

Unsell Prescriptions Overview

The Unsell Prescriptions window lets you return a prescription that you previously sold to the Will Call station. For example, you might need to return a prescription to Will Call if you did not obtain all of the required signatures for the prescription.

When you unsell a prescription the system returns the prescription to the Will Call station, deletes all patient signatures associated with the prescription, and removes all point of sale information previously obtained for the prescription.

Note: If the Will Call picked up date on a transaction is before the current system date, the system does not allow you to unsell a prescription. The system prompts **Cannot unsell a prescription that was sold prior to today's date.** Use the Credit Return or Administrative Rebill windows to return or change a prescription that was sold out of Will Call prior to the current date.

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Unsell Prescriptions

To unsell a prescription and return it to the Will Call station:

1. Select **Tools > Unsell Prescriptions**.

The system displays the Unsell Prescriptions window.

2. Scan the prescription or transaction number in the **KP Rx** field or type the number and select **Enter**.

If you enter the prescription number, the system displays a list of all transactions associated with the prescription in the Transaction List window so you can select the correct transaction to rebill.

Note: If the number you enter exists as both a transaction number and prescription number, the system displays the Rx/Tx List window, which allows you to select the prescription you want.

3. For each prescription you want to unsell, select the **Unsell** checkbox (the checkbox is selected by default).
4. Select **Unsell**.

The system assigns the prescription to its original Will Call bin.

Notes:

- If the original bin is full, the system prompts you to assign the prescription to a different bin. You can select **Change Will Call Bin** to manually assign a bin. After you assign all prescriptions to valid bins, you can proceed to step 5.
 - If the Will Call picked up date on a transaction is before the current system date, the system prompts **Cannot unsell a prescription that was sold prior to today's date**. Use the Credit Return or Administrative Rebill windows to return or change a prescription that was sold out of Will Call before the current date.
5. Select **Complete** and enter your user name and password.

The system does the following.

- returns the prescription to the Will Call station

- deletes all patient signatures associated with the prescription
- removes all point of sale information previously obtained for the prescription

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Unsell Prescriptions Window

To access the Unsell Prescriptions window, select **Tools > Unsell Prescriptions**.

The following describes the fields on the Unsell Prescriptions window.

KP Rx Standard prescription number for the order. This number is unique not just at the pharmacy, but across Kaiser. This number remains the same until the drug, quantity, SIG, or prescriber changes. If any one of these changes, the system generates a new KP Rx number. If the prescriber authorizes refills and does not change one of these values, the KP Rx does **not** change.

Prescription List

Unsell	Determines if the system unseals the prescription when you select Complete
Patient Name	Name of the patient for whom the prescription was filled
MRN	Patient's local or home medical record number
Rx Number	Prescription number assigned to the prescription
KP Rx	Standard prescription number for the order. This number is unique not just at the pharmacy, but across Kaiser. This number remains the same until the drug, quantity, SIG, or prescriber changes. If any one of these changes, the system generates a new KP Rx number. If the prescriber authorizes refills and does not change one of these values, the KP Rx does not change.
Drug Name	Name of the drug for which the prescription was filled
Quantity	Quantity of the drug dispensed for the prescription
Filled	Date the prescription was filled
Patient Pay	Amount the patient paid out of pocket for the prescription
Location	Will Call bin where the prescription was originally stored When you unseal a prescription, the system reassigns the prescription to its original Will Call bin. If the bin is full, the system prompts you to assign the prescription to a different bin. You can select Change WC Bin to manually assign a bin.

Unsell

Select **Unsell** to return all selected prescriptions to the Will Call station.

Change Will Call Bin

Select **Change Will Call Bin** to display the Will Call Bin Assignment window, where you can search for and select a different Will Call bin for the prescription.

Complete

Select to complete the unseal process. You must enter your user name and password to complete the process.

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