LS Central for pharmacy
Introduction, integrations and localization
Webinar Q&A May 5, 2020

Presenters: Henrik O. Thordarson, Pharmacist - Senior Consultant and Stefan Georgsson, Product Director of LS Central for pharmacy

Q: How does Item Substitution work?

A: Item substitution can work in three ways:

1. It can work based on an exchange group that is issued by the government institutions so it is controlled by the authorities which items can be substituted.
2. It can be based on ATC codes. ATC (Anatomical Therapeutic Chemical) is an international classification standard, and then we look at all items with the same ATC code, possibly with the same strength and form.
3. It can be based on the active ingredients or substance of the item.

Q: Could you also scan a medical card (with the social security number) to identify the customer and/or pull up the prescriptions at POS?

A: This is achievable and relatively easy to do. We support scanning in general but this would need to be customized for the local market, but for example, we support the scanning of a driver´s license.

Q: How do you handle prescription charge exemption etc.?

A: We have functionality to handle external payments, so you can register an external payer in the prescription. That´s one way of doing it. Another option would be to create an integration to a local reimbursement entity.

Q: Does LS Central for pharmacy have local insurance integration for the United Arab Emirates?

A: No, it does not. It would have to be a part of a localization, but we do provide the events necessary to add this to the solution.

Q: Is LS Central for pharmacy available to sell in UAE?

A: Yes, but there is no localization available. Please send an e-mail to info@lsretail.com for further information.

Q: Is LS Central for pharmacy available in-cloud (SaaS)?

A: No, currently it is not. LS Retail is considering making it available as an in-cloud (SaaS) when it has been moved to version 15 in AL so we are looking into this.

Q: **Is an item with batch no. tracking and batch no. wise barcode scanning available on POS?**

A: Yes, it is available but primarily as a part of the FMD process, or Falsified Medicines Directive process, when you scan a QR code on the item and you validate that against the EU hub, including the batch no. and serial no.

Q: **Can we sell LS Central for pharmacy North Africa?**

A: Yes, but it has not been localized.

Q: **What is the licensing model of LS Central for pharmacy?**

A: It is licensed on top of LS Central so you first need an LS Central user and then an LS Central for pharmacy user. You might also need to license the integration if LS Retail is providing it.

Q: **Is this available in LS Central only? (As in India, this version is not available and I have a few prospects on this, the latest version is LS 2016).**

A: Yes, yet only in LS Central 14.02 (released late 2019).

Q: **What e-prescription integration is available? Any software integrations already done?**

A: We have not done any standard packages except for the market areas we have localized for so far, which is primarily in Scandinavia. Therefore, our integration to e-prescription is limited to the government standards in these areas.

Q: **Is there a plan to release LS Central for pharmacy on LS Central 15 or 16? If so, when is this planned?**

A: Yes, this is on our roadmap for next year.

Q: **Do we have setup of substitution sorting?**

A: Yes, this setup is based on priority. If you have for example a list of five items that can be substituted, you can prioritize them so that the highest priority shows first on the list.

Q: **Does LS Central for pharmacy integrate to SAP B1?**

A: No, not as a standard. We have customers integrating with the large SAP solution and LS Central. LS One has a standard package to integrate to SAP B1, but LS One does not have the pharmacy module.

Q: **Is it possible to post end-of-day statement automatically?**

A: You can schedule this posting in LS Central, so the same applies here.

Q: **Is it possible for the customer to buy only some of items in the prescription?**

A: Yes, that should be possible. It depends on local regulations, but in general, the answer is yes.

Q: **Is there Lot No. tracking in LS Central for pharmacy? Will the system suggest the inventory in FIFO model out from system?**

A: Yes and no. In most cases it is just FIFO-based, but it can be extended to lot tracking if you're scanning the QR codes.

Q: **Is LS Central for pharmacy developed on AL or C\AL?**

A: It is currently developed in C\AL.

Q: **Does LS Central for pharmacy print the medication labels with dose text etc.?**

A: Yes, it does, but labels need to be localized in each market.

Q: **When will LS Central for pharmacy be accredited for England?**

Q: **What is the situation with loyalty system in LS Central for pharmacy?**

A: LS Central has a very good loyalty system, and LS Central for pharmacy uses that loyalty system, the Member Management solution. You can have offers, point collection and so on in the system using the loyalty engine of LS Central.

Q: **Is there any way to integrate with biometric validation software systems provided by medical aid societies like in our jurisdiction?**

A: Yes, this is possible but we have not done it.

Q: **Will you localize for difference in Scotland and Wales also?**

A: We have one customer in the UK and our current plans are to work with that customer only.

Q: **What sort of sales reports can we obtain from the system?**

A: For this, we have the same options as in LS Central, for instance using LS Insight, our BI tool based on Power BI. There are many different reports available.

Q: **Is there a way to have different currencies for selling?**

This should be possible through the LS Central setup, but I need to verify this.

Q: **Are ATC codes for drugs already set up in LS Central for pharmacy?**

A: The data structure for the ATC codes is set up, but usually the actual ATC codes need to be implemented as part of the local implementation. We have a template at LS Retail but I´m not sure we´re allowed to distribute it with the solution.

Q: **When insurances are integrated, can deductibles be managed at point of sale?**

A: Yes, they can.

Q: **What exactly does prescription history show?**

A: It shows the history for the customer, in LS Central for pharmacy or coming from the government.

Q: **For e-prescription and prescriptions in the incoming prescriptions queue, do you require Omni integration for these?**

A: You don´t require Omni integration for these, but you need integration to your local e-prescription provider, which is usually the government.

Q: How do you configure the drug interactions functionality?

A: You can define that in LS Central for pharmacy, but then you have to maintain it yourself, meaning that you have to maintain drugs and ATC codes that interact. In most cases, you get this service from the government or an approved external provider. It is more practical in most cases to buy this service externally and then integrate it into the solution.

Q: Can compound prescriptions be processed also?

A: Yes, they can be processed, but it probably will require some localization/ customization, for example in Norway compound prescriptions are supported as e-prescriptions all the way. In Iceland and Sweden, it´s generally a question of paper-based prescriptions with some manual handling.

Q: If i understand correctly, POA can be used to link family members. Is there a similar way to link a pet to a family?

A: No, there is not, and this is not currently on the roadmap, but if we get many requests for this feature, we might consider adding it to the roadmap.

Q: Does LS Central for pharmacy interact with insurance companies, for example reduce the amount paid by the customer?

A: Yes, it does.

Q: Does LS Central for pharmacy send request to insurance companies for their portion?

A: You can do it manually in the solution, or it can be a part of the integration and at least in the European markets where we have been working this has been part of the integration we´ve made.

Q: Is LS Central for pharmacy approved by the Canadian collages of pharmacies?

A: No, it is not. It is currently only approved in Europe.

Q: How much effort will be necessary to migrate from LS Nav 2013 to LS Central for pharmacy? Is it possible to import objects between them and make some minor adjustments?

A: It certainly requires some effort. Please send a mail to info@lsretail.com to get more information on the scope of such a project.

Q: What features are on the roadmap for LS Central for pharmacy?

A: The main feature on the roadmap for next year is to upgrade the solution to LS Central 15 and 16, but we have other targets as well, such as better e-commerce support, support for dual-displays and not least localizations. We´re adding more localizations and each localization requires a lot of work.

Q: **Can services be used to alert customers to specials being offered?**

A: Yes and no. For those familiar with it, you can use the cross-sales features of LS Central in LS Central for pharmacy.

Q: **When would LS Central for pharmacy be available in-cloud (SaaS)?**

A: This has not been decided.

Q: **When will LS Central for pharmacy be released in India?**

A: Microsoft have not released a localized version Business Central for India and have not announced when it will be. LS Central and LS Central for pharmacy will arrive in the wake of

Q: **How does LS Central for pharmacy show clinical decision support – interactions, for example, and at which stage?**

A: It shows this during the Pharmacy process, but this means that you need to integrate with a provider to help you get the interaction, but it shows you during the process if there are interactions.

Q: **Do you have a 'Nursing Home Module' to allow a streamlined approach when working with nursing home patients?**

A: We don´t have a Nursing Home Module, but we do have the ability to set up the nursing home as an entity to register the employees in that nursing home, so you can register who is allowed to pick up medicine on behalf of the nursing home. We can also set up the nursing home as an invoicing entity in the system so that invoices for individuals are sent to the nursing home. In the context of nursing homes, it is relevant to mention that we have a dispensing module to use when you want to pack medicine into pre-packed folios as is common for individuals in nursing homes.

Q: **Is the integration to government only for EU?**

A: No, but those we have made so far at LS Retail are all in Europe, in EU and non-EU countries.

Q: **Can you scan a paper prescription and view a scanned prescription when filling a withdrawal of an e prescription? (This is an effort to print for insurance paperwork.)**

A: Yes, you can scan it. It might require some customization, but the basic functionality to support scanning is there.

Q: **Is the customer responsible for building the LS Central for pharmacy localization - for example to provide integration to a national e-prescription service or does LS Retail provide this?**

A: LS Retail provides some localizations, primarily in Scandinavia currently. For other markets we need to look at it case-by-case, and if the demand is sufficient, we will look at it positively. Please send us an e-mail to info@lsretail.com for further information about this.

Q: **When will LS Central for pharmacy be released to market?**

A: It is available without localization already.

Q: **Is there the capability to perform insurance claim reconciliation built-in to the application?**

A: No, this is a part of the localization process, for example, in Iceland, we have it as part of the localization but it is not a standard, as the scenario and legislation is very different from one market to the other.

Q: **Is LS Central for pharmacy available for South Africa?**

A: There is no localization for South Africa.

Q: **Is LS Central for pharmacy licensed for the Caribbean**

A: If you don´t need a localization, then yes. If you need a localization, that will need to be added.

Q: **What kind of integrations are we looking for in LS Central for pharmacy?**

A: Primarily integrations with government/official databases for e-prescriptions, and to government or other entities for insurance reimbursement.

Q: **Does LS Retail have localization for the UK market - England EPS for example?**

A: This work is in process for a customer in the UK. Please send us an e-mail to info@lsretail.com for further information.

Q: **Are there localizations for the US market? Specifically with the FDA/NDC database?**

A: No, there is currently none. Please send us an e-mail to info@lsretail.com for further information.

Q: **Do the integrations with government/insurance portals for EU have built-in GDPR compliancy?**

A: The solution is built on Business Central, which is GDPR compliant but any integrations will need to adhere to GDPR as well.