



Kroll Version 10 Service Pack 34

Feature Release Notes

September 2025

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Kroll Version 10 Service Pack 34 Feature Release Notes

This document is a compilation of new Features in Kroll Version 10 Service Pack 34. The purpose is to keep users informed of changes to the software and to help users implement and adapt to those changes.

Important!

Please carefully read the details of KRL-15905 Warning Notification on page 9 and take special note of the subsequent hard stop in the next service pack, SP35.

Accounts Receivable

[KRL-17033] Invoice search field no longer available while applying payments to invoices in AR Module

Feature

In an earlier release, the Search field was available when applying payments to invoices. At some point, this field was removed.

The Search field is again available when applying payments to invoices.

When you manually enter an invoice number, the system looks for that invoice number within the list of available invoices for payment, instead of all invoices in the system. When you click Next, that invoice number has focus, and the payment is applied to that invoice.

If an invoice number is given and payment amount is greater than invoice amount then it will ask “Do you want to pay multiple invoices?”

- If **Yes**, then it show next tab with preselected invoices (Invoice matching invoice number and oldest invoice(s) for remaining amount). Make a selection and click Finish to assign the payment to the selected invoices.
- If **No**, and account is “Post pay account” then the payment is assigned to the designated invoice number and remaining payment is unassigned.

If you manually specify an invoice number that is not part of the eligible list, this is indicated via a message. When you clear this message you are returned to the Invoice field.

If you do not enter an invoice number and click **Next**, a list of eligible invoices appears. The oldest eligible invoice or the invoice that has a matching amount has focus, and by default, the payment is applied to that invoice (current functionality).

Fill

[KRL-18794] Add 'Lab Results' as a new document type on the scan screen.

Feature

NOTE: This feature was originally implemented for QC in the DSQ Conformance branch, this case serves to make it available in all other provinces as well.

A new functionality has been implemented to allow pharmacists to efficiently manage laboratory results by scanning them using the **Utilities > Printed Document Scan/Import** feature and saving them in the patient's record. This enhancement improves documentation, ensures better record keeping, and provides easier access to historical lab results for patient care.

The feature includes the following improvements:

- Document Scan Reconciliation Screen:

A new 'Lab Results' option has been added to the Document Type dropdown. When 'Lab Results' is selected:

- The **Patient** selection field is displayed (similar to when **Patient Document** is selected).
- The **F3** button is available for patient selection.
- A **Title** field is displayed. Data entered in the **Title** field is saved as the document's title in the **Documents** view in the **F3-Patient Card**.

Processing a document with 'Lab Results' selected saves it as a 'Lab Results' document in the patient's Documents.

- The event (document added to patient Documents) is logged in the patient's history (**F3 - Patient > View > History**).

The screenshot shows the 'F3 - Patient' screen for a patient named Szutan, Mike. The interface includes a top menu bar with options like File, Edit, Recent, Patient, View, Profile, Network, Reports, Utilities, NH, Cards, Session, and Help. Below the menu is a toolbar with function keys: F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F10 - Pickup, F11 - Drop-off, F12 - New Rx, and Alt+X - Start. The main area is divided into several sections:

- Patient Information:** Includes fields for Address 1 (100-1122 Grande Allée Ouest), Address 2, City (Québec), Postal (G1S 1E5), Country (Canada), Email, Quick Code, Birthdate (14/03/1923), Age (102 years), Language (Anglais), Sex (Male), Gender, Pronouns, and Height.
- Phone Numbers (0):** A table with columns for Description and Phone.
- Documents:** A list of documents with a filter 'Filter documents here'. The list includes:
 - Analyses laboratoires rpt 15-Feb-2025 (Rx Transfer Report)
 - Lab Results - Szutan Mike 07-06-2025
- History for Patient:** A detailed log of events, including:
 - 2025-08-19 10:50 User: EA Patient (Update) Plan (Update)
 - 2025-08-18 11:45 User: EA Patient (Update) Plan (Update)
 - 2025-08-18 09:36 User: EA Patient (Update)
 - 2025-08-18 09:35 User: EA Patient (Update)
 - 2025-08-18 09:34 User: EA Patient (Update) Plan (Update)
 - 2025-08-18 09:34 User: EA Patient (Update) Plan (Update)
 - 2025-08-13 10:45 User: EA Patient (Update) Plan (Update)
 - 2025-08-05 09:57 User: EA Patient (Update) Patient Document (Update)
 - 2025-08-05 09:56 User: EA Patient Document (Update)
 - 2025-08-05 09:49 User: EA Patient Document (Insert)
 - 2025-07-31 10:49 User: EA Patient (Update) Plan (Update)
 - 2025-07-30 15:02 User: EA Plan (Insert) Plan (Insert)
 - 2025-07-30 15:01 User: EA Patient (Update) Plan (Update) Plan (Update)
 - 2025-07-30 15:00 User: EA Patient (Update) Plan (Update)
 - 2025-07-16 11:30 User: EA Patient (Update)
 - 2025-07-15 15:37 User: EA Patient (Update) Plan (Insert) Plan (Insert)

At the bottom, there are buttons for 'Display Record After Changes', 'Display Record Before Changes', 'Print', and 'Close'. The status bar at the bottom right shows the date and time: 25/09/2025 09:02:22.

- In **F3 - Patient > View > Documents**, lab results appear under their own document type. When viewing a lab result from **Patient Documents**, users have the option to print the document and edit its description.

1-yrk-qa-eandreol:PharmacyQC1034_DSQ_FR-Patient - Szutan, Mike

File Edit Recent Patient View Profile Network Reports Utilities NH Cards Session Help Version 10

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F10 - Pickup F11 - Drop-off F12 - New Rx Alt+X - Start

Szutan, Mike Modify OK Save Scan

Address 1 100-1122 Grande Allée Ouest Phone Numbers (0) Birthdate 14/03/1923

Address 2 Description Phone Age 102 years

City Québec Prov QC Language Anglais

Postal G1S 1E5 Country Canada Sex Male

Email Send Gender

Quick Code Height Pronouns

Family Dr Dumais, Guy F2 Clear Weight RAMQ SZUM23031416 Edit

Documents

Filter documents here Filter

Title	By	Document Type	Created
Analyses laboratoires rpt 15-Feb-2025	EA	Lab Results	05/08/2025
Rx Transfer Report	EA	report	03/06/2025
Lab Results - Szutan Mike 07-06-2024	EA	Manual Import	28/05/2025

User: EA (Eugenio Andreoli) DSQ 0 25/09/2025 08:59:17

1-yrk-qa-eandreol:PharmacyQC1034_DSQ_FR-Patient - Szutan, Mike

File Edit Recent Patient View Profile Network Reports Utilities NH Cards Session Help Version 10

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F10 - Pickup F11 - Drop-off F12 - New Rx Alt+X - Start

Szutan, Mike Modify OK Save Scan

Address 1 100-1122 Grande Allée Ouest Phone Numbers (0) Birthdate 14/03/1923

Address 2 Description Phone Age 102 years

City Québec Prov QC Language Anglais

Postal G1S 1E5 Country Canada Sex Male

Email Send Gender

Quick Code Height Pronouns

Family Dr Dumais, Guy F2 Clear Weight RAMQ SZUM23031416 Edit

Documents

Filter documents here Filter

Title	By	Document Type	Created
Analyses laboratoires rpt 15-Feb-2025	EA	Lab Results	05/08/2025
Rx Transfer Report	EA	report	03/06/2025
Lab Results - Szutan Mike 07-06-2024	EA	Manual Import	28/05/2025

Edit Patient Document

Title Analyses laboratoires rpt 15-Feb-2025

Type Lab Results

Description [Rapport analyse laboratoire] [ions] [na] [k] [d] [electrolytes] [serique]

Comments (0)

Topic	Comment	Changed
-------	---------	---------

Save Cancel Print

Created by: EA on 05/08/2025 09:49:33

User: EA (Eugenio Andreoli) DSQ 0 25/09/2025 08:59:17

This new functionality allows pharmacists to properly manage lab results by scanning and processing these documents, which are then saved in the Patient Documents section of the patient profile. This improvement enhances record keeping and provides easier access to historical lab results for patient care.

Immunization

[KRL-17690] Modify the Influenza component of the Immunization Module to support a single FFS claim model (Saskatchewan)

Feature

Influenza immunizations no longer support a two-claim model. For Saskatchewan, there is no longer a separate fee claim for Influenza immunizations, just the product billing that contains the fee.

[KRL-18052] Allow pre-printing for consent forms when using Electronic Immunization module

Feature

Kroll now allows users to pre-print electronic immunization forms before completing the immunization record. When the system is configured for Electronic Immunization, users can select **Print Now** from the **Immunization selection** prompt. This option displays the **Immunization Report** screen.

Immunization Report

File Version 10

Options

Report Style
Consent form with product/administration

☒ Print store logo
☐ Leave consent/admin signature fields blank

Print 1 Epinephrine Emergency Treatment(s)
Print 3 Lines For FollowUp/Second Dose

Print in language
English

Printer Microsoft Print to PDF Copies 1
Tray (Default tray)

Restore Defaults Print Preview Close

The new **Report Style** section offers three printing options:

- **Consent form only** for electronic versions
- **Consent form with product/administration** for paper versions
- **Product/Administration only**

The system creates an immunization record with a new **Consent Pending** status, allowing the form to be completed manually and scanned back in later. Users can also reprint forms and update existing records using the **Call Up** functionality.

1-(local):Pharmacy1032-Workflow

File Edit Utilities NH Central Fill Workflow Cards Session Help Version 10

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F11 - Drop-off F12 - New Rx Alt+X - Start

P - Print/Reprint F - Claim Fee C - Cancel Claim
D - Pharmacist Declined R - Patient Refused **space - Mark Rxs**

Refresh

Immunizations

#	Patient	Type	Status	Product Status	Fee Status	Created
3	Nelson	Non-Influenza	Billed with no Documentation	Claimed	Pending Claim	26/04/2022
26	Pratt, Al	Influenza	Patient Consent not completed	Completed	No Fee Applicable	04/03/2025
42	Pratt, Al	COVID19	Consent Pending	Not Completed Yet	No Fee Applicable	07/03/2025
43	Pratt, Al	Influenza	Patient Consent Scan Skipped	Not Completed Yet	No Fee Applicable	07/03/2025
45	Pratt, Al	Influenza	Completed	Pending Claim	No Fee Applicable	07/03/2025
49	Pratt, Al	COVID19	Completed	Pending Claim	No Fee Applicable	10/03/2025
77	Pratt, Al	Influenza	Completed	Pending Claim	No Fee Applicable	09/04/2025
79	Pratt, Al	Influenza	Pending	Not Completed Yet	No Fee Applicable	09/04/2025
80	Pratt, Al	Non-Influenza	Pending	Not Completed Yet	Not Completed Yet	09/04/2025
81	Pratt, Al	COVID19	Pending	Not Completed Yet	No Fee Applicable	09/04/2025
90	Pratt, Al	Influenza	Pending	Not Completed Yet	No Fee Applicable	20/05/2025
50-1	Pratt, Al	Emergency Epinephrine	Ready for Administration	Not Completed Yet	No Fee Applicable	14/03/2025
51-1	Pratt, Al	Emergency Epinephrine	Ready for Administration	Not Completed Yet	No Fee Applicable	11/03/2025
51-2	Pratt, Al	Emergency Epinephrine	Completed	Pending Claim	No Fee Applicable	12/03/2025
53-4	Pratt, Al	Emergency Epinephrine	Ready for Administration	Not Completed Yet	No Fee Applicable	14/03/2025

Workflow Actions

Rxs To Do

Rxs In Progress

Pending Adjudication (2)

Trouble (0)

EPrescribe Notifications (30)

ADT (0)

Rx Counseling (17)

Professional Services (81)

Immunizations (15)

This feature supports all immunization types (COVID19, Influenza, and non-Influenza) and maintains compatibility with existing paper and RxConsult workflows.

Network Profile

[KRL-15320] NL | Prevent Network Profile from appearing on Professional Services when no Medication is prescribed

Improvement

In Newfoundland, there is no requirement that the Network Profile appear on FFS (Professional Service encounters) that does NOT result in a Prescription. The automatic profile query was being triggered when there were only billing service fees during a patient encounter.

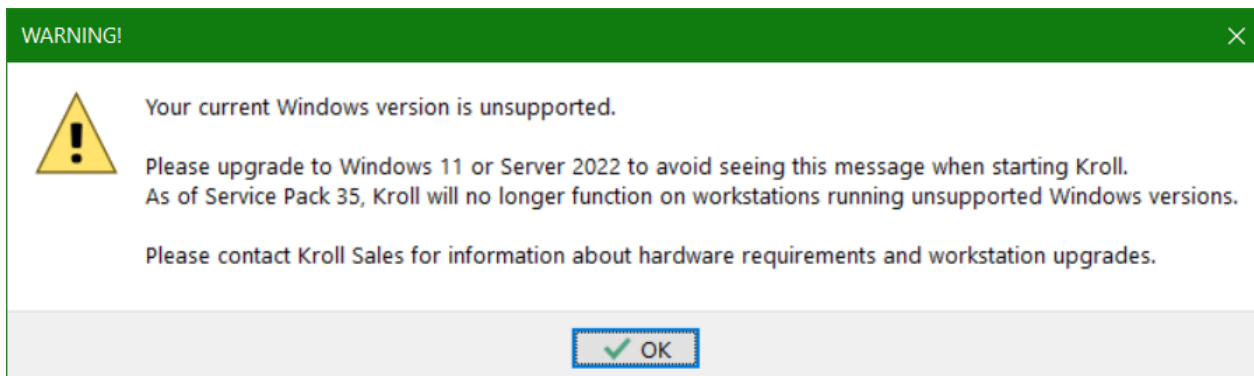
With this release, when a service fee or a professional service encounter is processed, the Network Profile no longer appears. However, if a prescription is processed during the same encounter, the Network Profile will still appear.

Operating System

[KRL-15905] Warning Notification for Users Running Kroll on Unsupported Windows Versions

Feature

When SP34 Fill is launched on PCs with operating systems older than Windows 10 or Server 2016, users will receive a persistent pop-up message. The only way to keep this pop-up from appearing is to update the Windows operating system. The notification informs users that their Windows version is unsupported and advises them to upgrade to Windows 11 or Server 2022 (the current recommended operating system for Kroll workstations as of the writing of these notes). Kroll will cease to function on unsupported operating systems as of Service Pack 35.



Patient Encounters (formerly Professional Services)

[KRL-17234] Improved Patient Encounters Organization /

[KRL-18928] Patient Encounters Module Enhancement - Recent Encounter Display

Feature

The Patient Encounters section has a new tile-based interface that groups encounters into eight types (e.g., General Counselling, Medication Review, Professional Notes, etc.). Only encounter types with existing patient history are displayed.

1-BA-000616430:AB1033_3-Patient - Macnally, Basabi

File Edit Recent Patient View Profile Network Reports Utilities NH Cards Session Help Version 10

F3 - Patient F5 - Drug F7 - Doctor F9 - Workflow F10 - Pickup F11 - Drop-off F12 - New Rx Alt+X - Start

Macnally, Basabi Modify OK Save Scan

Address 1: 1 Woodland Cres Nw
 Address 2:
 City: Edmonton Prov: AB
 Postal: T6P 1B5 Country: Canada
 Email: + Send
 Quick Code:
 Family Dr: Doc2, Doc2 F2 Clear
 Phone Numbers (2):
 Description Phone
 Home (403) 730-6521
 Home (403) 730-6520
 Birthdate: 27/09/1979
 Age: 45 years
 Language: English
 Sex: Female
 Gender:
 Pronouns:
 PHN: 121600109
 Load Delete Edit

Patient Encounters

All Patient Encounters Service Type : Professional Notes Reviewed Date : 29/07/2025 Status : Pending	+ 29	General Counseling Service Type : Reviewed Date : 29/07/2025 Status : Refused by Patient	+ 6
Medication Review Service Type : (CACP) Follow up Reviewed Date : 04/06/2025 Status : Completed Electronic	+ 19	Professional Notes Service Type : Professional Notes Reviewed Date : 29/07/2025 Status : Pending	+ 3
Rx Adaptation Service Type : Rx Adaptation Reviewed Date : 06/02/2025 Status : Completed Electronic	1	Add Patient Encounter +	

User: SU (suyash Upadhyay) Netcare 0 11/09/2025 20:54:03

Active Rx's
 Active Rx's w/Passtimes
 Refillable Rx's
 Pricing Profile
 Not Disp./OTC Rx's
 Rx's Filled in Error
 Suspended Rx's
 Transactions
 Perform Clinical Analysis


View
 Alternate Addresses
 Appointments
 Authorized Agents
 Batches
 Charting
 Consents
 Credit Cards
 Documents (2)
 ERx Orders
 History
 Immunizations (5)
 Limited Use Items
 Outbound Communications
 Patient Encounters (29)
 Rx Counseling History
 Rx Notes

Each tile shows the encounter type name and total count of past entries, along with a preview of the most recent encounter including:

Service Type	Displayed when applicable
Reviewed Date	Shown in DD/MM/YYYY format
Encounter Status	Current status information

Hover over any tile to see additional details about the most recent encounter.

Patient Encounters




Medication Review

Service Type : Care Plan

Reviewed Date : 12/08/2025

Status : Pending

+22




Minor Ailment

Service Type : Allergic rhinitis

Reviewed Date : 11/08/2025

Status : Completed Electronic

+6




Professional Notes

Service Type : Medication review

Reviewed Date : 12/08/2025

Status : Completed Electronic

+23




Rx Adaptation

Service Type : Rx Adaptation

Reviewed Date : 29/07/2025

Status : Declined by Pharmacist

3



Rx Extension

Service Type : Rx Extension

Reviewed Date : 11/08/2025

Status : Comp

2

Fee Status : Declined By User

Date Created : 11/08/2025

Date Completed :


Started By : SU

Completed By :

Provided By : Upadhyay, suyash

Drug(s) : Azithromycin Monohydrate

Add Patient Encounter



Fee Status	Current billing/fee information
Created Date	When the encounter was initially created (DD/MM/YYYY)
Completed Date	When the encounter was finished (DD/MM/YYYY)
Started by	User who initiated the encounter
Completed by	User who finalized the encounter
Provided by	Healthcare provider information
Drug(s)	Associated medications when applicable

Each tile includes a count of the total number of encounters of that type. This count updates as new encounters are added.

Kroll V10 SP34 Feature Release Notes

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Click any tile to view all historical encounters of that specific type in the familiar grid layout. The grid layout has been updated to display a Service Type column by default (see KRL-17236 below).

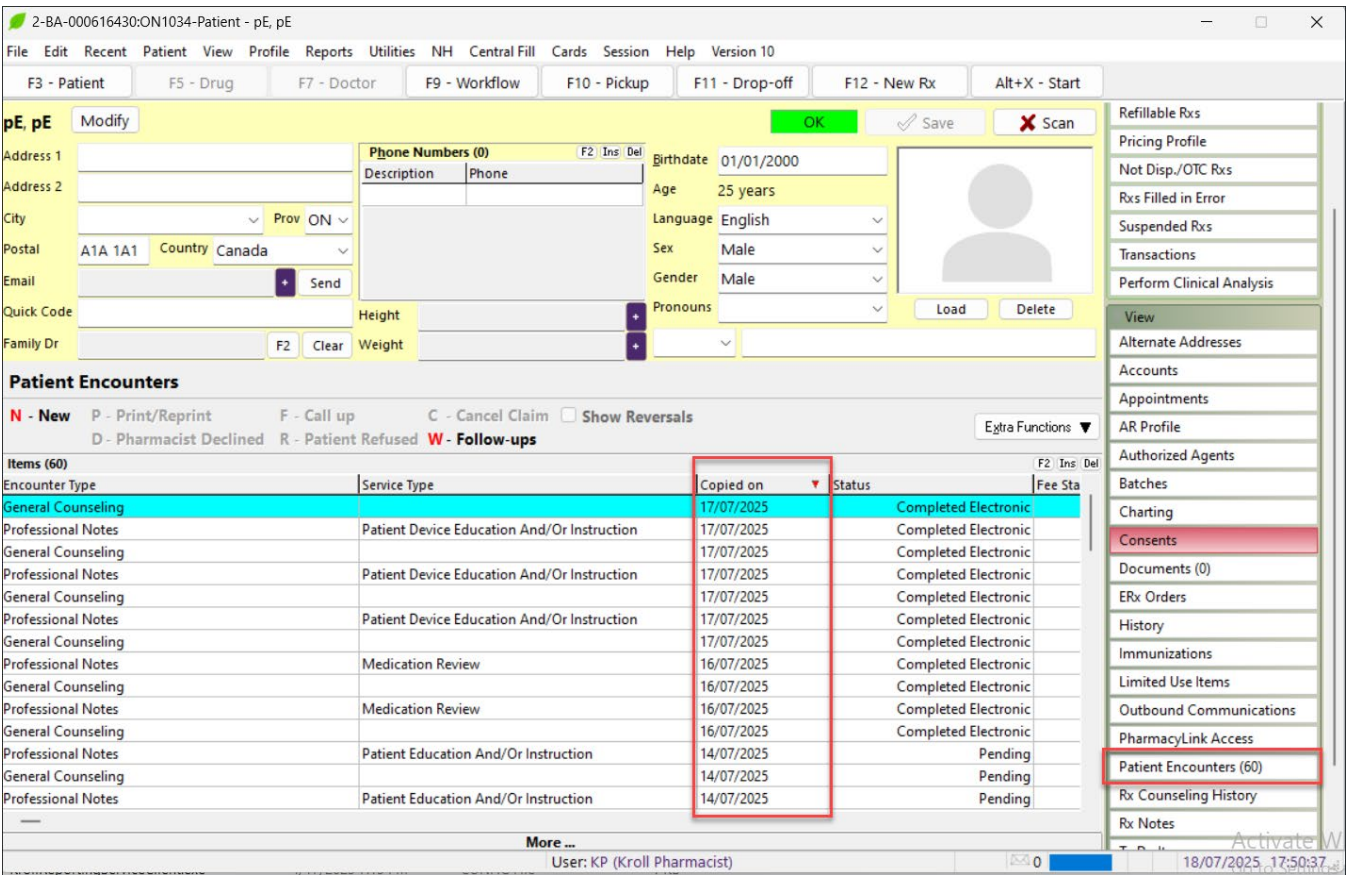
To create a new encounter directly from a tile, click the + (plus) button or press **Ins** when the tile is highlighted. This method of creating an encounter offers you an option to copy from a previous encounter, to save time when documenting similar services. Alternatively, click **+ New Encounter** for quick access to all encounter types.

All existing keyboard shortcuts (**N** for new, **P** for print, etc.) continue to work, as do the same sorting and filtering capabilities.

[KRL-17235] Linking encounters when copied

Feature

The **Patient Encounters** (formerly **Professional Services**) grid has been enhanced to help track when services are used as templates, making auditing and validation easier.



The system automatically records the date whenever you copy a service as a template. A new optional **Copied on** column (to show or hide this column, select **Extra Functions > Change Columns**) shows when a professional service was used to create another via "Copy from Last". This column displays dates in dd/mm/yyyy

format and stays blank for services that have not been copied. You can sort by this or any other column by clicking the column header (oldest to newest copy date or newest to oldest copy date).

Benefits of the new feature include the following:

- **Better Auditing:** Easily see which services are frequently used as templates and when
- **Enhanced Transparency:** Quickly identify relationships between original and copied services
- **Streamlined Tracking:** No manual work required - the system handles all the tracking automatically

All your existing professional services data remains unchanged (the **Copied On** field will not be populated for existing encounters) and fully accessible.

[KRL-17236] Display Encounter Type and Service Type as Separate Columns

Feature

Previously, patient encounters displayed a single **Type** column. The encounter and service types were not distinct. Users could not sort or filter by either attribute, making it difficult to interpret the purpose of an encounter. With this release, separate **Encounter Type** and **Service Type** columns replace the **Type** column.

The screenshot displays the Kroll V10 SP34 software interface for patient management. The top menu bar includes options like File, Edit, Recent, Patient, View, Profile, Reports, Utilities, NH, Central Fill, Cards, Session, and Help. Below the menu is a toolbar with buttons for F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F10 - Pickup, F11 - Drop-off, F12 - New Rx, and Alt+X - Start. The main window is titled "2-BA-000616430:ON1034-Patient - pE, pE".

The patient information section includes fields for Address 1, Address 2, City, Postal (A1A 1A1), Country (Canada), Email, Quick Code, Family Dr, Height, Weight, Birthdate (01/01/2000), Age (25 years), Language (English), Sex (Male), Gender (Male), and Pronouns. There are also buttons for OK, Save, Scan, Load, and Delete.

The "Patient Encounters" section shows a list of encounters with columns for Encounter Type, Service Type, Copied on, Status, and Fee Sta. The list is filtered to show 60 items. The first few rows are highlighted in blue, and the last few rows are highlighted in red.

Encounter Type	Service Type	Copied on	Status	Fee Sta
General Counseling	Patient Device Education And/Or Instruction	17/07/2025	Completed Electronic	
Professional Notes	Patient Device Education And/Or Instruction	17/07/2025	Completed Electronic	
General Counseling	Patient Device Education And/Or Instruction	17/07/2025	Completed Electronic	
Professional Notes	Patient Device Education And/Or Instruction	17/07/2025	Completed Electronic	
General Counseling	Patient Device Education And/Or Instruction	17/07/2025	Completed Electronic	
Professional Notes	Patient Device Education And/Or Instruction	17/07/2025	Completed Electronic	
General Counseling	Medication Review	16/07/2025	Completed Electronic	
Professional Notes	Medication Review	16/07/2025	Completed Electronic	
General Counseling	Patient Education And/Or Instruction	14/07/2025	Pending	
Professional Notes	Patient Education And/Or Instruction	14/07/2025	Pending	
General Counseling	Patient Education And/Or Instruction	14/07/2025	Pending	

The bottom of the screen shows the user information: User: KP (Kroll Pharmacist) and the date/time: 18/07/2025, 17:50:37.

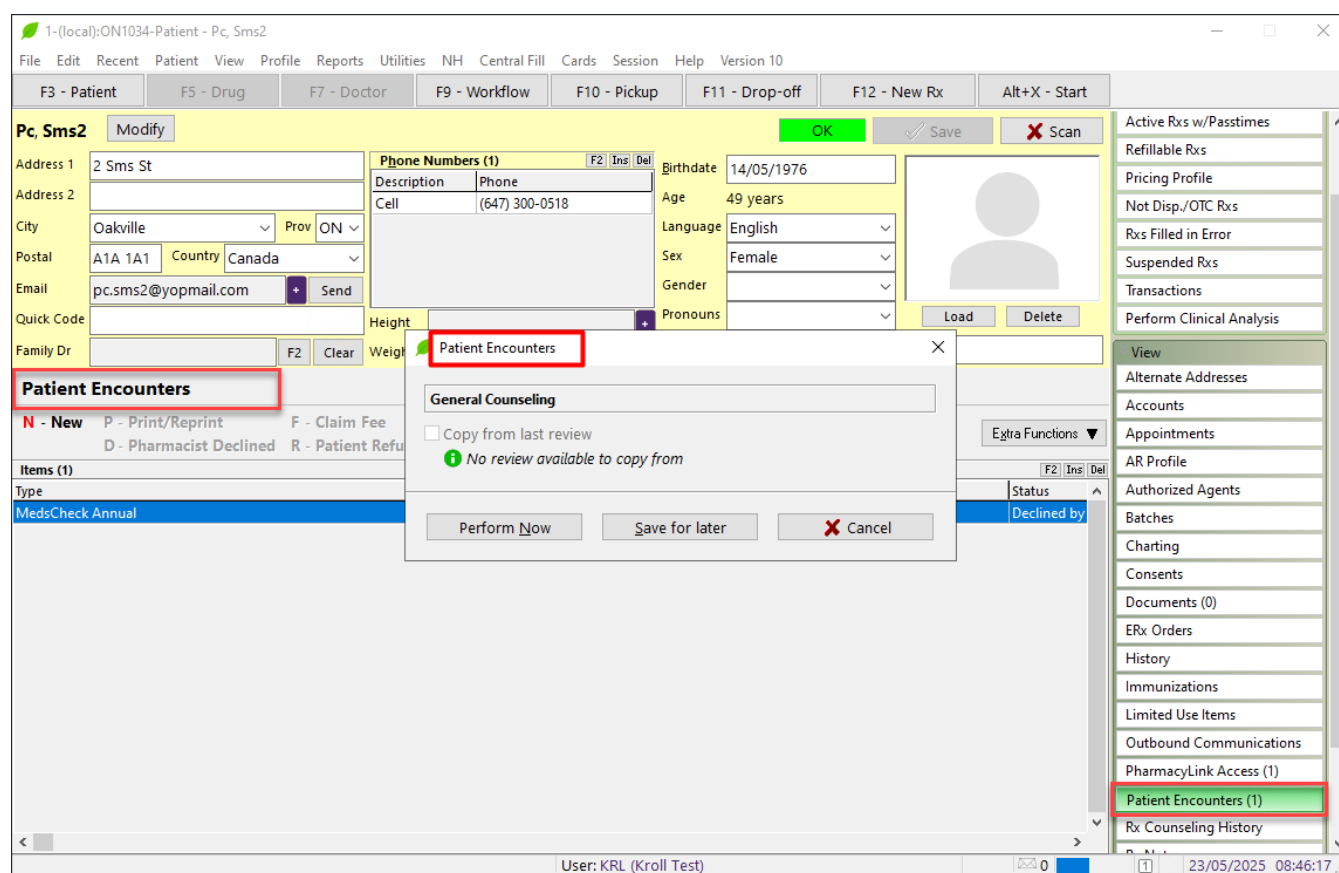
You can use the column picker (**Extra Functions > Change Columns**) to show/hide the **Encounter Type** column in filtered views. Using the **Encounter Type** tile filter and sorting by the **Service Type** column will help you find specific encounters quickly.

All pre-existing encounter data remains unchanged and fully accessible

[KRL-17237] Rename “Professional Services” to Patient Encounters”

Feature

To improve clarity and better reflect real-world use, the “**Professional Services**” section has been renamed to “**Patient Encounters**” across all screens, reports, and menus. This update helps ensure pharmacists and staff can navigate and document patient interactions with greater ease and understanding.

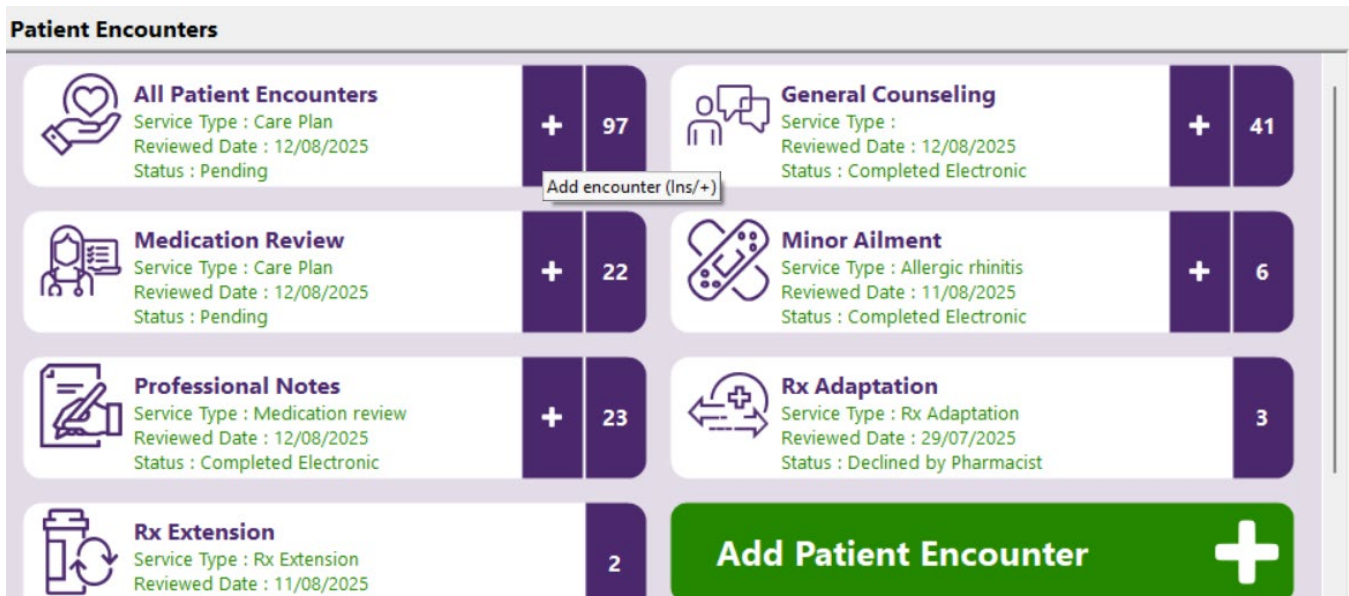


[KRL-19029] Patient Encounters Module Enhancements

Feature

To make the Patient Encounters module, accessible from **Patient > View > Patient Encounters**, more consistent, the following functionality has been implemented:

- The **All Patient Encounters** button stays visible at the top-left during scrolling.
- Encounter type buttons are now automatically sorted alphabetically for easier navigation.
- The **Add Patient Encounter** + button always appears last in the grid regardless of sorting.



Hover hints have been added to each tile:

- **Add Encounter Icons:** Plus sign icons now display "Add Encounter (Ins/+)" tooltip on hover
- **History Count Icons:** Count icons show "Show history" tooltip for clear functionality indication

When you click on a tile in the **Patient Encounters** main screen, the grid layout for that encounter type opens.

Patient Encounters - Medication Review			
N - New P - Print/Reprint F - Call up C - Cancel Claim <input type="checkbox"/> Show Reversals D - Pharmacist Declined R - Patient Refused W - Follow-ups (1)			
Extra Functions ▼			
Items (22) F2 Ins Del			
Encounter Type	Service Type	Fee Status	Status
Medication Review	Care Plan	No Fee Applicable	
Medication Review	Care Plan	No Fee Applicable	
Medication Review	(CACP) Annual	No Fee Applicable	
Medication Review	(CACP) Annual	No Fee Applicable	
Medication Review	(CACP) Follow up	No Fee Applicable	
Medication Review	(CACP) Annual	No Fee Applicable	
Medication Review	Care Plan	No Fee Applicable	
Medication Review	(CACP) Annual	Reversed	
Medication Review	(SMMA Tobacco Cessation) Annual	Claimed	
Medication Review	(SMMA Diabetes) Follow up	Declined By User	
Medication Review	(SMMA) Annual	Declined By User	
Medication Review	(SMMA Diabetes) Annual	Claimed	
Medication Review	(SMMA) Follow up	Claimed	
Medication Review	(SMMA Diabetes) Follow up	Reversed	
More ...			
User: SU (suyash Upadhyay) Netcare 0			

The header updates to show the specific encounter type that is being viewed. The **All Encounters** view maintains the **"Patient Encounters"** header.

RAMQ Certification Bureau – TGV Certification

[KRL-17714] Legal Terms Presentation, Enforcement, and Logging

Feature

Kroll terms of use enforcement and information has been added in various areas.

On the **User Information** screen (**Edit > Users and Groups**, choose a user), a **TELUS Health Terms of Use** button has been added. Click to review the terms of use.

User Information

Basic Information

First name: Last Name:

Initials: ☐ Disabled

User Settings

Role: Professional Licence:

Employee ID: Professional Licence 2:

Email: Mobile Phone:

Start Date: Expires on:

☐ Enable User Access Schedule

Password Settings

Password: Case-sensitive

Confirm password: Re-type password for verification

☐ Force password change on next login

☒ Password never expires

Groups (2)

Administrateur de système

Pharmacien

TELUS Health Kroll Terms of Use

Last Accepted 15/08/2025

Version 20250801

A "TELUS Health Kroll Terms of Use" option has been added to the **Help** menu.

8-(local):PharmacyFR1033-Start Screen

File Edit Recent Reports Utilities NH Central Fill Cards Session **Help** Version 10 Chat with Kroll Support

F3 - Patient F5 - Drug F7 - Doctor F9 - Work F12 - New Rx Alt+X - Start

Last Rx Numbers

Regular:

Narcotic:

Dashboard **Callbacks** **TELUS Health Kroll Terms of Use** **Inbound Docs** **Outbound Fax** **Mail** **Calendar**

Rx Work in Progress

	Overdue	0-1 hrs	1-4 hrs	4+ hrs	Tomorrow	Trouble	Total
Data Entry	2	0	0	0	0	0	2

Rx Counts

New	Repeat	Total
0	0	0

On the **Kroll Configuration Parameters** screen (**File > Config > Kroll**), new options have been added to enforce acceptance of TELUS Health Kroll Terms of Use:

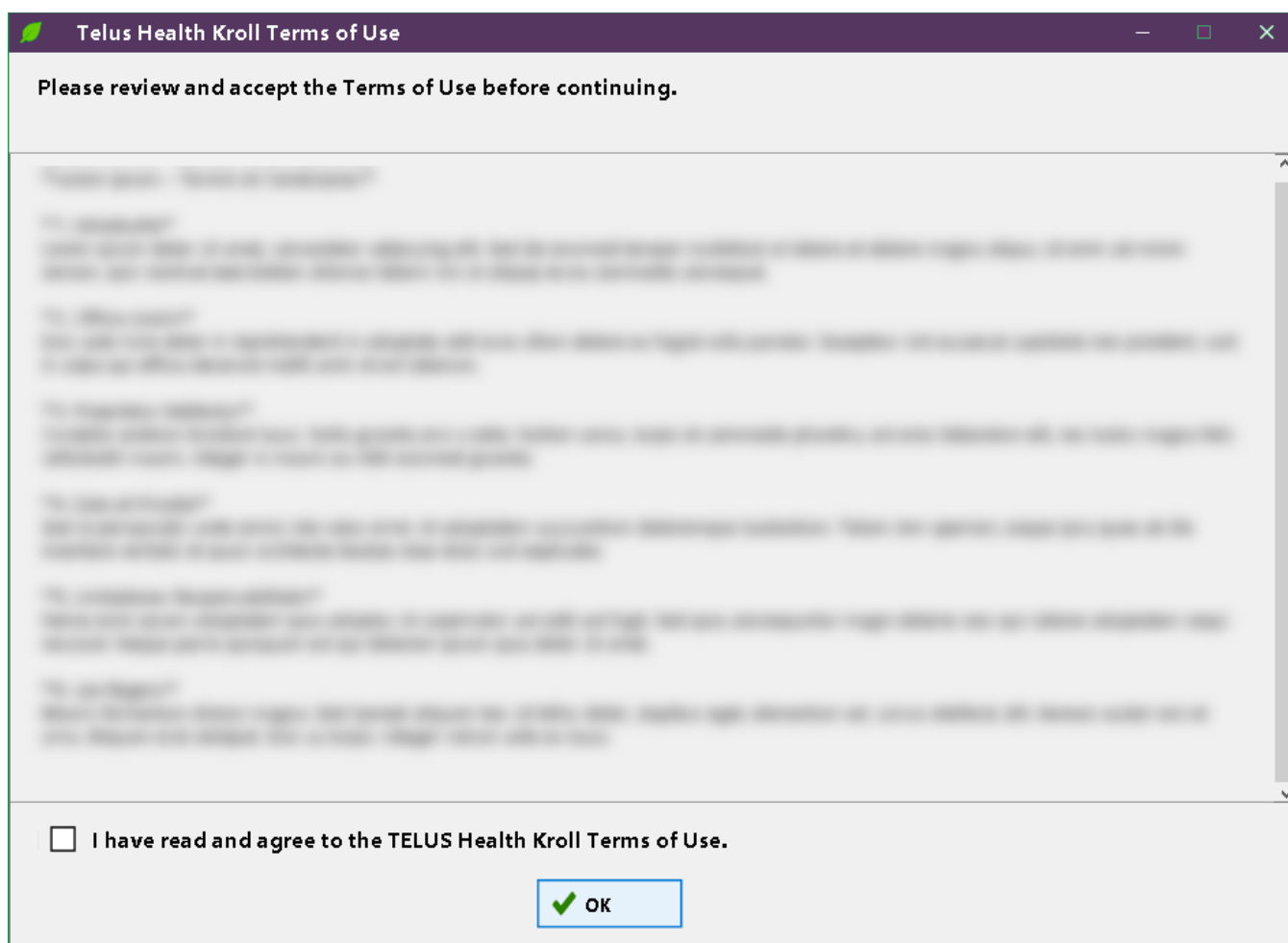
Kroll Configuration Parameters

General Configuration Modules Therapeutic Advisor Station Logging

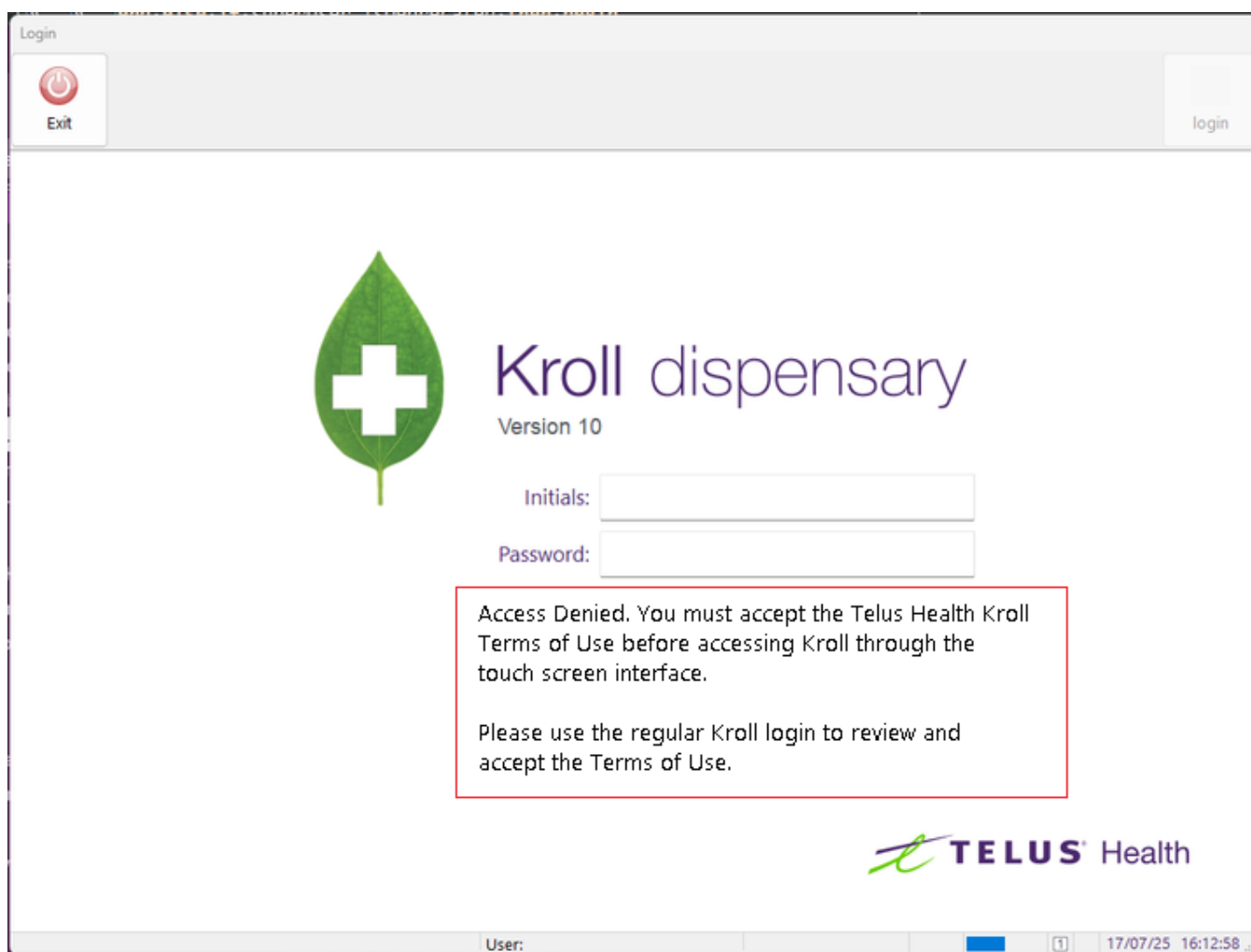
- ☒ Enable Accounts Receivable
- ☒ Enable Pre-pay Accounts Receivable
- ☒ Enable Electronic Payment
- ☒ Allow Electronic Signatures
- ☒ Enable Set Laser labels
- ☒ Allow NDC
- ☒ Recurse English sigs
- ☒ Recurse foreign sigs
- ☒ Allow NH-specific med types
- ☒ Enable DIS/CeRx
- ☒ Enable PrescriberT
- ☒ Enable Qhr
- ☒ Is CeRx Test DB
 - ☒ Perform schema validation
- ☒ Allow ePrescribing
 - ☒ for Triplicates as well
- ☒ Allow Unlimited Refills
- ☒ Follow Provincial Legislative Rules for Rx Transfer
 - ☐ Follow Exemption 56 rules
- ☒ Follow Provincial Legislative Rules for Rx Extension
- ☒ Bypass Workflow Validation
- Service Hold
- ☒ Supports DSQ Unfilled Profile (Quebec)
- ☒ Enable patient to receive deliveries without signature
- ☒ Use .NET 8 Services
- ☒ Enable Patient Profile Verification
- ☒ Enforce acceptance of TELUS Health Kroll Terms of Use
 - ☒ Auto-expire TELUS Health Kroll Terms of Use after days

OK Cancel

A “TELUS Health Kroll Terms of Use” prompt now appears on a user’s first view of the “TELUS Health Kroll Terms of Use”, or on version update, or on expiry.



When a user attempts to access Kroll via the touch screen pick-up interface without having accepted the Terms of Use, an "Access Denied" warning message will display.



In addition, some label captions have been changed:

- Pharmacist ID label caption has been changed to **Professional Licence**
- Pharmacist ID 2 label caption has been changed to **Professional Licence 2**

[KRL-18436] Time-Based Access Restriction for User Accounts

Feature

In order to be compliant with TGV and DSQ privacy and security standards, system administrators can now restrict user access to the Kroll PMS based on a date range and a configurable time schedule for each day of the week.

To access the tool, from the main menu choose **Edit > Users and Groups**, and then choose a user.

On the **User Information** dialog box, click **Enable User Access Schedule**.

User Information

Basic Information

First name

Jean-François

Last Name

Sauvageau

Initials

JF

☐ Disabled

User Settings

Role

Pharmacist

Professional Licence

483273

Employee ID

13333

Professional Licence 2

Email

Mobile Phone

Start Date

Expires on

☐ Enable User Access Schedule

User Access Schedule

Password Settings

Password

.....

Case-sensitive

Confirm password

.....

Re-type password for verification

☐ Force password change on next login

☒ Password never expires

Groups (2)

Administrateur de système

Pharmacien

TELUS Health Kroll Terms of Use

Last Accepted 15/08/2025

Version 20250801

Save

Cancel

You can now click **User Access Schedule** to open the following dialog box:

User Access Schedule

Daily Access Schedule

Sunday

Anytime

Monday

Never

Tuesday

Anytime

Wednesday

Anytime

Thursday

Anytime

Friday

Time Window

14:00

to

22:00

Saturday

Anytime

Access Exceptions (0)

F2 Ins Del

Date	Time Frame	Start	End	Comment

OK

Cancel

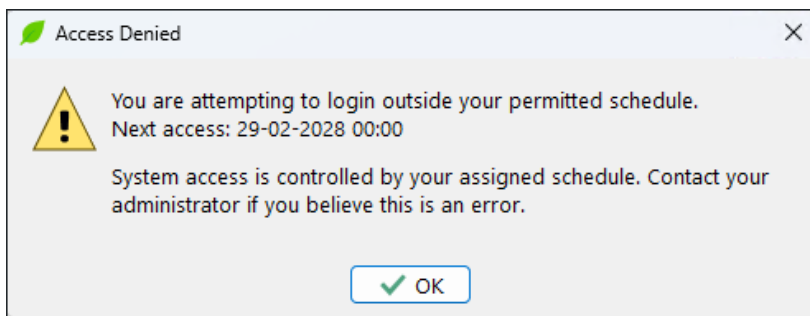
Administrators can configure:

- Time slots per day of the week
- A **Start** and **End** access date range via side-by-side date fields in the **Add Access Exception** section of the screen

The system will restrict user access to the PMS outside of these configured periods

This feature is designed for specific, seldom-used cases to satisfy TGV/DSQ certification requirements, and is not intended for mass application across pharmacy staff. It serves government regulatory requirements rather than frequent operational use.

Access restrictions only apply when **Enable User Access Schedule** is checked. If it is enabled and a user tries to login outside of their permitted schedule, they will see an **Access Denied** message.



A user whose “shift has ended” while they are still logged in won’t get kicked out. They will be able to complete tasks, with the caveat that some tasks will not be available.

[KRL-18917] Patient Profile Verification System for Quebec Pharmacies

Feature

To meet Quebec TGV compliance requirements, Patient cards now display color-coded verification status icons:

- **Green:** Current (verification up to date)
- **Yellow:** Approaching due date (within 30 days)
- **Red:** Overdue verification

Patient - Seeker, Job

Fichier Modifier Récent Patient Afficher Profil Rapports Utilitaires Foyer CPO Cartes Session Aide Version 10 Journalisation Clavarder avec l'équipe de soutien de Kroll

F3 - Patient F5 - Médicament F7 - Médecin F9 - Flux de travail F10 - Remise F11 - Réception F12 - Nouvelle Rx Alt+X - Accueil

Seeker, Job Modifier

Adresse 1 24 Measoway N° de tél. (0) F2 Ins Sup DDN 11/11/1988

Adresse 2 2 Description Tél. Âge 36 ans

Ville Quebec City Prov. QC Langue Français

Code postal L3V 8V8 Pays Canada Sexe Masculin

Courriel Envoyer Genre

Code rapide Taille

Médecin de famille F2 Effacer Poids RAMQ ABAA5754212

Remarques (0) F2 Ins Sup Régimes (1) F2 Ins Sup

Sujet Remarque Code assurance ID du groupe ID de client Expiration

Profil

- Toutes les Rx
- Rx actives
- Rx actives avec heures de prise
- Rx renouvelables
- Profil de prix
- Rx non Références ou MVL
- Rx servies par erreur
- Rx suspendues
- Transactions
- Effectuer analyse clinique

If you hover the mouse over the verification icon you can see the **Last verified** date and **Next verification due** dates.

Screenshot 2025-08-25 at 5....

ify

Phone Numbers (1) F2 Ins Del

Description Phone

Cell 1-514-714-1132

Prov ON

Country Canada

Send

Height

F2 Clear Weight

Comment

ON DB

Birthdate Last verified: 25-08-2025; Next verification due: 25-08-2026

Age 35 years

Language English

Sex Male

Gender

Pronouns

Plans (1) F2 Ins Del

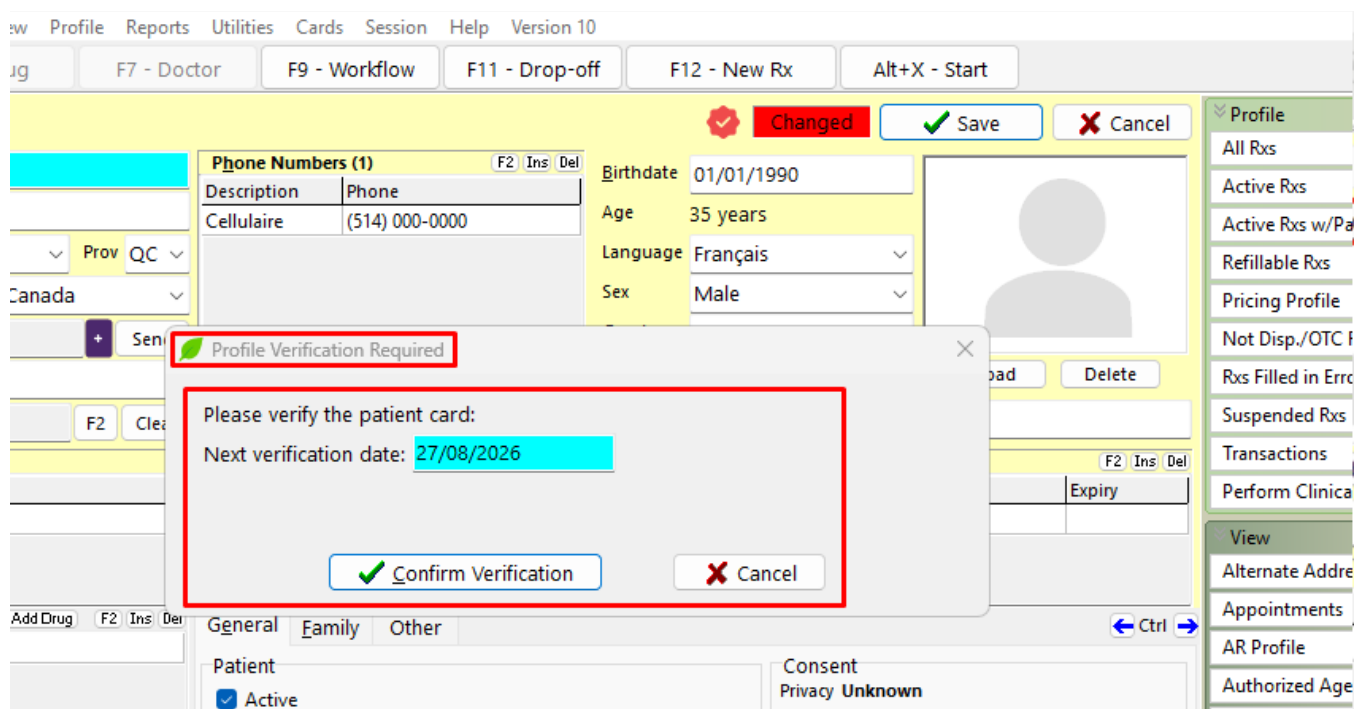
SubPlan Code Group ID Client ID Expiry

1 ONNMS addcws

Profile

- All Rx
- Active Rx
- Active Rx w/Passtimes
- Refillable Rx
- Pricing Profile
- Not Disp./OTC Rx
- Rx Filled in Error
- Suspended Rx
- Transactions
- Perform Clinical Analysis
- View
- Alternate Addresses
- Appointments

Click the verification icon to update the patient's verification date.



Verification dates are flexible, but default to 1 year from verification. Users can proceed without verification if needed while maintaining visual alerts.

Audit Trail: All verification actions are logged in the audit trail for compliance tracking.

This feature is automatically enabled for Quebec pharmacies and can be configured for other regions as needed.

Reports

[KRL-18311] Track and record User Initials at Drop Off and Data Entry for the Electronic Hardcopy Report

Feature

The Electronic Hardcopy Report prints a section at the bottom of the page that indicates who completed a workflow step for a prescription filled at the store. Two important workflow steps were not being included:

- Drop Off
- Data Entry

The report has been modified to include the above two workflow steps, including:

- The workflow action
- Initials of who did it (if completed by a user associated with a pharmacist, the initial of the user that completed the action will show in the **By** column, but the pharmacist to whom they are associated and their license is noted under the **Signature** column)
- When (*Date and Time*)

Rx Workflow Detail For Rx 1000297

Workflow: **1 - Fill Rx** Priority: Default Wait Time F2 Due: **48 mins ago** Cancel

Work Order #: 1433 Qty Owed: 0 ☐ Use Label Values Delivery: Pickup Print

Tote Number: Qty Packageable: 30 Vial Labels: 0 F2 Workflow: Status: Delivery Completed

Origin: Drop-off Qty To Package: 30 Scanned At POS On:

Filling Completed

Workflow Packaging Comments

Action	Status	Completed On	By	Comment
✓ Drop-Off	Completed	17/06/2025 13:27:58	JR	
✓ Entered	Completed	17/06/2025 14:29:59	JR	
✓ Prompt for Pickup Notification	Completed (N/A)	17/06/2025 14:30:01	JR	Pickup Notification set to No
✓ Prompt for Refill Reminder	Completed (N/A)	17/06/2025 14:30:01	JR	Refill Reminder set to Yes
✓ Prompt to Charge to AR	Completed (N/A)	17/06/2025 14:30:01	JR	Patient not eligible or patient pre...
✓ Perform Local DUE	Completed (N/A)	17/06/2025 14:30:01	JR	Refill Reminder set to Yes
✓ Prompt for Medication Review	Completed (N/A)	17/06/2025 14:30:01	JR	Patient not eligible or patient pre...
✓ Allocate Inventory	Completed (N/A)	17/06/2025 14:30:01	JR	Refill Reminder set to Yes
✓ Add Rx to Delivery Order	Completed (N/A)	17/06/2025 14:30:01	JR	Patient not eligible or patient pre...
✓ Complete Adjudication	Completed (N/A)	17/06/2025 14:30:01	JR	Refill Reminder set to Yes
✓ Package Rx	Completed (N/A)	17/06/2025 14:30:01	JR	Patient not eligible or patient pre...
✓ Print NH Labels	Completed (N/A)	17/06/2025 14:30:01	JR	Refill Reminder set to Yes
✓ Print Label Set	Completed (N/A)	17/06/2025 14:30:01	JR	Patient not eligible or patient pre...
✓ Queue Pickup Notification	Completed (N/A)	17/06/2025 14:30:01	JR	Refill Reminder set to Yes
✓ Print Enhanced Kroll Care	Completed (N/A)	17/06/2025 14:30:01	JR	Patient not eligible or patient pre...
✓ Print Kroll Care	Completed (N/A)	17/06/2025 14:30:01	JR	Refill Reminder set to Yes
✓ Transmit Pickup to Network	Completed (N/A)	17/06/2025 14:30:32	JR	Patient not eligible or patient pre...
✓ Queue Refill Reminder or Auto Refill	Completed	17/06/2025 14:30:32	JR	Refill reminder queued.

Rx Workflow Action Detail

Workflow Action Information

Workflow Action: Drop-Off Iteration #: 1

Status: Completed Time to Perform Action: 285 sec

Completed On: 17/06/2025 13:27:58 By: JR Associated Pharmacist: DM

OK

Electronic Hardcopy

Test Pharmacy, 123 First Ave, Toronto ON M5V 2M5
Phone: (416) 321-4567 Fax: (416) 765-4321

Rx:1000035**Smith, John**

123 Bloor St

Toronto, ON M5V 2Z5

Tue 17-Dec-2024 9:26

DM

(416) 123-4454

Sex: Male

DOB: 01-Oct-1975(49 y)

30 TAB ACH-Atorvastatin Calcium 10mg

Atorvastatin Calcium 10mg

Mfr: ACH

DIN: 02457741

15.69/90

On Hand: -150

Days: 30

Lot: <Unk> (30)

Dr. Strange, Stephen

Doc# 09:12345

555 First Doctor Ave

NEW RX

Toronto ON M5M 5M5

No Script Image

Phone: (416) 232-3232

TAKE 1 TABLET ONCE DAILY

OrigRx:1000035

Auth:120

Rem.:90(3)

Cost:5.75

Mkup:0.00

Fee:10.49


Total:16.24

Pat:16.24

T.P.:0.00-

Counsel Date: _____ Pharmacist: _____

☐ Yes ☐ Patient ☐ Phone ☐ Agent: _____☐ No ☐ Had before, reason: _____**NO SCRIPT
IMAGE**

Action	Completed On	By	Signature	
Drop Off	17-Dec-2024 09:27:30	JR	Jane Doe	Pharmacist Lic#12345
Entered	17-Dec-2024 09:27:33	JR	Jane Doe	Pharmacist Lic#12345
Verify Data Entry	17-Dec-2024 09:27:30	DM	Jane Doe	Pharmacist Lic#12345
Perform Local DUE	17-Dec-2024 09:27:33	DM	Jane Doe	Pharmacist Lic#12345
Package Rx	17-Dec-2024 09:28:21	DM	Jane Doe	Pharmacist Lic#12345
Verify Rx Packaging	17-Dec-2024 09:30:14	DM	 Jane Doe	

Search

[KRL-14380] Create missing indexes that could cause slowness for stores with large amounts of records

Improvement

Some indexes were missing in queries joining to another table or column in **Where** and **Order by** clauses. This caused long durations and high reads when profiling. These indexes have placed into each supplemental SQL script.

Translation

[KRL-14981] Drug Search

Feature

The French translations in this section have been corrected.

[KRL-15451] French Translation for Kroll PMS UI – Reports

Feature

The following reports are now available in French:

- Active Drug Listing Report
- Adjudication Totals

[KRL-16161] Store-level Configuration - Adjudication Tab – General Tab

Feature

This section has been fully translated.

[KRL-16901] Store-level Configuration - Interfaces Tab - Outbound Communications

Feature

This section has been fully translated.

[KRL-17890] Store-level Configuration - Rx-Tab - Prompting Tab

Feature

The French translations in this section have been corrected.

Vigilance

[KRL-17854] Display Allergies and Conditions in the language your session is running in

Feature

In previous releases, Kroll did not show translated fields for allergies and conditions when the session was loaded in a language different from the database using Vigilance.

With this release, for databases using Vigilance, users can enter and see allergies and conditions in the language the session is run in.

[KRL-17497] Support Vigilance's stand-alone Profile Analysis utility from the patient screen

Feature

Vigilance has an open-ended Web-based analysis page that allows users to manually enter in details to perform drug interaction checking. They also support the ability to receive details from the store to pre-populate their tool and then allow the user to change details to see how the analysis changes. These changes are not affected in the patient record, they are just a tool for simulation.

Stores that use Kroll do have the ability to access this tool through the Utilities menu. However, when the user selects this option, no patient details are included because there is no patient selected. Therefore, the tool always appears to the user in an empty state, forcing them to manually enter everything in.

A new option has been added to the Patient screen to allow a user to rerun the analysis with the stand-alone utility. This way, the web screen appears already pre-populated with patient details.

The existing “Profile Editor” option accessed from the *Utilities* → *Vigilance Utilities* menu has been re-labelled “Profile Analysis”. Selecting this option from the Utilities menu will continue to behave as it does today. No patient information will be included and must be inputted manually when the web utility appears.

1-Patient - Garrick, Jay

File Edit Recent Patient View Profile Reports Utilities NH Central Fill Cards Session Help Version 10

F3 - Patient F9 - Workflow F11 - Drop-off F12 - New Rx Alt+X - Start

Mr. Garrick, Jay

Address 1 123 Pref
Address 2
City Keyston
Postal V3M OC
Email fastlane@speed.com + Send

Quick Code
Family Dr F2 Clear

Height 179.0 cm (1d)
Weight 88.0 kg (1d)

Phone Numbers (1) F2 Ins Del
Description Phone
Home (Mobile) (604) 328-4267

Birthdate 01/01/1973
Age 52 years
Language English
Sex Male
Gender
Pronouns

OK Save Scan

Profile
All Rx
Active Rx
Active Rx w/Passtimes
Refillable Rx
Pricing Profile
Not Disp./OTC Rx
Rx Filled in Error
Suspended Rx
Transactions
Perform Clinical Analysis

View
Alternate Addresses (1)
Appointments
AR Profile
Authorized Agents
Batches
Charting
Consents
Credit Cards
Documents (12)
EPrescribe Messages
ERx Orders
History
Immunizations (11)
Limited Use Items

Comments (0) F2 Ins Del
Topic Comment

Plans (0) F2 Ins Del
SubPlan Code Group ID Client ID Expiry

Allergies (1) Add Drug F2 Ins Del
Penicillamine

Medical Conditions (1) F2 Ins Del
Diabetes

Groups (0) F2 Ins Del

General Family Nursing Home Copays Other Ctrl

Patient
☒ Active
Patient Type Human
Deceased On F2

Prescriptions
Delivery Type Default (Store Delivery) F2
Delivery Route
Price Group <None>
Drug line 1 Default 2 Default
Double Count Not Required
☐ No Kroll Care ☐ No Wallet Card
☐ Compliance Calendar on Label

Consent
Privacy Written
Unit Dose
Type <None>
Cycle <None>
Price Group <Default> (<None>)
Rx Totals
Rx Count 19
Dollar value \$1,886.84
Reset date Reset
☐ Snap Caps Requested ID
☐ Snap Caps Documented 3