TELUS Health



Kroll Version 10 Service Pack 35

Minor Release

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Kroll Version 10.35.5 Minor Release (19/11/2026)

This document is a compilation of changes and enhancements in Kroll version 10.35.5 (19/11/2026) release. The purpose is to keep users informed of changes to the software and to help users implement and adapt to those changes.

Accounts Receivable

[KRL-25610] AR Statement reports fail for nursing homes and multi-patient selections

Bug

Running a batch AR Statement report for a Nursing Home or for two or more patients raised the following error:

"Error Generating AR Statement"

The report failed to generate, when the **Print ALL outstanding invoices** option was turned off (**File** > **Configuration** > **Store** > **AR** > **Statements** tab) and the report's activity filter was set to **With no activity in X days prior to the start date of the statement**. A single-patient report was not affected.

Resolution

This issue has been resolved. AR Statement reports for a Nursing Home or multiple patients now generate successfully with this activity filter, matching single-patient behaviour.

[KRL-26160] Adding a payment freezes Kroll for Accounts Receivable accounts with a very large number of invoices

Bug

When a user added a payment to an Accounts Receivable (AR) account with a very large number of invoices (1,000 or more) and inserted a payment detail line, Kroll became unresponsive ("Not Responding") and displayed no error message. The Select AR Invoice list of outstanding invoices could take several minutes to open, or Kroll had to be closed from Task Manager. Accounts with a normal number of invoices were not affected.

Resolution

This issue has been resolved. The **Select AR Invoice** list now opens promptly when adding a payment, regardless of how many invoices the AR account has.

Adjudication

[KRL-26553] Adjudication host changes not applied until Kroll is restarted

Bug

When an adjudication host was added or moved to a different route, in **Adjudication Configuration** on one workstation, Kroll sessions already open on other workstations continued to use the previous host settings. As a result, claims for that host could be sent by the wrong route. For example, claims for a host moved to a POS Service route were not sent through the POS Service until Kroll was restarted on that workstation.

Resolution

This issue has been resolved. Open Kroll sessions now apply adjudication host changes as soon as they are saved, and claims are sent by the host's current route without a restart.

Auto-Refill

[KRL-26978] Renewal reminder Rxs are sent back to Data Entry from Packaging

Bug

An Rx whose auto-refill prompt had already been completed was sent back to the **Data Entry** queue instead of continuing through the workflow when it reached **Packaging** while the **Data Entry** queue was not active. (Open the Rx from the Preparation queue with the Data Entry queue hidden.)

Resolution

This issue has been resolved. A completed auto-refill prompt no longer sends the Rx back to **Data Entry** when its queue is not active.

Barcode Scanner

[KRL-26578] Process Pending Documents fails with "Dataset not in edit or insert mode" after barcode error

Bug

When a scanned page contained a 2D barcode that Kroll could not decode, processing stopped for the whole batch and the system raised the error "Dataset not in edit or insert mode" (Utilities > Printed Document Scan/Import > Process Pending Documents). The remaining pending documents could not be reconciled. Barcodes that included the characters |, \, or ~ in text such as the Kroll ID were not always decoded correctly.

Resolution

This issue has been resolved. A page with a barcode that cannot be decoded now shows a status message, and the remaining pages in the batch continue to process and reconcile normally. Barcodes containing |, \, or ~ now decode correctly, and barcodes printed by earlier versions continue to be recognized.

[KRL-26777] Barcode scanner gives three beeps when Touch Pickup is locked in the background

Bug

On workstations running Touch Pickup (Session 9) alongside another Kroll session, once the Touch Pickup session locked in the background, scanning a barcode in the other Kroll session (for example a drug stock bottle from the **Alt+X Start Screen** or **F5 Drug**) gave three beeps and a red light on the scanner, even though the scan was accepted.

Resolution

This issue has been resolved. When the Touch Pickup session is locked and a user scans a barcode in another Kroll session, the scanner now gives a single beep to indicate success.

Calendar

[KRL-25423] Kroll Fill closes at startup with a "data error" message

Bug

When Kroll started in a store where a Calendar appointment had been saved with its details in an unexpected format, the **Loading Start Screen** step displayed a "data error" message and Krolll closed. Because every workstation loads the same appointments at startup, most workstations in the store were unable to open Kroll.

Resolution

This issue has been resolved. Kroll now starts normally and the appointment opens as expected, even when its details were saved in an unexpected format. The appointment is corrected the next time it is saved. This change applies to all provinces.

[KRL-25621] Calendar Day Summary report duplicates first day of recurring appointments

Bug

When a recurring appointment was added to the calendar, the Calendar Day Summary report listed the first day of the series twice. The calendar itself showed a single entry, and appointments that don't repeat were not affected.

Resolution

The Calendar Day Summary report now lists each day of a recurring appointment once, including the first day.

[KRL-26834] Calendar / Online Booking: appointment slot overwritten when booked for another patient

Bug

Stores reported that online appointment bookings were confirmed to the patient but didn't appear in the Kroll calendar. In some cases a different patient already occupied the same slot (double booking). This happened when an online booking and a local booking were made for the same slot at about the same time.

Resolution

Kroll now checks whether a calendar slot has been booked for another patient before it saves a booking to that slot. If a calendar slot has been booked a warning is displayed to the user.

The warning is titled "Appointment slot not available". It reads: "This appointment slot has already been booked for another patient. Please choose a different time slot."

Central Fill

[CFILL-408] Central Fill reports available to all CF Clients

Improvement

The following Central Fill reports are now available in Kroll to all clients:

- Central Fill Eligibility Report
- Central Fill Service Level Report

These reports are presented in the database language.

Counselling

[KRL-22226] Virtual counselling location appears greyed out on a new counselling session

Bug

After a pharmacist selected Virtual as the counselling location and finalized counselling, the Virtual option appeared greyed out the next time the Counseling module opened (F9 – Workflow > Counsel queue). This also happened for a different prescription, or a different patient, in the same login session. The option could still be selected, but the location choices did not look uniform, and the previous selection appeared to carry forward.

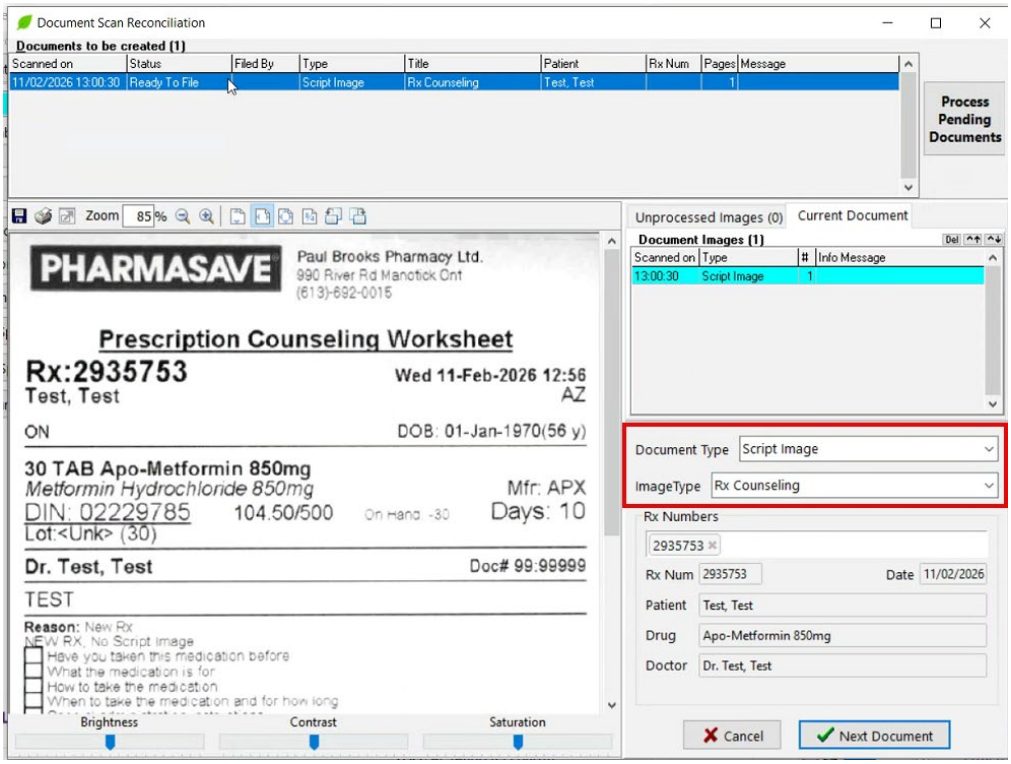
Resolution

This issue has been resolved. All counselling location options now appear the same, with no selection carried forward from a previous counselling entry, when a new counselling session starts.

[KRL-25614] Manually attached counselling worksheet does not remove the Rx from the queue

Bug

When a user attached a counselling worksheet manually because its barcode could not be read (**Utilities** > **Printed Document Scan/Import**, with **Document Type** = **Script Image** and **Image Type** = **Rx Counseling**), the image was filed against the prescription.



However, the prescription was not marked as counselled and stayed in the **F9 – Workflow** > **Rx Counseling** queue. Worksheets that Kroll read automatically were not affected.

Resolution

This issue has been resolved. When a worksheet is attached manually for a single prescription, the counselling is now recorded as completed on paper and the prescription is removed from the queue.

Database Update

[KRL-26606] Program update fails verification due to missing index

Bug

Running the program update on a store whose database was already at version 10.35 failed at the database verification step. The update stopped with the following message:

> "Index 'WorkflowAction.IX_WorkflowAction_WorkflowActionType_WorkflowQueueId' does not exist in the database."

Because the database was already at the current version, only the 10.35 Supplement script ran, and that script did not create the index that verification expected.

Resolution

This issue has been resolved. The 10.35 Supplement script now creates the missing index, so the database verification passes and the program update completes successfully. Kroll launches normally after the update.

Delivery

[KRL-26589] Delivery authorization checks on the Alternate Addresses and Delivery Order screens

Improvement

Previously, Kroll checked delivery authorization separately for each of a patient's addresses when the **Alternate Addresses** screen or the **Delivery Order Form** was opened, and repeated these checks on the **Alternate Addresses** screen as the user scrolled. For patients with several alternate addresses, this could cause noticeable delays or brief freezes.

Kroll now determines delivery authorization for all of a patient's addresses from the consents loaded when the patient is opened. The **Auth** column, the authorized indicator in the **Location** drop-down menu, and the unauthorized delivery address warning shown on save work as before.

The **Auth** column now also shows an address as not authorized when its delivery consent has expired, or when the most recent delivery consent for that address has been revoked, even if an earlier consent exists. This matches the behaviour of the **Delivery Order Form**.

This change applies only to stores with the **Enable delivery authorization** checkbox selected (Store Level Configuration Parameters > Patient > 3 - Consent) and has no effect on other consent types.

Drug Card

[KRL-26889] On-hand quantity and Disable Automatic Ordering fields locked on converted drug card

Bug

Users could not edit the **On-Hand Quantity** or the **Disable Automatic Ordering** flag on the drug card for one specific DIN. Both fields stayed greyed out with no error message. Other drug cards at the store were editable, and permissions and store ordering settings were correct. Merging the card into a duplicate did not unlock the fields.

Resolution

This issue has been resolved. O**n-Hand Quantity** and **Disable Automatic Ordering** can now be edited on the affected drug card by users with the right permissions. Pharmacies with converted drug records that were locked this way can now adjust inventory and the auto-ordering flag normally.

[KRL-26997] Price Group drop-down on the Drug card shows outdated drug price groups

Bug

When a drug price group was added, renamed, or deleted (**Edit** > **Plans & Pricing** > **Drug Price Groups**) while the Drug card (**F5 – Drug**) was open in another session, the **Price Group** drop-down on the Drug card continued to show the previous list. A new group was missing, a renamed group appeared under its old name, and a deleted group could still be selected. Opening a different drug or reopening the same drug did not refresh the list, and each later change displayed the list as it was before that change. The list was correct only after the Drug card was closed and reopened. The **Price Group** filter in **Drug Search** was not affected.

Resolution

This issue has been resolved. The **Price Group** drop-down on the Drug card now reflects added, renamed, and deleted drug price groups without closing the Drug card.

eMAR

[KRL-26554] New eMAR reporting service host not recognized until Kroll is restarted

Bug

When an electronic Medication Administration Record (eMAR) reporting service host was added, or its service type was changed, while Kroll was running, Kroll did not recognize the change until it was restarted. For patients in a nursing home set to that host (**eMar Reporting Service Host** field, **Other** tab of the **Nursing Home** form), the **Transmit to EMar** option was not shown on the Patient Profile, and prescription order changes were not sent to the eMAR.

Resolution

This issue has been resolved. Kroll recognizes a newly added or changed eMAR reporting service host without a restart, so **Transmit to EMar** is shown and prescription order changes are sent to the eMAR.

Fill

[KRL-27321] Delay when modifying or filling a prescription in stores with many sub-plans

Bug

In stores with a large number of sub-plans, opening a prescription with **Modify Rx**, filling a new prescription, or saving changes could be slow and Kroll showed "Not Responding" for several seconds.

Resolution

This issue has been improved. When using **Modify Rx**, filling a new prescription and saving Kroll now responds faster in stores with many sub-plans.

Formulary

[KRL-26465] Formulary update leaves the store with no interchangeable group data

Bug

When a formulary update failed partway through, for example because the same DIN was linked to two drug cards in different interchangeable groups, the existing interchangeable group data had already been cleared. The store was left with no formulary data.

Resolution

This issue has been resolved. If a formulary update fails, the existing interchangeable group data is retained and the update reports the error.

A formulary update that fails because a DIN is linked to drug cards in different interchangeable groups still requires the **Link On** settings on those drug cards to be corrected in KCM before it can complete. This change applies to Kroll 10.35 and later.

Inbound Documents

[KRL-26491] Newest inbound document selected after deleting a document

Bug

When a user deleted a document from the **Inbound Docs** list (**Alt+X** > **Inbound Docs**) while the list was sorted by the Date column from oldest to newest, Kroll selected the newest document instead of the next document in the list. Staff working through faxes from oldest to newest had to scroll back and select the next document manually after every deletion.

Resolution

This issue has been resolved. After a document is deleted from the Inbound Docs list, the next document in the current sort order is selected.

Kroll Services

[KRL-27200] Requests to Kroll services time out or disconnect on slow connections

Bug

When the network connection to a Kroll service was slow or busy, large requests or several requests sent in quick succession were sometimes only partly transmitted. The service received an incomplete message, and the request timed out or the connection dropped with no clear cause.

Resolution

This issue has been resolved. When the connection can accept only part of a request, Kroll now sends the rest as soon as the connection is ready, so the complete request reaches the service.

Labels

[KRL-25821] Reprinted delivery label shows previous patient address

Bug

When a patient's address was updated after a prescription with a delivery order had been filled, reprinting the prescription (Modify Rx, F12 – Save Changes) printed the delivery label with the previous address instead of the patient's current address.

Resolution

This issue has been resolved. Reprinted delivery labels now show the patient's current address.

[KRL-26902] Creatinine Clearance prints identical values for all patients, including those with no charting entry

Bug

On the Health Region TMR report and Universal MAR report, Creatinine Clearance printed one identical value for all patients. It also printed a value for patients with no charting entry.

Resolution

This issue has been resolved. Creatinine Clearance on the Health TMR is now calculated per patient. The field is left blank for patients without a charting entry.

Minor Ailment

[KRL-25818] Fax not sent for Minor Ailment unless Print is also selected

Bug

When a pharmacist completed a Minor Ailment assessment (**Patient Profile** > **Professional Services** > **INS** > **Minor Ailment**) and selected only the **Fax** checkbox for a recipient under **Documentation Management**, the fax was not sent and did not appear in **Outbound Faxes**. The fax was sent only when the **Print** checkbox was also selected for a recipient.

Resolution

This issue has been resolved. **Fax** and **Print** are now handled independently, so selecting only **Fax** sends the fax to **Outbound Faxes** without printing a copy.

Mixture

[KRL-26768] Mixture Document List does not sort when a column header is clicked

Bug

In the Mixture Document List (View Documents from a drug mixture), clicking a column header displayed a sort arrow, but the rows did not reorder.

Resolution

Clicking a column header in the Mixture Document List now sorts the rows by that column, ascending or descending, as indicated by the arrow.

Nightly Maintenance

[KRL-27184] Nightly SQL index maintenance

Feature

Kroll now maintains the pharmacy database indexes every night, so that performance does not degrade between program updates. Previously, indexes were rebuilt only during a program update.

The maintenance runs automatically through the Kroll Background Rx Service, once a day at 22:00 by default. It checks the fragmentation of each index and skips small or lightly fragmented indexes. Moderately fragmented indexes are reorganized, and heavily fragmented indexes are rebuilt, starting with the most fragmented. Rebuilds are performed online on SQL Server Enterprise and offline on Standard. Database statistics are updated when the index work is complete.

To limit the impact on pharmacy operations, a table that is locked by other activity is skipped, and index work is skipped while a backup of the same database is running. No new index work starts after the run has been going for 2 hours, and any rebuild still running at 2 hours 10 minutes is cancelled and retried the next night. A summary of each run, including any failures, is recorded in the Background Rx Service log.

Index maintenance is enabled by default. Administrators can turn it off or change the start time on the Cleanup tab of the system configuration. The settings apply to the whole database and cannot be changed for individual stores. A time change takes effect without restarting the service. The full index rebuild that runs during a program update is unchanged.

Notifications

[KRL-27155] Reduced database load from unread mail and banner updates

Improvement

Previously, whenever any user sent, read, or deleted a message, every workstation connected to the store database re-checked its unread mail count and its Kroll Support and Head Office notification banners, even when the change was not for the user logged in at that workstation. At stores with several workstations and a high volume of mail, this added database load that contributed to slower performance.

Kroll has been updated so that a workstation re-checks its unread mail count and notification banners only when a mail change is for the logged-in user. Both are also refreshed when the user changes or logs off. Unread counts and banners continue to update straight away, without logging off.

Kroll Support and Head Office notifications are no longer re-checked when other mail activity occurs. Mail received without a specific recipient, such as inbound faxes and scanned documents, does not trigger either check. This change applies to all stores and has no effect on how mail is displayed.

Nova Scotia

[KRL-25719] NS DIS | Continuing Care: NSDIS issue with unmerge

Bug

Unmerging a doctor (**Utilities** > **Unmerge** > **Doctors**) could undo a patient's merge when the doctor and the patient have the same ID number. The doctor stayed merged and stayed in the **Unmerge Doctors** list.

Resolution

This issue has been resolved. Unmerge now looks up the merge by both ID number and record type (patient, doctor or drug). Unmerging a doctor only considers doctor merges. Unmerging a patient only considers patient merges, and the same applies to drugs. A reported freeze during unmerge has also been resolved.

Nursing Home

[KRL-26890] Failed label reprint can leave Rxs and work orders locked in a Nursing Home batch

Bug

In a Nursing Home batch, if the final save after reprinting labels (Reprint Laser Labels or Reprint Dot Matrix Labels) failed, the prescriptions and work orders involved in that reprint stayed locked on other workstations, and the batch grid on the workstation that performed the reprint stopped refreshing. Restarting Kroll was the only way to clear the locks.

Resolution

This issue has been resolved. If the save fails when reprinting Nursing Home batch labels, the prescription and work order locks are released and the batch grid continues to refresh normally.

Packager

[KRL-26608] Packager batch fails to send to Central Fill for some patient languages

Bug

When **Use Rx warning labels generated in Kroll** was enabled for an automatic packager, sending a packager batch to Central Fill failed for patients whose written language was not English or French (**Reports** > **Patient** > **PACMED** >

Send). The **Packager Batch Rxs** window displayed the error "Cannot find translator for language code: zh" (or the patient's language code), and the prescriptions were not sent.

Resolution

This issue has been resolved. Packager batches now send successfully for these patients, and warning labels are sent in the pharmacy's default language (English or French) when they are not available in the patient's language.

[KRL-27331] Remaining Quantity in the PACMED file

Feature

Kroll now includes the **Remaining Quantity** of each prescription in the PACMED file sent to the VBM packager. Previously, the file carried only the number of refills remaining, calculated by dividing the remaining quantity by the dispensed quantity and rounding up to the next whole number. For partial-quantity fills, this rounding overstated what the patient had left, which could lead to patients running out of Controlled Drugs and Substances Act (CDSA) medications mid-cycle.

The **Remaining Quantity** is sent as the last field of each line in the PACMED file, exactly as recorded in Kroll rather than as a calculated refill count. The refills remaining value is unchanged, and no screens or reports are affected.

Patient Encounters

[KRL-25606] Follow-ups jump to most recent Care Plan instead of staying under original

Bug

When Care Plan under **Patient Encounters** is created, document a follow-up, and resolved, the next follow-up inserted no longer stays under that original Care Plan. Care Plans used to auto-populate from the client's last Care Plan

Resolution

Follow-ups documented and resolved under a specific Care Plan remain attached to that same care plan, matching pre-update behavior. Details of the previous care plan now automatically populate for the new Care Plan.

Performance

[KRL-24805] Performance degradation when locating records within a dataset

Improvement

Performance has been improved when users load a very large dataset and/or implement logic calling **Locate** in a sub-optimal manner (e.g., within a loop).

[KRL-26050] Reduced database load when opening patient plans

Improvement

Previously, whenever a patient's plan information was loaded, Kroll also loaded the complete list of subplans from the database, even when the screen never used that list. On busy systems this repeated work added unnecessary load on the database server.

Kroll now loads the subplan list only when it is first needed, and refreshes it when plan or subplan changes are made. Patient plan screens, plan selection and subplan details look and behave as before.

This change applies to all stores and has no UI changes.

[KRL-26953] Extra database load when the Kroll Reporting Service sends prescription workflow information

Bug

In pharmacies that send data to the Kroll Central Data Repository (KCDR), the Kroll Reporting Service read through all notification records each time it sent a prescription's workflow information. In pharmacies with a large notification history, this put extra load on the pharmacy database.

Resolution

This issue has been resolved. The Kroll Reporting Service now finds a prescription's notification information directly, which reduces the load on the pharmacy database.

PharmacyLink

[KRL-24336] PharmacyLink cardholder plan deletion leaves linked dependent plans

Bug

When a cardholder's plan was deleted in PharmacyLink and the ADT was finalized in Kroll (**F9 – Workflow** > **ADT**), the plan was inactivated and shown in red on the cardholder's patient profile instead of being deleted. The plans linked to

it on the dependents' profiles were left in place. This differed from deleting the plan on the patient card, which deletes the plan and the linked dependent plans.

Resolution

This issue has been resolved. The cardholder's plan is now deleted when the ADT is finalized, along with the plans linked to it on each dependent's profile. The **Patient Plans** page of the **ADT** workflow is now titled **Delete Local Patient Plans (Select to Delete)**. Unlike on the patient card, Kroll does not display a warning about the linked patients when the plan is deleted through ADT.

[KRL-24337] PharmacyLink dependent plan deletion does not reach Kroll

Bug

When a dependent's plan that was linked to a cardholder's plan was deleted in PharmacyLink, no delete plan request appeared in the ADT queue in Kroll (**F9 – Workflow** > **ADT**), and the plan stayed on the dependent's patient profile.

Resolution

This issue has been resolved. The delete plan request for a dependent's linked plan now appears in the ADT queue, and the plan is deleted from the dependent's patient profile when the ADT is finalized. The cardholder's plan and the plans of other dependents are not affected.

[KRL-25369] Kroll fails to start with a "data error" message

Bug

When a scheduled task in the Scheduler held information that Kroll could not read, such as a PharmacyLink virtual consultation appointment, Kroll stopped during startup. A "1-Fill Form: data error" message appeared at the Loading Start Screen stage, and Kroll then closed. Because every workstation loads the same Scheduler date range at startup, most or all workstations in the store could be affected.

Resolution

This issue has been resolved. A single scheduled task that cannot be read no longer prevents Kroll from starting.

Pickup

[KRL-25620] Pickup notification is not queued for an Rx filled after an unfill

Bug

In stores whose unfill workflow includes the Queue Pickup Notifications action, a prescription filled after an unfill did not generate a ready-for-pickup notification when it reached the pickup queue. The Queue Pickup Notifications action completed without taking any action and displayed the following:

> "Pickup Notification not Queued. Work Order incomplete."

This happened when the workflow did not also include the Mark as Ready for Pickup/Delivery action, which must run first for the notification to be queued. Kroll allowed the workflow to be set up this way, so patients did not receive a PharmaConnect notification.

Resolution

This issue has been resolved. An unfill workflow that includes Queue Pickup Notifications must now also include Mark as Ready for Pickup/Delivery. Workflows for prescriptions that are not unfills are unaffected.

[KRL-26748] Work order pickup ticket fails to print at Drop Off

Bug

When **Enable work order pickup ticket printing at Drop Off** was turned on in configuration, printing the work order pickup ticket from Rx Drop Off failed with "Error printing label. Cannot find translation for Key..." and no ticket printed.

Resolution

This issue has been resolved. The work order pickup ticket now prints successfully from Drop Off.

Plans/Pricing

[KRL-26791] Memory usage grows each time the Strategy Exceptions tab is opened

Bug

Each time a user switched to the **Strategy Exceptions** tab of the **Plans/Pricing Configuration** screen, another copy of every sub-plan and price strategy was added to the lists the screen keeps in memory. Memory use increased for as long as the screen stayed open. The sub-plan and strategy names shown on the tab were not affected.

Resolution

This issue has been resolved. The sub-plan and price strategy lists are now refreshed rather than added to each time the tab is opened, so switching between tabs no longer increases memory use.

Program Update

[KRL-26822] Program update fails on stores that enforce Windows Application Control

Bug

When a store enforced an Application Control policy, for example Smart App Control or Windows Defender Application Control, running a program update failed and nothing was installed. Windows blocked a temporary file that the update created while preparing to install, and the update stopped with the message "An error was encountered while preparing the update to run".

Resolution

This issue has been resolved. Program updates no longer create a temporary file while preparing to install, so they complete on stores where Windows Application Control is enforced.

RAMQ

[KRL-26728] French label for the RAMQ Professional Service fee type is misspelled

Bug

On the drug card's "Honoraires à l'acte" drop-down showed "RAM Service professionnels" for the RAMQ Professional Service fee-for-service type, missing the "Q" and using the singular "Service".

Resolution

This issue has been resolved. The label now reads "RAMQ Services professionnels". This change applies to the French user interface only; the English label is unaffected.

Reports

[KRL-26577] PACMED report scanned with the 2D barcode stays at "Needs More Pages" with 0 pages

Bug

PACMED reports printed with the 2D barcode could not be scanned back in successfully. After scanning them in **Utilities** > **Printed Document Scan and Import** and clicking **Process Pending Documents**, the report showed the

status **Needs More Pages** with **0** in the Pages column. This happened even though the scanned page image was attached and the barcode was clear. The report never reached **Ready To File**, so it was not filed to the patient's Documents. Hardcopy and other barcoded documents scanned in the same session processed normally.

Resolution

The last page of each patient's section in a PACMED report now correctly indicates that no more pages follow. Scanned PACMED reports now show the correct page count and move to **Ready To File** once all pages are present. The printed page looks the same. Only the information encoded in the 2D barcode has changed.

Reports printed before the update carry the old barcode information. Reprint the PACMED report after updating, then scan the new pages.

[KRL-26635] Security Audit Report shows blank values for on-hand quantity changes

Bug

When on-hand quantity changes were logged (**File** > **Configuration** > **Store** > **Rx** > **Security** > **Log on-hand changes**), the Security Audit Report showed blanks in place of the old and new on-hand values and their dollar values for some entries. This occurred for changes saved between 30 and 59 seconds past the minute. When several changes were made to the same drug within one minute, every one of them showed the values from a single entry, and the other entries were missing.

Resolution

This issue has been resolved. The Security Audit Report now shows the old and new on-hand values and their dollar values for every on-hand quantity change, including several changes to the same drug within a minute. This change affects the report only, and no data is changed.

[KRL-26994] Patient/Home/All selection overlaps date range box on Script Image Report and External Rx Order Report

Bug

On the Selection tab of the Script Image Report and the External Rx Order Report (Reports menu), the Patient, Home, and All radio buttons were partly hidden under the date range box (Image Scanned or External Order Processed). The top of the patient selection section was cut off.

Resolution

This issue has been resolved. The Patient, Home, and All radio buttons now display in full within their own section on the **Selection** tab of both reports, without overlapping the date range box. Other reports are unaffected.

Rx

[KRL-26264] Data error message when opening certain prescriptions

Bug

When the stored workflow information on a prescription was damaged or did not match the way it had been saved, opening the prescription in Modify Rx, or setting it to Filled, displayed a "data error." message. Kroll could then stop responding or close. Only the affected prescription was impacted; other prescriptions opened normally.

Resolution

This issue has been resolved. A prescription with unreadable stored workflow information now opens normally in Modify Rx, and Kroll records the problem in its log.

Transfer Rx

[KRL-24720] OK button is enabled before a store is selected on the Transfer Rx from other store screen

Bug

On the **Transfer Rx from other store** screen (Quebec), the **OK** button was enabled before a store was selected. A user could start a new Rx, enter the **Pharmacist License #**, **Package Type** and **Expiry Date** without choosing a store, and select **OK**. In addition, a space typed in one of these required fields was counted as an entry, so the field passed validation while effectively empty.

Resolution

This issue has been resolved. The **OK** button remains disabled until a store is selected, and the **Expiry Date**, **Pharmacist License #** and **Package Type** fields are treated as empty when they contain only spaces, so the appropriate validation message is displayed.

[KRL-26911] Out-of-province Transfer In Rx shows "Pending Adj (Transfer Out)" on F12 Fill and patient profile won't reopen after 10.35 update

Bug

After the 10.35 update, new Rxs automatically showed “Pending Adj (Transferred Out)” on the **F12 Fill** screen. This happened even when the Rx was not a transfer. **Transfer Out Details** opened with data that should not exist, such as a transfer store and an old date (2011–2013). Adding the Rx with “Transfer Rx From Another Store” could then

produce “You must specify a transfer store”. After the pharmacy exited F12 Fill, the patient could not be reopened from the recent patients list.

Resolution

A Transfer In Rx no longer shows a “Transferred Out” status. Transfer Out Details is empty for Transfer In Rxs.
The “You must specify a transfer store” prompt no longer appears when the store was entered.
Patients reopen normally from the recent patients list after leaving F12 Fill.
Normal new Rxs show no transfer out status.

[KRL-26912] “You must specify a transfer store” error when logging an expired transfer-in Rx as Unfilled

Bug

After an update, Transfer Rx From Another Store showed a “You must specify a transfer store” hard stop when a pharmacy logged an expired transfer-in Rx as Unfilled. This happened even with all the transfer details, including the transferring store, filled in. Selecting Make Rx Unfilled was blocked. Pharmacies could only log the transfer after processing the Rx, which is not the proper procedure.

Resolution

Make Rx Unfilled now completes when the transfer details are complete, and the “specify a transfer store” error no longer appears. The transfer details are captured before the Rx is logged.

[KRL-26949] New Rx auto-populates "Transferred In" status and a 2011 transfer date after 10.35, causing a hard stop

Bug

Entering a brand-new Rx (not a Transfer In) caused Kroll to auto-set the status to “Transferred In”. It also filled in transfer details nobody had entered, with a transfer date of 2011-04-07. That date triggered a hard stop on the **F12 - Fill** screen and blocked the fill.

Resolution

When filling a new Rx, the new Rx is no longer giving a Transfer In status or transfer date unless the user enters one. Also the fill is completed successfully with no hard stop preventing the fill.

Translation

[KRL-26718] French label overlaps plan code in Delete Previous Interventions prompt

Bug

When a user refilled a prescription billed to RAMQ with a manually entered intervention code, the **Pour l'assurance** label overlapped the plan code in the Supprimer interventions précédentes (Delete Previous Interventions) prompt. The English label was not affected.

Resolution

This issue has been resolved. The **Pour l'assurance** label and the plan code now display side by side without overlapping.

[KRL-26732] DIN type drop-down values are cut off

Bug

The DIN type drop-down on the Drug card (F5 – Drug card) was too narrow to display its full values. Values such as NPN (Natural Product Number) and DIN-HM were cut off, most visibly when Kroll was running in French. The NPN value also contained an extra space after the code ("NPN -") in both English and French.

Resolution

This issue has been resolved. The DIN type drop-down now displays the full text of each value, and the extra space after NPN has been removed.

Trial Rx

[KRL-26731] French Trial Rx Information window labels are cut off

Bug

In the French **Trial Rx Information** window (**Rx** > **Thérapie initiale**), the "Qté pour période d'essai" and "Durée de la période d'essai" labels were cut off because the label column was too narrow for the French text.

Resolution

This issue has been resolved. Both labels now display in full in the French Trial Rx Information window.

This change applies to the French user interface only; the English window is unaffected.