3 MOST COMMON PCR ERRORS; How to avoid records not being uploaded for payment

Every Thursday the National Smoking Cessation Database receives an upload from the records on PCR and there are data validation rules set up within the database to ensure what enters it is accurate. These rules result in some records being rejected by the system which then sends an error message to the local smoking cessation team. From here the error may be able to be fixed within the database by the smoking cessation team or by the originating pharmacy on PCR but it can often be time consuming and can cause double counts of records.

The National Smoking Cessation team takes an extract from the database every month that goes to pharmacy payments for processing. If an error happens with a record then it will be rejected by the database and a payment will not be made.

Common causes of error and how to stop them happening are:

2 records are uploaded for the same person within a week:
Scenario 1 - A pharmacy creates a quit attempt for a client, however, they either realise that some of the details are wrong and therefore close the record or the record may have been closed accidently. They then initiate a new record for the same client with the correct details. As both these records were created in PCR within a short period of time, they would both be extracted for upload to the smoking cessation database in the same week. However, this creates a problem as the database cannot distinguish which is the genuine (correct) quit attempt; therefore, both records would not be processed and excluded from uploading successfully.

Scenario 2 – A pharmacy has recorded follow-up data for a previous quit attempt. However, the data indicates that the client has failed in their quit attempt. As the client has requested to begin a new (2nd) quit attempt immediately, the pharmacy creates a new (2nd) record. If both these records were updated and created within a week, they would be extracted from the PCR system to upload to the smoking cessation database within the same file. However, as rules have been created to detect multiple records for an individual within a file for upload, both records would not be processed / uploaded successfully.

To stop this from happening if there is a reason to start a new quit record for someone then close off the existing record and DO NOT enter and submit a new record until at least a week on to allow the 1st record to be uploaded on the Thursday and then the new one can be uploaded the following Thursday.

Phone number for client is the phone number for the pharmacy:
If the phone number for the pharmacy is put into PCR for the client's number then that is rejected by the database. Please DO NOT use the number for the pharmacy for a client and just put UNKNOWN into the field if you do not have a number for them or cannot get one.

Quit date is set more than 14 days in advance:
Please ensure that any quit date you put into the system is not more than 14 days from the time you submit the record. If for any reason a client wishes to set such a future quit date then record the information you need and enter it into PCR closer to the quit date than 14 days.