Application Document for MedcoCP 01.01 MedcoCP - app rule for Community Pharmacy 3/1/2010 release

Created by: Abbie Martin
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This document is the property of:

Pegasystems Inc.

101 Main Street

Cambridge, MA 02142-1590

Phone: (617) 374-9600

Fax: (617) 374-9620

www.pega.com

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Contents

~~1.~~ Overview of MedcoCP 01.01

1.1 Description

Enterprise has launched the Warfarin and Tamoxifen programs to date. Additional clients and programs are needed to increase our product line, revenues, and further differentiate the Enterprise from the competition. In addition, the workflow tools and supporting systems require enhancements to allow for more effective management of the opportunities (patient and physician contacts) in addition to the need for web based on demand program reporting for easier product operations and management.

1.2 Business Objectives

- To roll out new tests or programs on the system with minimal development.
- To allow system flexibility to enable limited workflow routing reconfiguration with minimal development.
- Replace Haley, a technology that is no longer supported by the vendor.
- Minimize the complexity of creating new and modifying existing messages.
- Improve turnaround time for creating new and modifying existing messages from months to days or hours.
- Improve the readability, organization, and utility of the information for the end user.
- Independently pull needed information from enterprise systems of record.
- Reduce the interdependency on other applications' development and release cycles.
- Provide a capability to return messages conditional on date.
- Provide a capability to systematically stage and retire messaging.

1.3 Actors

Actor	Type	Count	Access Method
System	This System	15 Total Transactions Per Day	System Agent
Patient	External Person	0 Total Users Per Day	Phone
Client	Company	0 Total Users Per Day	Phone
Lab Point of Contact	External Person	0 Total Users Per Day	Phone
Provider	External Person	0 Total Users Per Day	Phone
Phlebotomist Vendor	External Person	0 Total Users Per Day	Phone
Pharmacist	Operator	15 Total Users Per Day	Browser
Genetic Counselor	Operator	20 Total Users Per Day	Browser
CSR	Operator	20 Total Users Per Day	Browser
Nurse	Operator	15 Total Users Per Day	Browser
CSR Supervisor	Operator	10 Total Users Per Day	Browser
TRC/Call Center Manager	Operator	10 Total Users Per Day	Browser
Product Team	Operator	10 Total Users Per Day	Browser

1.4 Work Types

Name	Implementation Class
CarePlan	MHS-Ops-CLNSVC-Work-CarePlan
CarePlan_Wizard	MHS-Ops-CLNSVC-Work-CarePlan_Wizard
Program_Wizard	MHS-Ops-CLNSVC-Work-Program_Wizard
Task	MHS-Ops-CLNSVC-Work-Task
Interaction	MHS-Ops-CLNSVC-Work-Interaction
SearchForMember	MHS-Ops-CLNSVC-Work-Case

1.5 Supporting Types

Name	Description
Common	Common use cases
Security	Use cases dealing with authentication, authorization
External	External Use Cases
ProjectPlaning	This is a Project Plan Resource allocation use case. It as been included to ficilitate sizing. It does not describe a feature to be built in PRPC

1.6 RuleSets

RuleSet	Version	Description	Prerequisites
TRCFW	01-07-02	RuleSet to identify, manage, and control the set of rule instances that define TRCFW application	TRCFWInt:01-02-07 EntFWAdv:01-10-11 PegaCPMHCMbr:07-03-02 PegaAppCA:06-01-07 Pega-AppDefinition:05-05-21 EntFWInt:01-06-15

~~2.~~ Task

Implementation: MHS-Ops-CLNSVC-Work-Task

Description: Class definition for Task

2.1 Use Cases

2.1.1 TRC Task UC_6001_CounselPatientAdherence - Use Case

Rule Name: TRC | Task | UC_6001_CounselPatientAdherence
Short Description: UC_6001_CounselPatientAdherence
RuleSet: TRCFW : 01-07-02

Details	
Actors:	RPh, Patient
Triggers:	Web Browser
Complexity:	High

Description

The Health Action Plan is displayed for a patient once the user has manually selected the patient by opening an opportunity within a work basket.

From the information that is presented, the user will counsel patients on clinical opportunities by selecting the “Adherence” link on the “Alerts and Actions” tab of the opportunity which will open a new “Adherence” tab.

In this tab, the System will present up to three Open Adherence opportunities to the user on a single screen. If there are more than three Adherence opportunities, they will be presented as multiple pages. Once the opportunities have been presented, the following buttons will be available:

1. Counseling Complete - This button will completed entire counseling session for the patient. All completed opportunities (all types) will then be saved and processed. Incomplete opportunities will be saved, and the interaction will be returned to the workbasket with completed portions retained. Completed opportunities will be submitted.

2. Submit – For each opportunity a submit button should appear when all of the questions are completed. This submit button will save the entered information and lock in the selections made regarding this opportunity. This will begin the process by which the stage status (initial consultation, follow up 1, or follow up 2) is updated, and the opportunity will then be read only for the rest of the session. If the submit button is selected and the questions are not completed, the questions will be marked with a flag so the user knows what needs to be filled out before the opportunity can be submitted.

3. Next - navigates to the next page (if there are more than 1 page).

4. Previous - Navigates to the previous Page. (If there are pages remaining)

5. Reset - Resets the current opportunity workflow back to the original state (no questions answered). A pop-up will appear when this button is selected to make sure that the pharmacist wants to reset the information.

6. Save - This button is used when the user wants to save the question information and come back to the counseling screen later to complete and submit the session. This should save the current answers to the questions and the next time the counseling session is loaded, these questions should be pre-populated.

For each opportunity the system should be able to display the following details:

1. Name and quantity of the medication the patient is not adherent to.
2. Stage of the opportunity (initial correspondence, follow up 1, or follow up 2).
3. Notes from previous counseling sessions about this opportunity (previous responses, free form

notes)

4. Information about the medication in question (directions for use, last patient fill date, how long overdue the patient is).
5. Rational Med Notes about the opportunity by hovering over the drug name.

The order the opportunities will appear corresponds with the ordering logic from the HAP (see UC_4002_ViewHealthActionPlan)

For each opportunity, the user will counsel the patient through a series of questions based on what stage the opportunity is in (initial session or followup session), and will capture the appropriate responses in the system.

If a user fills out information from some but not all of the active gaps and selects “Counseling complete” the partially addressed opportunities will remain in the workbasket with any progress saved, and both the opportunity and interactions will be marked as "in progress." Completed opportunities will be submitted for the appropriate processing by the pharmacist.

Pre Conditions – apply to all Flows (Level-1 and Level-2):

- Patient has been identified via our systems as being non-adherent to a medication that they have been prescribed.
- User has manually launched Community Pharmacy and has retrieved patient information
- Patient approval to be counseled has either been obtained by the pharmacist or obtained when the correspondence was scheduled

Post Condition – apply to Primary and Alternate Flows (Level-1 and Level-2):

- Resolution has been determined for all active opportunities
- Patient has been counseled on the importance of adherence
- If the patient requests no future follow ups for the opportunity, no further follow ups should be generated.

Primary Flow (Level-1 and Level-2):

1. User reviews any pertinent details from the Patient 360.
2. User determines if patient has any issues that will keep them from discussing possible opportunities. If so, proceed to Alternate Flow 2, Step 1.
3. User selects the “Adherence” link from the targeted opportunity on the “Alerts and Actions” tab to begin the counseling session.
4. Questions to be presented to the user are provided in CP Consultation Flow Document for the specific Adherence Opportunity type given its current correspondence stage. At any time during the workflow the user wishes to reset the opportunity to having no question responses entered, proceed to Alternate Flow 1, Step 1.
5. User discusses adherence and current therapy with caller by referencing the last fill date and drug name.
6. User selects “Reason” for Non-Adherence.
7. System displays scripted adherence importance information to discuss with the caller.
8. User reviews adherence actions with patient in order of preferential closure.
9. User obtains caller choice of action and selects opportunity outcome from the list of options

referenced in the CP Consultation Flow Document.

10. User relays any additional clinical information that is pertinent in the form of free-form notes.
11. If user determines it is pertinent to schedule the next consultation correspondence at this time, they will discuss this with the patient and proceed to UC_5014_SchedulePatientCommunication
12. User selects “Counseling Complete” button. If the user is a technician proceed to alternate flow 3.
13. Pop-up window launches informing the user of which opportunities have all information filled and that will be submitted for processing, and asks them to verify if this is correct. If users selects “go back” it will mark incomplete fields on incomplete opportunities so the pharmacist knows what must be filled out. If user selects “yes” proceed to step 14.
14. Pop up window launches where the user is given the option to generate “Action Plan” described in UC_5013_CreateClinicalCounsellingActionPlan. If they decline, another pop up is launched asking if the user would like to schedule a follow up (see UC_5014_SchedulePatientCommunication). If this option is declined, bring the user to call wrap up (see UC_5007_WrapUpCall).
15. System saves all counseling workflow response information and tags those opportunities with updated information and either marks them as “Closed” or queues them for status updates in the system to label them with the proper appropriate stage tag (initial correspondence, follow up 1, or follow up 2). It then assures that the work item is displayed in the appropriate work basket after the right amount of time. Follow ups generate in the scheduling workbasket the morning after the consultation is performed.
16. Allows completed interaction information to be viewed by the Pharmacist for 90 days after their closure.

Alternate Flow 1 (Level-1 and Level-2):
Description: Resets current opportunity.

1. User selects the “Reset” button and confirms they would like to reset the information.
2. System clears the workflow of the associated opportunity and discards any selections made for that opportunity.
3. Return to Primary Flow, Step 5.

Alternate Flow 2 (Level-1 and Level-2):
Description: User determines patient has an issue that would not allow them to discuss possible opportunities.

1. User discusses issues with caller.
2. User determines if issue can be solved by them (if not, proceed to Exception Flow 3, Step 1).
3. User determines member's ability to continue with adherence discussion. If user can discuss, return to Primary Flow, Step 3. If user has other adherence opportunities that can be discussed, return to Primary Flow, Step 3, and continue with those opportunities. If cannot continue to discuss proceed to Exception Flow 1, Step 1)

Alternate Flow 3 (Level-1 and Level-2):
Description: User is a technician and needs to hand off control to the pharmacist to submit the counseling session.

1. User saves the flow and notifies the pharmacist that the counseling session is ready to be submitted.
2. Technician logs out of system.
3. Pharmacist logs into system and launches the Hap for the patient in question and navigates to a counseling screen.
4. Return to primary flow step 12.

Exception Flow 1 (Level-1 and Level-2):
Description: Caller terminates phone call prematurely.

1. User determines call has ended (proceed to UC_5007_Wrap-upCall)

Exception Post Condition: Interaction has ended.

Exception Flow 2 (Level-1 and Level-2):

Description: A system error occurs

1. System notifies user of system error
2. System logs system error

Exception Post Condition: Opportunity information cannot be logged or saved

Exception Flow 3 (level-1 and Level-2):

Description: Caller has customer service issue that cannot be resolved by the user.

1. User determines patient/caller has an issue that would not allow them to discuss possible opportunities (proceed to UC_5003_SchedulePatientFollow-Up OR UC_5007_Wrap-up).

Exception Post Condition: Call is ended.

System Interface(s) and Technologies (Level-2):
"UpdateOpportunity" Web Service
"GetOpportunityInfo" Web Service

Business Impacts (Level-2):

Attachment Descriptions (Level-2):

Business Acceptance Test Criteria (Level-2):
QA Test plan to be created for this use case

Notes (Level-1 and Level-2):

- Adherence questions and answers are TBD following review from G. Stettin.(week ending 11/19)

DCO Attendee List (Level-2):

Greg Karasik, Tricia Squitieri, Matt Priore, Darren Gettings, Stacey Decembrele, Joe Pontone

ACS functionality changes:
Save functionality for partially completed questions required. Next and previous page capability required.
Follow up stage must be tracked, displayed, and questions presented are dependent on this variable.

2.1.2 TRC Task UC_6002_CounselPatientOmission - Use Case

Rule Name:	TRC | Task | UC_6002_CounselPatientOmission
Short Description:	UC_6002_CounselPatientOmission
RuleSet:	TRCFW : 01-07-02

Details	
Actors:	RPh, Patient, Clinician
Triggers:	Web Browser
Complexity:	High

Description

The Health Action Plan is displayed for a patient once the user has manually selected the patient by opening an opportunity within a work basket.

From the information that is presented, the user will counsel patients on clinical opportunities by selecting the “Omission” link on the “Alerts and Actions” tab of the opportunity which will open a new “Omission” tab.

In this tab, the System will present up to three Open Omission opportunities to the user on a single screen. If there are more than three Omission opportunities, they will be presented as multiple pages. Once the opportunities has been presented, the following buttons will be available:

1. Counseling Complete - This button will completed entire counseling session for the patient. All completed opportunities (all types) will then be saved and processed. Incomplete opportunities will be saved return to the workbasket with completed portions retained. Completed opportunities will be submitted.

2. Submit – For each opportunity a submit button should appear when all of the questions are completed. This submit button will save the entered information and lock in the selections made regarding this opportunity. This will begin the process by which the stage status (initial consultation, follow up 1, or follow up 2) is updated, and the opportunity will then be read only for the rest of the session. If the submit button is selected and the questions are not completed, the questions will be marked with a flag so the user knows what needs to be filled out before the opportunity can be submitted.

3. Next - navigates to the next page (if there are more than 1 page).

4. Previous - Navigates to the previous Page. (If there are pages remaining)

5. Reset - Resets the current opportunity workflow back to the original state (no questions answered). A pop-up will appear when this button is selected to make sure that the pharmacist wants to reset the information.

6. Save - This button is used when the user wants to save the question information and come back to the counseling screen later to complete and submit the session. This should save the current answers to the questions and the next time the counseling session is loaded, these questions should be pre-populated.

For each opportunity the system should be able to display the following details:

1. The metric rule name
2. Information from RationalMed about clinical reasoning for opportunity generation by hovering over the opportunity name.
3. Stage of the opportunity (initial correspondence or follow up).
4. Notes from previous counseling sessions about this opportunity (previous responses, free form

notes)

The order the opportunities will appear corresponds with the ordering logic from the patient 360 (see UC_4011_ViewPatient360)

For each opportunity, the user will counsel the patient through a series of questions based on what stage the opportunity is in (initial session or follow up session), and will capture the appropriate responses in the system.

If a user fills out information from some but not all of the active gaps and selects “Counseling complete” the partially addressed opportunities will remain in the workbasket with any progress saved, and both the associated opportunity and interaction object will be marked as "In Progress." Completed opportunities will be submitted for the appropriate processing.

For workflow detail, please reference the CP Consultation Flow Document

Pre Conditions – apply to all Flows (Level-1 and Level-2):

- Patient has been identified via our systems of having the medical condition and not having the necessary therapy or testing data
- -User has manually launched Community Pharmacy and has retrieved patient information
- -Patient approval to be counseled has either been obtained by the pharmacist or obtained when the correspondence was scheduled

Post Condition – apply to Primary and Alternate Flows (Level-1 and Level-2):

- Resolution has been determined for all active opportunities
- Opportunity is closed with a Successful Call/Goal has been met or follow up activity is generated.

Primary Flow (Level-1 and Level-2):

1. User reviews, if necessary, opportunity description with clinical based information to begin conversation: 360 data elements (RX, Medical data, Counsel Notes in history) as well as RationalMed messaging.
2. User discusses the omission gap with the patient
3. If patient agrees to discuss the opportunity, continue with processing to step 4. If patient declines to discuss the omission opportunity proceed to Exception flow 1 Step 1
4. User will discuss clinical rational (provided) with the patient and ask if it is alright to contact the patient’s physician about this opportunity. If so, proceed to step 5. If patient declines proceed to Exception flow 1 Step 1
5. User initiates outbound call or fax (detailed in UC_5012) to physician for selected Omission Opportunities requesting answers to questions referenced in the Comm Pharm Consultation Flow Document.
6. If physician cannot be reached, close the work saving the patient information that has been entered, and reopen the opportunity upon physician contact.
7. User Receives Fax or phone call from Physician
8. User Processes the information from the physician, according to the following steps:
    1. Physician says NO (any reason) - (Go to exception flow 3)
    2. Physician is in agreement
    3. Unsolicited Prescription is also sent- Process script and call patient
    4. Solicited Script is sent - Process script and call patient

5. Physician says he/she must consult the patient, the patient needs to schedule an appointment first (Go To Exception flow 3 step 1)

9. User processes communication from physician and potentially the script solicited and initiates call to patient.
10. User reviews their potential course of action with patient and documents the results of the conversation.
11. User selects to record free form notes that may be referenced later regarding the opportunity.
12. If a follow up is needed, proceed to UC_5014_SchedulePatientCommunication, if not mark that there are no more follow ups needed regarding this opportunity.
13. User determines patient has no additional opportunities need to be addressed at that time (if patient does have more omission opportunities, return to primary flow step 3)
14. User performs UC_5007_Wrap-upCall
15. System updates patient opportunity records with all counseling workflow response information discussed during interaction.

Exception Flow 1 (Level-1 and Level-2):
Description: Caller does not wish to take advantage of any opportunity
1. User proceeds to UC_5007_Wrap-upCall selects appropriate opportunity outcome to opt the patient out of that opportunity.

Exception Post Condition: Opportunity is closed

Exception Flow 2 (Level-1 and Level-2):
Description: A system error occurs
1. System notifies user of system error
2. System logs system error

Exception Post Condition: Opportunity information cannot be logged or saved

Exception Flow 3 (Level-1 and Level-2):
Description: User determines to close opportunity based on Physician Instructions
2. User proceeds to UC_5007_Wrap-upCall selects appropriate opportunity outcome to opt the patient out of that opportunity.

Exception Post Condition: Opportunity information saved as entered by User.

System Interface(s) and Technologies (Level-2):
“UpdateOpportunity” Web Service
“GetOpportunityInfo” Web Service

Business Impacts (Level-2):

Attachment Descriptions (Level-2):

Business Acceptance Test Criteria (Level-2):
QA Test plan to be created for this use case
Notes (Level-1 and Level-2):

· Omission questions and answers have been supplied by business team and approved by G. Stettin.

DCO Attendee List (Level-2):
Greg Karasik, Tricia Squitieri, Matt Priore, Darren Gettings, Stacey Decembrele, Joe Pontone

3. Interaction

Implementation: MHS-Ops-CLNSVC-Work-Interaction

Description: Class definition for Interaction

3.1 Use Cases

3.1.1 TRC Interaction UC_5001_PerformOutboundPhoneCall - Use Case

Rule Name: TRC | Interaction | UC_5001_PerformOutboundPhoneCall
Short Description: UC_5001_PerformOutboundPhoneCall
RuleSet: TRCFW : 01-07-02

Details	
Actors:	RPh, Patient, Any
Triggers:	Web Browser
Complexity:	High

Description

The User will log into the CP application and then be presented with work items for consultation and work items for scheduling. The purpose of performing a manual outbound call can be either to schedule a consultation with the patient on a later date or to perform a consultation over the phone. When the user selects a patient by clicking the patient's name, they will navigate from the initial workbasket screen to the patient 360 of patient they would like to communicate with. There will be button presented in the top right corner of the patient 360 that will present a pop-up with patient information such as name, phone number, address, etc. The User will click on this button in order to bring up the phone number. Using this information, the user can perform the manual outbound call outside of PEGA.

Pre Conditions

1. Interaction work objects are present in the pharmacy workbasket

Post Condition

1. Pharmacist/Technician schedules in person consultation
2. Pharmacist/Technician schedules phone consultation
3. Pharmacist conducts the consultation

Primary Flow

1. User retrieves interaction work object from work list.
2. System displays Health Action Plan. Refer to UC_4002_ViewHealthActionPlan.
3. User reviews information in the Patient 360 to become familiar with call reason and history.
4. User dials patient or caregiver phone number, accessible from the Patient details pop up box (see UC_4004_ViewPatientSummaryDetails).
5. User confirms that caller is patient or caregiver. If patient or caregiver is not on the phone, proceed to Alternate Flow 2.
6. User authenticates caller using current standard operating procedure needed for patient, caregiver or authorized representative.
7. User confirms patient is willing to discuss open opportunities. If patient is not willing, perform UC_5005_UpdatePatientOptOutInformation.
8. Perform UC_5014_SchedulePatientCommunication (If patient requests for the pharmacist to conduct the consultation now then proceed to perform counseling use cases begin: 6001, 6002

Alternate Flow 1
No work exists for the user

1. System displays "No Work Exists in Your Work Queue(s)" message to the user.

Alternate Flow 2
Patient is not the person on the phone.

1. User requests to speak to the patient or caregiver or authorized representative for that patient.
2. User obtains patient or authorized representative on the phone, return to primary flow step 6

Exception Flow 1
A phone number does not exist for the patient, or the pharmacist or technician has followed an SOP to obtain phone number but cannot find one.

1. User determines that no phone number is available for the patient.

2. User logs that "No Phone Number Available" in the system.
3. Proceed to UC_5007_Wrap-upCall
4. System submits opportunity to inbound channel list.

Exception Post Condition: Phone call is not made.

System Interface(s) and Technologies (Level-2):
Community Pharmacy(CP), Opportunity Management System

Business Impacts (Level-2):
Community Pharmacy Users

Attachment Descriptions (Level-2):

Business Acceptance Test Criteria (Level-2):
QA test plan will be created for this use case

Notes (Level-1 and Level-2):

DCO Attendee List (Level-2):
Greg Karasik, Tricia Squitieri, Matt Priore, Darren Gettings, Stacey Decembrele, Joe Pontone

ACS functionality changes:
No Transfer call capability needed. No technical functionality added

3.1.2 TRC Interaction UC_5005_UpdatePatientOptOutInformation - Use Case

Rule Name: TRC | Interaction | UC_5005_UpdatePatientOptOutInformation
Short Description: UC_5005_UpdatePatientOptOutInformation
RuleSet: TRCFW : 01-07-02

Details	
Actors:	RPh, Technician, Patient
Triggers:	Web Browser
Complexity:	High

Description

Patients can elect to opt-out of opportunities, opportunity types, pharmacies, or program. The opt-out should only be available for the Community Pharmacy program, not any other gap in care based applications. The ability to navigate to the opt out screen should be presented as a service intent. Patient opt-out requests should be captured as part of the reporting process. Deceased patients should be opted out of the program.

When opting out, if the patient has chosen to opt out of the program, than the Wrap Up Service intent will be launched after the opt out information is completely filled out. In the case of any other form of opt out, the user will be redirected to the HAP screen for that particular patient and they will be able to return to any open opportunities that need counseling or manually choose to navigate to call wrap up.

Pre Conditions

1. Patient has requested to be opted-out of a specific opportunity, opportunity type, pharmacy, or program.
2. User has logged patient opt out/patient requested do not ask again

Post Condition

1. Patient record will reflect opt-out choice and will not be presented with opportunities, for specific opportunity, opportunity type, pharmacy, or program.

Primary Flow

1. User determines patient opt-out type and reasons that is being requested. The reasons will be presented as a dynamic select based o the opt out type selected. The order of the options has been derived from previous data and should be presented as follows:
    a. Program
        ≅ Patient could not be reached after multiple attempts
        ≅ Patient not interested in receiving further counseling for any opportunities
        ≅ Patient institutionalized
        ≅ Patient cannot be authenticated (pharmacist discretion)
        ≅ Patient deceased
        ≅ Long term hospitalization of patient
    b. Pharmacy
    c. Opportunity Type (Adherence or Omission type)
        ≅ Patient Declined: not interested
        ≅ Patient Declined: receives sufficient service from physician
    d. Opportunity

- ≅ Patient Declined: not interested
- ≅ Patient Declined: receives sufficient service from physician

2. User selects "Opt-Out" Service intent located on the left side of any screen once the HAP has been launched.
3. User is presented with a confirmation message which warns the user that open ("not submitted") gaps will not be saved.
4. If the user selects “Cancel” the Opt-Out service intent should not launch and the page should not change. If the user chooses to proceed with the opt-out, the system displays "Opt-Out" Service intent screen.
5. From this screen the User is presented with fields pertaining to the information that must enter into the system to complete the opt-out, along with “Submit” and “Cancel” buttons. If the user selects the “Cancel” button proceed to Alternate flow 1. If the user attempts to submit the Opt-Out without completing all information proceed to Exception Flow 1.
6. User enters opt-out details
   a. opt out type
   b. opt out type reason
   c. opt out notes
7. System updates opportunity/opportunities with details.
8. If the Opt-out type was selected as “Program” Proceed to UC_5007_WrapUpCall, otherwise return to the HAP screen for the patient in question.

Alternate Flow 1
User cancels Opt-out by selecting the “Cancel” button on the Opt-out Service intent screen.

1. Opt-Out information is discarded and the user returns to the HAP screen for the patient that they were working with.
2. Question responses for that patient’s current opportunities are reset (previous work done during the counseling session is not saved).

Exception Flow 1
User attempts to submit the Opt-out information without all fields filled out.

1. System displays an error asking the user to enter all required information, marking all empty fields as required (return to Primary Flow Step 6).

System Interface(s) and Technologies (Level-2):
“PatientOptOut” Web Service

Business Impacts (Level-2):

Community Pharmacy Users

Attachment Descriptions (Level-2):

Business Acceptance Test Criteria (Level-2):

QA test plan will be created for this use case

Notes (Level-1 and Level-2):

DCO Attendee List (Level-2):

Greg Karasik, Tricia Squitieri, Matt Priore, Darren Gettings, Stacey Decembrele, Joe Pontone

3.1.3 TRC Interaction UC_5007_WrapupCall - Use Case

Rule Name: TRC | Interaction | UC_5007_WrapupCall
Short Description: UC_5007_WrapupCall
RuleSet: TRCFW : 01-07-02

Details	
Actors:	RPh, Technician, Patient
Triggers:	Web Browser
Complexity:	High

Description

A user can wrap-up a call for a variety of reasons: all opportunities have been addressed, opportunity has been closed, patient opt out, phone number was missing or incorrect, or the in person consultation has been completed.

At the end of each interaction session, the user will address any final wrap-up requirements.

Pre Conditions

1. An interaction object has been opened making the Wrap Up service intent available.

Post Condition

1. Call is ended/in person consultation has ended
2. System updates have occurred
3. Interaction object is closed

Primary Flow

1. User concludes phone call with caller by providing a verbal summary of the interaction.
2. System Updates Clinical and Non-Clinical session notes based on user entered or logged information during the course of the interaction.
3. System presents user with concatenated clinical and non-clinical session notes, and prompts the user to generate the clinical counseling action plan (see UC_5013).
4. User determines updates/modifications should be made to the clinical or non-clinical session notes. (if no updates to be made, proceed to Primary flow step 6)
5. User modifies overall session notes in specific sections:

- Clinical
- Non-clinical

6. User logs “Call Close Out Reason”.
7. If the user cancels the Wrap-Up service intent, then the Wrap-Up screen should close and the user will be sent back to the HAP screen for the patient.

Exception Flow 1
A system error occurs

1. System notifies user of system error
2. System logs system error

Exception Post Condition
Call wrap-up is not completed

System Interface(s) and Technologies (Level-2):
“UpdateOpportunity” Web Service
“UpdateOppActivity” Web Service

“UpdateOppResponses” Web Service

Business Impacts (Level-2):
Community Pharmacy Users

Attachment Descriptions (Level-2):

Business Acceptance Test Criteria (Level-2):
QA test plan will be created for this use case

Notes (Level-1 and Level-2):

DCO Attendee List (Level-2):
Greg Karasik, Tricia Squitieri, Matt Priore, Darren Gettings, Stacey Decembrele, Joe Pontone

ACS functionality changes:
Will prompt user to generate the clinical counseling action plan.

3.1.4 TRC Interaction UC_5011_CreateClinicalCounselingLetter - Use Case

Rule Name: TRC | Interaction | UC_5011_CreateClinicalCounselingLetter
Short Description: UC_5011_CreateClinicalCounselingLetter
RuleSet: TRCFW : 01-07-02

Details	
Actors:	RPh, Technician, Patient, Clinician
Triggers:	Web Browser
Complexity:	High

Description

Based on clinician and/or patient preference, a clinician can generate, print and optionally mail a follow-up correspondence that summarizes the clinician/patient interaction. Wrap up communications will only be generated once a pharmacist has consulted the patient on at least one opportunity to include in the wrap-up communication.

There are 2 specific letter templates that can be generated: PMR/medication list, and unreachable patient and physician. Letter purposes and templates are found below:

- ≅ PMR/medication list
- ≅ Purpose: patient education, review of medication type, directions for use, etc
- ≅ Workflow location: generated directly from patient profile, available at any point.

1. Unreachable patient or physician
2. Purpose: phone numbers are incorrect or unavailable and pharmacist needs alternative method to describe counseling program and contact that she/he has had with patient or communicate opportunity for counseling.
3. Workflow location: available at any point and flagged/pop-up in outbound calling workflow.

Pre Conditions – apply to all Flows (Level-1 and Level-2):
-Clinical counseling has been completed with the patient

Post Condition – apply to Primary and Alternate Flows (Level-1 and Level-2):
-Correspondence has been generated and sent for printing/mailing

Primary Flow (Level-1 and Level-2):

1. System determines that a wrap-up communication has been requested for at least one opportunity per patient during an interaction.
2. System gathers opportunity outcome and actions for each opportunity that will be included on a letter.
3. System populates the template with opportunity outcome and actions.
4. System populates the template with pharmacy specific information
5. System generates wrap-up communication in correct format.
6. System displays wrap-up communication for user.
7. User reviews wrap-up communication in correct format.
8. User enters in free form text in “Letter Notes” that the clinician determined was important; when appropriate (must verify this with professional practice).
9. System updates letter template with user entered information.
10. User verifies address is correct for the recipient (if not correct, select an alternate address?).
11. User prints the letter from browser

Exception Flow 1 (Level-1 and Level-2):
Description: A system error occurs.
Exception Post Condition: Wrap-up correspondence is not completed.

System Interface(s) and Technologies (Level-2):
Community Pharmacy(CP), Opportunity Management System

Business Impacts (Level-2):

Attachment Descriptions (Level-2):

Business Acceptance Test Criteria (Level-2):
QA test plan will be created for this use case

Notes (Level-1 and Level-2):

DCO Attendee List (Level-2):
Greg Karasik, Tricia Squitieri, Matt Priore, Darren Gettings, Stacey Decembrele, Joe Pontone

3.1.5 TRC Interaction UC_5012_CreateClinicalCounselingFax - Use Case

Rule Name: TRC | Interaction | UC_5012_CreateClinicalCounselingFax
Short Description: UC_5012_CreateClinicalCounselingFax
RuleSet: TRCFW : 01-07-02

Details

Actors: RPh, Technician, Patient, Clinician
Triggers: Web Browser
Complexity: High

Description

Description (Level-1 and Level-2):
After a patient has agreed to address a gap, if a script must be obtained for the clinician (always the case for omissions) the system should be able to generate a fax to the clinician requesting the appropriate script for the patient. In addition to the document repository, the user will be able to access the capability to generate this fax within the omissions workflow.

The fax will not be sent through PEGA, it will be displayed in a browser window that allows the user to print the generated document. The user can then manually send the fax.

Pre Conditions – apply to all Flows (Level-1 and Level-2):
Clinical counseling has been completed with the patient

Post Condition – apply to Primary and Alternate Flows (Level-1 and Level-2):
Correspondence has been generated

Primary Flow (Level-1 and Level-2):
1. User determines that a script must be obtained from the clinician, and selects the option to generate a script request fax.
2. System populates the template with the opportunity outcome and actions that the patient has decided to follow.
3. System populates the template with pharmacy specific information.
4. User reviews the information and adds any additional free form text necessary.
5. Fax page is displayed in a browser window and the user can print and then manually send the fax.

Exception Flow 1 (Level-1 and Level-2):
Description: A system error occurs.

System notifies user of system error
System logs system error

Exception Post Condition: Wrap-up correspondence is not completed.

System Interface(s) and Technologies (Level-2):
Community Pharmacy(CP), Opportunity Management System

Business Impacts (Level-2):

Attachment Descriptions (Level-2):

Business Acceptance Test Criteria (Level-2):

QA test plan will be created for this use case

Notes (Level-1 and Level-2):

DCO Attendee List (Level-2):

Greg Karasik, Tricia Squitieri, Matt Priore, Darren Gettings, Stacey Decembrele, Joe Pontone

3.1.6 TRC Interaction UC_5013_CreateClinicalCounselingActionPlan - Use Case

Rule Name: TRC | Interaction | UC_5013_CreateClinicalCounselingActionPlan
Short Description: UC_5013_CreateClinicalCounselingActionPlan
RuleSet: TRCFW : 01-07-02

Details

Actors: RPh, Technician, Patient
Triggers: Web Browser
Complexity: High

Description

At the end of a counseling session in which the patient has described or agreed to take further action regarding their gap in care, an "Action Plan" should be developed. This document should contain notes regarding the opportunity, and outline what the pharmacist and patient have agreed are the steps the patient is going to take to ensure they are taking the proper medication. This form should be printed out and either sent or presented to the patient at the end of any and all interactions that result in the patient agreeing to become adherent to a true gap, or fill an omission in care gap.

Pre Conditions – apply to all Flows (Level-1 and Level-2):
-Clinical counseling has been completed with the patient

Post Condition – apply to Primary and Alternate Flows (Level-1 and Level-2):
-Correspondence has been generated and sent for printing/mailing

Primary Flow (Level-1 and Level-2):

1. User has gotten the patient to agree to take corrective action regarding the gaps in care discussed.
2. User accepts the option to "Generate Action Plan" after selecting "Counseling Complete" button within one of the counseling flows.
3. System populates the Action Plan template with the opportunity outcome and actions that the patient has decided to follow.
4. System populates the template with pharmacy specific information.
5. User reviews the information and adds any additional free form text necessary.
6. User reviews and prints the document to distribute to the patient.

Exception Flow 1 (Level-1 and Level-2):
Description: A system error occurs.

System notifies user of system error
System logs system error

Exception Post Condition: Wrap-up correspondence is not completed.

System Interface(s) and Technologies (Level-2):

Business Impacts (Level-2):

Attachment Descriptions (Level-2):

Business Acceptance Test Criteria (Level-2):

QA test plan will be created for this use case

Notes (Level-1 and Level-2):

-The document will not be saved anywhere in the system, and once printed must be regenerated from scratch.

DCO Attendee List (Level-2):

Greg Karasik, Tricia Squitieri, Matt Priore, Darren Gettings, Stacey Decembrele, Joe Pontone

3.1.7 TRC Interaction UC_5014_SchedulePatientCommunication - Use Case

Rule Name: TRC | Interaction | UC_5014_SchedulePatientCommunication
Short Description: UC_5014_SchedulePatientCommunication
RuleSet: TRCFW : 01-07-02

Details	
Actors:	RPh, Technician, Patient
Triggers:	Web Browser
Complexity:	High

Description

A consultation can be scheduled at any point during an interaction or counseling session, or when a patient cannot be reached via a manual outbound phone call.
An appointment needs to be scheduled for a consultation session. This session can be conducted in person at the pharmacy, or over the phone if the patient is unable to appear in person.
When the user opens the ‘Schedule Patient Consultation’ service intent, The system will automatically default to the first available time slot, exactly 1 week day (Monday through Sunday) from the date of the interaction, if the current user has availability in that time slot.
Time slots are divided into hour long slots (9am-10am, 10am-11am, etc) and each time slot is allowed 4 consultations per pharmacy. The following time slot decrementing examples will be used as consultations are scheduled:
In the case where the threshold for the default date/time slot has been exceeded, the system will display to the user the next available time slot. Users will have the ability to select a different time slot if that time does not work for the patient. Consultations can only be scheduled within the next 30 days, and cannot be performed within 24 hours of another consultation.

The scheduling data will be kept exclusively in PEGA and simply note when an interaction is scheduled. The "Scheduled Consultations" panel on the Queue Monitor screen will display the appointment information.

If an interaction is opened where there are no existing opportunities, there will be a warning message that the patient has no open opportunities and the HAP will close. This might occur in a case where the gap closes outside of PEGA and the interaction is already scheduled.

A scheduled consultation should remain open for processing for 48 hours beyond the time of the appointment. If the counsultation is not sumitted within the 48 hour time span, the system will interpret it as a missed appointment. This will revert the status of the opportunity back from "scheduled" to "schedule appointment" and the patient information will once again show up on the scheduling list of the queuemonitor.

Pre Conditions

1. Patient wishes to schedule a consultation or patient is not available when making an outbound call

Post Condition

1. Scheduled consultation interaction object exists in work basket

Primary Flow

1. User selects "Schedule Patient Consultation" service intent from the left hand navigation
2. System determines the default time slot for the consultation; exactly one business day from the interaction. For example, if the current time is Wednesday at 9:13am, the default time slot will be Thursday, 9am-10am.
3. System verifies that the default time for consultation is not exceeding the number of

consultations per time slot for the pharmacy. Threshold is determined by taking the number of already scheduled consultations per hour time slot, and subtracting it from the allowable consultations per time slot (4). (if the threshold has been met, proceed to Alternate flow 1)

4. System performs threshold calculations on all time slots for the pharmacy for the next 30 days and gathers all available time slots.
5. System opens "Schedule Patient Consultation" tab with following information
   a. Recipient (defaulted to the current user when tab is first opened)
   b. Consultation Time (defaulted to the current user's first available time slot, drop down box is populated with all available time slots within a 30 day time period for the recipient)
   e. Consultation notes
   f. Pharmacist (reference only)
7. User discusses consultation time with the patient if still on phone. (if not on phone, proceed to Primary flow step 10)
8. User confirms appointment time with the patient (if default time period needs to be modified, proceed to Exception flow 1 step 1, if no time can be agreed to, proceed to Exception flow 1).
9. User clicks the "Submit" button.
10. System updates all attached opportunities with activity “Pending Consultation” (consultation status)
11. Proceed to UC_5007_Wrap-UpCall
12. User returns to the QueueMonitor view.

Alternate Flow 1
Threshold has been met for the 1 business day in advance default time slot; system needs to determine a new consultation time.

1. System determines the next incremental hour time slot to attempt to find a default consultation time. For example, if the system determined a threshold has been met for the Thursday at 9am-10am slot, the system will check the Thursday at 10am-11am timeslot, and so on.
2. System verifies that the time slot has not exceeded the number of consultations per time slot for the pharmacy. Threshold is determined by taking the number of already scheduled consultations per hour time slot, and subtracting it from the allowable consultations per time slot (4). Return to Primary flow step 6. (If the threshold has been met, return to Alternate flow 1 step 1.)

Alternate Flow 2
Threshold was met for a newly selected recipient; system needs to determine all available consultation times.

Exception Flow 1
Description: No time is available that the patient agrees to or there are no available time slots in the 30-day period within opportunity time frame.

1. User determines that no time is available (proceed to UC_5007_Wrap-UpCall).
2. User relays details to the patient that they could call back during their preferred time.

Exception Post Condition: Follow-up is not scheduled.

System Interface(s) and Technologies (Level-2):
Community Pharmacy(CP), Opportunity Management System, UpdateOpportunitiesPendingAction web service.

Business Impacts (Level-2):
Community Pharmacy Users

Attachment Descriptions (Level-2):

Business Acceptance Test Criteria (Level-2):
QA test plan will be created for this use case

Notes (Level-1 and Level-2):

DCO Attendee List (Level-2):
Greg Karasik, Tricia Squitieri, Matt Priore, Darren Gettings, Stacey Decembrele, Joe Pontone

ACS functionality changes:
(Initial scheduling use case 5004 partially reused) Only 4 appointments per hour allowed instead of 6. No specific user workbaskets, only the general pharmacy work basket. Updating and tracking status of the opportunity interaction stage (initial, follow up 1, follow up 2) is required.

3.1.8 TRC Interaction UC_5015_SearchforPatient - Use Case

Rule Name: TRC | Interaction | UC_5015_SearchforPatient
Short Description: UC_5015_SearchforPatient
RuleSet: TRCFW : 01-07-02

Details	
Actors:	RPh, Technician, Patient
Triggers:	Web Browser
Complexity:	High

Description

Users require ability to search for specific patients in CP to determine if any open opportunities exist. This will most likely occur when a patient comes into the pharmacy.

Pre Conditions

1. User is able to access and log into CP

Post Condition

1. User can proceed to counsel patient on opportunities for target patient.

Primary Flow

1. User selects “search for patient” tab in dashboard.
2. User to search for patient using any of the following parameters:
   - last name
   - first name
   - date of birth
   - Phone number
3. System queries open interactions accessible to the pharmacy that the pharmacist represents for the given patient criteria.
4. System displays the HAP for the patient who matches the search criteria. If there is no Patient that matches the criteria proceed to Alternate Flow 1 Step 1.
5. User authenticates caller using current SOP. The pertinent information can be referenced using the "Patient Summary Details" button (UC_4004). (If cannot authenticate, proceed to Exception flow 1).
6. User performs counseling with patient: UC_6001 or UC_6002

Alternate Flow 1
Patient criteria returns no patients with open interactions

1. System displays an error message to the user saying “There are no open opportunities matching the patient criteria.”
2. User is redirected to the Queue Monitor screen.

Exception Flow 1
Patient cannot be authenticated

1. User ends phone call with patient (proceed to UC_5007_Wrap-upCall).

Exception Post Condition
Interaction is ended.

Exception Flow 2
Patient refuses to authenticate.

1. User ends phone call with patient (proceed to UC_5007_Wrap-upCall).

Exception Post Condition
Interaction is ended

Exception Flow 3
A system error occurs

1. System notifies user of system error
2. System logs system error

Exception Post Condition
Interaction is ended

System Interface(s) and Technologies (Level-2):
Community Pharmacy(CP), Opportunity Management System

Business Impacts (Level-2):
Community Pharmacy Users

Attachment Descriptions (Level-2):

Business Acceptance Test Criteria (Level-2):
QA test plan will be created for this use case

Notes (Level-1 and Level-2):

DCO Attendee List (Level-2):
Greg Karasik, Tricia Squitieri, Matt Priore, Darren Gettings, Stacey Decembrele, Joe Pontone

4. SearchForMember

Implementation: MHS-Ops-CLNSVC-Work-Case

Description: MHS-Ops-Medco-Work-Case

~~5.~~ Common

Description: Common use cases

5.1 Use Cases

5.1.1 TRC Common UC_4002_ViewHealthActionPlan - Use Case

Rule Name: TRC | Common | UC_4002_ViewHealthActionPlan
Short Description: UC_4002_ViewHealthActionPlan
RuleSet: TRCFW : 01-07-02

Details	
Actors:	RPh, Patient
Triggers:	Web Browser
Complexity:	Low

Description

The Health Action Plan is displayed for a patient by opening an opportunity within a work basket. Upon the launch of Health Action Plan, the user can view any information pertinent to the patient (Patient 360, see UC_4011) including the opportunities for the patient. In addition, the user will be able to perform various actions including counseling sessions for Adherence (UC_6001_CounselPatientAdherence), and omissions (UC_6002_CounselPatientOmission) as well as any service intents related to the interaction with the patient such as scheduling a follow up call (UC_5014_SchedulePatientCommunication), opting the patient out the program (UC_5005_UpdatePatientOptOutInformation), and wrapping up the call (UC_5007_Wrap-UpCall). This entire screen is considered the “Single Pane of Glass”.

The first tab of the Health Action Plan in the Patient 360 (Alerts and Actions Tab) will display the elements that pertain to the open opportunities for the patient. Upon completing an opportunity, the Alerts and Actions tab will refresh with the updated opportunities for the current patient. Before the Alerts and Actions tab is initially loaded, there will be a series of various checks to make sure that the patient and his/her opportunities are eligible to receive counseling.

The other tabs of the Patient 360 are divided into the following:

-Medications
-Conditions and Allergies

(see UC_4011_ViewPatient360 for details on content of these tabs)

Within each tab of the Patient 360, will be a static banner displaying common patient information called “Patient Profile” depending on the role of the user that has logged in. This information will be static across all Patient 360 tabs expect for the Alerts and Actions tab. In addition, this banner will have a collapsible/expandable section where the user will have the ability to filter the open opportunities by Therapeutic Area (Primary and Other) as well as Clinical Opportunity Type pertaining to the current patient as well as Resetting the filters. In addition, if there are any Targeted Opportunities, there will be a red doc indicator next to each of the filters.

On the Left Hand Side Panel of the “Single Pane of Glass” are all of the service intents that will be available to the user for the current patient interaction under the label Other Activities. There are as follows:

-Schedule Call Follow-Up
-Counsel Patient Opt-Out
-Wrap Up
-View Reports

For specific field level information that will be provided on the alerts and actions tab, please reference the attached CP Sliver 1 Information Grid spreadsheet.

In addition to the basic fields presented, the "red phone" information will be accessible to users. When the user hovers over the therapeutic class name presented with the opportunity (designates a clinical group such as diabetes). A Medco support number should be listed. This number should be associated with support staff that can aid the user by providing clinical knowledge about the opportunity in question. Also, rational med notes that describe the clinical opportunity logic for the specific opportunity will be visible by hovering over the drug name for any opportunity.

History will also be a component of the alerts and actions screen. The history bar at the bottom of the page will display the Community Pharmacy counseling information for that patient within the last 90 days. Displayed will be the read only fields for the opportunity drug name, the current status of that opportunity (New, Session 1 complete, Session 2 complete, Closed), and the clinical notes documented for that opportunity. This information can also be referenced on the CP Sliver 1 Information Grid spreadsheet.

Hierarchy rules for pending work should dictate that the opportunity that has been generated most recently (or acted on most recently) appears at the top of the lists, and the rest of the opportunities are displayed in descending order based on this criteria.

Pre Conditions – apply to all Flows (Level-1 and Level-2):

-Patient demographic and clinical information exists
-Opportunities have been determined
-Opportunity hierarchy has been determined
-User roles and capabilities have been determined for each opportunity
-User has launched the Health Action Plan via UC_5001_PerformOutboundPhoneCall)

Post Condition – apply to Primary and Alternate Flows (Level-1 and Level-2):

-User can either begin discussing opportunities or can schedule a patient consultation for a later time.

Primary Flow (Level-1 and Level-2):

1. System displays “Single Pane of Glass” containing the Patient 360 user interface with the “Alerts and Actions” tab, selected. The system checks the OMS database for up to date opportunity information. If there are no opportunities for counseling, proceed to exception flow 1. The system also checks to assure patient AGN # is still unique in OMS at the time of counseling. If it is not, proceed to exception flow 2. If the patient has opted out of all active opportunities proceed to exception flow 3. If the patient is on the VIP list or is no longer covered by Medco, proceed to exception flows 4 or 5 respectively. The opportunities in the “Alerts and Actions” tab will be prioritized according to the Opportunity Hierarchy that is configured.
2. User determines whether to filter the opportunities in the “Alerts and Actions” tab from the available filters (adherence or omission) on the “Patient Profile” banner based on the conversation with the patient to identity the opportunity that needs to be addressed.
3. User determines that no additional filtering of information is needed
4. User determines the opportunity he/she will discuss with the patient. If no opportunities will be discussed with the patient, proceed to one of the following use cases:
5. -UC_5011_SchedulePatientCommunication
6. -UC_5005_PatientOptOut
7. -UC_5007_Wrap-UpCall
8. Proceed to one of the following use cases based on opportunity type to be discussed:
9. -UC_6001_CounselPatientAdherence

10. -UC_6002_CounselPatientOmission

Exception Flow 1 (Level-1 and Level-2):
Description: Opportunities have been closed in OMS before any action has been taken (first consultation complete) on the opportunity.

1. System notifies user that no opportunities currently exist for this Patient.
2. System returns to the Queue Monitor screen and closes the interaction.

Exception Post Condition: The Health Action Plan is not displayed or refreshed

Exception Flow 2 (Level-1 and Level-2):
Description: AGN number clone is created due to error and patient is no longer uniquely identified by OMS.

1. System notifies user that an error has occurred in the patient identification process.
2. System returns to the Queue Monitor screen and closes the interaction.

Exception Post Condition: The Health Action Plan is not displayed or refreshed

Exception Flow 3 (Level-1 and Level-2):
Description: Patient has opted out of the opportunities that are being presented.

1. System notifies user that the patient has requested not to discuss any of the available opportunities.
2. System returns to the Queue Monitor screen and closes the interaction.

Exception Post Condition: The Health Action Plan is not displayed or refreshed

Exception Flow 4 (Level-1 and Level-2):
Description: Patient is on the VIP list and should not have their gaps displayed.

1. System notifies user that the patient cannot be counseled on opportunities.
2. System returns to the Queue Monitor screen and closes the interaction.

Exception Post Condition: The Health Action Plan is not displayed or refreshed

Exception Flow 5 (Level-1 and Level-2):
Description: Patient no longer eligible for the program

1. System notifies user that the patient is no longer eligible for the Community Pharmacy application.
2. System returns to the Queue Monitor screen and closes the interaction.

Exception Post Condition: The Health Action Plan is not displayed or refreshed

Exception Flow 6 (Level-1 and Level-2):
Description: A system error occurs that prevents the selection or display of information.

3. System notifies user of system error
4. System logs system error

Exception Post Condition: The Health Action Plan is not displayed or refreshed.

System Interface(s) and Technologies (Level-2):
“RationalConnect” Web Service
“GetOpportunityInfo” Web Service
“GetPatient” Web Service
“GetMembershipDetail” Web Service
“GetPatientInfo” Web Service
"GetMetaData" Web Service
"Update Opportunity (Alerts and Actions" WebSevice

Business Impacts (Level-2):
All CP actors associated to this use case

Attachment Descriptions (Level-2):
CP Sliver 1 Information Grid spreadsheet

Business Acceptance Test Criteria (Level-2):
QA Test plan to be created for this use case

Notes (Level-1 and Level-2):

DCO Attendee List (Level-2):
Greg Karasik, Tricia Squitieri, Matt Priore, Darren Gettings, Stacey Decembrele, Joe Pontone

ACS functionality changes:
Less filtering functionality required (only adherence and omission opportunities supported by CP). No technical functionality added

5.1.2 TRC Common UC_4004_ViewPatientSummaryDetails - Use Case

Rule Name: TRC | Common | UC_4004_ViewPatientSummaryDetails
Short Description: UC_4004_ViewPatientSummaryDetails
RuleSet: TRCFW : 01-07-02

Details

Actors: RPh
Triggers: Web Browser
Complexity: Low

Description

The Patient 360 will allow for a summary of basic patient information to be displayed. This information will be made accessible through a button located at the top right of the screen. This button will be present on all screens of the patient 360. When launched, the button will bring up a modal window with summary information on the patient (date of birth and member number), as well as contact information (address, phone number), and a short summary of what opportunities are currently active for the patient.

The primary use of this pop up is provide the information to authenticate the patient and to display the patient phone number in order to perform UC_5001_PerformOutboundPhoneCall.

Pre Conditions – apply to all Flows (Level-1 and Level-2):

- User logged into the CP application and launched the Patient 360

Post Condition – apply to Primary and Alternate Flows (Level-1 and Level-2):

-System displays the patient summary information in a modal window for user review

Primary Flow (Level-1 and Level-2):

1. User Logs into the CP application
2. User selects a patient a launches the patient 360
3. User accesses the patient summary details by clicking on the Patient summary Details button on the upper right hand corner of any screen on the patient 360.
4. The system displays a modal window with basic information about the patient's active opportunities, their contact information, and their personal information.

Exception Flow 1 (Level-1 and Level-2):

System Interface(s) and Technologies (Level-2):
"GetMembershipDetail" Web Service
"GetPatientInfo" Web Service

Business Impacts (Level-2):

Attachment Descriptions (Level-2):

Business Acceptance Test Criteria (Level-2):
QA Test Plan to be created for this use case

DCO Attendee List (Level-2):
Greg Karasik, Tricia Squitieri, Matt Priore, Darren Gettings, Stacey Decembrele, Joe Pontone

ACS functionality changes: No Significant changes.

5.1.3 TRC Common UC_4005_ViewReports - Use Case

Rule Name: TRC | Common | UC_4005_ViewReports
Short Description: UC_4005_ViewReports
RuleSet: TRCFW : 01-07-02

Details

Actors: RPh
Triggers: Web Browser
Complexity: Low

Description

Community Pharmacy requires the capability for multiple types of reports to be generated and requested by the users. It is essential that three different types of reports are deliverable:

1. *Pharmacy level reports:* These reports are meant to distribute information to the pharmacists about their productivity levels and allow them to assess their performance and optimize their actions moving forward.

2. *Client level reports:* These reports are meant to give the client an understanding of the productivity of the community pharmacy program in their sponsored pharmacies. They will disclose financial figures regarding the money they have spent on the program as well as quantity of patients counseled and other similar data.

3. *Internal level reports:* These reports are for Medco resources that analyze the performance of the program as a whole, and compare particular pharmacies against their peers in order to identify ineffective pharmacies and take action to correct the problem in whatever form deemed necessary (counseling, etc.).

The Content of these reports is presented in the “Biz Requirements-Pharmacist Report-Community Pharmacy” document and the “Biz Requirements- Client Report-Community Pharmacy” document

At this time it has not been determined how these reports will be accessible (whether the information storage will be taken directly from PEGA, whether the reports will be generated from Cognos, or some other resource).

Certain reports will be generated live upon user request (depending on where the content is stored). Others will be generated periodically and the most recent report should be presented upon user request. At any point in time users should be able to either generate a new version of a particular report, or access the most recent version of a particular report. The reports the the user has the option to generate should be based on their user role.

This functionality will be accessible through the "View Reports" service intent.

Pre Conditions - apply to all Flows (Level-1 and Level-2):

User requesting the report has access to reporting capability they are requesting

Post Condition - apply to Primary and Alternate Flows (Level-1 and Level-2):

User obtains a copy of the report and can perform appropriate personal assessments of the data

Primary Flow (Level-1 and Level-2):

1. User logs into the Community Pharmacy tools with the appropriate user ID possessing their credentials.
2. ************User will navigate to a location where they can request a report in the system********* (currently unknown where this functionality will be build and what UI will look like).
3. User requests a report that they have the appropriate credentials to view. If user requests a report that they do not have the appropriate credentials for, proceed to Exception Flow 1.
4. Most recent version of requested report, or newly generated report is retrieved and either displayed to the user or sent to the user’s registered contact e-mail.

System Interface(s) and Technologies (Level-2):

“GetOpportunities” web service

Business Impacts (Level-2):

Community Pharmacy Users

Attachment Descriptions (Level-2):

Business Acceptance Test Criteria (Level-2):
QA test plan will be created for this use case

Notes (Level-1 and Level-2):

- ≅ It must still be determined through what data structures the reports will be generated and presented to the user so this question must be revisited as continue to develop the data structures that support CP.

DCO Attendee List (Level-2):
Greg Karasik, Tricia Squitieri, Matt Priore, Darren Gettings, Stacey Decembrele, Joe Pontone

5.1.4 TRC Common UC_4006_ViewQueueMonitor - Use Case

Rule Name: TRC | Common | UC_4006_ViewQueueMonitor
Short Description: UC_4006_ViewQueueMonitor
RuleSet: TRCFW : 01-07-02

Details

Actors: RPh
Triggers: Web Browser
Complexity: Low

Description

When the user logs into the CP application, the system should display all data pertaining to currently scheduled patient interactions, and work items that require scheduling or follow up. It should also display search functionality, and should have a navigation capability for the user to view a dashboard of current statuses of work items that they can handle.

Scheduled Consultations:

This section should display a list of the patient interactions for a single day. The date should be set by a drop down field that is defaulted to the current date at login so the current day's work is easy to reference. The line items should display information about the consultation (name of patient, time of consultation, number of active gaps). If a line item is selected, the Health Action Plan for the patient in questions should be brought up. This section should be the top item on the screen presented to the user.

Work items:

The pharmacist should be able to see all work items that require attention of a given status. The section should display patient who have open opportunities and need to be scheduled for an appointment. The patient will have a status based on the last interaction with the patient. The possible statuses are: "In Progress," "New," or "Attempted to Schedule call"). There will also be a date the case was last touched (patient interaction was complete). From this section the user should be able click on the open work items displayed, and go to the Patient 360 to handle the work. This section must be able to sort items by each column of data that is represented. The default hierarchy dictates that the patient with the most recently created or acted on opportunity will show up at the top of the work list. Wheneer the queue monitor screen is loaded this will be the default sort.

Searching:

The Search functionality required is given in UC_5015_SearchforPatient.

Standard Help and training links will be displayed at the top right of the screen. Service intent panel will contain service intent for reports.

Pre Conditions - apply to all Flows (Level-1 and Level-2):

User has logged into the CP application and has credentials to process work items.

User can perform work selected from the “work items” section, or they should return search results relevant to the entered criteria. Also, the User should be able to view the patient 360 of a patient that is scheduled to have a consultation.

Post Condition - apply to Primary and Alternate Flows (Level-1 and Level-2):

Primary Flow (Level-1 and Level-2):

1. User logs into the Community Pharmacy with the appropriate user ID possessing their credentials.
2. System will perform default queries to return list views with the appropriate default fields (Today's date in the “Scheduled Consultations” section and Schedule Consultation Session in the “Work Items” section).
3. User clicks on a line item in one of the two sections to navigate to the Health Action Plan, or enters search criteria and queries the open interaction list to return patients with the matching criteria.

System Interface(s) and Technologies (Level-2):
“GetOpportunities” Web Service

Business Impacts (Level-2):
Community Pharmacy Users

Attachment Descriptions (Level-2):

Business Acceptance Test Criteria (Level-2):
QA test plan will be created for this use case

Notes (Level-1 and Level-2):

DCO Attendee List (Level-2):
Greg Karasik, Tricia Squitieri, Matt Priore, Darren Gettings, Stacey Decembrele, Joe Pontone

5.1.5 TRC Common UC_4007_ViewTrainingMaterials - Use Case

Rule Name:	TRC | Common | UC_4007_ViewTrainingMaterials
Short Description:	UC_4007_ViewTrainingMaterials
RuleSet:	TRCFW : 01-07-02

Details

Actors:	RPh, Technician
Triggers:	Web Browser
Complexity:	Low

Description

The CP application will allow users access to training materials so new users or users searching for help can properly acquaint themselves with the intended work flow and navigation paths that they will follow when using CP. The training will need to be presented in the form of a link on the login page that launches the training material, as well as a static link on the top right part of each screen on the application. *It is currently TBD as to what form the training will take, and it will be developed once the UI of the application is complete.*

Pre Conditions - apply to all Flows (Level-1 and Level-2):

User has the ability to access the CP login screen

Post Condition - apply to Primary and Alternate Flows (Level-1 and Level-2):

User has had the opportunity to view training materials in their entirety

Primary Flow (Level-1 and Level-2):

1. User Navigates to the Communty Pharmacy application.
2. User selects the “Training” link from any screen on the application or the login screen.
3. User navigates to the training materials.
4. *The remaining flow of the training is TBD as we are currently unsure of the form in which the training material will be provided.*

Alternate Flow 1 (Level-1 and Level-2):
Description:

Exception Flow 1 (Level-1 and Level-2):
Description:

System Interface(s) and Technologies (Level-2):

Business Impacts (Level-2):

Attachment Descriptions (Level-2):

Business Acceptance Test Criteria (Level-2):
QA Test Plan to be created for this use case

Notes (Level-1 and Level-2):

≅ Will work with Heather Vela to developed training when capable.

DCO Attendee List (Level-2):
Greg Karasik, Tricia Squitieri, Matt Priore, Stacey Decembrele, Joe Pontone

5.1.6 TRC Common UC_4008_ViewLoginScreen - Use Case

Rule Name: TRC | Common | UC_4008_ViewLoginScreen
Short Description: UC_4008_ViewLoginScreen
RuleSet: TRCFW : 01-07-02

Details	
Actors:	RPh, Technician
Triggers:	Web Browser
Complexity:	Low

Description

When the User navigates to the Community Pharmacy application and verifies they have the appropriate VPN credentials (UC_8002) they will be presented with a Login screen. In addition to providing login fields, this page should present the user with the “SOCRxATES” logo and short description of the program. Also, a link to the training materials will be provided on this page for pharmacists to access as a walkthrough if they have not used the CP application for an extended period, or have never used it in practice before.

When the user submits a login (ID and password) PRPC must verify that the VPN credentials match the assignment of the given user ID to the pharmacy. This could come into play if a pharmacist has access to more than one pharmacy that uses the Community Pharmacy program. The reason is to make sure that the pharmacist is logging into the proper username at the proper pharmacy so they cannot counsel patients they should not be interacting with at the present time.
Assuming a valid user ID and password are entered into the login screen, the user should be logged into CP and brought to the Queue Monitor screen (See UC_4006)

Pre Conditions - apply to all Flows (Level-1 and Level-2):

User has been verified to have VPN access to the Community Pharmacy Application via a software VPN token.

Post Condition - apply to Primary and Alternate Flows (Level-1 and Level-2):

User is logged into CP.

Primary Flow (Level-1 and Level-2):

1. User navigates to CP access point and verifies VPN credentials (see UC_8002).
2. The system displays the login screen and the user can view the information provided.
3. User either navigates to the training materials page (see UC_4007) or user logs into the CP application with a valid username and password. If username and password are not recognized or do not match, proceed to Exception flow 1 step 1. If the user login does not match the pharmacy to which the VPN credentials specify, proceed to Exception flow 2 step 1.
4. User is logged into PRPC and directed to the Queue Monitor Screen (see UC_4006).

Exception Flow 1 (Level-1 and Level-2):
Description: User enters invalid username or password

1. The system displays an error message informing the user that the username and password combination they entered is not recognized.

Exception Post Condition: The user is not logged on, and the login screen is presented

Exception Flow 2 (Level-1 and Level-2):
Description: User enters user login information that does not match the pharmacy identified when VPN access was verified.

1. The system displays an error message informing the user that the username and password combination they entered is not valid at this location.

Exception Post Condition: The user is not logged on, and the login screen is presented

System Interface(s) and Technologies (Level-2):

Business Impacts (Level-2):

Attachment Descriptions (Level-2):

Business Acceptance Test Criteria (Level-2):
QA Test Plan to be created for this use case

Notes (Level-1 and Level-2):

DCO Attendee List (Level-2):
Greg Karasik, Tricia Squitieri, Matt Priore, Stacey Decembrele, Joe Pontone

5.1.7 TRC Common UC_4009_ViewHelpFAQ - Use Case

Rule Name: TRC | Common | UC_4009_ViewHelpFAQ
Short Description: UC_4009_ViewHelpFAQ
RuleSet: TRCFW : 01-07-02

Details	
Actors:	RPh, Technician
Triggers:	Web Browser
Complexity:	Low

Description

Users of the Community Pharmacy application will be provided with a FAQ document for their reference regarding the technical aspects of CP. The information will be presented in the form of a PDF file. It should be reachable by one click from any screen on the application. This capability will be provided via a static link at the top right of all screens within the CP application. *The specific contents of this FAQ page are TBD and will be provided by the business users.*

Pre Conditions - apply to all Flows (Level-1 and Level-2):

- User has logged into CP

Post Condition - apply to Primary and Alternate Flows (Level-1 and Level-2):

- User is presented with all FAQ information for review

Primary Flow (Level-1 and Level-2):

1. User logs into CP.
2. User navigates to the help link from any screen on the application.
3. The link launches a PDF document containing FAQ pertaining to CP for the user to review.

Alternate Flow 1 (Level-1 and Level-2):
Description:

Exception Flow 1 (Level-1 and Level-2):
Description:

System Interface(s) and Technologies (Level-2):

Business Impacts (Level-2):

Attachment Descriptions (Level-2):

Business Acceptance Test Criteria (Level-2):
QA Test Plan to be created for this use case

Notes (Level-1 and Level-2):

- Business users will develop the Help FAQ PDF once the UI for the application is developed.

DCO Attendee List (Level-2):
Greg Karasik, Tricia Squitieri, Matt Priore, Stacey Decembrele, Joe Pontone

5.1.8 TRC Common UC_4010_ViewDocumentRepository - Use Case

Rule Name: TRC | Common | UC_4010_ViewDocumentRepository
Short Description: UC_4010_ViewDocumentRepository
RuleSet: TRCFW : 01-07-02

Details	
Actors:	RPh, Technician
Triggers:	Web Browser
Complexity:	Low

Description

In addition to prompting the user within the workflow to generate documents at the appropriate time, ability to generate documents such as letters, faxes, and the action plan will be provided in one central location in CP that is accessible at any time while counseling a patient. Also stored in the document repository should be a copy of the Help FAQ, as well as the blank question template containing the potential questioning lines for each opportunity type and stage.

From this document repository, the user should be able to print these documents at any point in the workflow once they have accessed the patient 360 view a link on the left side of the screen. When selected, the document should populate information from the current patient that the user was working with when repository was accessed.

Pre Conditions - apply to all Flows (Level-1 and Level-2):

User has logged into CP and accessed the patient 360.

Post Condition - apply to Primary and Alternate Flows (Level-1 and Level-2):

User has located any document template they are searching for, and it is populated with the appropriate patient information and is available for printing.

Primary Flow (Level-1 and Level-2):

1. User logs into CP.
2. User navigates to the patient 360 for any patient.
3. User navigates to the document repository from any screen within the workflow.
4. User selects the document they would like to view.
5. The system generates the document selected and populates the relevant patient information from the patient 360.
6. User can print the document generated.

Alternate Flow 1 (Level-1 and Level-2):
Description:

Exception Flow 1 (Level-1 and Level-2):
Description:

System Interface(s) and Technologies (Level-2):

Business Impacts (Level-2):

Attachment Descriptions (Level-2):

Business Acceptance Test Criteria (Level-2):
QA Test Plan to be created for this use case

Notes (Level-1 and Level-2):

-Correspondence documents will not be saved anywhere in the system, and once printed must be regenerated from scratch.

DCO Attendee List (Level-2):
Greg Karasik, Tricia Squitieri, Matt Priore, Stacey Decembrele, Joe Pontone

5.1.9 TRC Common UC_4011_ViewPatient360 - Use Case

Rule Name: TRC | Common | UC_4011_ViewPatient360
Short Description: UC_4011_ViewPatient360
RuleSet: TRCFW : 01-07-02

Details	
Actors:	RPh, Technician
Triggers:	Web Browser
Complexity:	Low

Description

After the Health Action Plan the user will be able to tab through multiple screens pertaining to the patient's history and their opportunities. At this time, the tabs will be displayed as read only fields and cannot be altered or added to by the pharmacists. Pharmacists can manually contact Medco if they have information that they determine is pertinent to capture about the patient, and Medco can investigate outside of the CP application. The available tabs will be as follows:

- Medications: This tab will present medication information derived from Medco claims data. The user will be presented with data relating to all claims that Medco has received for this patient.
- Conditions/Allergies: This tab will report conditions and allergies that the patient is reported to have.

Specific data fields that will be presented in these tabs is documented in the CP Sliver 1 Information Grid spreadsheet.

Pre Conditions – apply to all Flows (Level-1 and Level-2):
Opportunities have been determined
Hierarchy has been determined
Patient demographic and clinical information exists and a defined set of opportunities has been identified

Post Condition – apply to Primary and Alternate Flows (Level-1 and Level-2):

User can begin discussing opportunities via UC_6001 and/or UC_6002

Primary Flow (Level-1 and Level-2):

1. User logs into the Health Action Plan
2. System displays the Health Action plan for the first priority opportunity based on opportunity hierarchy rules.
3. User reviews patient information in Medications and conditions/allergies tabs of the patient 360 if they wish to do this before counseling.
4. User selects the opportunity type of one of the clinical opportunities, and the relevant tab of the selected opportunity launches (proceed to UC_6001_CounselPatientAdherence, or UC_6002_CounselPatientOmission

Exception Flow 1 (Level-1 and Level-2):
Description: A system error occurs that prevents the selection or display of information.

1. System notifies user of system error
2. System logs system error

Exception Post Condition: The Health Action Plan is not displayed or refreshed.
Exception Flow 2 (Level-1 and Level-2):
Description: Clinician decides no action to be taken on opportunities at this time.

1. User logs "No Action Taken Reason" by selecting the drop-down function:

-Reference attachment “CP Sliver 1 Information Grid v00.01” for reasons.

2. User logs no action taken reason notes in a free form text box
3. System saves no action taken reason to log

Exception Post Condition: Health Action Plan for that patient closes and the next queued item can be displayed.

System Interface(s) and Technologies (Level-2):
“GetMedicalConditions” Web Service
“GetClaimsHistoryByAGN” Web Service

Business Impacts (Level-2):

Attachment Descriptions (Level-2):

CP Sliver 1 Information Grid spreadsheet

Business Acceptance Test Criteria (Level-2):
QA Test Plan to be created for this use case

DCO Attendee List (Level-2):
Greg Karasik, Tricia Squitieri, Matt Priore, Darren Gettings, Stacey Decembrele, Joe Pontone

~~6.~~ Security

Description: Use cases dealing with authentication, authorization

6.1 Use Cases

6.1.1 TRC Security UC_8002_AllowSecureAccessToWorkItemsViaPRPC - Use Case

Rule Name: TRC | Security | UC_8002_AllowSecureAccessToWorkItemsViaPRPC
Short Description: UC_8002_AllowSecureAccessToWorkItemsViaPRPC
RuleSet: TRCFW : 01-07-02

Details

Actors: RPh, Configurator
Triggers: Web Browser
Complexity: High

Description

A user with access to the Community Pharmacy Application will log-in directly to the Health Action Plan through PRPC. The user will log-in to begin working on work items through general pharmacy work queues. Pharmacists and technicians will have VPN access through a software token at their pharmacy and should only be able to access the log in screen provided that this access is detected. When the user attempts to access the Community Pharmacy application, there will be a pop-up login to verify a log in and password for the VPN token. If credentials are correct, the user will be directed to the login screen of the Community Pharmacy application. If incorrect information is entered, the user will not be able to access the login screen.

Pre Conditions – apply to all Flows (Level-1 and Level-2):

≅ User has been assigned appropriate access levels and they are attempting to access the application on a computer with VPN access.

Post Condition – apply to Primary and Alternate Flows (Level-1 and Level-2):

≅ User has successfully logged-in to the Community Pharmacy Application and can access work items

Primary Flow (Level-1 and Level-2):

1. User goes to Community Pharmacy log-in access point. If the appropriate VPN token is not detected, proceed to Exception flow 1 step 1.
2. User enters log-in credentials: ID, password
3. System verifies user's VPN credentials are correct. If incorrect, proceed to Alternate flow 1 step 1.
4. System displays the login screen (UC_4008_ViewLoginScreen).

Alternate Flow 1 (Level-1 and Level-2):
Description: User enters incorrect credential information

1. System presents user with “Incorrect password or username”
2. User is prompted to re-enter information
3. User re-enters credentials (if correct return to primary flow 1 step 3)

Exception Flow 1 (Level-1 and Level-2):
Description: User attempts to access the Community Pharmacy application from a location that does not have VPN access.

1. System presents user with “Access Denied” message

Exception Post Condition: The Community Pharmacy Login Screen does not display

Exception Flow 2 (Level-1 and Level-2):
Description: The Community Pharmacy application is down

1. System displays user friendly “System Down” message to user
2. System sends system failure notification to appropriate email ticket box

Exception Post Condition: The Community Pharmacy application does not display

System Interface(s) and Technologies (Level-2):

Business Impacts (Level-2):

Attachment Descriptions (Level-2):

Business Acceptance Test Criteria (Level-2):

Notes (Level-1 and Level-2):

- **It is still to be determined if the user enters incorrect credentials (alternate flow 1) how many times they will be able to retry to login to the VPN. This information will be update when this decision is made.**
- **Links between the PEGA user login and the VPN login are detailed in UC 4008 (view login screen).**

DCO Attendee List (Level-2):
Greg Karasik, Tricia Squitieri, Matt Priore, Darren Gettings, Stacey Decembrele, Joe Pontone

~~7.~~ External

Description: External Use Cases

~~8.~~ ProjectPlaning

Description: This is a Project Plan Resource allocation use case. It as been included to ficilitate sizing. It does not describe a feature to be built in PRPC

~~9.~~ Batch Process

Description: Use cases dealing with Batch Processes

9.1 Use Cases

9.1.1 TRC Security UC_8002_AllowSecureAccessToWorkItemsViaPRPC - Use Case

Rule Name:	TRC | Batch Process | UC_2005_CreateTargetPatientInteraction
Short Description:	UC_2005_CreateTargetPatientInteraction
RuleSet:	TRCFW : 01-07-02

Details

Actors:	System
Triggers:	Web Browser
Complexity:	High

Description

Community Pharmacy polls for outstanding opportunities nightly. Interaction work objects for patients without existing work objects are created.

Pre Conditions - apply to all Flows (Level-1 and Level-2):

1. Process for populating opportunity database for community pharmacy already exists. Web service for interacting with opportunity database already exists. Web service results are already filtered for community pharmacy program.

Post Condition - apply to Primary and Alternate Flows (Level-1 and Level-2):

1. Interaction objects for patients with outstanding opportunities have been created in Community Pharmacy.
2. The interation flow implements a delay that will remove the interaction object if it has not been addressed in over 6 months. Once removed, the item will be recreated if the patient still has outstanding gaps. If the item is a follow up interaction, the expiration time period will be 30 days. These follow up activities will not regenerate.

Primary Flow (Level-1 and Level-2):

1. CP Application will aggregate list of patients enrolled in CP program with available opportunities.
2. CP Application will search for existing work objects for patients in patient list. If patients already exist in CP application, no further action is required.
3. CP Application will create a work object for remaining patients in list. Work object will be created with a status of "Schedule Consultation", as well as patientID, PharmacyID, memberID, patient name, phone number, date of birth
4. CP Application acknowledges load successful (if not, proceed to exception flow 1 step 1)
5. CP Application submits batch status to technical lead.
6. CP Application generates an e-mail informing the pharmacist with access to the new work that there are new items in their queue for processing.

Exception Flow 1 (Level-1 and Level-2):
Description: Load fails due to system error and SLA is not met

1. System load is confirmed as unsuccessful
2. System generates load failure email
3. System sends load unsuccessful email to appropriate technical lead

Exception Post Condition: Work objects for patients with new opportunities are not created.

System Interface(s) and Technologies (Level-2):
“Get opportunities” Web Service
“Get pharmacy” Web Service
“LDAP Authentication” Web Service

Business Impacts (Level-2):

Attachment Descriptions (Level-2):

Business Acceptance Test Criteria (Level-2):
Can confirm that work object for a specific patient are created

Notes (Level-1 and Level-2):

DCO Attendee List (Level-2):
Greg Karasik, Tricia Squitieri, Matt Priore, Darren Gettings, Stacey Decembrele, Joe Pontone