

How do I set up eRx Script Exchange?

This FAQ is intended to answer common questions about how to set up eRx for use with Best Practice.

What is eRx Script Exchange?

eRx Script Exchange is an industry initiative being lead by Fred Health with the support and endorsement of the Pharmacy Guild of Australia. It has launched the first nationally deployed electronic prescription transmission system in Australia. Prescriptions are encrypted and transmitted from prescribers to the secure eRx exchange and then retrieved from eRx by pharmacists for dispensing upon presentation of a prescription.

Please refer to the web site <http://www.erp.com.au/> for more details and registration.

Prerequisites

- The Practice has registered with eRx and each practitioner who wishes to participate has received their Entity ID and you have this available to you
- The Practice use a broadband internet connection (always connected)
- The Practice currently use Medicare online and you have the Medicare Site Certificate for the Practice (on CD) and the PIC password
- Each machine uses either Windows XP Professional, Windows 2003 and 2008 Server, Windows Vista Business or Ultimate in either 32 or 64 bit (eRx components will not run on Windows 2000 or earlier versions)
- You have installed .Net Framework 3.5 SP1 on each machine
- If not already performed, you have the upgrade utility ready to upgrade to Best Practice version 1.8.0.542 or higher

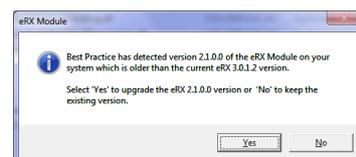
Best Practice Upgrade Process

- 1) Ensure that **.Net Framework 3.5 SP1** has been installed on the machine (Please contact your IT technician if you are unsure how to perform this update. This installer is provided on the latest Best Practice installation disk in the 'prerequisites' folder. Alternatively you can download the installer from the Microsoft web site as shown below)

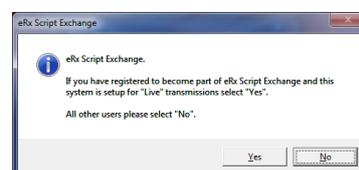
<http://www.microsoft.com/downloads/details.aspx?FamilyID=ab99342f-5d1a-413d-8319-81da479ab0d7&displaylang=en>

- 2) If you have not already done so, upgrade to Best Practice version 1.8.0.542 or higher. This update is available on the Best Practice web site at <http://www.bpssoftware.com.au> . It is necessary to upgrade the BP Server first and then each workstation.

- a. During the Best Practice upgrade, the installer may detect that you had a previous version of the eRx files installed and display the message shown to the right. If this is displayed, please select **'Yes'** to perform this upgrade.



- b. Alternatively, if your version of the eRx files are the current version, the message to the right will be displayed. If this is displayed, please select **'Yes'** to proceed with the installation.



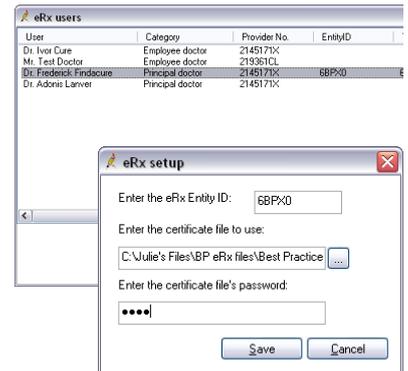
- 3) Once the upgrade is complete, log into Best Practice to ensure to you can access the program correctly.



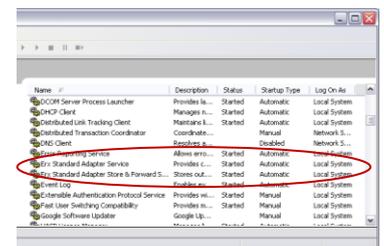
eRx Configure Process

(this process needs to be performed on the server and all machines where scripts will be generated)

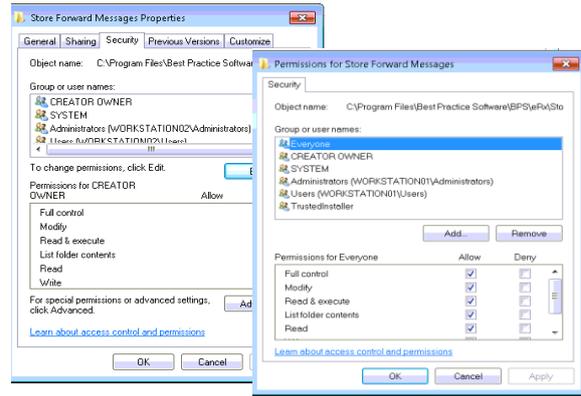
- 1) Create/Update your location certificates configuration file:-
 - a. Browse to the folder C:\Program Files\Best Practice Software\BPS
 - b. Double click on the file called 'eRx setup.exe'.
 - c. Click on the button 'Setup Users'.
 - d. For each doctor who wants to use eRx on this PC, double click on their name.
 - e. The eRx Setup screen will appear - enter their 'Entity id'.
 - f. In the 'Enter the certificate file to use' field, click on the  button and browse to the CD where the clinic's Medicare certificates are stored.
 - g. Select the file called **FAC_Sign.p12** and click OK.
 - h. In the 'Enter the certificate file's password' - enter the **password** for the Medicare certificates (this will be on the letter received from Medicare with the certificates)
 - i. Press **Save** to continue.
 - j. Repeat this process for each doctor who has an Entity and who wishes to use eRx.
 - k. When complete click the **Close** button.
 - l. The system will then update the database and the eRx Configuration files with the details for these users.



- 2) Import the eRx certificates into BP:-
Click the **Import Certificates** button – the system will automatically import the eRx certificates.
- 3) Patient consent
There is no need to use the **Patient consent** button at this stage as this can be performed while prescribing.
- 4) Log eRx Transactions
Tick the box '**Log eRx transactions on this computer**' if you have been asked to do so by eRx or BP Support.
- 5) Click **Close** to save the settings.
- 6) Reboot the PC.
- 7) Once you have this PC configured, stop and start the eRx services.
 - a. Start > Run > '**services.msc**' and click OK and look for "ERx Standard Adapter Service" and "ERx Standard Adapter Store & Forward Service".
 - b. **Stop** both services.
 - c. Make sure that the 'Start up type' is 'Automatic'. If not, double click on the service and change the 'Startup type: to Automatic' and click **OK**
 - d. Right click on the each service and **Start** them again.
 - e. Check that both services have a status of '**Started**'.



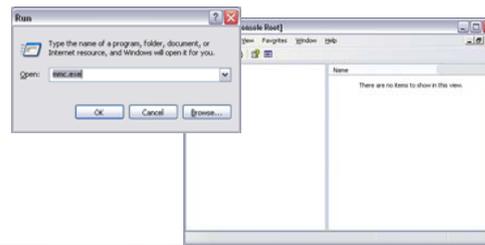
- 8) Ensure that all users have full permission to the folder C:\Program Files\Best Practice Software\BPS\Rx\Store Forward Messages.



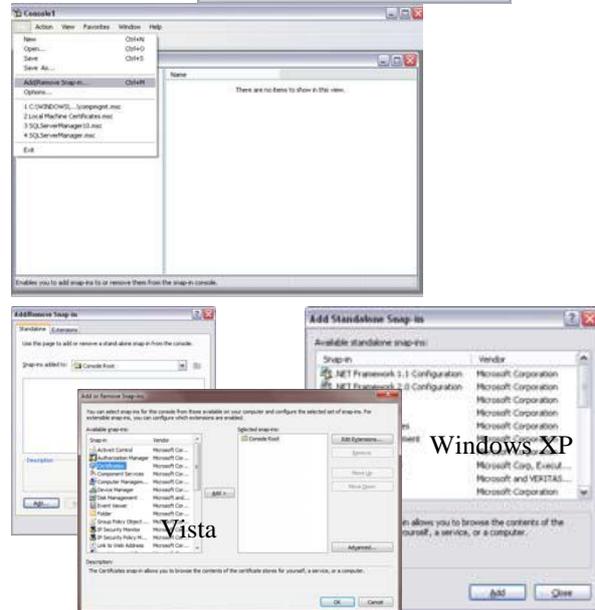
NOTE: If the services still won't start then there is possibly an issue with the certificates and/or the Rx configuration file. *Please contact Best Practice support for assistance.*

- 9) Create your location certificates configuration file as follows:-

- a. Run the Microsoft Management Console – click **Start > Run >** type in **mmc.exe** and click '**OK**' to continue.
- b. The **Console1** screen will appear.
- c. Select **File > Add/Remove Snap**. The Add/Remove Snap-in screen will appear.



- d. If using Windows XP
 - Click the **Add** button.
 - Select **Certificates** and click **Add**.
- If using Vista
 - Select **Certificates** and click **Add**.



- e. Select **Computer Account** and click **Next** to continue.

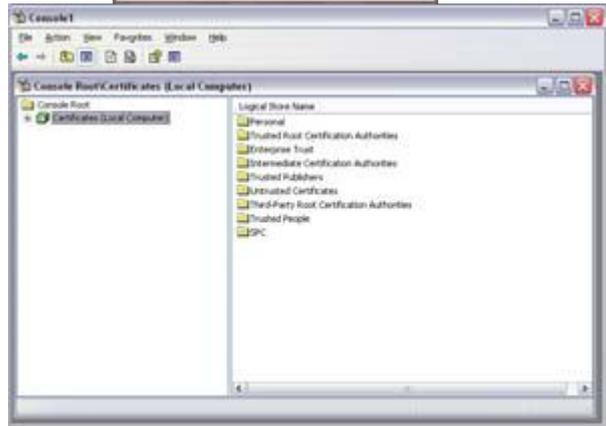




- f. Select **Local computer** and click **Finish**.
- g. Press **Close** to return to the **Add/Remove Snap-in** screen.
- h. Click **Ok** to return to the Console1 screen.



- i. If you expand the Certificates (Local Computer) folder you should see the screen to the right.
- j. Select **File > Save as** and save the settings as '**Local Machine Certificates.msc**' to your desktop
- k. Select **Close**



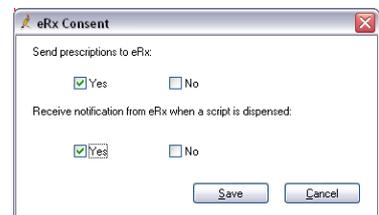
Repeat the Best Practice and eRx configuration process on each PC where scripts are to be generated.

Using eRX

The eRx script exchange is an industry initiative being lead by Fred Health and will enable scripts to be transmitted electronically to the eRx gateway. The gateway is not able to see the contents of any prescription data. When the patient presents their script at a participating pharmacy, they will scan the bar code printed on the script and the details of the script will be displayed for them.

How eRX works:-

- When the Doctor prints a script for a patient, the eRx Consent dialog box will appear. This allows them to indicate whether or not the patient is happy for the script to be transmitted electronically.
- Once this has been marked for a patient, the doctor will no longer be prompted when printing a script for that patient.
- This screen will also allow you to indicate whether they wish to receive Notification from eRx when the script has been dispensed. *(this feature is not currently operational – it will be available in a future version of BP)*
- When the script is physically printed, there will be a Bar code printed in the bottom left hand side of the script. This is used by the pharmacy to match the printed script with the electronic record received by the pharmacy.



Changing a patient's consent:-





- To change the Patient Consent setting at a later stage, browse to the folder C:\Program Files\Best Practice Software\BPS.
- Double click on the file 'eRxSetup.exe'.
- Click on the **Patient Consent** button
- Search for the patient, highlight their name and click the **Change** button.
- The **eRx Consent** screen will appear.
- Tick or Untick the relevant consent fields and click **Save**
- If this is the only patient you want to change the consent for press **Cancel**.

MORE INFORMATION

For more information consult the Best Practice Help Library or contact us via our



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<http://forum.bpsoftware.com.au>



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