VDH VIRGINIA
DEPARTMENT
OF HEALTH

PHARMACY PARTNER HUB
USER GUIDE

ROLE:

This user guide provides step-by-step instructions for users to successfully navigate the Pharmacy Partner Hub.

Home Page

After logging in, the user will be taken to the **Home** page.

1. Select the **main navigation icon** (≡) to display the two links in the sidebar to the left: Home and Orders. Notice, too, the three links at the top right of the screen: Change Org, Help, and Feedback.

2. If the user manages orders for more than one organization, choosing the **Change Org** link will allow them to switch between organizations.

3. Clicking the username/email address in the top right corner displays a drop-down menu with the following options: User Profile, Change Password, Contact Us, and Sign Out.

4. The **Home** page features a summary of the organization's order history, followed by details of the organization's naloxone Agreement (MOU or MOA). The user can also download a PDF copy of their organization's most recent Agreement.

5. Clicking the arrow next to **Orders** in the sidebar will reveal a menu of three links: **Order Summary**, **Order Receipts**, and **Order History**.
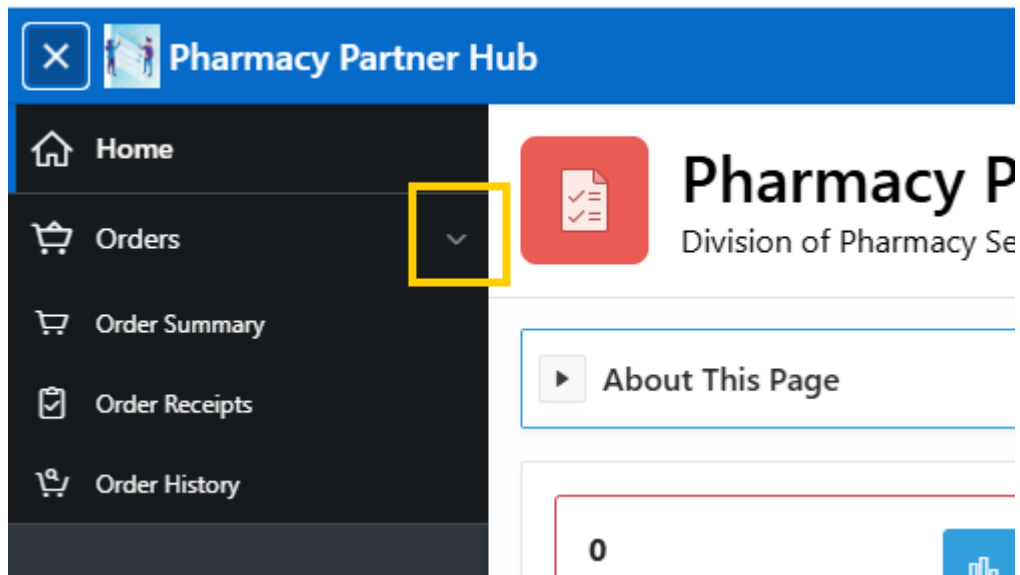
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Ordering

1. Clicking the arrow next to **Orders** in the sidebar will reveal a submenu of three links: **Order Summary**, **Order Receipts**, and **Order History**.

2. Click the **Order Summary** link to display a list of the organization's orders. The list includes the following details for each order: order status, order number, order date, shipping address, name of the person who placed the order, and whether a cancellation has been requested.

WHAT DO THE DIFFERENT ORDER STATUSES MEAN?

Working: You have saved a draft order, but have *not* submitted it.

Submitted: You have successfully submitted the order, and it is in our queue to review and process.

In-Process: We completed our review of your order. Pharmacy staff are currently assembling and preparing the order for shipment.

Shipped: Your order has been shipped via UPS Ground.

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3. To begin a new order, click the **+ Create Order** button on the top right of the page.

4. On the **Order screen,** select the physical address and shipping address from their respective drop-down lists and then type any comments for the Naloxone Distribution Team (optional).

5. Double click inside the "Select Product" box to display a drop-down list of available products, then select the name of the desired product.

6. Click inside the "Quantity Requested" box and type the desired product quantity. (Naloxone nasal spray is packaged as a two-dose kit. Please type the number of kits, not the number of doses, desired.)

7. When ordering 100+ naloxone kits and/or 1,000 test strips of any type, click inside the "Justification" box and explain the need for such a large quantity. If no justification is given, the system will give an error when the user attempts to Save as Draft or Submit the order.

8. Click the **+ Add Items to Order** button to add a new line item, and repeat step 6 as needed.

9. To remove a line item, click the checkbox to its left, then click the **Remove Selected Items** button.

10. Complete all required fields in the Additional Details section. (Different categories of partner may see slightly different questions in this section.)

11. Once all required fields are completed, click the **Save as Draft** button located at the top of the Order page. Saving the order does **not** submit the order. After saving, the order remains in "Working" status, and the user can make changes to it until ready to submit.
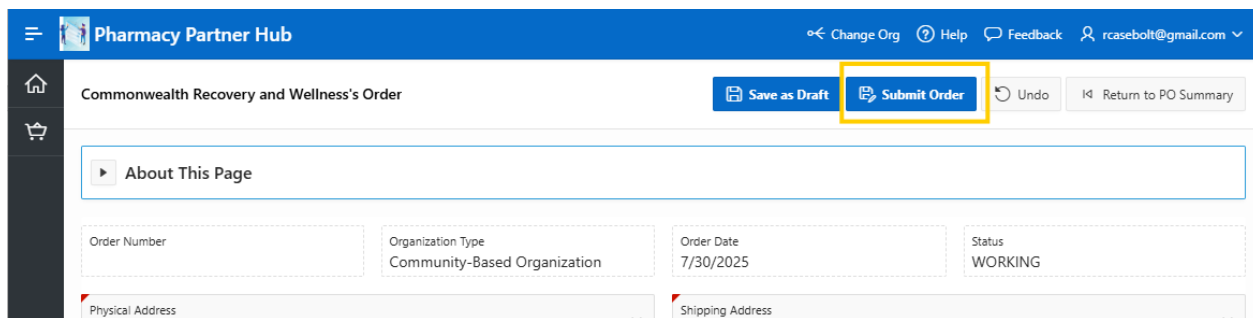
12. When ready, click the **Submit Order** button. Once an order has been successfully submitted, the Naloxone Distribution Team will send a confirmation email to the user.
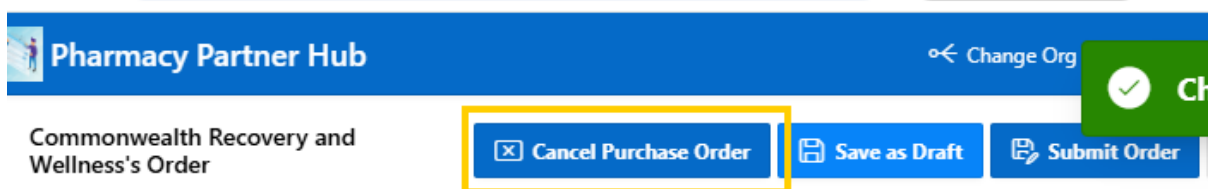
13. To request that an order be cancelled, click the **Cancel Purchase Order** button at the top of the page. A box titled "Order Cancel Request" will pop up in the middle of the screen. In the text box, explain why the order should be canceled, then click the **Send Request** button.

    The system will send an email confirming that the cancellation request was submitted, and will send another confirmation once the Naloxone Distribution Team has completed the cancellation.

Order Receipts

1. Click the **Order Receipts** link in the sidebar to display a list of orders that have already been shipped. This page allows users to mark their order(s) as received. Partners are not required to use this feature; it is provided as a convenience.

2. Once an order has arrived at the organization's shipping address, use the **down arrow** in the "Mark as Received" column to change the order's status to RECEIVED.
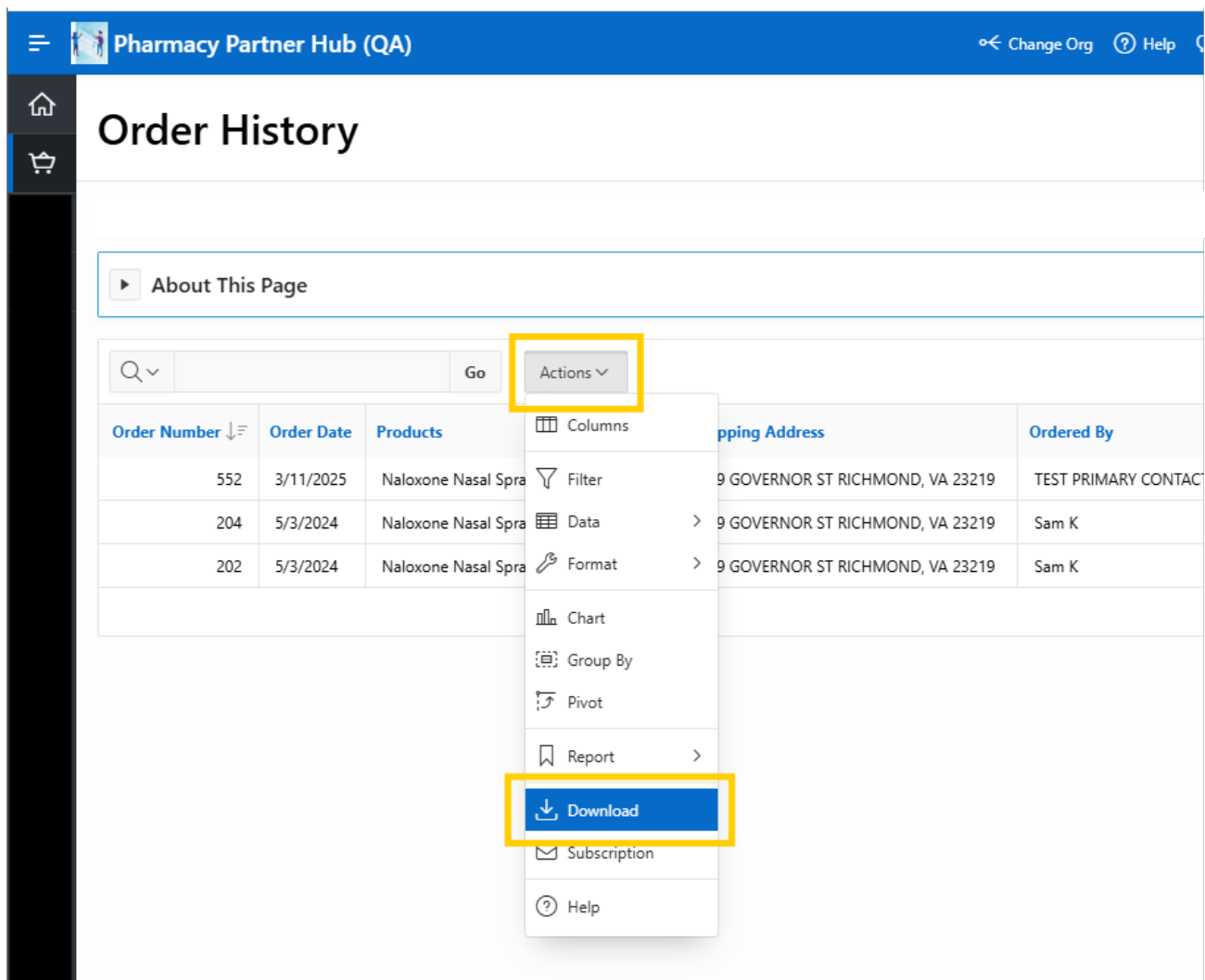
3. Click the **Save** button to save the changes.

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Order History

The **Order History** screen displays a list of past purchase orders.

The table provides the following details for each order: order number, order date, the products ordered (and their quantities), order status, shipping address, and name of person who placed the order.

1. To download the Order History, click the **Actions** button, then select **Download** in the drop-down menu.

2. The resulting dialog box allows the user to choose between several file types for the download.