

Kroll influenza immunizations

Your guide to configuration, documentation and claim creation for the flu vaccination season

TELUS Health

About this guide

This guide helps you manage the end-to-end influenza immunization process in Kroll. It walks you through verifying that your provincial formulary reflects the latest vaccine drug cards and configuring your store's documentation preferences. It also outlines the workflow for gathering patient consent and processing immunization claims to ensure your records are accurate and complete.

The instructions provided are based on Kroll version **10 SP37**. If you require technical assistance, contact the Kroll Helpdesk at 1-800-263-5876.

Accessing this year's influenza vaccine drug card

Up-to-date influenza vaccine information is distributed by your province each year. Because release dates vary, your Kroll formulary might not yet reflect the latest version. If you cannot find the influenza vaccine in your drug cards, follow these troubleshooting steps.

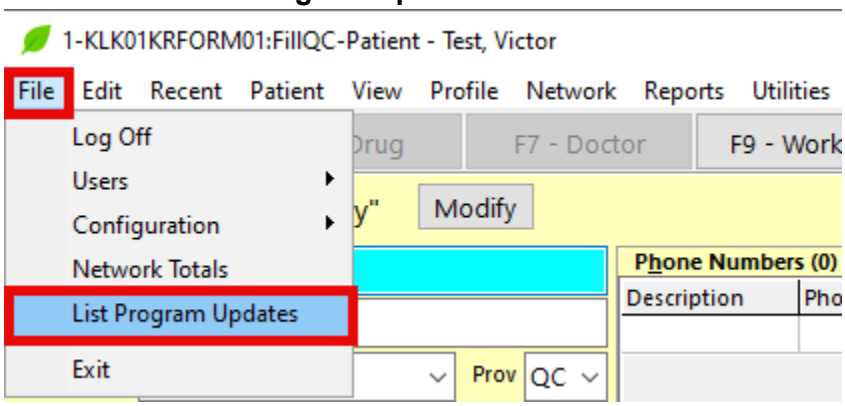
1. If your province has not yet communicated its influenza vaccine details, wait for the provincial announcement.

2. For influenza vaccines announced in the last two weeks, TELUS updates to the formulary are still in progress. If you require immediate access (such as administering vaccines to at-risk patients), you can manually create the drug card using the information provided to you by the province.

3. If it's been more than two weeks since your province has announced the vaccine and you cannot find the drug card in your system, update your formulary.

   Steps

   1. Choose **File** > **List Program Updates**.

   2. In the **Kroll Updates** window, run the most recent **Provincial Formulary Update** and check for the Drug card again.

📌**Note:** If your pharmacy uses Kroll Central Maintenance (KCM) and head office centrally maintains your drug cards, contact head office for assistance with updating your system.

Configuring options for documenting influenza immunizations

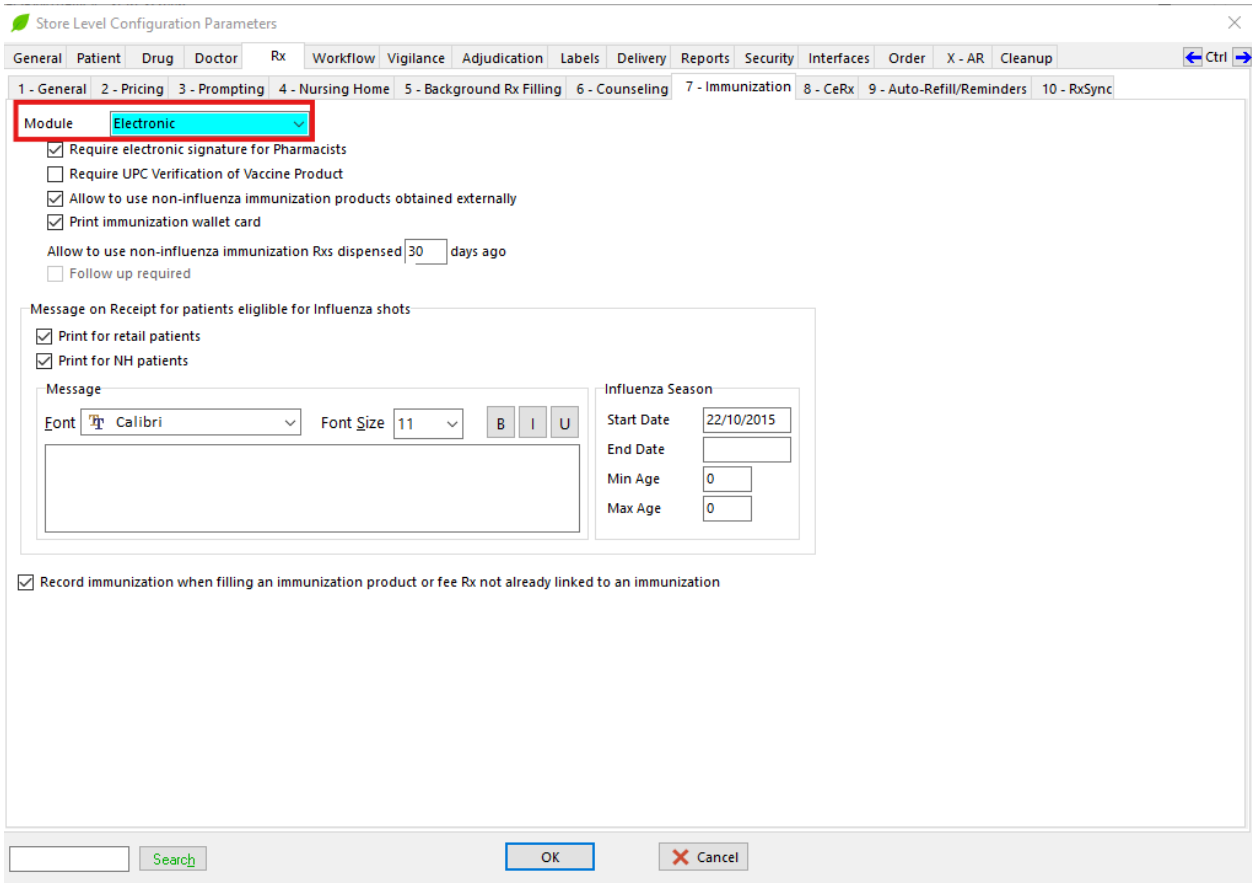
You have several options for documenting patient immunizations in Kroll, with paper and electronic formats being the most popular. The paper option requires you to print, complete, and attach signed physical forms to the immunization record. In contrast, the electronic format streamlines your workflow by allowing you to complete all documentation and record patient consent directly in Kroll. You can select the option that works best for your pharmacy.

Immunization configuration steps

1. Choose **File** > **Configuration** > **Store**

   📌**Note:** You must have the appropriate user permissions to access **Store** configurations.

2. From the **Store Level Configuration Parameters,** select the **Rx** tab, and then select the **7-Immunization** tab.



3. Select your desired option from the **Module** list.

4. Using the following table, select additional options as needed.

Name	Description
Require electronic signature for Pharmacists	The pharmacist must record an electronic signature using a digital signature tablet. The electronic signature functionality must be configured. 📌**Note**: Available only with **Electronic** module.
Require UPC Verification of Vaccine Product	Requires users to scan or enter the vaccine product's UPC before completing the immunization. This verification ensures the correct vaccine is administered. 📌**Note**: Available only with **Electronic** module.
Allow to use non-influenza immunization products obtained externally	Pharmacists may accept non-influenza products for injection when a patient: ● Presents a product from another pharmacy. ● Returns for a subsequent dose of a multi-injection series. 📌**Note**: Available only with **Electronic** module.
Print immunization wallet card	Enable this feature to automatically print a wallet-sized record for each patient immunized. 📌**Note**: Available only with **Electronic** module.
Allow to use non-influenza immunization Rxs dispensed [X] days ago	This value determines how many days in the past a prescription can be treated as recently dispensed. 📌**Note**: Available only with **Electronic** module.
Message on Receipt for patients eligible for influenza shots	Automatically print influenza vaccination reminders on receipts for eligible retail and nursing home patients by specifying the campaign dates and age requirements.
Record immunization when filling an immunization product or fee Rx not already linked to an immunization	Enable this option to prompt users for immunization details whenever they fill an immunization Rx or a fee Rx not linked to an immunization.

5. Click **OK** to save your changes.

Administering influenza immunizations and processing claims

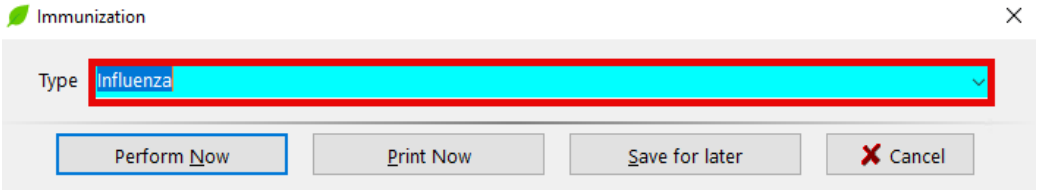
Now that you have your pharmacy's immunization preferences set, you're ready to administer immunizations to your patients. Once you gather patient consent electronically or on paper, you can document the immunization details and process the claim in Kroll.

You can complete this process by following these steps.

Initiate the immunization

1. Open the patient profile and select **View** > **Immunization** > **INS**.

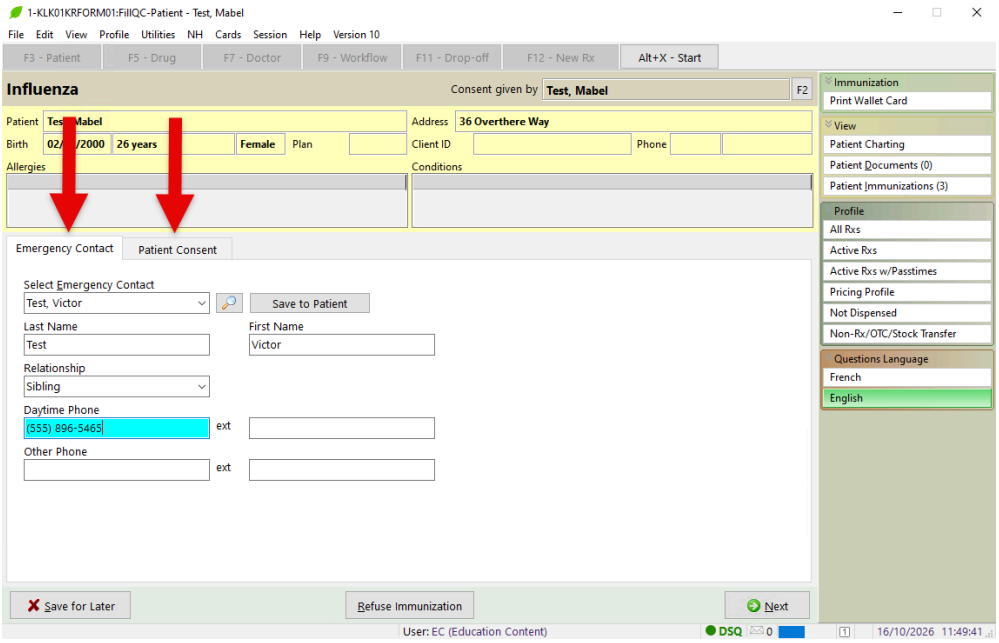
2. Select the appropriate immunization type from the list.



Document consent and administration of the vaccine

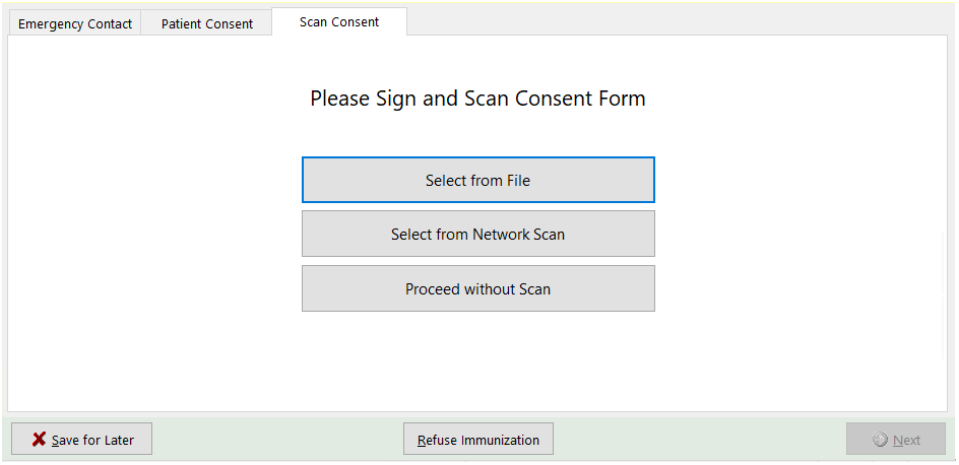
Electronic format:

1. Select **Perform Now** and complete the required information on the **Emergency Contact** and **Patient Consent** tabs.

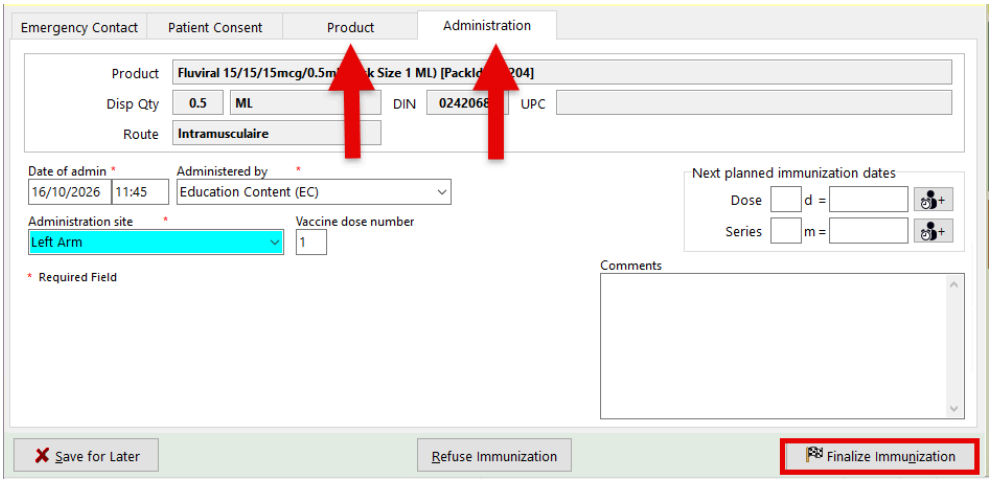


2. When the forms are complete, select **Print Consent**.

3. On the **Scan Consent** tab, choose the appropriate option (**Select from File**, **Select from Network Scan**, or **Proceed without Scan**).

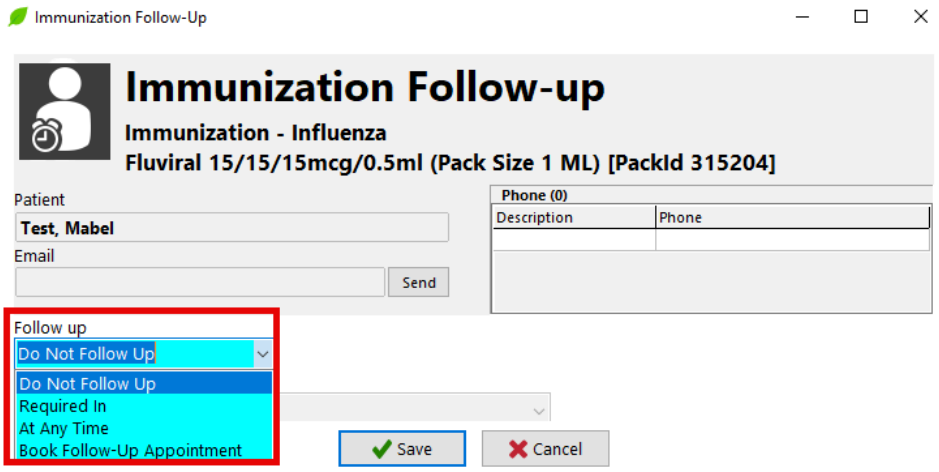


4. Enter the required information on the **Product** and **Administration** tabs and then click **Finalize Immunization**.



5. If you are configured to use a signature pad, have the patient add their virtual signature, and click **Done**.

6. Next, choose a follow-up option (**Book appointment**, **Follow-up required** or **Do not follow-up**) and select **Save**.

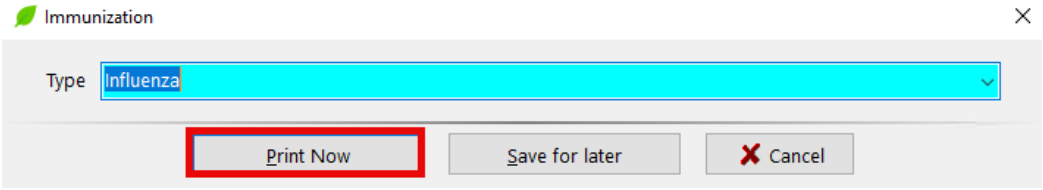


7. You can then choose to print the patient's immunization record and, if enabled, their wallet card.

8. The **F12-Fill** screen opens so you can complete and process the claim.

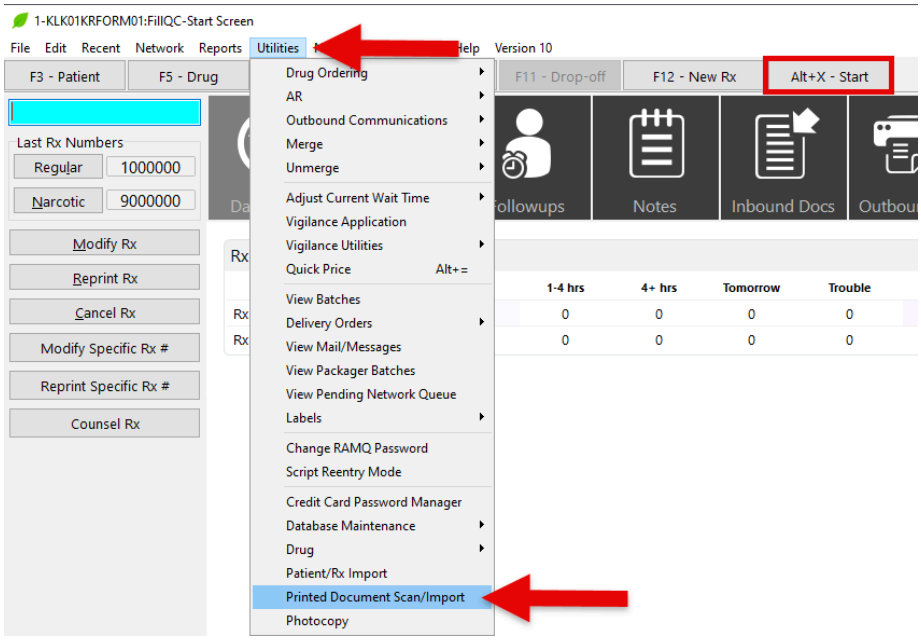
Paper format:

1. Select **Print Now** to generate the consent form.



2. Complete the consent form with the patient.

3. Navigate to the **Alt+X-Start** window and select **Utilities** > **Printed Document Scan/Import.**

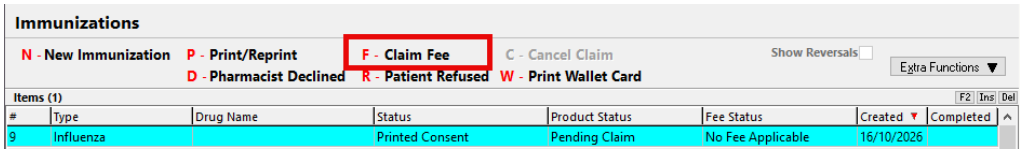


4. Scan and reconcile the consent form.

   💡 **Tip:** Complete this step now, or skip it and process your forms in a batch later. This is ideal for busy times, such as when you're running an immunization clinic.

5. Once documents are scanned and attached,you can view them at any time. In the **Patient** record go to **View** > **Immunizations**, select the immunization, and click **F2** to view the attachments.

6. To create and process a claim, first select the immunization in the **Patient** record, then select **F–Claim Fee**. This will open the **F12-Fill** window, where you can complete and process the claim.



Confirm the claim

1. When the claim is complete, the immunization status shows as **Completed** and the product status as **Claimed**.