displays security entry options that affect when a PIN or Username and Password need to be entered in Technical Support Security Authorization and Security Authorization dialog boxes.

> **NOTE:** Security authorizations are set for **High** and **Regular** in **Custom Options**. For more information, see *Security Configuration Page* on page 5-17.

The following table includes information on the **Object/Entity Logging** and **Security Option** columns.

Object/Entity Logging Options	Description
Option	Options include: ■ **Save**—Sub option settings apply. ■ **None**—Sub option settings are not logged, no matter what settings the sub option displays.
Sub Option	Sub Options include: ■ **Log on Change**—Changes to the sub option are logged in the database log, but the value is not. ■ **Log as Key**—Changes to the sub option and the value are logged in the database log. ■ **Log as Protected**—Changes to the sub option cause a status of **Changed** to be logged in the database log. ■ **None**—Security sub option requires no authorization.

Security Options	Description
Not Secured	Security authorization is not required.
High	The **High Security Authorization** dialog box appears requiring the entry of a Username and Password. *High Security Authorization Dialog Box*
Technical Support	The **Technical Support Security Authorization** dialog box appears requiring the entry of a Username and Password by ScriptPro Technical Support. *Technical Support Security Authorization Dialog Box*
No Change Allowed	Changes are not permitted for this sub option.
Regular	The **Security Authorization** dialog box appears requiring the entry of a PIN and Operator ID or an Operator ID scan. *Security Authorization Dialog Box*

Reports

Report information is accessed by selecting the **Report Engine** ⊞ button. When selected, the **SP Central Report Engine** dialog box appears, which allows the ability to view report data, preview reports, print reports, and export reports. On any report dialog box, selecting the Run button accesses the report. For more information, see the *Reports Reference Manual*.
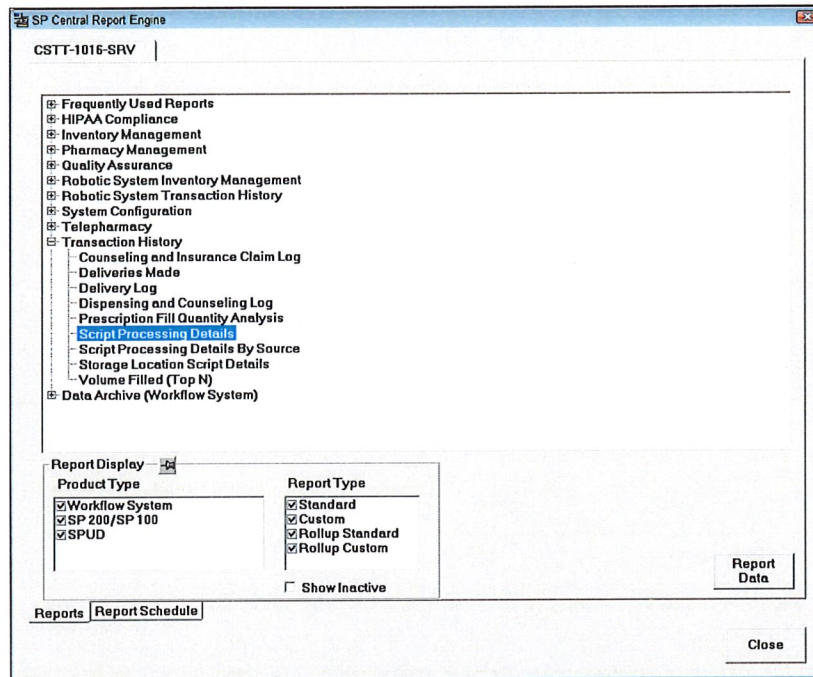
SP Central Report Engine Dialog Box

Report List

This section contains a list with descriptions of specific reports used to maintain the robot.

NOTE: Custom reports can be created by contacting **ScriptPro Customer Service.**

Report	Description	SP Central Report Engine Category
Cell Details	Lists all products currently assigned to robot cells.	Robotic System Inventory Management
Cells to Refill	Lists cells that need to be refilled. To facilitate reordering, barcodes are included on the report based on the selected parameter.	Robotic System Inventory Management
Cell Quantity Modifications (RPh Approval Report)	Lists operator-based cell actions and allows the pharmacist to review and sign for each action.	Robotic System Transaction History
Cell Transaction Details	Lists all cell actions and maintains a running balance for detailed cell inventory management, including the lot numbers and expiration dates.	Robotic System Transaction History
Recount Drug Transaction	Lists all cell actions for drugs loaded in robots, including when units are returned to the Recount/Return excess to fill device setting in Drug Data/Product Data.	Robotic System Transaction History

NOTE: For information on filtering, sorting, saving, and exporting reports, see the *Reports Reference Manual.*

Offline System Management

In the event the system goes offline, ScriptPro recommends having several copies of the ***Quality Assurance: Count Accuracy Worksheet*** report on hand for proper system management.

Drugs dispensed from the robot while the system is offline are recorded on these reports to track cell quantity. After the system is restarted, the reports are used to update cell quantity in the software. For more information, see the *Robotics Operator Guide*.