



Pharmacy Information System (PhIS) and Clinic Pharmacy System (CPS)

Full Based User Manual Medication Counseling

Version	: 10th EDITION
Document ID	: FB_U. MANUAL_MEDICATION COUNSELLING



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Reference ID : FB_U. MANUAL_MEDICATION COUNSELLING-10th EDITION

Application reference: PhIS & CPS v2.1 & v2.2

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1.0 Introduction

1.1 Overview of PhIS

Pharmacy Information System or better known as PhIS, is a complete and comprehensive system that integrates pharmacy related services geared towards pharmacy excellence. PhIS implementation would transform most of current manual process to electronic system would benefit facility end user in the health care sector.

There are 12 modules to assist services delivery by the health care sector which comprises of:

1. Order Management
2. Inpatient Pharmacy
3. Outpatient Pharmacy
4. Medication Counselling
5. Ward Pharmacy
6. Pharmacy Inventory
7. Manufacturing of Cytotoxic Drug Reconstitution, Parenteral Nutrition, IV Admixture & Eye Drop, Radiopharmaceuticals and Extemporaneous
8. Adverse Drug Reaction & Drug Allergic (ADR & DAC)
9. Clinical Pharmacokinetics Services (TDM)
10. Drug Information & Consumer Education (DICE)
11. Medication Therapy Adherence Clinic (MTAC)
12. Data Mining (PhARM)

1.2 Purpose and Objectives

This user manual outlines the Medication Counselling sub-module and its key features and functionalities. The primary objective is to help guide user through the process of completing PhIS application process.

User will understand the following activities in details:

- Order
- Reporting
- Counselling Material



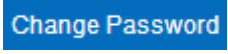






















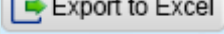
1.3 Organized Sections

These are the sections within this document:











- Section 1 : Introduction
- Section 2 : Application Standard Features
- Section 3 : Medication Counselling
- Section 4 : Acronyms
- Section 5 : Links to Clinical Modules

2.0 Application Standard Features

2.1 PhIS Legend

Standard Legend			
	Login to PhIS		Logout from PhIS
	Change Login Password		Reset Login Screen
	Expand Menu		Collapse Menu
	Display Home Tab		Expand Module
	Collapse Module		Close All Open Tabs
	Refresh Screen		Search Record
	Add/Create New Record		Show Help
	Print		Mandatory Field
	Calendar Icon		Search Icon
	Close Window		Radio Button
	Checkbox		Edit Record
	Cancel		Delete Record
	Save		Export and Open Report in Excel Format

Medication Counselling Module Legend

 Upload	Upload	 Confirm	Confirm
 Schedule Time	Schedule Time	 Save & Continue	Save & Continue
 Add/Update	Add / Update	 Delete	Delete
 Expand button	Expand button	 Malay	Print Malay language
 Proceed To Reporting	Proceed to Reporting	 Order Details	Order Details

Note

To learn more about Login Information, kindly click [Login Information](#) module for descriptive steps.

2.2 Latest Enhancement and Updates

Latest Functions	Page

3.0 Medication Counselling

Overview

The Medication Counselling module is provided to all the patients. The ultimate goal to be achieved during patient medication counseling is to provide information directed at encouraging safe and appropriate use of medication.

User Group

This module is intended for pharmacist and assistant pharmacist (subject to user assign by the facility)

Functional Diagram

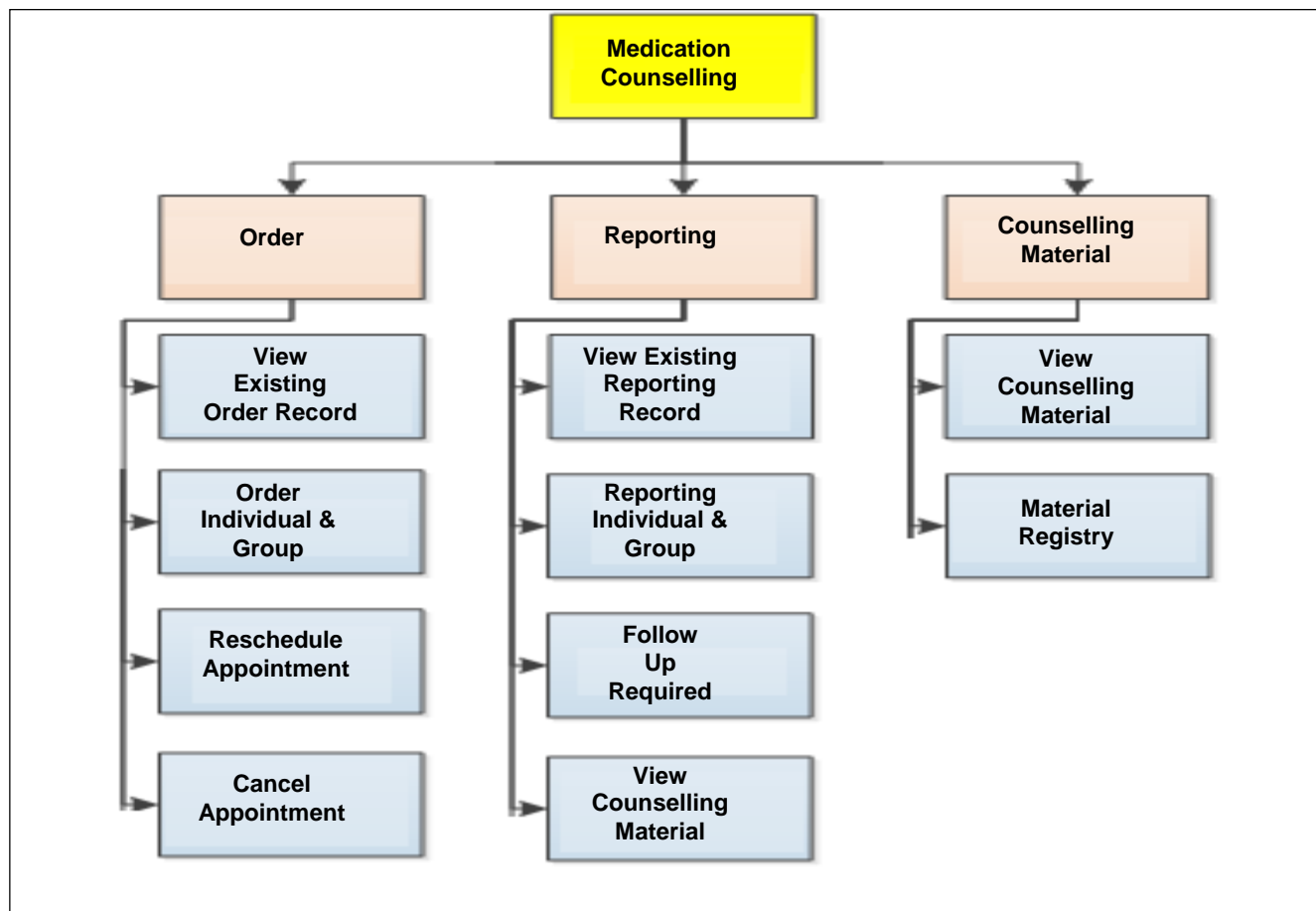


Figure 3.0-1

Functional Description

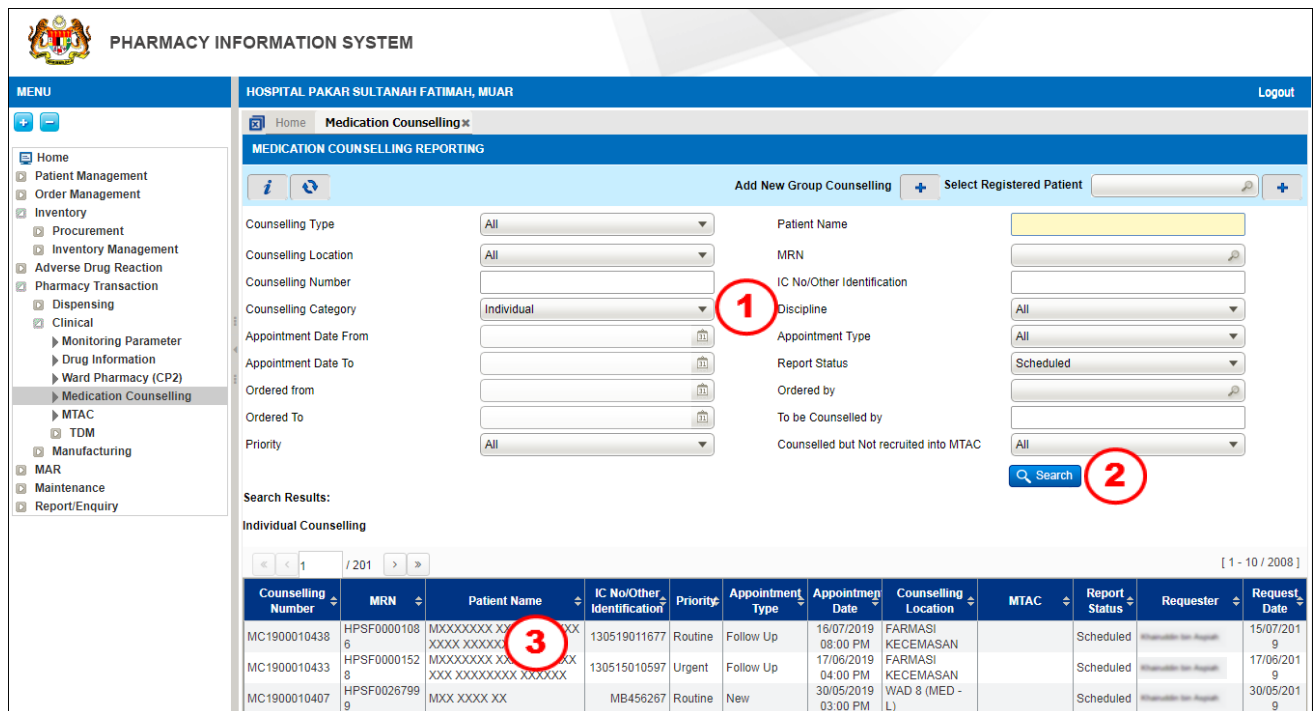
Medication Counselling comprises of three (3) main functions:

- **Order**
This function enables user to capture individual and group order and schedule appointment date and time.
- **Reporting**
This function enables user to perform reporting for individual and group. It also supports the viewing and printing of counselling material.
- **Material**
This function provides user the capability to view and download counselling material.

3.1 View Order Record

3.1.1 View Individual Order Record

This function is used to retrieve and view individual order.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Medication Counselling

MEDICATION COUNSELLING REPORTING

Add New Group Counselling + Select Registered Patient

Counselling Type: All
Counselling Location: All
Counselling Number:
Counselling Category: Individual (1)
Appointment Date From:
Appointment Date To:
Ordered from:
Ordered To:
Priority: All

Patient Name:
MRN:
IC No/Other Identification:
Discipline: All
Appointment Type: All
Report Status: Scheduled
Ordered by:
To be Counselling by:
Counselled but Not recruited into MTAC: All (2)

Search Results:

Individual Counselling

1 / 201 [1 - 10 / 2008]

Counselling Number	MRN	Patient Name (3)	IC No/Other Identification	Priority	Appointment Type	Appointment Date	Counselling Location	MTAC	Report Status	Requester	Request Date
MC1900010438	HPSF00001086	XXXXXXXXXX	130519011677	Routine	Follow Up	16/07/2019 08:00 PM	FARMASI KECEMASAN		Scheduled	XXXXXXXXXX	15/07/2019
MC1900010433	HPSF00001528	XXXXXXXXXX	130515010597	Urgent	Follow Up	17/06/2019 04:00 PM	FARMASI KECEMASAN		Scheduled	XXXXXXXXXX	17/06/2019
MC1900010407	HPSF00026799	XXXX XXXX	MB456267	Routine	New	30/05/2019 03:00 PM	WAD 8 (MED - L)		Scheduled	XXXXXXXXXX	30/05/2019

Figure 3.1.1-1 Order Listing Page

Note

- PhIS Screen menu/sub menu will be displayed according to user access rights
- To view individual order record, select counselling category as 'Individual'
- User is also able to edit ordered status and schedule the appointment date at medication counselling order screen

STEP 1

Search for patient record by below criteria: -

No	Field	Description	Remark
a	Counselling Location	Counselling Location (It will list down all active locations)	Able to filter and search patient name by counselling location
b	MRN	Patient Medical Record Number	Search option: <ul style="list-style-type: none"> Type the MRN either full in or partially: Example : HPSF00001234 or "1234"
c	Counselling Category	-Group -Individual	Able to filter and search patient name by counselling category
d	Discipline	Discipline (It will list down all active disciplines)	Able to filter and search patient name by discipline
e	Ordered by	Ordered person name	Able to filter and search patient name by name of person who ordered counselling
f	Ordered from	Date	Able to filter and search patient name by ordered from date

g	To be counselled by	Counsellor name	Able to filter and search by Counsellor name
h	Priority	-All -Routine -Urgent	Able to filter and search patient name by priority
i	Patient Name	Patient's name	Allow to search by full or partial patient name
j	Appointment Type	-All -New -Follow Up	Able to filter and search patient name by appointment type
k	Status	-Ordered -Scheduled -Cancelled	Able to filter and search patient name by status
l	Appointment Date	Date	Able to filter and search patient name by appointment date
m	Ordered To	Patient Name	Allow to search by patient full name or partial
n	IC No/Other Identification	- IC Number - Other Number	Allow to filter and search by IC Number or other Identification Number
o	Counselled but Not Recruited Info MTAC	-All -Yes -No	Allow to filter and search patient name by counselled but not recruited info MTAC

Table 3.1.1-1

STEP 2

Click on  button to search for patient



Note



Search results of current registered patient list will display:


- MRN
- Patient Name
- IC No/Other Identification
- Priority
- Appointment Type
- Appointment Date
- Status
- Requester
- Request Date

STEP 3

Double click on the selected patient listed as shown in Figure 3.1.1-1. Patient detailed information will display as Figure 3.1.1-2



Mykad

Address

Upload Photo

Mykad

Phone And Email

Height 170 cm Weight 75 kg BMI/BSA 26 / 1.88 m² Update (Last Updated : 11/02/2019) Nationality : Warganegara

Age 79 Years 07 Months 08 Days

Gender Male

MRN HPSF00013391

Diagnosis

No known Allergies

[Medication Profile](#) | [Counselling History](#) | [Pharmacist Notes](#) | [Demographic](#) | [Monitoring Parameter](#) | [Other Appointment](#)

Counselling Order No MC1400000208

Counselling Category Individual

Discipline Orthopaedic and Traumatology

Appointment Type New

Ordered By

Counselling Status Ordered

Priority Routine

Counselling Location

Appointment Date Schedule Time

Counselling Type Discharged-Bedside

Order Date / Time 30/10/2014 03:02 PM

Topic

Remarks

Add/Update

1 / 1

No	Topic	Subtopic	Remarks
1	Medication		

1 / 2

Appointment Date	Counselling Category	Priority	Discipline	Counselling Location	Appointment Type
30/10/2014	Individual	Routine	Orthopaedic and Traumatology	Discharged-Bedside	New
	Individual	Routine	Orthopaedic and Traumatology	Discharged-Bedside	New
15/08/2018	Individual	Routine	General Surgery	Bedside	New

[1 - 3 / 4]

Figure 3.1.1-2 Medication Counseling Order

Note

- Once user clicks on the selected patient name, the summary of patient information will be displayed in the patient banner. The patient banner will be displayed at the specific screen with required patient information. Below is the list of patient information:
 - Patient Name
 - Patient Address
 - Patient IC Number
 - Patient Phone and Email
 - Patient Diagnosis
 - Patient Age
 - Patient Allergy
 - Patient Gender
 - Patient MRN
- Below options are provided for user to view additional patient information. Click on the hyperlink as below:
 - Lab Parameter**
 - Patient's laboratory test results
 - Counselling History**
 - Medication Counselling history records
 - Demographic**

- *Patient's demographic details*

d) Pharmacist Notes

- *Pharmacy notes such as MTAC, Ward Pharmacy etc.*

e) Medication Profile

- *This hyperlink will show the patient's current medication and previous medication history*

f) Other Appointments

- *This screen provides information if there are any other appointments recorded for the patient*

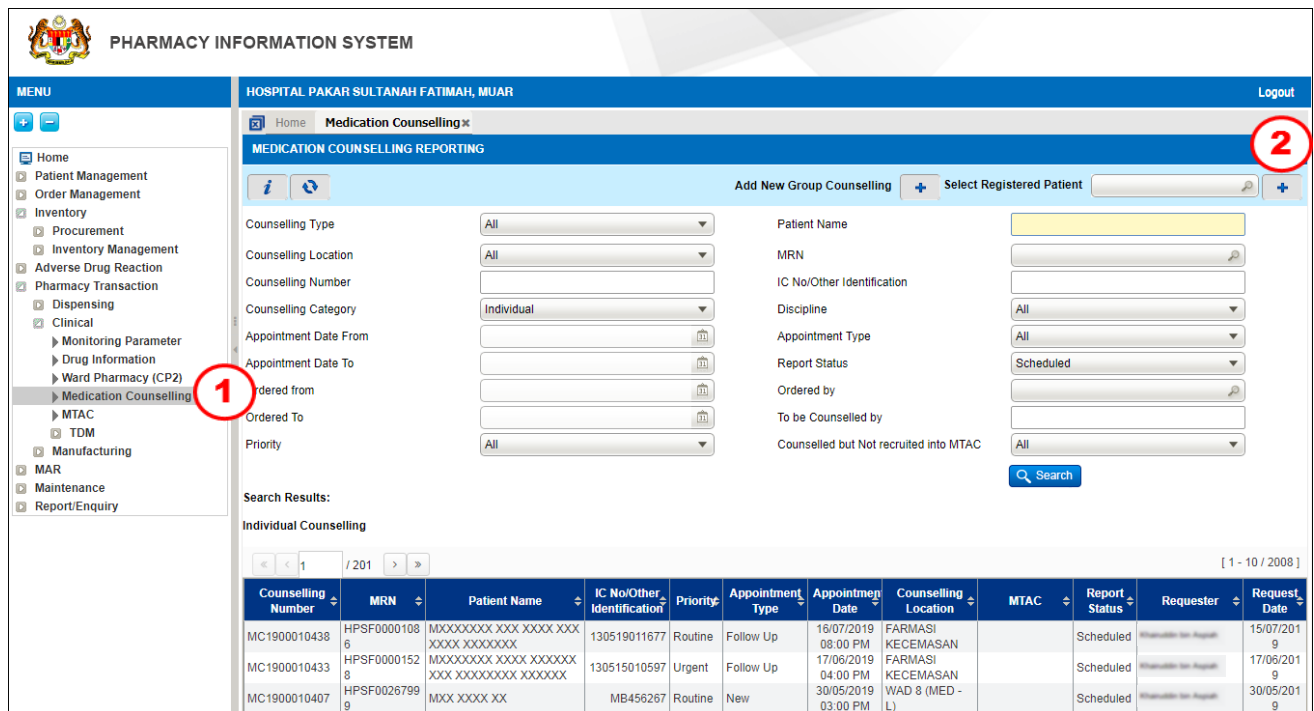
- Current visit information will be displayed as below:

- a) Visit number
- b) Attending practitioner
- c) Visit date
- d) Visit location
- e) Room No / Bed No
- f) Rx No

- Order details
- Topic and Subtopic
- Search Results

3.1.2 Order - Individual

This function will allow user to order counselling for individual and add details such as counselling topics, appointment type, counselling location and schedule appointment date.



Counselling Number	MRN	Patient Name	IC No/Other Identification	Priority	Appointment Type	Appointment Date	Counselling Location	MTAC	Report Status	Requester	Request Date
MC1900010438	HPSF0000108	XXXXXXXXXX XXXX XXXX XXXX	130519011677	Routine	Follow Up	16/07/2019 08:00 PM	FARMASI KECEMASAN		Scheduled	XXXXXXXXXX	15/07/2019
MC1900010433	HPSF0000152	XXXXXXXXXX XXXX XXXX XXXX	130515010597	Urgent	Follow Up	17/06/2019 04:00 PM	FARMASI KECEMASAN		Scheduled	XXXXXXXXXX	17/06/2019
MC1900010407	HPSF00026799	MX XXXX XX	MB456267	Routine	New	30/05/2019 03:00 PM	WAD 8 (MED - L)		Scheduled	XXXXXXXXXX	30/05/2019

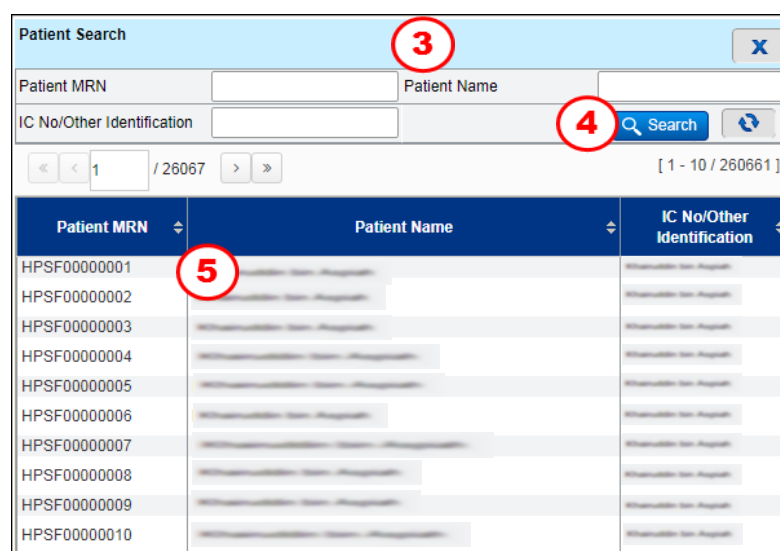
Figure 3.1.2-1 Medication Counselling - Order Listing Page

STEP 1

Click on 'Pharmacy Transaction' follow by 'Clinical' and then click on 'Medication Counselling' sub menu

STEP 2

Click on the  button to search for registered patient at the **Select Registered Patient** field



Patient MRN	Patient Name	IC No/Other Identification
HPSF00000001	XXXXXXXXXX XXXX XXXX XXXX	XXXXXXXXXX
HPSF00000002	XXXXXXXXXX XXXX XXXX XXXX	XXXXXXXXXX
HPSF00000003	XXXXXXXXXX XXXX XXXX XXXX	XXXXXXXXXX
HPSF00000004	XXXXXXXXXX XXXX XXXX XXXX	XXXXXXXXXX
HPSF00000005	XXXXXXXXXX XXXX XXXX XXXX	XXXXXXXXXX
HPSF00000006	XXXXXXXXXX XXXX XXXX XXXX	XXXXXXXXXX
HPSF00000007	XXXXXXXXXX XXXX XXXX XXXX	XXXXXXXXXX
HPSF00000008	XXXXXXXXXX XXXX XXXX XXXX	XXXXXXXXXX
HPSF00000009	XXXXXXXXXX XXXX XXXX XXXX	XXXXXXXXXX
HPSF00000010	XXXXXXXXXX XXXX XXXX XXXX	XXXXXXXXXX

Figure 3.1.2-2 Patient Search

Note

- Search MRN screen will be displayed as shown in Figure 3.1.2-2.
- On this screen, user will be able to search existing Patient records by:
 - Patient MRN
 - Patient Name
 - ID No

STEP 3

Search for patient record by below criteria :-

No	Field	Description	Remark
a	Patient MRN	Patient Medical Record Number	Search option: <ul style="list-style-type: none"> • Type the MRN either in full or partially: <i>Example : HPSF00001234 or "1234"</i>
b	ID No	Identification Number	Allow to search by full or partial ID Number
c	Patient Name	Patient's name	Allow to search by full or partial patient name

Table 3.1.2-1

STEP 4

Click on the  button to search for patient

STEP 5

Double click on the selected patient's name

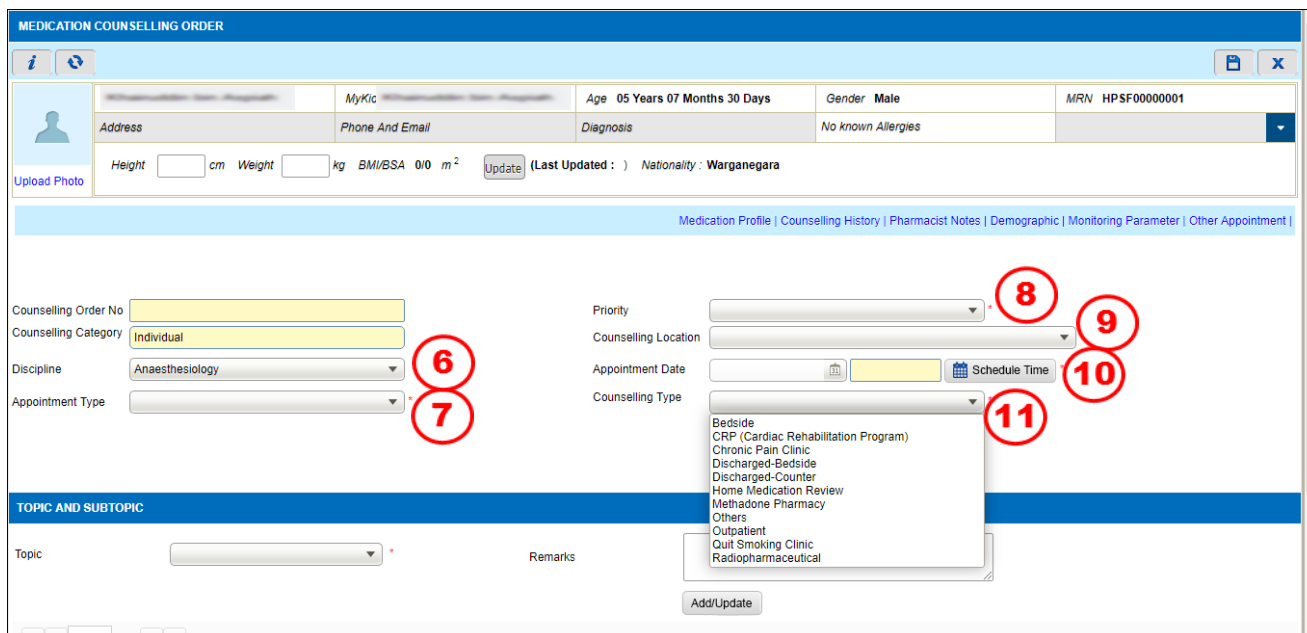


Figure 3.1.2-3 Medication Counselling Order

Note

- Once user clicks on the selected patient name, the Medication Counselling Order Screen will be displayed as shown in Figure 3.1.2-3.
- **Counselling Category** will be automatically defaulted as Individual.

STEP 6

Select **Discipline** from the drop down box

STEP 7

Select **Appointment Type** from the dropdown box

- Follow Up
- New

STEP 8


Select **Priority** from the dropdown box

- Routine
- Urgent

STEP 9

Select **Counselling Location** from the dropdown box to select patients visit location

STEP 10

Click on the  button to select **Appointment Date** and calendar will be appear as shown in Figure 3.1.2-4

STEP 11

Select **Counselling Type** from the dropdown box

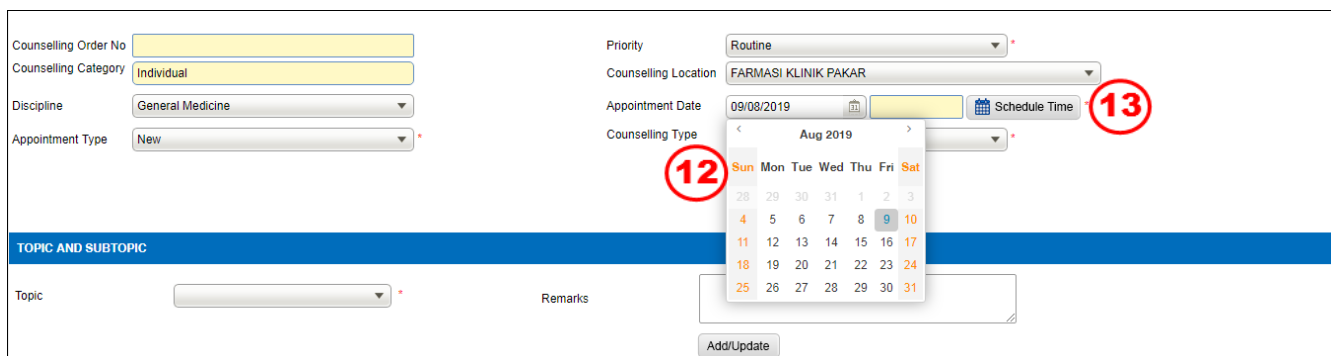
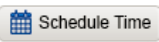


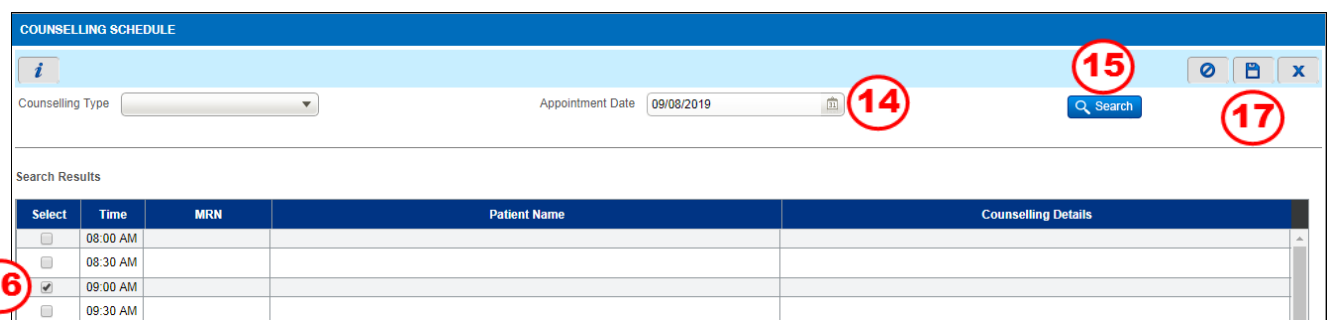
Figure 3.1.2-4 Select Medication Counselling Order

STEP 12

Select **Appointment Date** and time from the calendar. User can select the date from 5 days back as shown in Figure 3.1.2-4.

STEP 13


Click on the  button and system will display the Counselling Schedule screen as shown in Figure 3.1.2-5




Select	Time	MRN	Patient Name	Counselling Details
<input type="checkbox"/>	08:00 AM			
<input type="checkbox"/>	08:30 AM			
<input checked="" type="checkbox"/>	09:00 AM			
<input type="checkbox"/>	09:30 AM			

Figure 3.1.2-5 Counselling Schedule

STEP 14

Click on the  button and select **Appointment Date** for counseling. User can select the date from 5 days back as shown in Figure 3.1.2-5

STEP 15

Click on the  button to search the time for appointment date that has been selected

STEP 16

Click on time slot  checkbox to select time for counselling

STEP 17

Click on the  button to save record

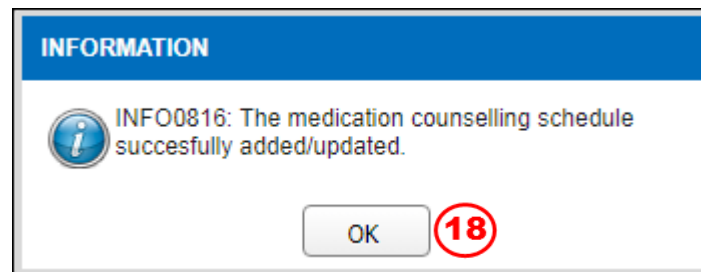
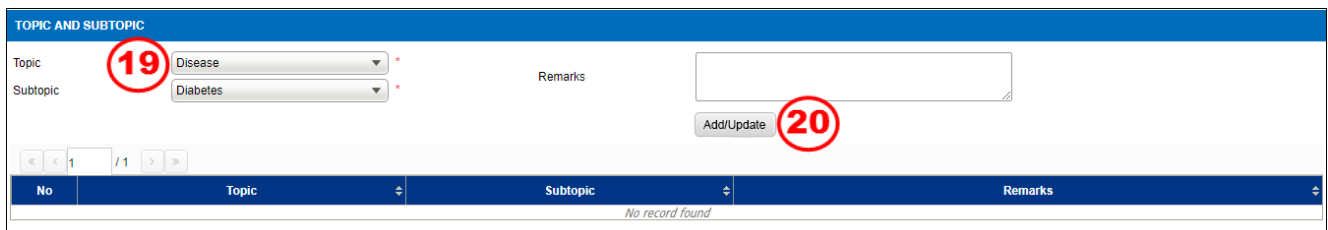


Figure 3.1.2-6 Information alert message

STEP 18

Click on the  button to confirm save record



The form is titled 'TOPIC AND SUBTOPIC'. It contains two dropdown menus: 'Topic' and 'Subtopic'. The 'Topic' dropdown is currently set to 'Disease' and is marked with a red circle and the number '19'. The 'Subtopic' dropdown is currently set to 'Diabetes'. To the right of these dropdowns is a 'Remarks' text area. Below the dropdowns is an 'Add/Update' button, which is marked with a red circle and the number '20'. At the bottom of the form, there is a table with columns: 'No', 'Topic', 'Subtopic', and 'Remarks'. The table is currently empty, and the text 'No record found' is displayed below it.

Figure 3.1.2-7 Topic and Subtopic section

STEP 19


Select **Topic** from the dropdown box

- Device
- Disease
- Radiopharmaceutical
- Chemotherapy
- Medication
- Methadone Replacement Therapy
- Smoking Cessation

Note

Subtopic only appears if user selects topic Device, Disease or Radiopharmaceutical as topic.

STEP 20

Click on the  button to add record as shown in Figure 3.1.2-7

MEDICATION COUNSELLING ORDER

21

	Mykad Mykad	Age 17 Years 09 Months 26 Days	Gender Female	MRN HPSF00000002
Address Phone And Email		Diagnosis No known Allergies		
Height cm Weight kg BMI/BSA 0/0 m² G6PD Update (Last Updated :) Nationality : Warganegara				

[Medication Profile](#) | [Counselling History](#) | [Pharmacist Notes](#) | [Demographic](#) | [Monitoring Parameter](#) | [Other Appointment](#)

Counselling Order No
 Counselling Category Individual
 Discipline General Medicine
 Appointment Type New

Priority Routine
 Counselling Location FARMASI KLINIK PAKAR
 Appointment Date 09/08/2019 09:00 AM Schedule Time
 Counselling Type

TOPIC AND SUBTOPIC

Topic
Remarks

Add/Update

1
/ 1

No	Topic	Subtopic	Remarks
1	Disease	Diabetes	

COUNSELLING HISTORY

Appointment Date	Counselling Category	Priority	Discipline	Counselling Location	Appointment Type
------------------	----------------------	----------	------------	----------------------	------------------

Figure 3.1.2-8 Select Medication Counselling Order

STEP 21

Click on the button to save record as shown in Figure 3.1.2-8

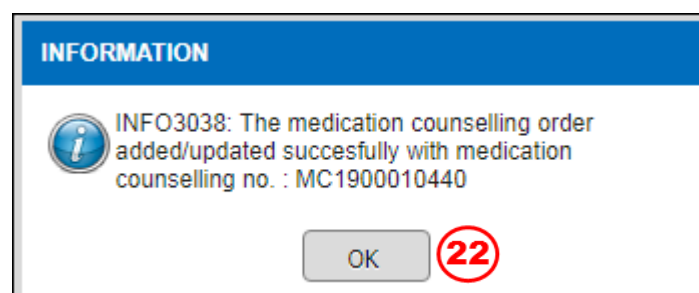


Figure 3.1.2-9 Order successfully added/updated

STEP 22

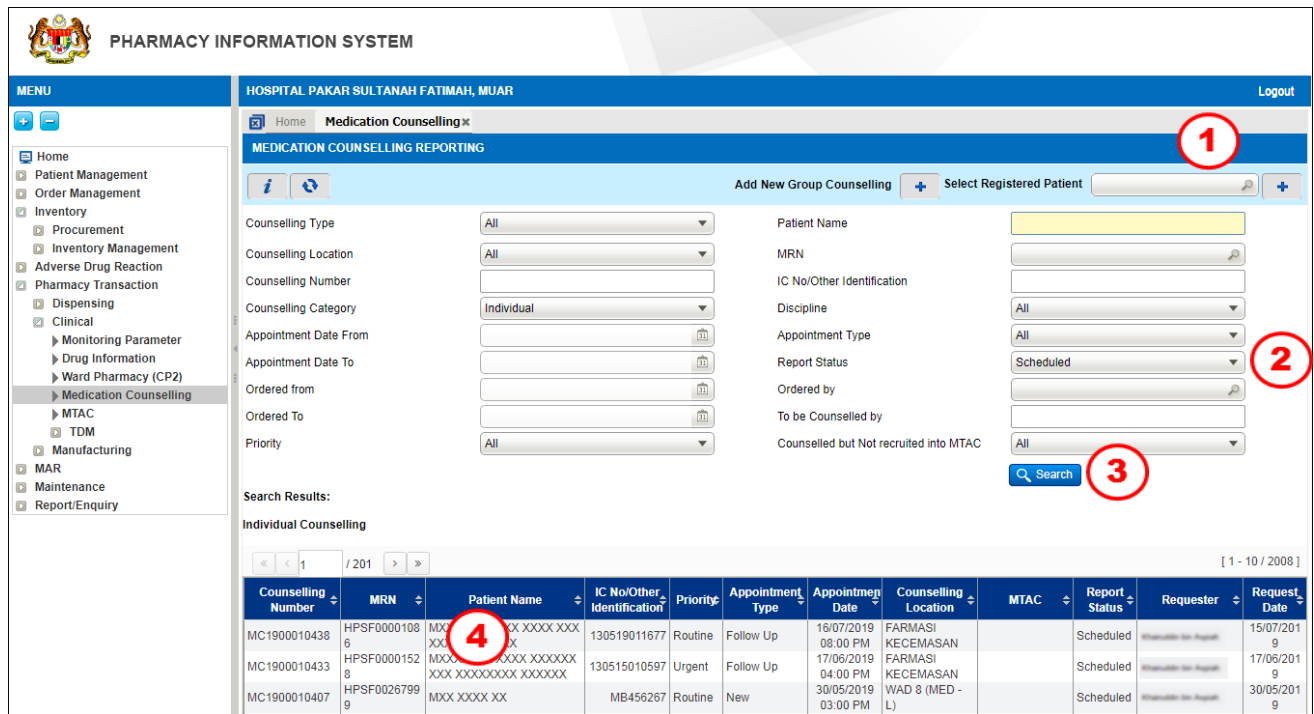
Click on the button to confirm save record

Note

- Medication Counselling No. Will be automatically generated for future reference.
- User can click button to proceed to reporting of that current individual

3.1.3 Individual Order – Reschedule Appointment

This function is used to edit Medication Counselling order and to reschedule appointment to another date and time. Reschedule appointment only can be performing before reporting stage.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Medication Counselling Reporting

Search Results: Individual Counselling

Counselling Number	MRN	Patient Name	IC No/Other Identification	Priority	Appointment Type	Appointment Date	Counselling Location	MTAC	Report Status	Requester	Request Date
MC1900010438	HPSF00001086	MX XXXX XXXX	130519011677	Routine	Follow Up	16/07/2019 08:00 PM	FARMASI KECEMASAN		Scheduled	Charulatha S. Rajag	15/07/2019
MC1900010433	HPSF00001528	MX XXXX XXXX XXXX	130515010597	Urgent	Follow Up	17/06/2019 04:00 PM	FARMASI KECEMASAN		Scheduled	Charulatha S. Rajag	17/06/2019
MC1900010407	HPSF00026799	MX XXXX XX	MB456267	Routine	New	30/05/2019 03:00 PM	WAD 8 (MED - L)		Scheduled	Charulatha S. Rajag	30/05/2019

Figure 3.1.3-1 Search Patient

STEP 1

Search for the patient

STEP 2

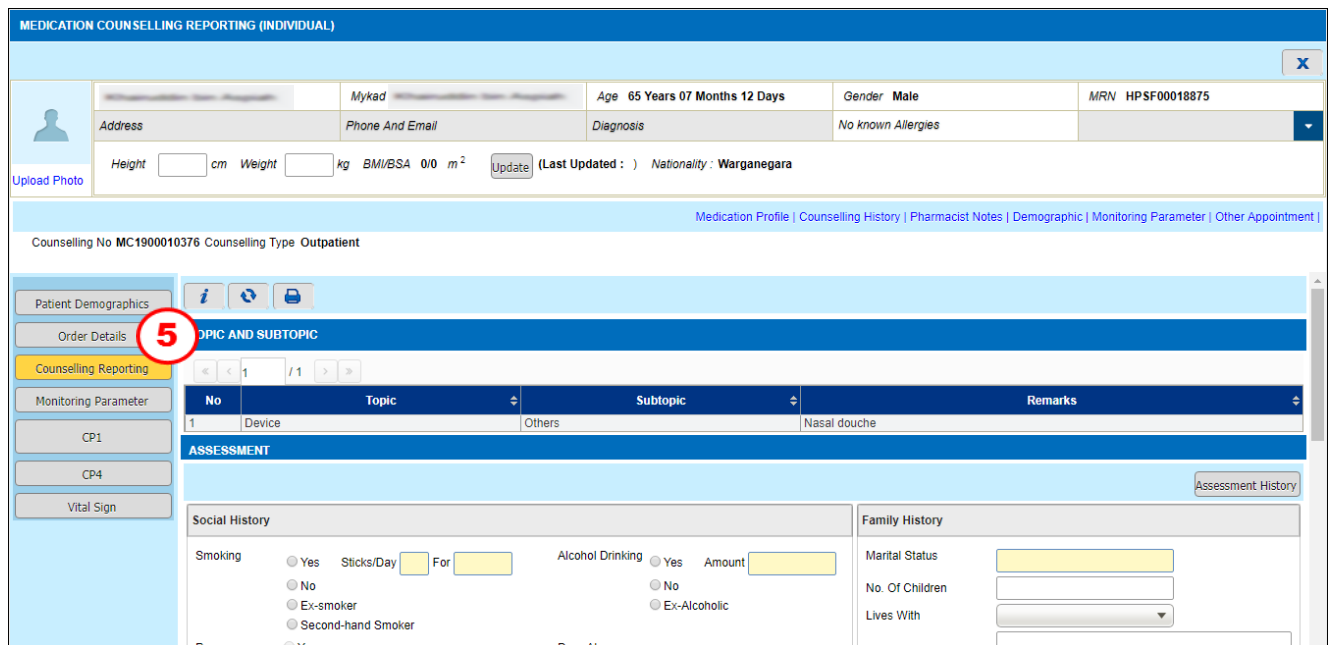
Change the status to Scheduled to find the records faster

STEP 3

Click on  button

STEP 4

Double click on the selected patient's name



MEDICATION COUNSELLING REPORTING (INDIVIDUAL)

Mykad: [Redacted] Age: 65 Years 07 Months 12 Days Gender: Male MRN: HPSF00018875

Address: [Redacted] Phone And Email: [Redacted] Diagnosis: [Redacted] No known Allergies

Height: [Redacted] cm Weight: [Redacted] kg BMI/BSA: 0/0 m² Update (Last Updated :) Nationality: Warganegara

Medication Profile | Counselling History | Pharmacist Notes | Demographic | Monitoring Parameter | Other Appointment |

Counselling No MC1900010376 Counselling Type Outpatient

Order Details (5)

TOPIC AND SUBTOPIC

No	Topic	Subtopic	Remarks
1	Device	Others	Nasal douche

ASSESSMENT

Social History

Smoking: ☐ Yes Sticks/Day [Redacted] For [Redacted] ☐ No ☐ Ex-smoker ☐ Second-hand Smoker

Alcohol Drinking: ☐ Yes Amount [Redacted] ☐ No ☐ Ex-Alcoholic

Family History

Marital Status: [Redacted]

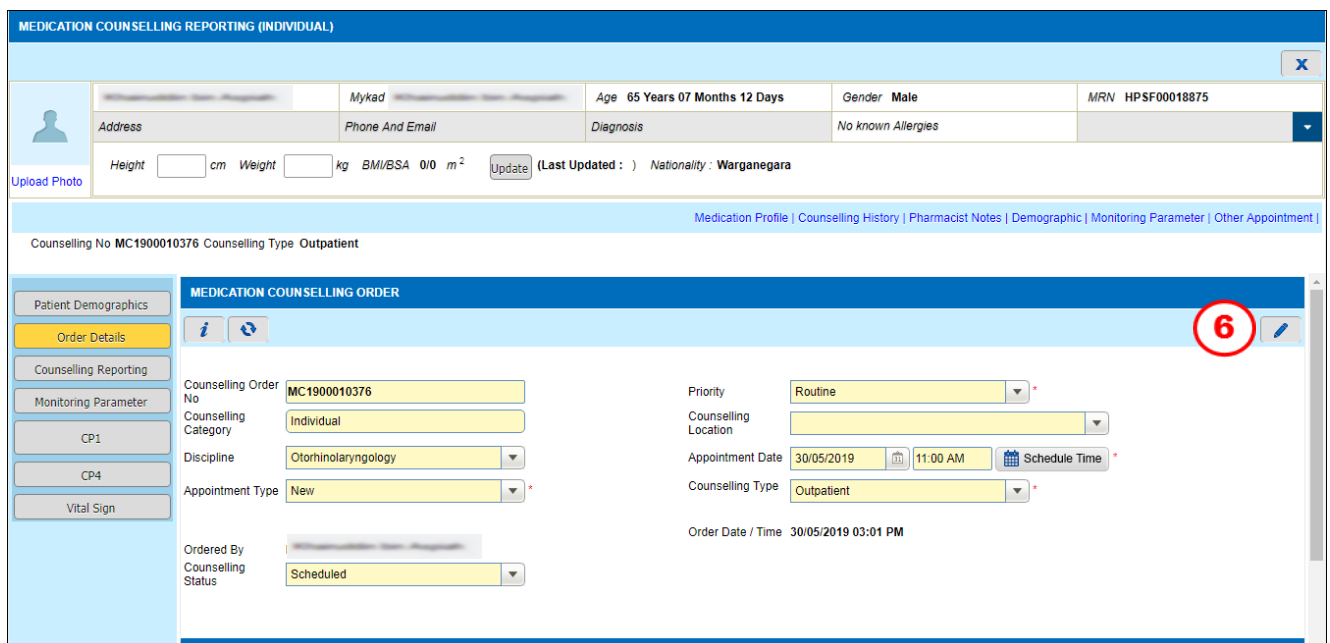
No. Of Children: [Redacted]

Lives With: [Redacted]

Figure 3.1.3-2 Medication Counselling – Order

STEP 5

Click on **Order Details** button



MEDICATION COUNSELLING REPORTING (INDIVIDUAL)

Mykad: [Redacted] Age: 65 Years 07 Months 12 Days Gender: Male MRN: HPSF00018875

Address: [Redacted] Phone And Email: [Redacted] Diagnosis: [Redacted] No known Allergies

Height: [Redacted] cm Weight: [Redacted] kg BMI/BSA: 0/0 m² Update (Last Updated :) Nationality: Warganegara

Medication Profile | Counselling History | Pharmacist Notes | Demographic | Monitoring Parameter | Other Appointment |

Counselling No MC1900010376 Counselling Type Outpatient

MEDICATION COUNSELLING ORDER (6)

Counselling Order No: MC1900010376

Counselling Category: Individual

Discipline: Otorhinolaryngology

Appointment Type: New

Ordered By: [Redacted]

Counselled Status: Scheduled

Priority: Routine

Counselling Location: [Redacted]

Appointment Date: 30/05/2019 11:00 AM Schedule Time

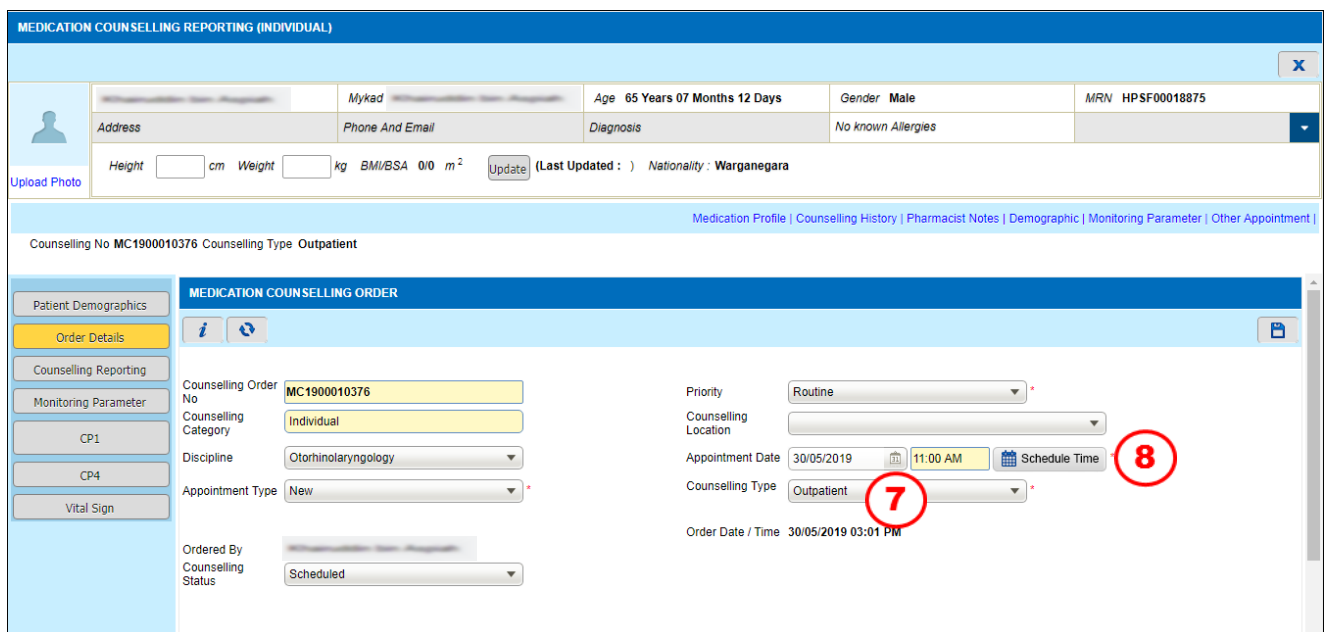
Counselling Type: Outpatient

Order Date / Time: 30/05/2019 03:01 PM

Figure 3.1.3-3 Edit Order Details

STEP 6

Click on the  button to proceed to reschedule process. Editable fields will be enabled



MEDICATION COUNSELLING REPORTING (INDIVIDUAL)

Mykad: [Redacted] Age: 65 Years 07 Months 12 Days Gender: Male MRN: HPSF00018875

Address: [Redacted] Phone And Email: [Redacted] Diagnosis: [Redacted] No known Allergies

Height: [Redacted] cm Weight: [Redacted] kg BMI/BSA: 0/0 m² Update (Last Updated:) Nationality: Warganegara

Counselling No: MC1900010376 Counselling Type: Outpatient

MEDICATION COUNSELLING ORDER

Counselling Order No: MC1900010376 Priority: Routine

Counselling Category: Individual Counselling Location: [Redacted]

Discipline: Otorhinolaryngology Appointment Date: 30/05/2019 11:00 AM Schedule Time: [Redacted] 8


Appointment Type: New Counselling Type: Outpatient 7

Order Date / Time: 30/05/2019 03:01 PM

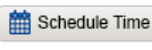
Ordered By: [Redacted] Counselling Status: Scheduled

Figure 3.1.3-4 Change Schedule date and time

STEP 7

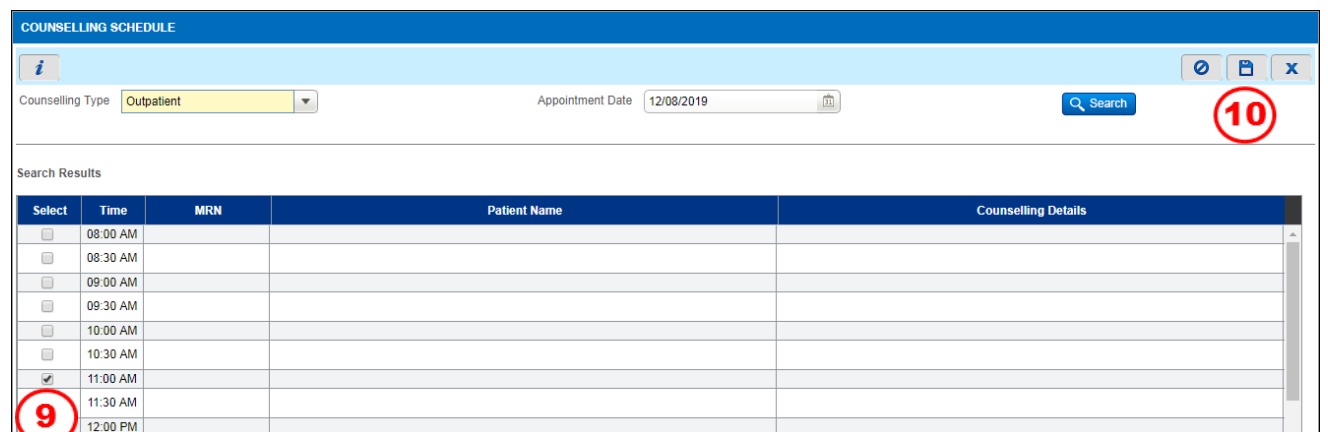
Click  to change the date, if applicable

STEP 8

Click on the  button and system will display the Counselling Schedule screen as shown in Figure 3.1.3-5

Note

Schedule Time button will not be able to click if the Appointment Date is out of range (5 days before current date)



COUNSELLING SCHEDULE

Counselling Type: Outpatient Appointment Date: 12/08/2019 Search

Search Results

Select	Time	MRN	Patient Name	Counselling Details
<input type="checkbox"/>	08:00 AM			
<input type="checkbox"/>	08:30 AM			
<input type="checkbox"/>	09:00 AM			
<input type="checkbox"/>	09:30 AM			
<input type="checkbox"/>	10:00 AM			
<input type="checkbox"/>	10:30 AM			
<input checked="" type="checkbox"/>	11:00 AM			
<input type="checkbox"/>	11:30 AM			
<input type="checkbox"/>	12:00 PM			

9

10

Figure 3.1.3-5 Counselling Schedule

STEP 9

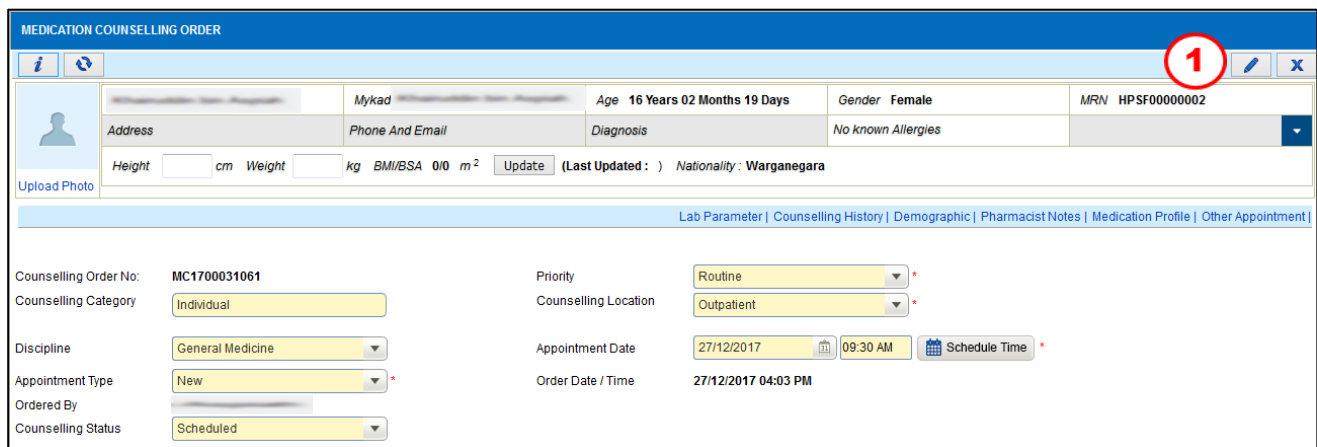
Click on time slot ☒ checkbox to select time for counselling

STEP 10

Click on the  button to save record

3.1.4 Individual Order – Cancel Appointment

This function is used to cancel appointment for individual counseling.



MEDICATION COUNSELLING ORDER

Mykad: [Redacted] Age: 16 Years 02 Months 19 Days Gender: Female MRN: HPSF00000002

Address: [Redacted] Phone And Email: [Redacted] Diagnosis: [Redacted] No known Allergies

Height: [Redacted] cm Weight: [Redacted] kg BMI/BSA: 0/0 m² Update (Last Updated:) Nationality: Warganegara

Lab Parameter | Counselling History | Demographic | Pharmacist Notes | Medication Profile | Other Appointment |

Counselling Order No: MC1700031061 Priority: Routine

Counselling Category: Individual Counselling Location: Outpatient

Discipline: General Medicine Appointment Date: 27/12/2017 09:30 AM Schedule Time

Appointment Type: New Order Date / Time: 27/12/2017 04:03 PM

Ordered By: [Redacted]


Counselling Status: Scheduled

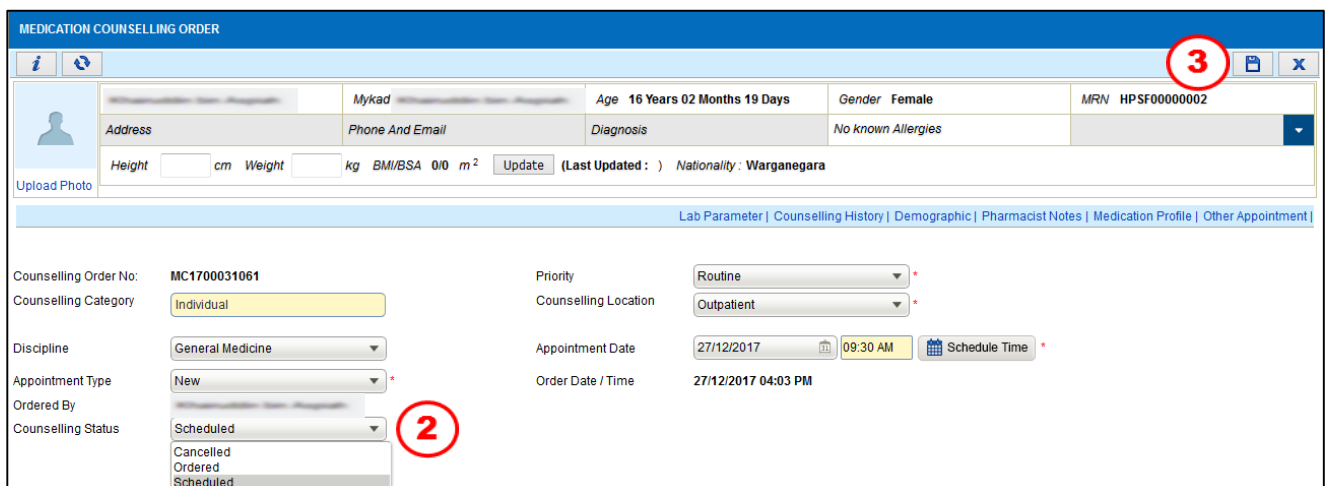
Figure 3.1.4-1 Medication Counselling Order

Note

Repeat step 1 to 5 as in Individual Order – Reschedule Appointment before performing Individual Order – Cancel Appointment steps.

STEP 1

Click on the  button to edit counseling order



MEDICATION COUNSELLING ORDER

Mykad: [Redacted] Age: 16 Years 02 Months 19 Days Gender: Female MRN: HPSF00000002

Address: [Redacted] Phone And Email: [Redacted] Diagnosis: [Redacted] No known Allergies

Height: [Redacted] cm Weight: [Redacted] kg BMI/BSA: 0/0 m² Update (Last Updated:) Nationality: Warganegara

Lab Parameter | Counselling History | Demographic | Pharmacist Notes | Medication Profile | Other Appointment |

Counselling Order No: MC1700031061 Priority: Routine

Counselling Category: Individual Counselling Location: Outpatient

Discipline: General Medicine Appointment Date: 27/12/2017 09:30 AM Schedule Time

Appointment Type: New Order Date / Time: 27/12/2017 04:03 PM

Ordered By: [Redacted]

Counselling Status: Scheduled

Figure 3.1.4-2 Medication Counselling Order

STEP 2

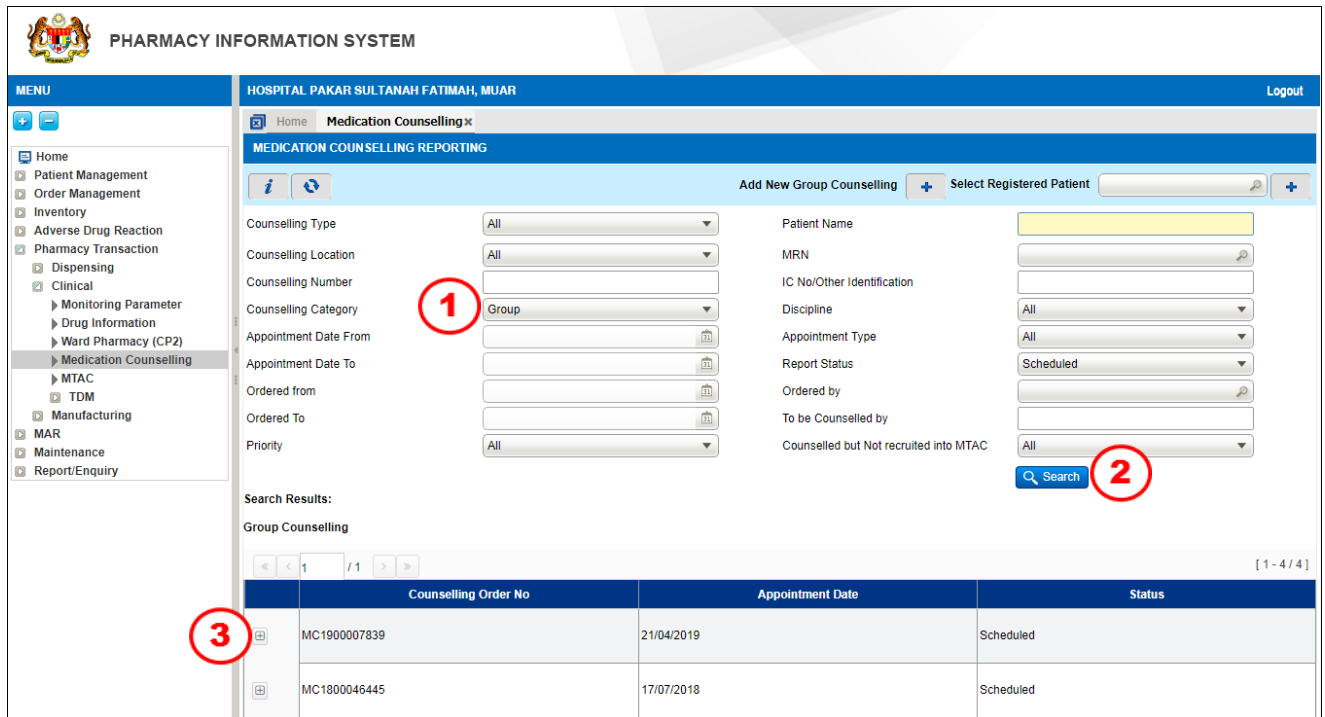
Select **Counselling Status** as Cancelled from the dropdown box

STEP 3

Click on the  button to save record

3.1.5 View Existing Group Order

This function is used to view existing group order.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

MEDICATION COUNSELLING REPORTING

Add New Group Counselling + Select Registered Patient

Counselling Type: All
Counselling Location: All
Counselling Number: **1**
Counselling Category: Group
Appointment Date From:
Appointment Date To:
Ordered from:
Ordered To:
Priority: All

Patient Name:
MRN:
IC No/Other Identification:
Discipline: All
Appointment Type: All
Report Status: Scheduled
Ordered by:
To be Counselling by:
Counselled but Not recruited into MTAC: All

2 Search

Search Results:
Group Counselling

1 / 1

Counselling Order No	Appointment Date	Status
MC1900007839	21/04/2019	Scheduled
MC1800046445	17/07/2018	Scheduled

3

Figure 3.1.5-1 Medication Counselling – Order Landing Screen

Note

- To view group order records, select counselling category as 'Group'
- If there are no results in the search, change Status to other options
- User also able to edit ordered status and schedule the appointment date at medication counselling order screen.

STEP 1

Search for patient record by below criteria :-

No	Field	Description	Remark
a	Counselling Location	Counselling Location (It will list down all active locations)	Able to filter and search patient name by counselling location
b	MRN	Patient Medical Record Number	Search option: • Type the MRN either full in or partially: Example : HPSF00001234 or "1234"
c	Counselling Category	-Group -Individual	Able to filter and search patient name by counselling category
d	Discipline	Discipline (It will list down all active disciplines)	Able to filter and search patient name by discipline
e	Ordered by	Ordered person name	Able to filter and search patient name by name of person who ordered counselling
f	Ordered from	Date	Able to filter and search patient name by ordered from date


g	To be counselled by	Counsellor name	Able to filter and search by Counsellor name
h	Priority	-All -Routine -Urgent	Able to filter and search patient name by priority
i	Patient Name	Patient's name	Allow to search by full or partial patient name
j	Appointment Type	-All -New -Follow Up	Able to filter and search patient name by appointment type
k	Status	-Ordered -Scheduled -Cancelled	Able to filter and search patient name by status
l	Appointment Date	Date	Able to filter and search patient name by appointment date
m	Ordered To	Patient Name	Allow to search by patient full name or partial
n	IC No/Other Identification	-IC Number -Other Number	Allow to filter and search by IC Number or other Identification Number

Table 3.1.5-1 Patient Search Criteria

STEP 2

Click on  button to search for patient

Note

- Search results of current registered patient list will display:
 - Counselling Order No
 - Appointment Date
 - Status
- Click on the  button to expand and view patient MRN and patient name for group counselling
- User is also able to perform individual order by double clicking on the patient name and individual order screen will be displayed.

STEP 3

Double click on the selected counselling order no. as shown in Figure 3.1.5-1, patient detailed information will appear as shown in per Figure 3.1.5-2

MEDICATION COUNSELLING REPORTING (GROUP)

i
↺
🖨️

Order Details
📄
🔄
✕

Drug Database

Date Of Counselling: 20/03/2019 05:00
Discipline: Pharmacy

Counselling Topics: Device-Insulin pen

Patient Registration List

MRN	Patient Name	Attend
HPSF00141702		Yes Caregivers
HPSF00150020		Yes Caregivers

Total numbers of patients: 2

Total patient attended: 2

Total attendance: 2

Pharmacist Notes

Patients are newly started with basal bolus insulin (dose may change upon review). Counselling patient on:
1. indication, sign and symptoms of hyperglycemia and its complications
2. differences, dose and frequency of each insulin
3. adherence to insulin injection
4. site of administration and administration time
5. storage and expiry of insulin

Material and Technique Used

Insulin set, SMBG leaflet, insulin rotation site leaflet

Counselled By

Lian Ke Qian

Confirm

Figure 3.1.5-2 Medication Counselling Order

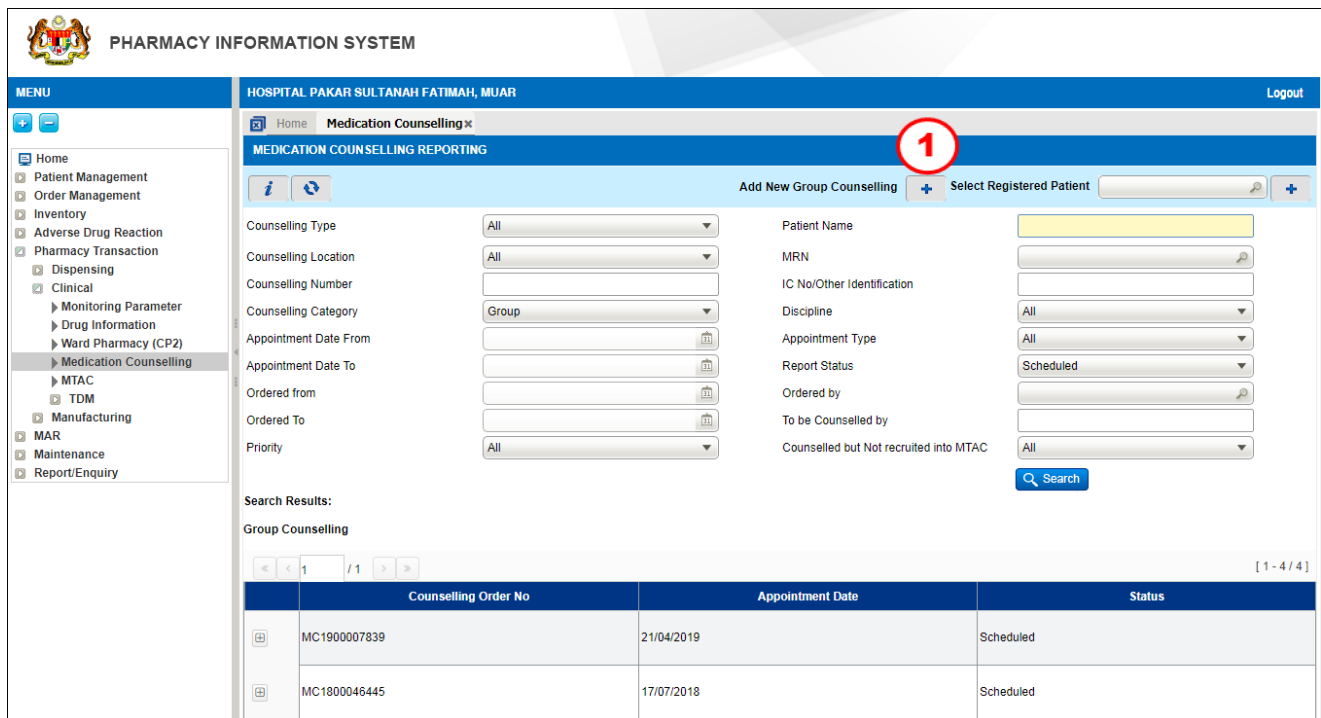
Note

Once user double clicks on the selected counselling order no., the group counselling information will be displayed as below:

- Date of counselling
- Counselling Topics
- Discipline
- Patient Registration List (MRN, Patient Name, Attend)
- Total number of patients
- Total patient attended
- Total attendance
- Pharmacist Notes
- Material and Technique Used
- Counselling By

3.1.6 Order - Group

This function allows user to order Medication Counselling Order by group.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

MEDICATION COUNSELLING REPORTING

1 Add New Group Counselling + Select Registered Patient

Counselling Type: All
Counselling Location: All
Counselling Number:
Counselling Category: Group
Appointment Date From:
Appointment Date To:
Ordered from:
Ordered To:
Priority: All

Patient Name:
MRN:
IC No/Other Identification:
Discipline: All
Appointment Type: All
Report Status: Scheduled
Ordered by:
To be Counselling by:
Counselled but Not recruited into MTAC: All

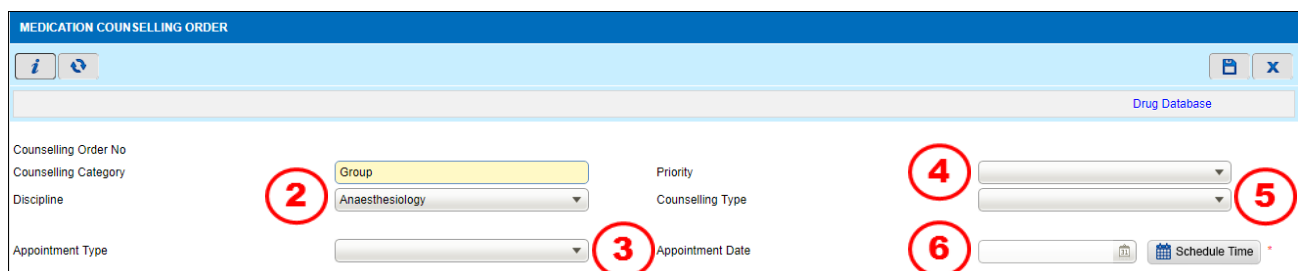
Search Results:
Group Counselling

Counselling Order No	Appointment Date	Status
MC1900007839	21/04/2019	Scheduled
MC1800046445	17/07/2018	Scheduled

Figure 3.1.6-1 Medication Counselling – Order Listing Page

STEP 1

Click on the  button to **Add New Group Counselling**



MEDICATION COUNSELLING ORDER

2 Counselling Order No:
Counselling Category: Group
Discipline: Anaesthesiology
Appointment Type:
Priority:
Counselling Type:
Appointment Date:
Schedule Time:

Figure 3.1.6-2 Medication Counselling Order

Note

Medication Counselling Order screen will be displayed as shown in Figure 3.1.6-2.

STEP 2

Select **Discipline** from the dropdown box

STEP 3

Select **Appointment Type** from the dropdown box

- Follow Up
- New

STEP 4


Select **Priority** from the dropdown box

- Routine
- Urgent

STEP 5

Select **Counselling Type** from the dropdown box

STEP 6

Click on the  button and calendar appear as shown in Figure 3.1.6-3

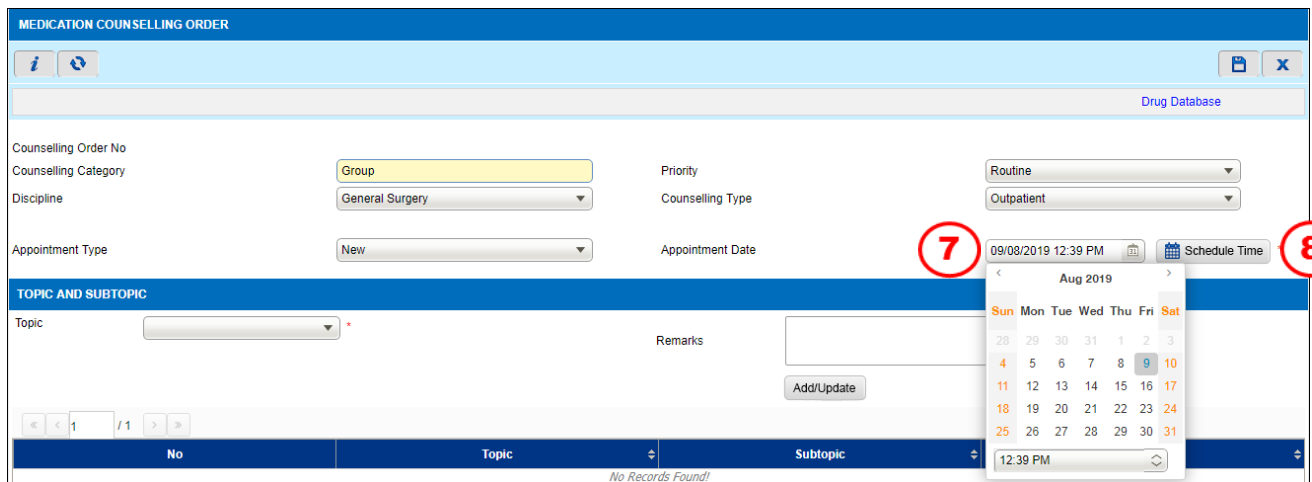


Figure 3.1.6-3 Medication Counselling Order

STEP 7

Select **Appointment Date** and time from the calendar. User can set appointment for 5 days backdated.

STEP 8

Click on the  button and system will display the Counselling Schedule screen as shown in Figure 3.1.6-4

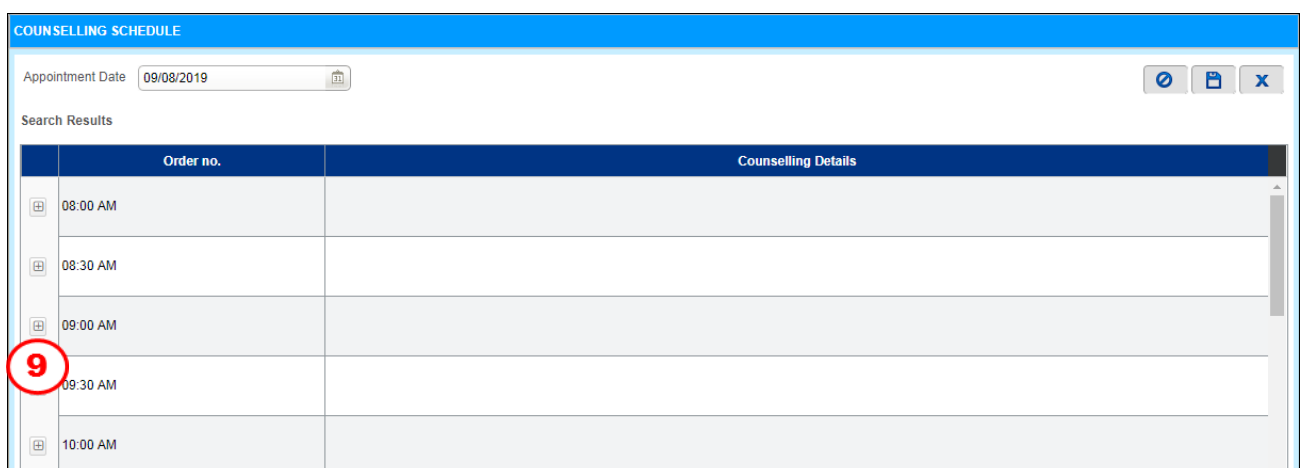


Figure 3.1.6-4 Counselling Schedule

STEP 9

Double click on time slot to select time for counselling. User can select the date from 5 days back as shown in Figure 3.1.6-4

Note

User can select Appointment Date from the calendar at the Counselling Schedule screen.

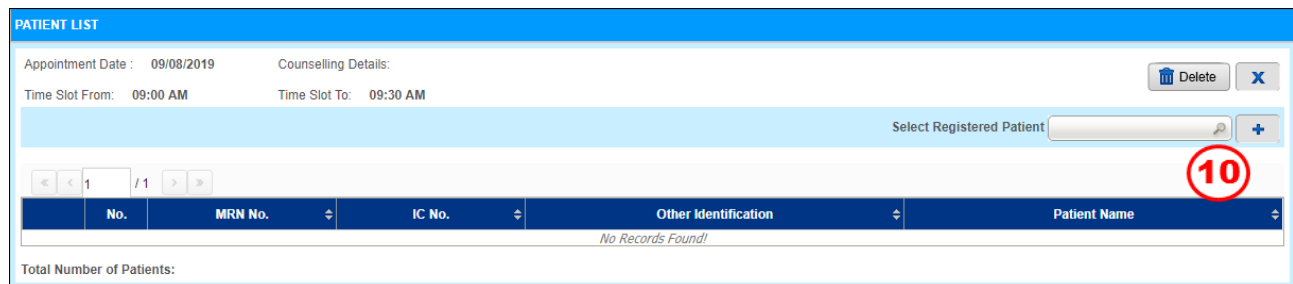


Figure 3.1.6-5 Patient List

Note

Patient will be displayed as shown in Figure 3.1.6-5.

STEP 10

Click on the  button to search for patient

Figure 3.1.6-6 Patient List

STEP 11

Search for patient record by below criteria: -

No	Field	Description	Remark
a	Patient MRN	Patient Medical Record Number	Search option: <ul style="list-style-type: none"> Type the MRN either in full or partially: Example : HPSF00001234 or "1234"
b	IC No/Other Identification	Identification Number	Allow to search by full or partial ID Number
c	Patient Name	Patient's name	Allow to search by full or partial patient name

Table 3.1.6-1

STEP 12

Click on the  button to search for patient

STEP 13

Double click on the selected patient's name

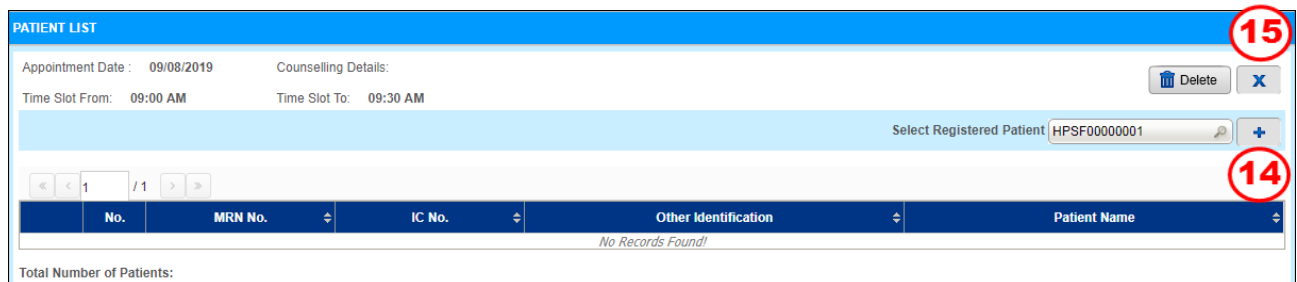




Figure 3.1.6-7 Patient List

STEP 14

Click on the  button to add patient for counselling

Note

- *Patient List will display:*
 - Appointment Date
 - Counselling Details
 - Time Slot From
 - Time Slot To
 - MRN No
 - IC No
 - Other Identification
 - Patient Name
 - Total Number of Patients
- User can add more than one patient name for group counseling by repeating step 10 to step 14.
- Click on check box of patient on the list and click on the  button to delete patient from the list.

STEP 15

Click on the  button to close the window after adding more than one patient

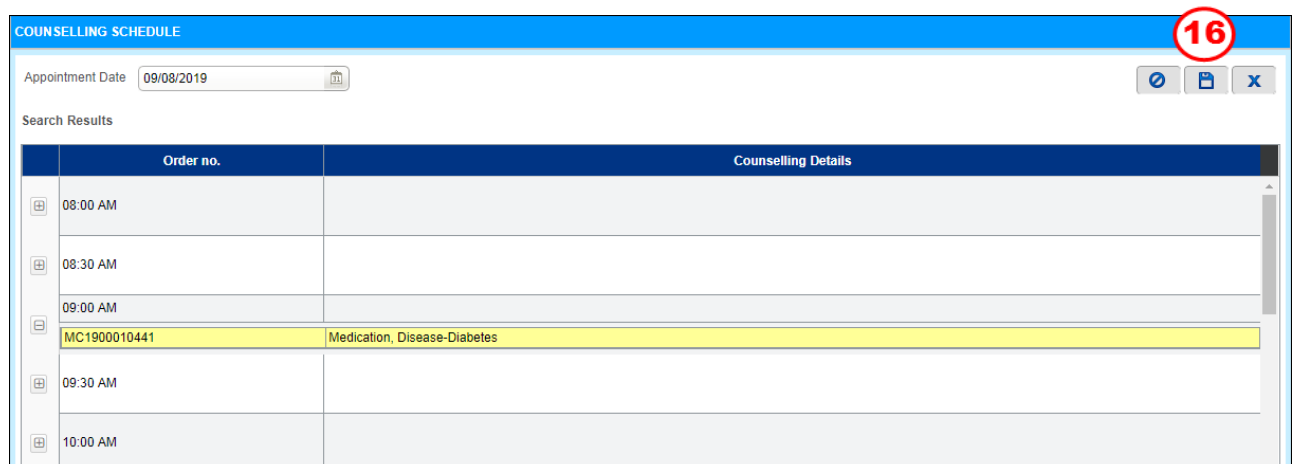


Figure 3.1.6-8 Counselling Schedule

Note

Counselling Order No. will be automatically generated and displayed at the counselling schedule window

STEP 16

Click on the  button to save record

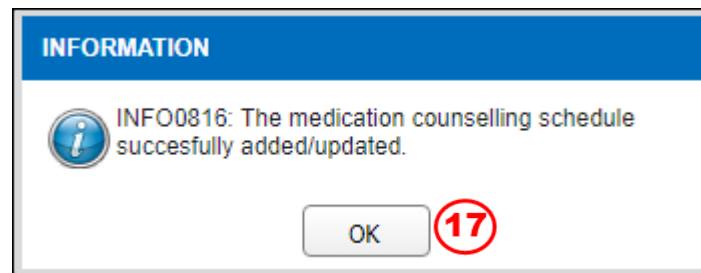
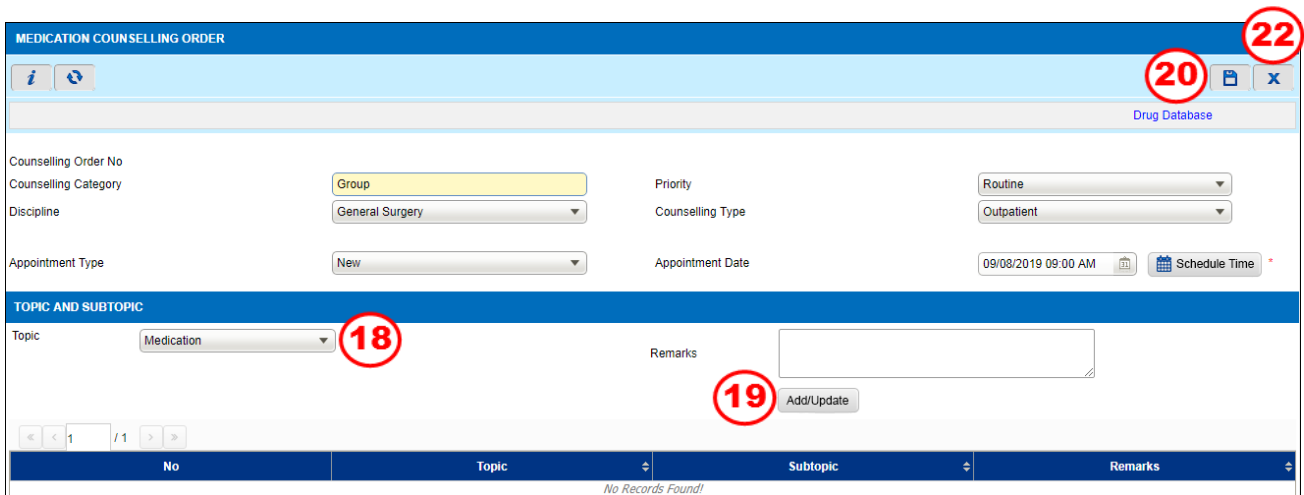


Figure 3.1.6-9 Information alert message

STEP 17

Click on the  button to confirm save record



The form is titled "MEDICATION COUNSELLING ORDER". It has a blue header bar with an information icon (i) and a refresh icon. Below the header is a "Drug Database" link. The form contains several fields: "Counselling Order No", "Counselling Category" (with a "Group" dropdown), "Discipline" (with a "General Surgery" dropdown), "Appointment Type" (with a "New" dropdown), "Priority" (with a "Routine" dropdown), "Counselling Type" (with an "Outpatient" dropdown), and "Appointment Date" (with a date field showing "09/08/2019 09:00 AM" and a "Schedule Time" button). Below these fields is a section titled "TOPIC AND SUBTOPIC" with a "Topic" dropdown (showing "Medication") and a "Remarks" text area. A red circle with the number 18 is next to the Topic dropdown, and a red circle with the number 19 is next to the Remarks text area. Below the Remarks text area is an "Add/Update" button. At the bottom of the form is a table with columns "No", "Topic", "Subtopic", and "Remarks". The table is currently empty, and a message "No Records Found!" is displayed below it. A red circle with the number 20 is next to the "Add/Update" button, and a red circle with the number 22 is next to the "Schedule Time" button.

Figure 3.1.6-10 Medication Counselling Order

STEP 18


Select **Topic** from the dropdown box

- Device
- Disease
- Radiopharmaceutical
- Chemotherapy
- Medication
- Methadone Replacement Therapy
- Smoking Cessation

Note

Subtopic only appears if user selects *Device*, *Disease* or *Radiopharmaceutical* as *Topic*.

STEP 19

Click on the  button to add record as shown in Figure 3.1.6-10

STEP 20

Click on the  button to save record

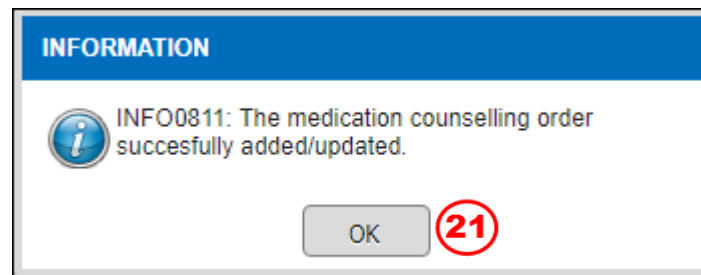


Figure 3.1.6-11Information alert message

STEP 21

Click on the  button to confirm save record

STEP 22

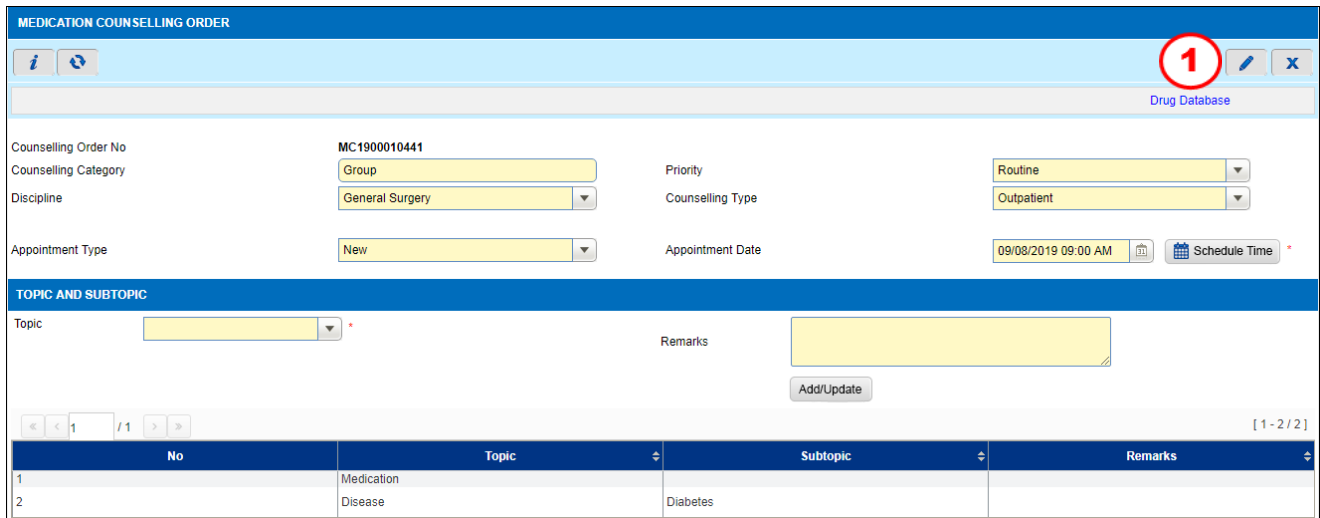
Click on the  button to close record

Note

Order records will be displayed at the counselling order listing page and at the reporting listing page.

3.1.7 Group Order – Reschedule Appointment, Add & Delete patient for Counselling

This function is used to edit Medication Counselling order and to reschedule appointment to another date and time. It can also be used to add and delete patient from order.



MEDICATION COUNSELLING ORDER

Drug Database

Counselling Order No: MC1900010441
 Counselling Category: Group
 Discipline: General Surgery
 Priority: Routine
 Counselling Type: Outpatient
 Appointment Type: New
 Appointment Date: 09/08/2019 09:00 AM

TOPIC AND SUBTOPIC

Topic: [Dropdown]
 Remarks: [Text Area]
 Add/Update

[1 - 2 / 2]


No	Topic	Subtopic	Remarks
1	Medication		
2	Disease	Diabetes	

Figure 3.1.7-1 Medication Counselling Order


Note

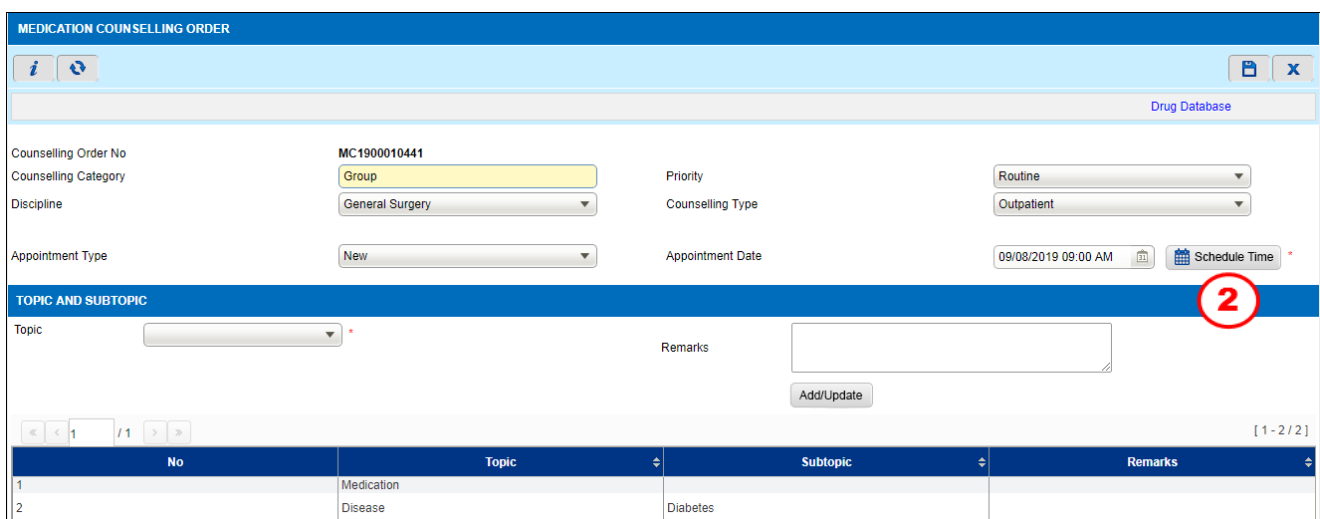
Repeat step 1 to 3 as in View Existing Group Order record before performing Group Order – Reschedule Appointment, Add & Delete Patient for Counselling steps.

STEP 1

Click on the  button to proceed to reschedule process

STEP 2

Click on the  button and system will display the Counselling Schedule screen as shown in Figure 3.1.7-4



MEDICATION COUNSELLING ORDER

Drug Database

Counselling Order No: MC1900010441
 Counselling Category: Group
 Discipline: General Surgery
 Priority: Routine
 Counselling Type: Outpatient
 Appointment Type: New
 Appointment Date: 09/08/2019 09:00 AM

TOPIC AND SUBTOPIC

Topic: [Dropdown]
 Remarks: [Text Area]
 Add/Update

[1 - 2 / 2]

No	Topic	Subtopic	Remarks
1	Medication		
2	Disease	Diabetes	

Figure 3.1.7-2 Medication Counselling Order

STEP 3

Select **Appointment Date** and time from the calendar. The calendar field should allow to select date from 5 days back as shown in Figure 3.1.7-3

STEP 4

Double click on time slot to select time for counselling

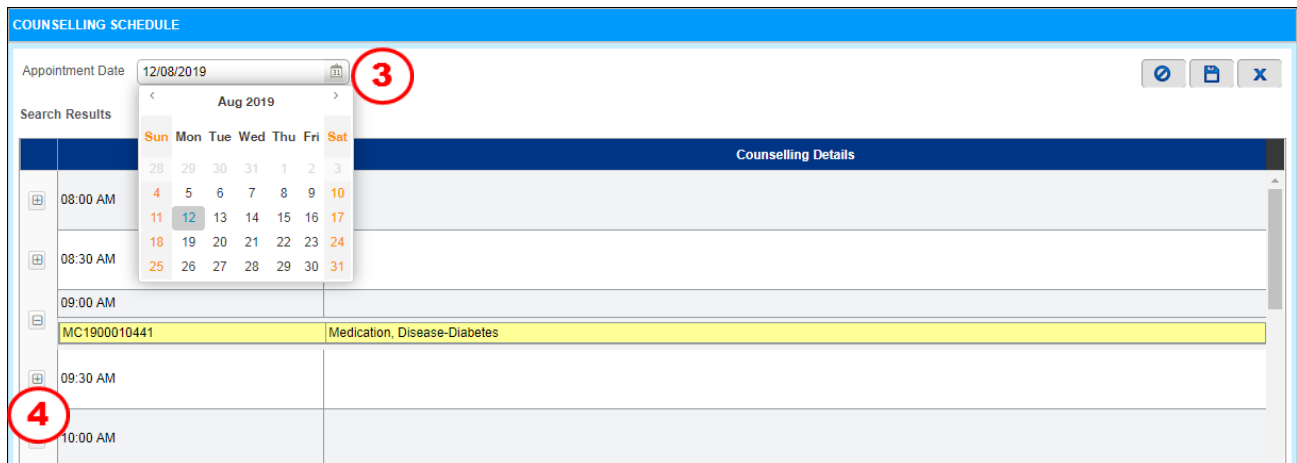





Figure 3.1.7-3 Medication Counselling Order

Note

- Click on the  button to expand the Counselling Order.
- Double click on the time slot to select from Patient List displayed as shown in Figure 3.1.7-4.
- User is able to add or delete patient at Patient List.
- Repeat step 10 to 14 as shown in Figure 3.1.6-5 to 3.1.6-7 Order – Group to add patient for counselling.
- Check on the selected patient by check the  checkbox, followed by clicking on the  button to delete patient from counselling.

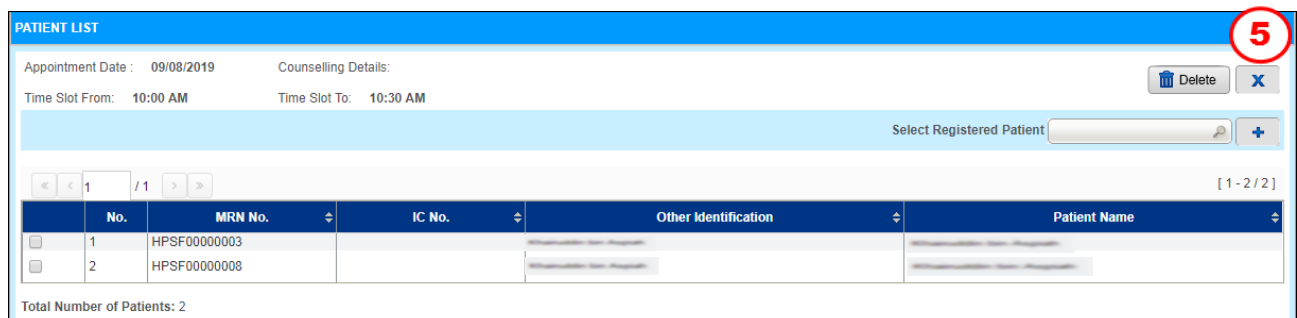



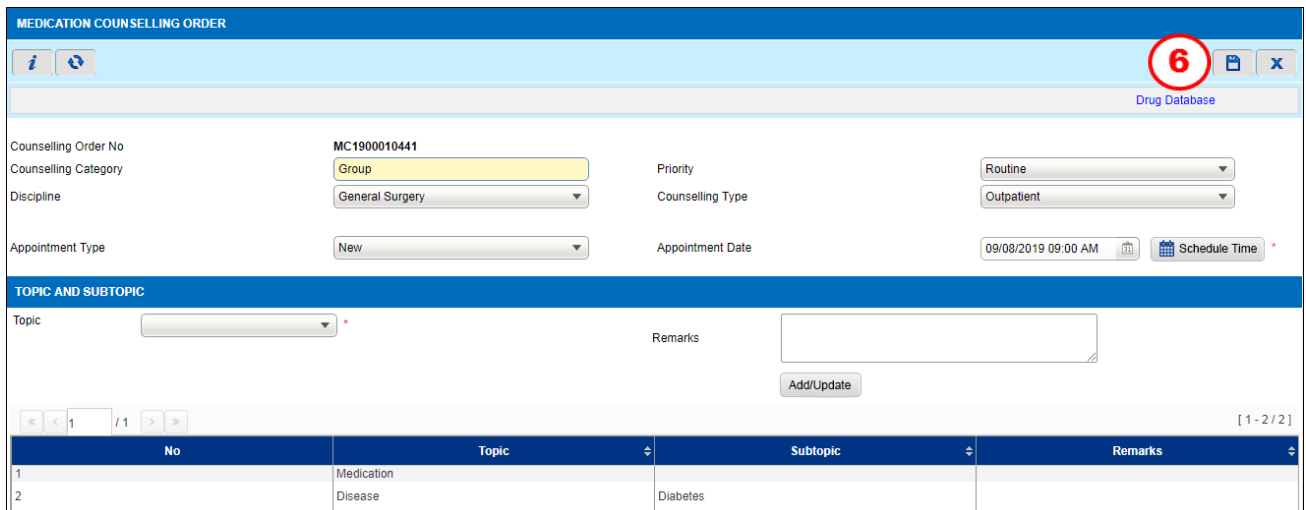
Figure 3.1.7-4 Patient List

STEP 5

Click on the  button to close the record and system will display the Counselling Order screen as shown in Figure 3.1.7-5

STEP 6

Click on the  button to save the record



MEDICATION COUNSELLING ORDER

6

Drug Database

Counselling Order No: MC1900010441

Counselling Category: Group

Discipline: General Surgery

Appointment Type: New

Priority: Routine

Counselling Type: Outpatient

Appointment Date: 09/08/2019 09:00 AM

Schedule Time

TOPIC AND SUBTOPIC

Topic: [Dropdown]

Remarks: [Text Area]

Add/Update

[1 - 2 / 2]

No	Topic	Subtopic	Remarks
1	Medication		
2	Disease	Diabetes	

Figure 3.1.7-5 Counselling Schedule

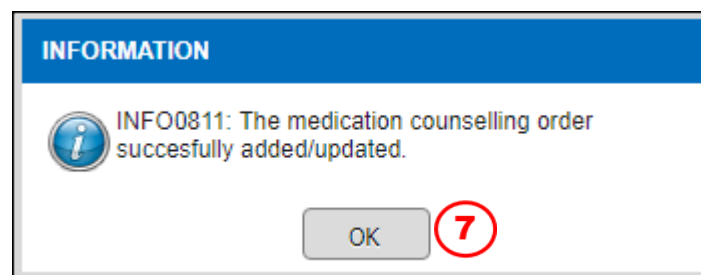
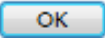
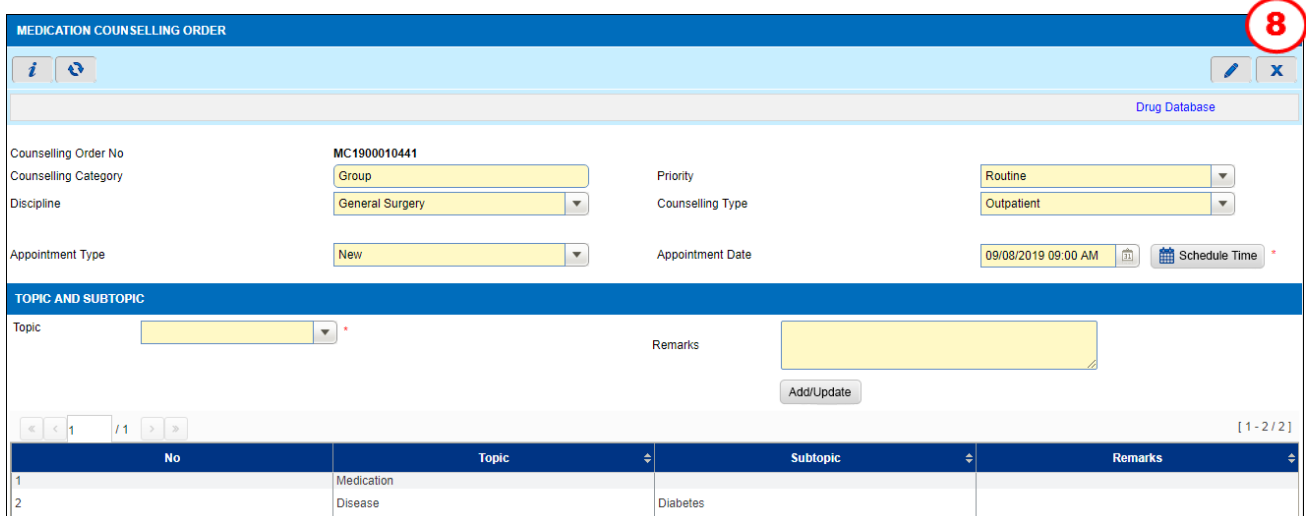


Figure 3.1.7-6 Information alert message

STEP 7

Click on the  button to confirm save record and system will display the Counselling Order screen as shown in Figure 3.1.7-6



MEDICATION COUNSELLING ORDER

8

Drug Database

Counselling Order No: MC1900010441

Counselling Category: Group

Discipline: General Surgery

Appointment Type: New

Priority: Routine

Counselling Type: Outpatient

Appointment Date: 09/08/2019 09:00 AM

Schedule Time

TOPIC AND SUBTOPIC

Topic: [Dropdown]

Remarks: [Text Area]

Add/Update

[1 - 2 / 2]

No	Topic	Subtopic	Remarks
1	Medication		
2	Disease	Diabetes	

Figure 3.1.7-7 Medication Counselling Order

STEP 8

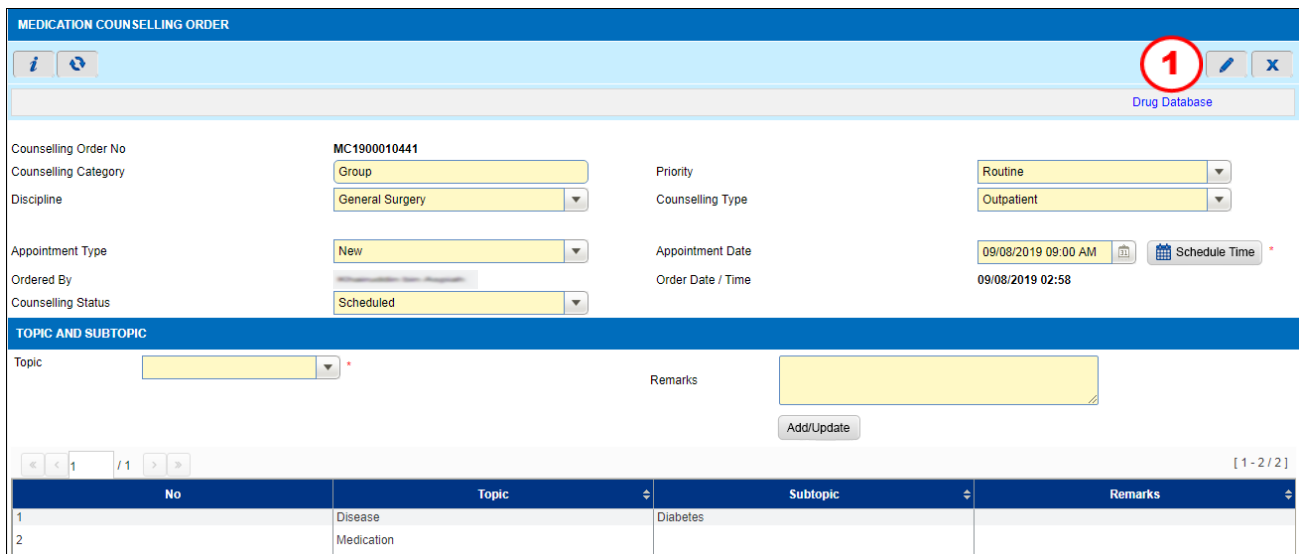
Click on the  button to close record

Note

- *Counselling Schedule will display new rescheduled appointment date and time.*
- *Order No will remain the same.*

3.1.8 Group Order – Cancel Appointment

This function is used to cancel group appointment.



MEDICATION COUNSELLING ORDER

Drug Database

Counselling Order No: MC1900010441
 Counselling Category: Group
 Discipline: General Surgery
 Appointment Type: New
 Ordered By: Lian Ke Qian
 Counselling Status: Scheduled

Priority: Routine
 Counselling Type: Outpatient
 Appointment Date: 09/08/2019 09:00 AM
 Order Date / Time: 09/08/2019 02:58

TOPIC AND SUBTOPIC

Topic: [Dropdown]
 Remarks: [Text Area]
 Add/Update


No	Topic	Subtopic	Remarks
1	Disease	Diabetes	
2	Medication		

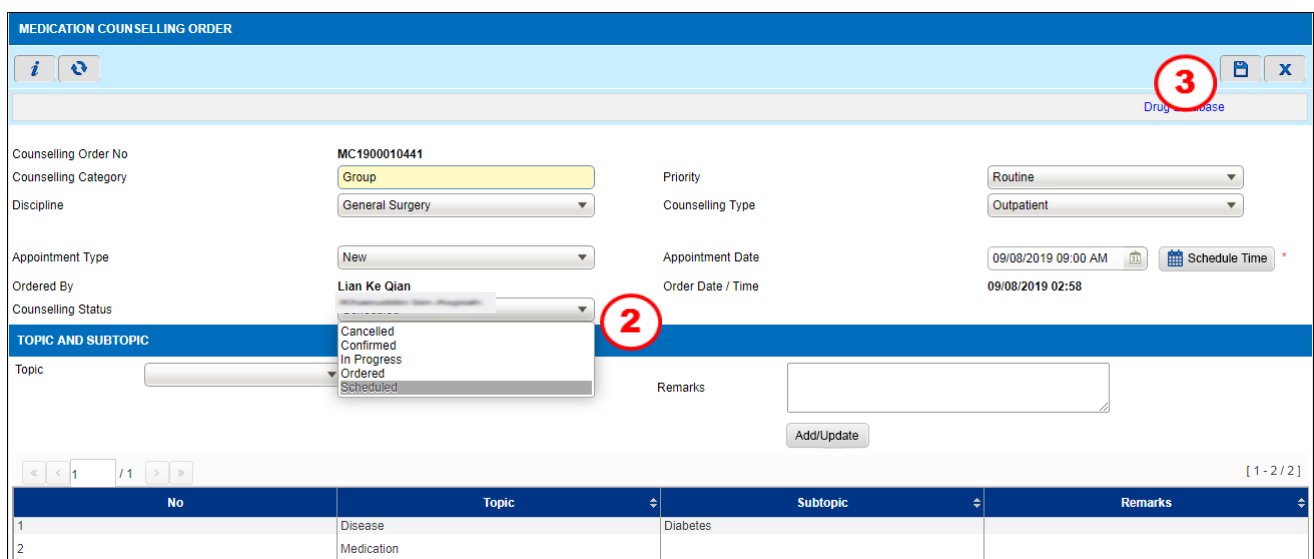
Figure 3.1.8-1 Medication Counselling Order

Note

Repeat step 1 to 3 as in View Order Group record before performing Group Order – Cancel Appointment steps.

STEP 1

Click on the  button to edit counselling order



MEDICATION COUNSELLING ORDER

Drug Database

Counselling Order No: MC1900010441
 Counselling Category: Group
 Discipline: General Surgery
 Appointment Type: New
 Ordered By: Lian Ke Qian
 Counselling Status: [Dropdown]

Priority: Routine
 Counselling Type: Outpatient
 Appointment Date: 09/08/2019 09:00 AM
 Order Date / Time: 09/08/2019 02:58

TOPIC AND SUBTOPIC

Topic: [Dropdown]
 Remarks: [Text Area]
 Add/Update

No	Topic	Subtopic	Remarks
1	Disease	Diabetes	
2	Medication		

Figure 3.1.8-2 Medication Counselling Order

STEP 2

Select **Counselling Status** as 'Cancelled' from the Counselling Status dropdown box

STEP 3

Click on the  button to save record

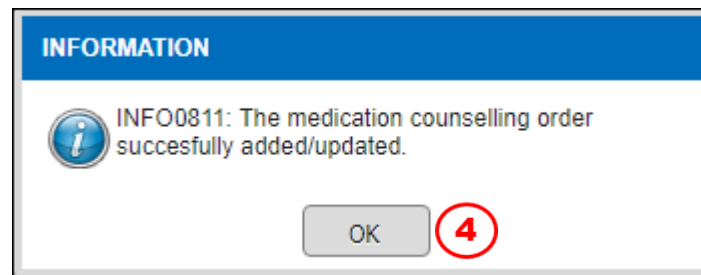


Figure 3.1.8-3 Information alert message

STEP 4

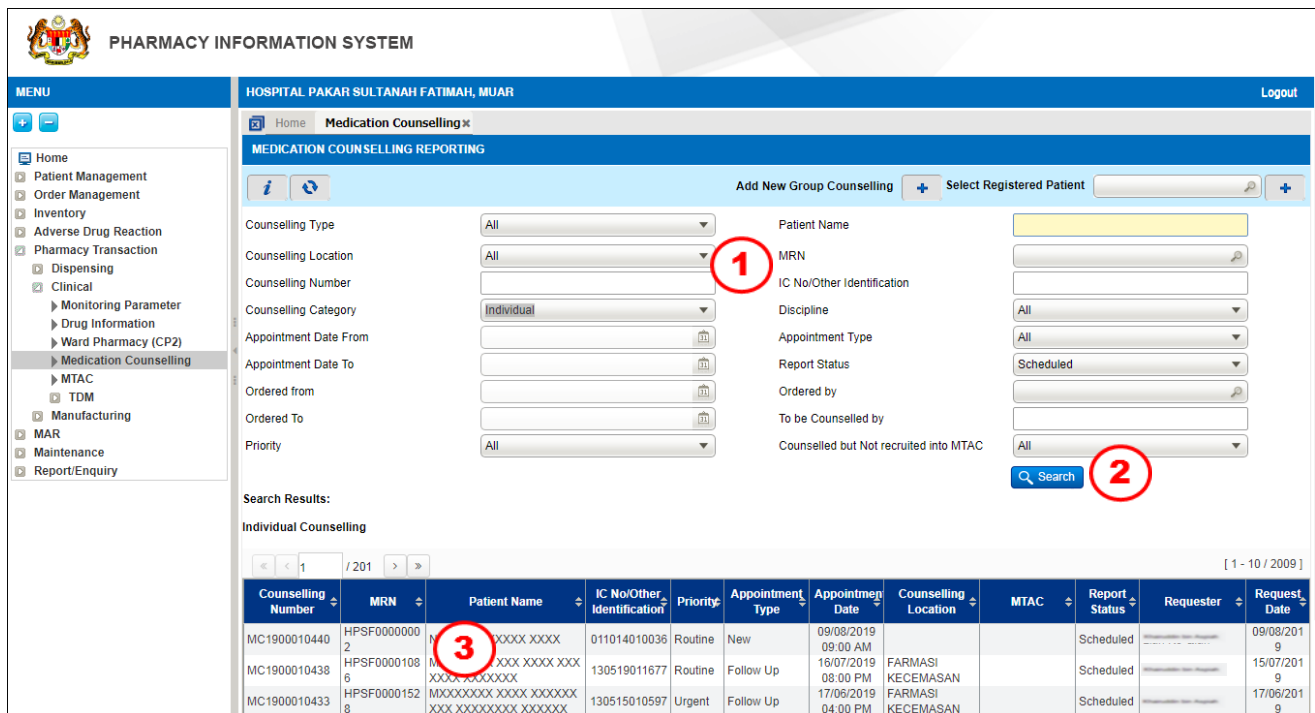
Click on the  button to confirm save record

3.2 Reporting

This function is used to record reports for medication counselling.

3.2.1 View Existing Individual Reporting

This function allows user to view individual counselling reports.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Medication Counselling

MEDICATION COUNSELLING REPORTING

Add New Group Counselling + Select Registered Patient

Counselling Type: All
Counselling Location: All
Counselling Number:
Counselling Category: Individual
Appointment Date From:
Appointment Date To:
Ordered from:
Ordered To:
Priority: All

Patient Name:
MRN:
IC No/Other Identification:
Discipline: All
Appointment Type: All
Report Status: Scheduled
Ordered by:
To be Counselling by:
Counselled but Not recruited into MTAC: All

Search Results:
Individual Counselling

Search [Search]

Counselling Number	MRN	Patient Name	IC No/Other Identification	Priority	Appointment Type	Appointment Date	Counselling Location	MTAC	Report Status	Requester	Request Date
MC1900010440	HPSF00000002	XXXX XXXX	011014010036	Routine	New	09/08/2019 09:00 AM			Scheduled		09/08/2019
MC1900010438	HPSF00001086	XXXX XXXX XXXX	130519011677	Routine	Follow Up	16/07/2019 08:00 PM	FARMASI KECEMASAN		Scheduled		15/07/2019
MC1900010433	HPSF00001528	XXXXXXXX XXXX XXXX XXXX XXXX XXXX XXXX	130515010597	Urgent	Follow Up	17/06/2019 04:00 PM	FARMASI KECEMASAN		Scheduled		17/06/2019

Figure3.2.1-1 Reporting Listing Page

Note

To view existing individual order records, select Counselling Category as 'Individual' and Status as 'Scheduled'.

STEP 1

Search for patient records by below criteria :-

No	Field	Description	Remark
a	Counselling Location	Counselling Location (It will list down all active locations)	Able to filter and search patient name by counselling location
b	MRN	Patient Medical Record Number	Search option: • Type the MRN either full in or partially: <i>Example : HPSF00001234 or "1234"</i>
c	Counselling Category	-Group -Individual	Able to filter and search patient name by counselling category
d	Discipline	Discipline (It will list down all active disciplines)	Able to filter and search patient name by discipline
e	Ordered by	Ordered person name	Able to filter and search patient name by name of person who ordered counselling
f	Ordered from	Date	Able to filter and search patient name by ordered from date

g	To be counselled by	Counsellor name	Able to filter and search by Counsellor name
h	Priority	-All -Routine -Urgent	Able to filter and search patient name by priority
i	Patient Name	Patient's name	Allow to search by full or partial patient name
j	Appointment Type	-All -New -Follow Up	Able to filter and search patient name by appointment type
k	Status	-Ordered -Scheduled -Cancelled	Able to filter and search patient name by status
l	Appointment Date	Date	Able to filter and search patient name by appointment date
m	Ordered To	Patient Name	Allow to search by patient full name or partial
n	IC No/Other Identification	-IC Number -Other Number	Allow to filter and search by IC Number or other Identification Number

Table 3.2.1-1

STEP 2

Click on  button to search for patient

Note

Search results of current order patient list will display:

- MRN
- Patient Name
- Appointment Date
- Priority
- Appointment Type
- Appointment Date
- Status
- Requester
- Request Date

STEP 3

Double click on the selected counselling order no. as shown in Figure 3.2.1-1, and patient detailed information will be displayed as shown in Figure 3.2.1-2

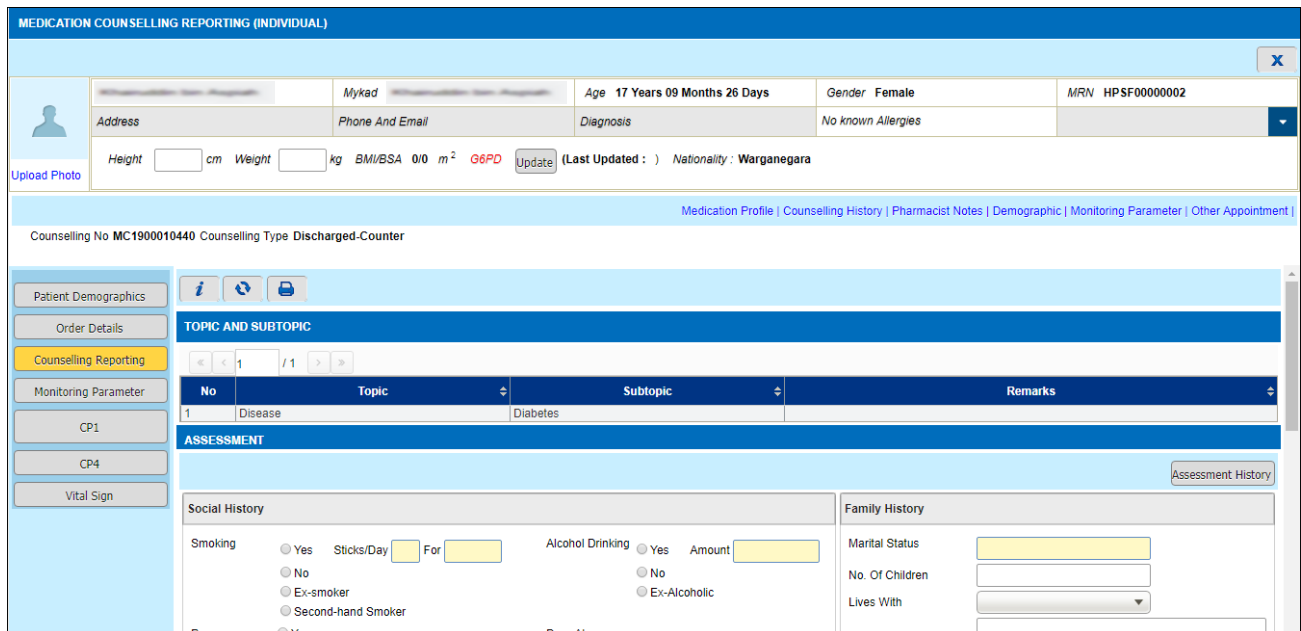


Figure3.2.1-2 Medication Counselling Reporting (Individual)

Note

- Once user clicks on the selected patient name, the summary of patient information will be displayed in the patient banner. The patient banner will be displayed at the specific screen with is required patient information. Below is the list of patient information:
 - Patient Name
 - Patient Address
 - Patient IC Number
 - Patient Phone and Email
 - Patient Diagnosis
 - Patient Age
 - Patient Allergy
 - Patient Gender
 - Patient MRN
- Below options are provided for user to view additional patient information. Click on the hyperlink as below:
 - a) **Counselling Material**
 - Counselling materials used
 - b) **Lab Parameter**
 - Patient's laboratory test results
 - c) **Counselling History**
 - Medication Counselling history records
 - d) **Demographic**
 - Patient's demographic details
 - e) **Pharmacist Notes**
 - Pharmacy notes such as MTAC, Ward Pharmacy etc.
 - f) **Medication Profile**
 - This hyperlink will show the patient's current medication and previous medication history
 - g) **Other Appointments**
 - This screen provides information if there are any other appointments recorded for the patient

- *Order Details*
- *Lab Parameter - Lab results history records*
- *CP1 – CP1 history records*
- *CP4 – CP4 history records*
- *Counselling No*
- *Counselling Location*
- *Counselling Topics*
- *Assessment*
- *Reporting*

3.2.2 Individual Reporting

This function allows user to record individual counselling reports.

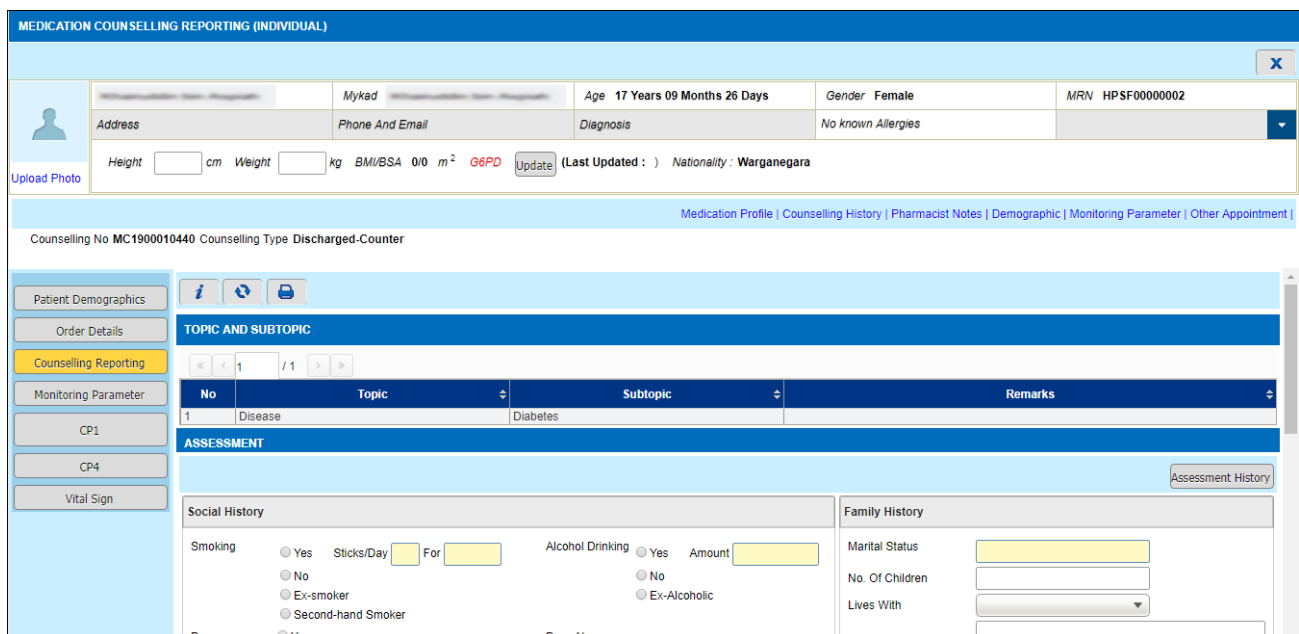


Figure3.2.2-1 Medication Counselling Reporting (Individual)

Note

- Repeat step 1 to 3 as in View Existing Individual Reporting before performing Individual Reporting steps.
- There are 2 sections to be filled in the Medication Counselling Reporting (Individual) as shown in Figure 3.2.2-1:
 - a) Assessment
 - b) Reporting

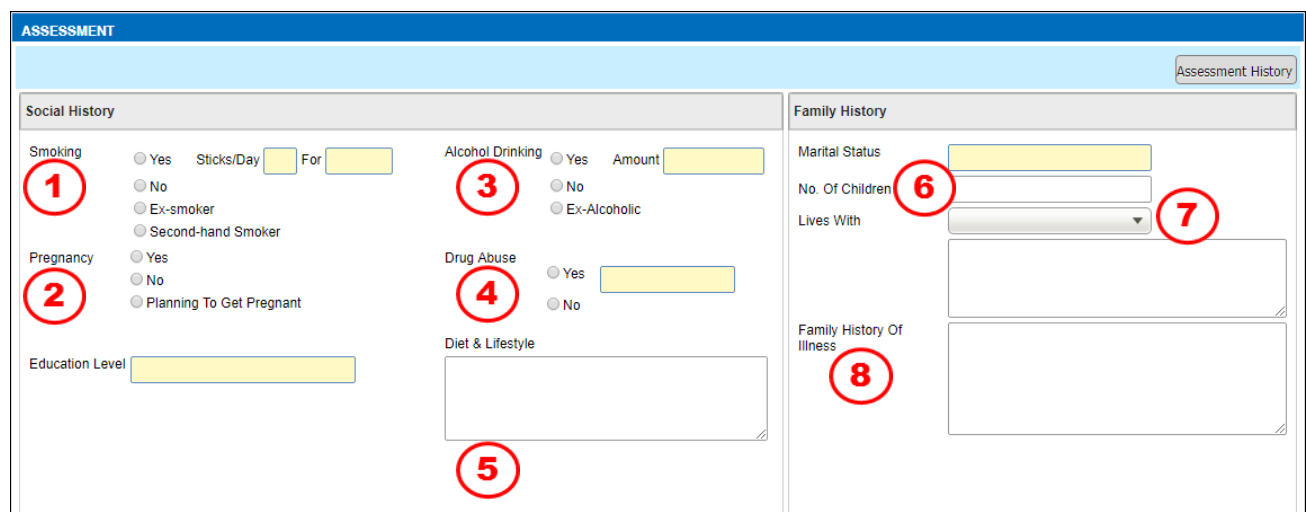


Figure3.2.2-2 Assessment

Assessment Section

Social History

STEP 1

Select **Smoking** from the radio button

- Yes
- No
- Ex-smoker
- Second-hand Smoker

Note

Stick/Day and **For** field will be enabled for user to fill when 'Yes' radio button is selected.

STEP 2

Select **Pregnancy** from the radio button

- Yes
- No
- Planning To Get Pregnant

STEP 3

Select **Alcohol Drinking** from the radio button

- Yes
- No

Note

Amount field will be enabled for user to fill when 'Yes' radio button is selected.

STEP 4

Select **Drug Abuse** from the radio button

- Yes
- No

STEP 5

Enter **Diet & Lifestyle**

Note

Education Level and **Marital Status** field will automatically display hyperlink from the registration screen.

Family History

STEP 6

Enter **No. Of Children**

STEP 7

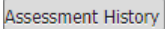
Select **Lives With** from the radio button

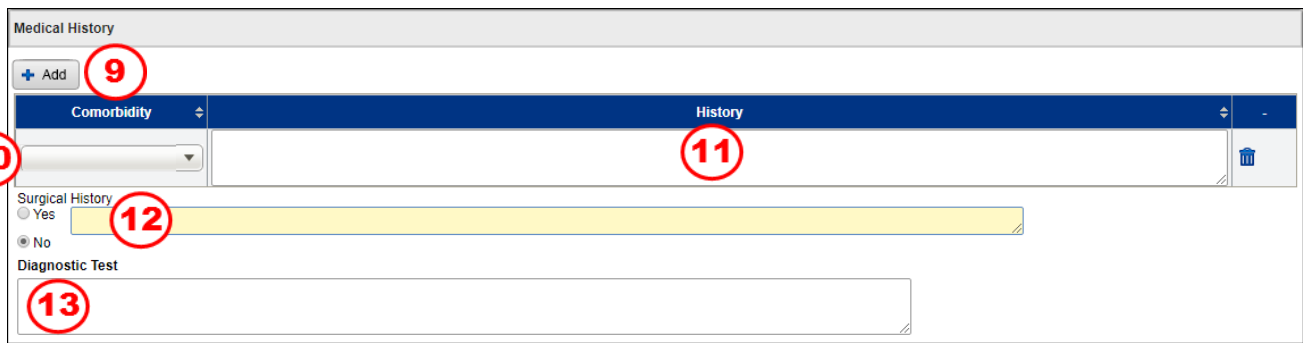
- Alone
- Family Members
- Nursing Home
- Others

STEP 8

Enter **Family History Of Illness**

Note

- User able to view assessment history by click on  button.
- This assessment History function is to list down patient assessment history from previous visits
- User can click on the record to copy the previous to current record



The screenshot shows the 'Medical History' form. Callout 9 points to the '+ Add' button. Callout 10 points to the 'Comorbidity' dropdown menu. Callout 11 points to the 'History' text input field. Callout 12 points to the 'Surgical History' radio buttons (Yes/No). Callout 13 points to the 'Diagnostic Test' text input field.

Figure3.2.2-3 Assessment

Medical History

STEP 9

Click + Add button to add, if applicable.

Note

If there is no Comorbidity, skip to STEP 13

STEP 10

Select a Comorbidity

- Hypertension
- COPD
- RVD
- Other
- Diabetes Mellitus
- Tuberculosis
- AF
- Asthma
- Hepatitis B
- Hepatitis C
- Heart Failure
- ESRD

STEP 11

Enter the History based on the Comorbidity

Note

Repeat STEP 9 to STEP 11 to add another Comorbidity

STEP 12

Select **Surgical History** from the radio button

- Yes
- No

STEP 13

Enter the Diagnostic Test

Note

The Diagnostic Test textbox can have characters up to 2000

Past Medication History									
Drug Name	Original Rx No	Order Details	Start Date	End Date	Balance From Previous Supply	Medication Status	Source of Medication	Comments	Remarks
No Records Found!									
Non-Prescription Medication(Includes Herbal/Vitamin/Other Supplements)			Reason For Taking		Source of Medication		Balance/Comments		
No Records Found!									


14  Save & Continue

Figure3.2.2-4 Assessment


Note

Past Medication History will be displayed as shown in Figure 3.2.2.4.

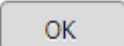
STEP 14

Click on the  button to save assessment and continue with reporting section

INFORMATION



INFO0814: The assessment data successfully added.



15

Figure3.2.2-5 Information Alert Message

STEP 15



Click on the  button to confirm assessment

REPORTING

Caregivers

Understanding % [Calculate Score](#) **17**

☐ Follow Up Required

Date of Follow Up   Schedule

Follow Up Reason

Adherence Score

Counselling Duration (in Minutes)

Counselled By

☐ Counselling but Not recruited into MTAC

Pharmacist Plan

1000 characters allowed

Pharmacist Notes

2000 characters allowed




  

Figure3.2.2-6 Reporting

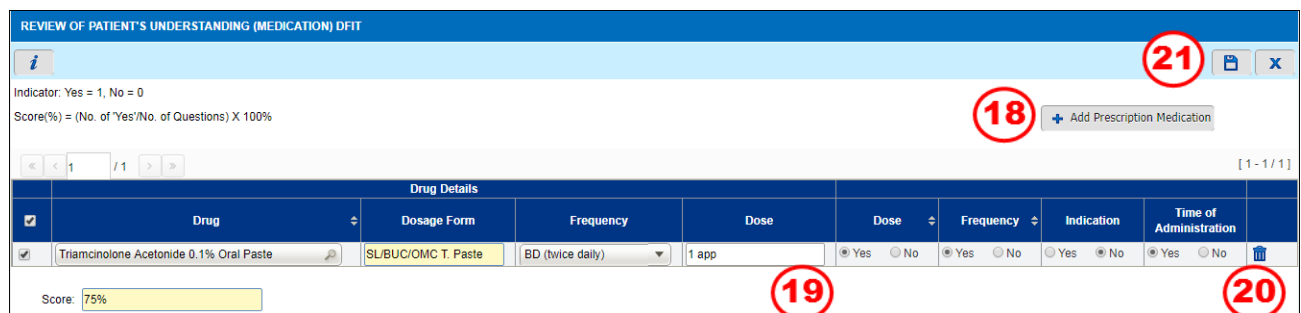
Reporting Section

STEP 16

Enter value in **Caregivers** field

STEP 17

Click on the [Calculate Score](#) hyperlink and the window of 'Review of Patient's Understanding (medication) DFIT' will be displayed as shown in Figure 3.2.2-7



REVIEW OF PATIENT'S UNDERSTANDING (MEDICATION) DFIT

Indicator: Yes = 1, No = 0
Score(%) = (No. of 'Yes'/No. of Questions) X 100%

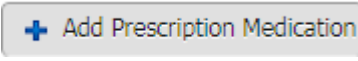
[1 - 1 / 1]

Drug Details									
Drug	Dosage Form	Frequency	Dose	Dose	Frequency	Indication	Time of Administration		
<input checked="" type="checkbox"/> Triamcinolone Acetonide 0.1% Oral Paste	SL/BUC/OMC T. Paste	BD (twice daily)	1 app	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="checkbox"/>	

Score: 75%

Figure 3.2.2-7 Review of Patient's Understanding (medication) DFIT

STEP 18


Click on the  button to search **Drug** at the field

STEP 19

Select **Patient's Understanding** by checking the radio button as below

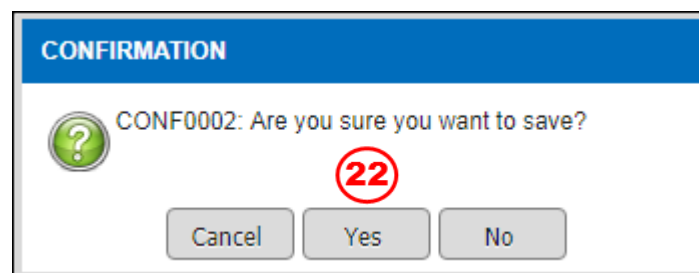
- Dose
- Frequency
- Indication
- Time of administration

STEP 20

Click on the  or button to delete information at drug list

STEP 21

Click on the  button to save record



CONFIRMATION

CONF0002: Are you sure you want to save?

Figure 3.2.2-8 Information alert message

STEP 22

Click on the  button to confirm save record

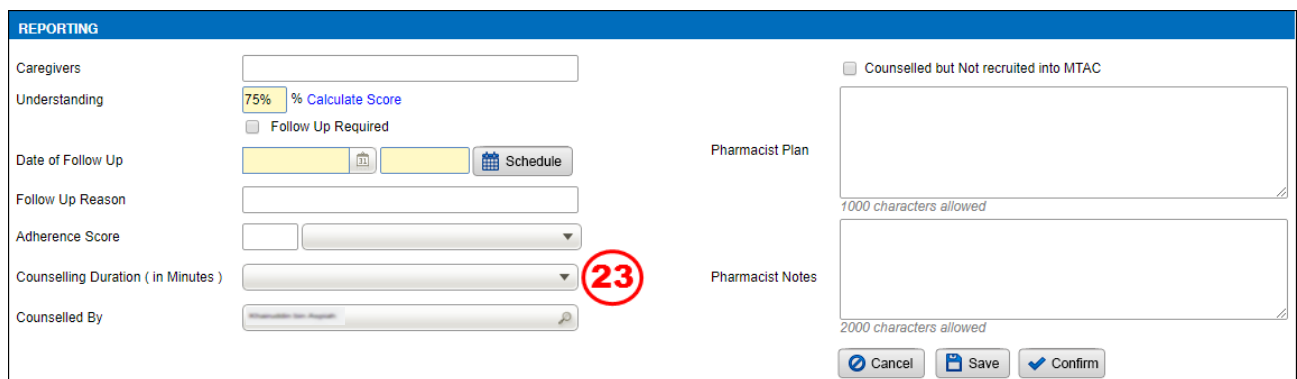


Figure3.2.2-9Reporting

STEP 23

Select **Counselling Duration (in Minutes)** from the dropdown box

- 15
- 30
- 45
- 60

STEP 24

Click on the  button to save record

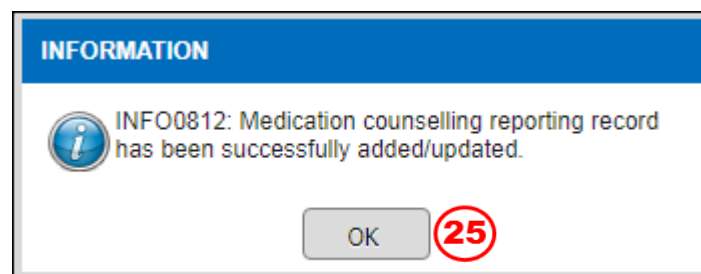


Figure3.2.2-10Information alert message

STEP 25

Click on the  button to confirm save record

STEP 26

Click on the  button to confirm record

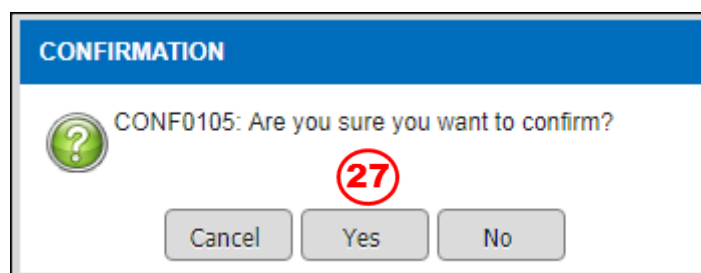
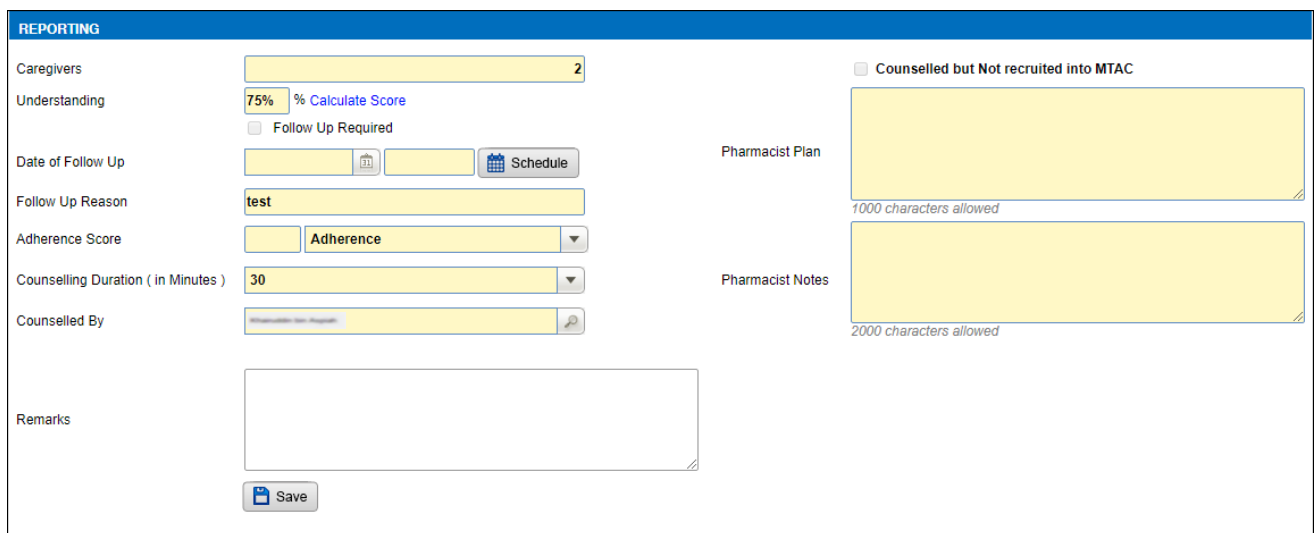


Figure3.2.2-11 Save Confirm alert message

Note

After confirm, record will have another field remarks to fill up as shown in Figure 3.2.2-12



The screenshot shows the 'REPORTING' form. On the left, there are input fields for 'Caregivers' (value: 2), 'Understanding' (75%, with a 'Calculate Score' link), 'Date of Follow Up' (with a 'Schedule' button), 'Follow Up Reason' (value: test), 'Adherence Score' (with an 'Adherence' dropdown), 'Counselling Duration (in Minutes)' (value: 30), and 'Counselled By' (with a user selection dropdown). Below these is a 'Remarks' text area and a 'Save' button. On the right, there is a checkbox 'Counselled but Not recruited into MTAC'. Below it are two large text areas for 'Pharmacist Plan' (1000 characters allowed) and 'Pharmacist Notes' (2000 characters allowed).

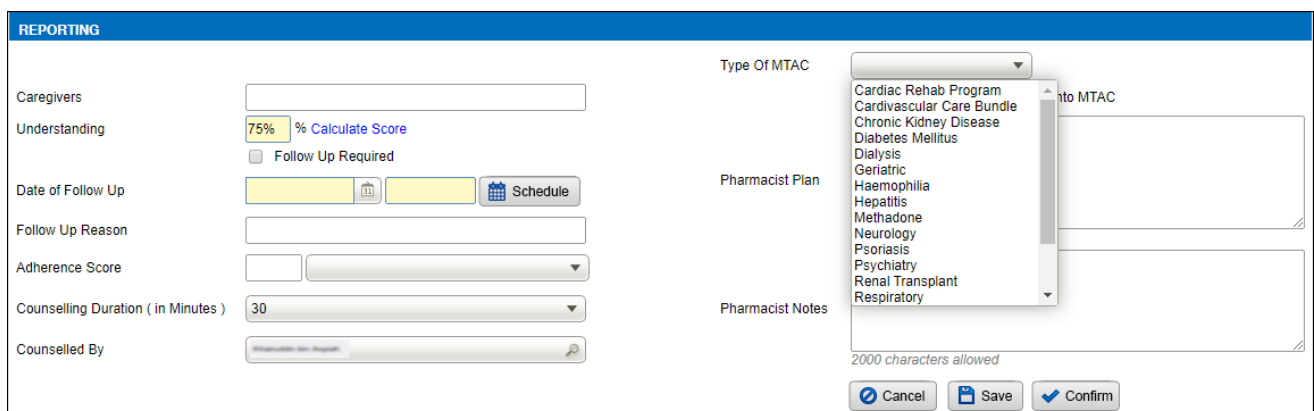
Figure 3.2.2-12 Reporting Remarks

STEP 27

Click on the  button to confirm save record

Note

There is a check box for Counselling but Not recruited into MTAC, once clicked, screen will appear as Figure 3.2.2-13



The screenshot shows the 'REPORTING' form with a dropdown menu open for 'Type Of MTAC'. The dropdown list includes: Cardiac Rehab Program, Cardiovascular Care Bundle, Chronic Kidney Disease, Diabetes Mellitus, Dialysis, Geriatric, Haemophilia, Hepatitis, Methadone, Neurology, Psoriasis, Psychiatry, Renal Transplant, and Respiratory. The 'Counselled but Not recruited into MTAC' checkbox is checked. The 'Pharmacist Plan' and 'Pharmacist Notes' text areas are visible. At the bottom right, there are 'Cancel', 'Save', and 'Confirm' buttons.

Figure 3.2.2-13 Reporting Individual

MEDICATION COUNSELLING REPORTING (INDIVIDUAL)

Mykad: [Mykad] Age: 17 Years 09 Months 26 Days Gender: Female MRN: HPSF00000002

Address: [Address] Phone And Email: [Phone And Email] Diagnosis: [Diagnosis] No known Allergies: [No known Allergies]

Height: [Height] cm Weight: [Weight] kg BMI/BSA: 0/0 m² G6PD: [G6PD] Update (Last Updated:) Nationality: Warganegara

Medication Profile | Counselling History | Pharmacist Notes | Demographic | Monitoring Parameter | Other Appointment

Counselling No: MC1900010440 Counselling Type: Discharged-Counter

Patient Demographics | Order Details | **Counselling Reporting** | Monitoring Parameter

CP1 | CP4 | Vital Sign

28

TOPIC AND SUBTOPIC

No	Topic	Subtopic	Remarks
1	Disease	Diabetes	

ASSESSMENT

Assessment History

Social History

Smoking: ☐ Yes Sticks/Day: [Sticks/Day] For: [For] ☒ No ☐ Ex-smoker ☐ Second-hand Smoker

Alcohol Drinking: ☐ Yes Amount: [Amount] ☒ No ☐ Ex-Alcoholic


Pregnancy: ☐ Yes ☒ No Drug Abuse: ☐ Yes ☒ No

Family History

Marital Status: [Marital Status] No. Of Children: [No. Of Children] Lives With: [Lives With] Family Members: [Family Members] Husband

Figure3.2.2-14 Reporting Individual - Print

STEP 28

Click on the  button to print the report as Figure 3.2.2-14

Note

After confirmation, the compliance [Calculate Score](#) hyperlink is enabled for review.



MEDICATION COUNSELLING REPORT
Hospital Pakar Sultanah Fatimah, Muar
Jalan Salleh, 84000, Muar, Johor
069521901

Patient Name : [REDACTED] Diagnosis :
Age : 17 Years 09 Months 26 Days
Address : [REDACTED] 84000, Johor
Contact : 123456789 Allergic :
MRN : HPSF00000002
ID Number : 011014010036(Mykad)
Counselling No : MC1900010440 Date : 09/08/2019

Assessment:

Social History	Smoking	: No			Family History	No of children	: 2		
	Alcohol Drinking	: No				Family history of illness	: Diabetes Hypertension		
	Drug Abuse	: No				Lives with	: Family Members		
	Pregnancy	: No							
	Diet & Lifestyle	: Vegetarian							
Medical History	Comorbidity	Diabetes Mellitus	1 year						
	Surgical History :-								
	Diagnostic Test :- Done								
Past Medication History	Medication (Specify Strength)	Order Detail	Start Date	End Date	Balance From Previous	Medication Status	Comment		
	No history of taking Prescription Medication								
	Non-Prescription Medication (Includes Herbal/Vitamin/Other Supplement)				Reason For Taking	Balance/Comments			
	No history of taking Non-Prescription Medication								
Current Medication List	Drug		Drug Detail		Date Start	Date Stop	Order Location		
	No Current Medication List								

Report:

Counselling For	: Disease-Diabetes
Patient Understanding (medication) DFIT	: 75%
Adherence Score	:
Pharmacist Notes	:
Pharmacist Plan	:
Follow Up Date	:
Remarks	:

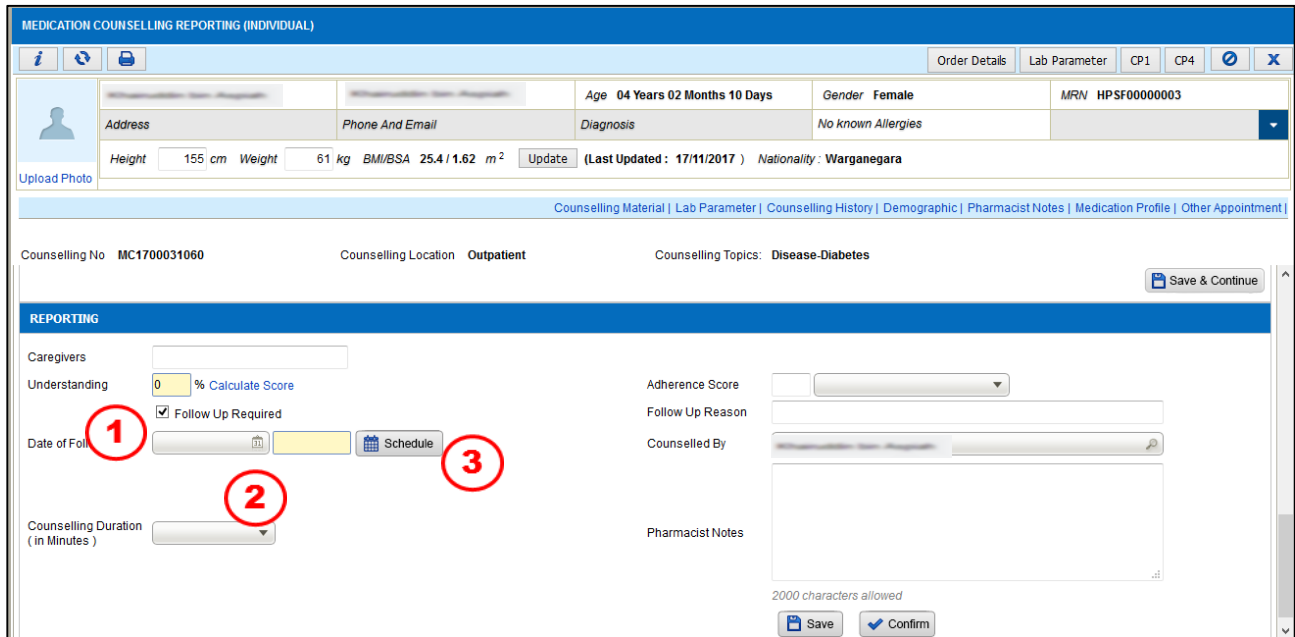
Counseling By: [REDACTED]

Date: 09/08/2019

Figure3.2.2-15 Reporting Individual

3.2.3 Individual Follow Up Required

This function allows user to record individual follow up required.



MEDICATION COUNSELLING REPORTING (INDIVIDUAL)

Order Details | Lab Parameter | CP1 | CP4 | [Refresh] | [Close]

Age: 04 Years 02 Months 10 Days | Gender: Female | MRN: HPSF00000003

Address | Phone And Email | Diagnosis | No known Allergies

Height: 155 cm | Weight: 61 kg | BMI/BSA: 25.4 / 1.62 m² | Update (Last Updated: 17/11/2017) | Nationality: Warganegara

Upload Photo

Counselling Material | Lab Parameter | Counselling History | Demographic | Pharmacist Notes | Medication Profile | Other Appointment

Counselling No: MC1700031060 | Counselling Location: Outpatient | Counselling Topics: Disease-Diabetes

Save & Continue

REPORTING

Caregivers: [Text Field]

Understanding: 0 % Calculate Score

☒ Follow Up Required

Date of Follow Up: [Calendar Icon] [Schedule] [3]

Counselling Duration (in Minutes): [Dropdown] [2]

Adherence Score: [Dropdown]

Follow Up Reason: [Text Field]

Counselled By: [Text Field]

Pharmacist Notes: [Text Area]

2000 characters allowed

Save Confirm

Figure 3.2.3-1 Medication Counselling Reporting (Individual)


Note

Repeat step 1 to 3 as in View Existing Individual Reporting before performing Individual Follow Up Required steps.

STEP 1

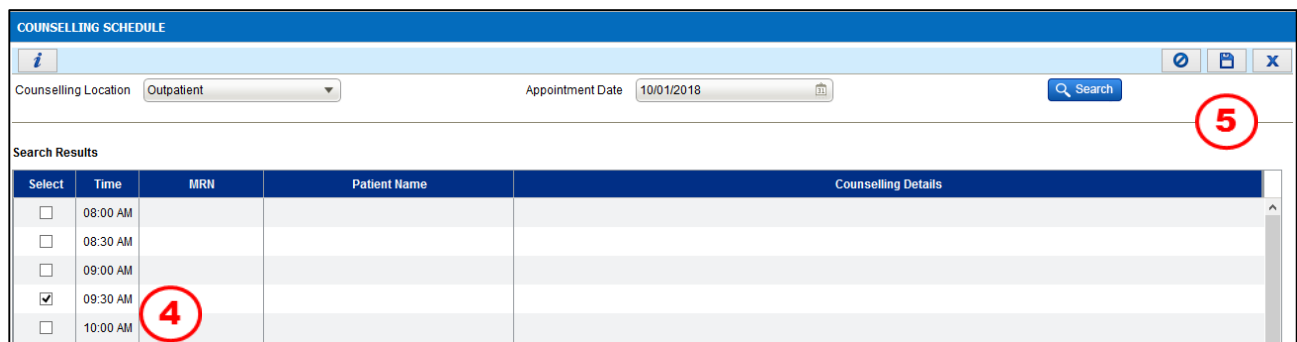
Check on the **Follow Up Required** by clicking on the ☒ checkbox

STEP 2

Click on the  button to select **Date of Follow Up**

STEP 3


Click on the  button to schedule for counseling



Select	Time	MRN	Patient Name	Counselling Details
<input type="checkbox"/>	08:00 AM			
<input type="checkbox"/>	08:30 AM			
<input type="checkbox"/>	09:00 AM			
<input checked="" type="checkbox"/>	09:30 AM			
<input type="checkbox"/>	10:00 AM			

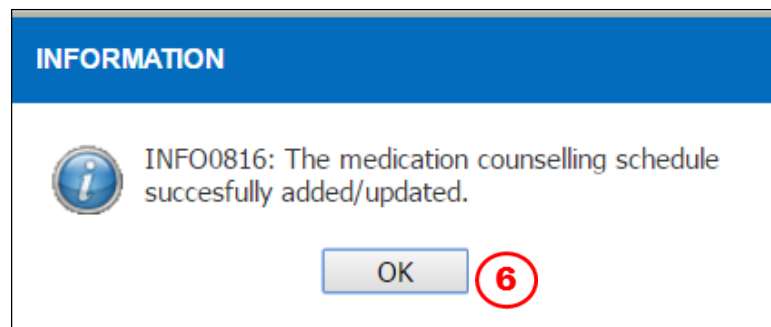
Figure 3.2.3-2 Counselling Schedule

STEP 4


Click on time slot  checkbox to select time for counselling

STEP 5

Click on the  button to save record



INFORMATION

 INFO0816: The medication counselling schedule succesfully added/updated.

OK

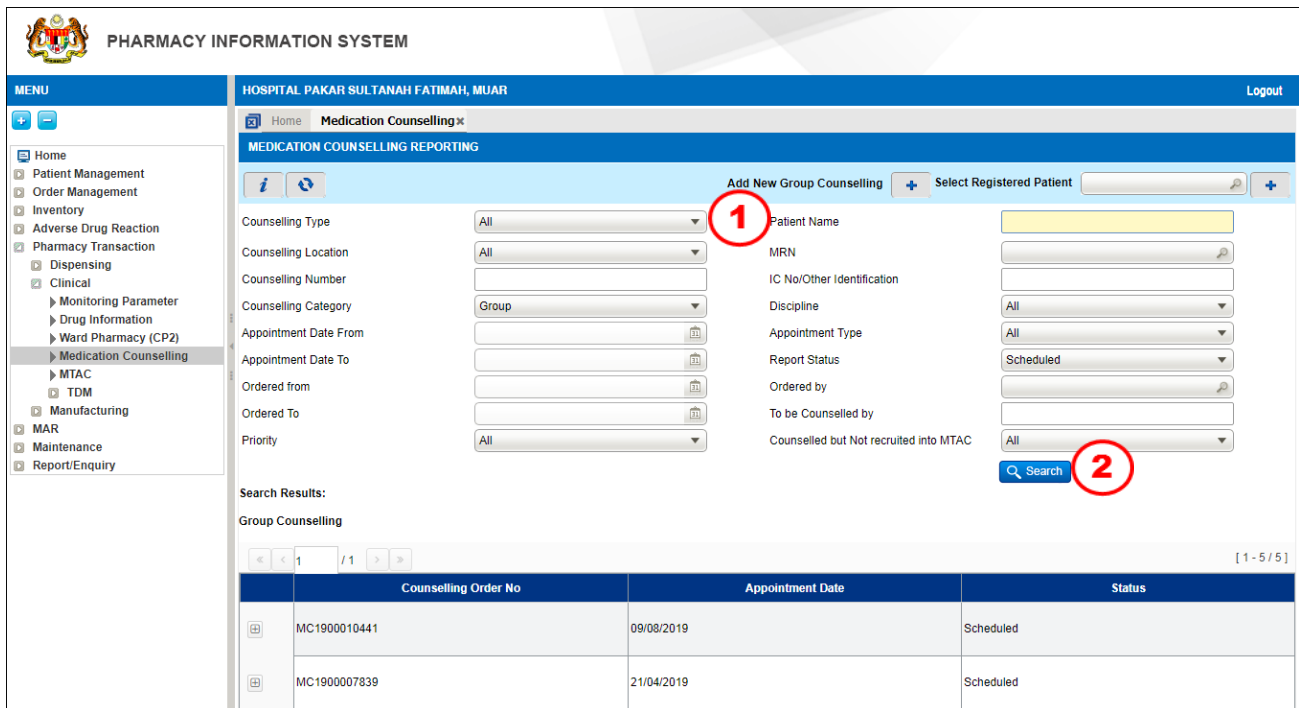
Figure 3.2.3-3 Information Alert Message

STEP 6

Click on the  button to confirm save record

3.2.4 View Existing Group Reporting

This function allows user to view group counselling report.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Logout

Home Medication Counselling

MEDICATION COUNSELLING REPORTING

Add New Group Counselling + Select Registered Patient

Counselling Type: All (1)

Counselling Location: All

Counselling Number:

Counselling Category: Group

Appointment Date From:

Appointment Date To:

Ordered from:

Ordered To:

Priority: All

Patient Name:

MRN:

IC No/Other Identification:

Discipline: All

Appointment Type: All

Report Status: Scheduled

Ordered by:

To be Counselling by:

Counselled but Not recruited into MTAC: All

Search (2)

Search Results:

Group Counselling

< 1 / 1 >

Counselling Order No	Appointment Date	Status
MC1900010441	09/08/2019	Scheduled
MC1900007839	21/04/2019	Scheduled

Figure 3.2.4-1 Reporting

Note

To view existing group order records, select Counselling Category as 'Group' and Status as 'Scheduled'.

STEP 1


Search record based :-

No	Field	Description	Remark
a	Counselling Location	Counselling Location (It will list down all active locations)	Able to filter and search patient name by counselling location
b	MRN	Patient Medical Record Number	Search option: • Type the MRN either full in or partially: Example : HPSF00001234 or "1234"
c	Counselling Category	-Group -Individual	Able to filter and search patient name by counselling category
d	Discipline	Discipline (It will list down all active disciplines)	Able to filter and search patient name by discipline
e	Ordered by	Ordered person name	Able to filter and search patient name by name of person who ordered counselling
f	Ordered from	Date	Able to filter and search patient name by ordered from date
g	To be counselled by	Counsellor name	Able to filter and search by Counsellor name
h	Priority	-All -Routine -Urgent	Able to filter and search patient name by priority

i	Patient Name	Patient's name	Allow to search by full or partial patient name
j	Appointment Type	-All -New -Follow Up	Able to filter and search patient name by appointment type
k	Status	-Ordered -Scheduled -Cancelled	Able to filter and search patient name by status
l	Appointment Date	Date	Able to filter and search patient name by appointment date
m	Ordered To	Patient Name	Allow to search by patient full name or partial
n	IC No/Other Identification	-IC Number -Other Number	Allow to filter and search by IC Number or other Identification Number

Table 3.2.4-1

STEP 2

Click on  button to search for the record(s)

Note

Search results of current order patient list will display:

- MRN
- Patient Name
- Appointment Date
- Priority
- Appointment Type
- Appointment Date
- Status
- Requester
- Request Date

Group Counselling			
<div> <div> <div><<</div> <div><</div> <div>1</div> <div>></div> <div>>></div> </div> <div>/ 1</div> <div>[1 - 5 / 5]</div> </div>			
	Counselling Order No	Appointment Date	Status
3	MC1900010441	09/08/2019	Scheduled
	<div> <div>MRN</div> <div>Patient Name</div> </div>		
	HPSF00000003		
	HPSF00000008		
	MC1900007839	21/04/2019	Scheduled
	MC1800046445	17/07/2018	Scheduled

Figure 3.2.4-2 Group Counselling

STEP 3

Double click on the selected counselling order no. as shown in Figure 3.2.4-2 and detailed information will be displayed as shown in Figure 3.2.4-3

Note

Click on the  button to expand and view group counselling patient MRN and patient name.

MEDICATION COUNSELLING REPORTING (GROUP)

i
↺
🖨

Order Details
📄
🔍
✕

[Drug Database](#)

Date Of Counselling: 09/08/2019 09:00
Discipline: General Surgery

Counselling Topics: Medication, Disease-Diabetes

Patient Registration List

MRN	Patient Name	Attend
HPSF00000003	[Redacted]	<input type="checkbox"/> No
HPSF00000008	[Redacted]	<input type="checkbox"/> No

Total numbers of patients: 2
Total patient attended: 0
Total attendance: 0

Pharmacist Notes

Material and Technique Used

Counselled By

Confirm

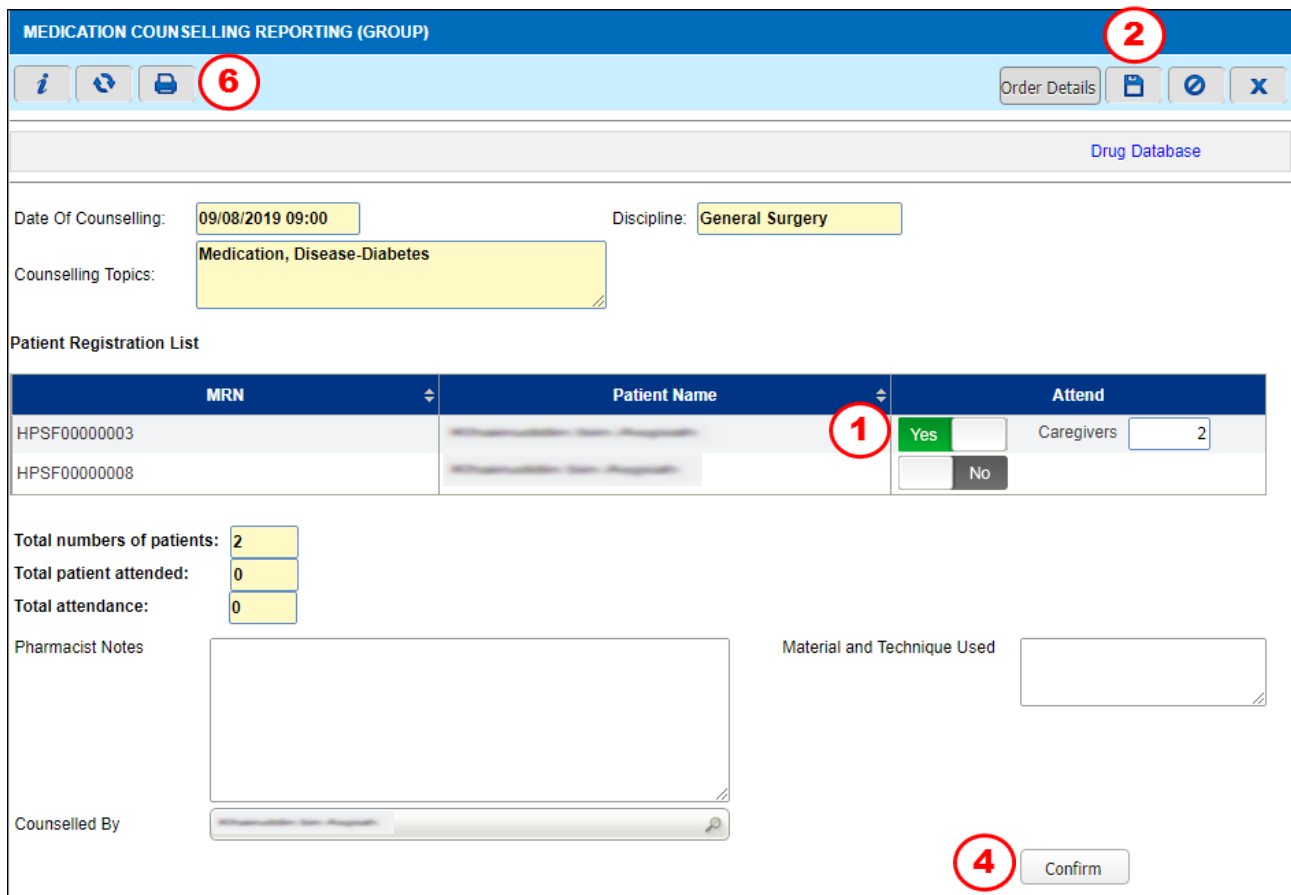
Figure 3.2.4-3 Medication Counselling Reporting (Group)

Note

- Once user clicks on the selected counselling order no, the Medication Counselling Reporting (Group) window will be displayed as shown in Figure 3.2.4-3.
- It will display the below information:
 - Date of Counselling
 - Counselling Topics
 - Discipline
 - Drug database
 - Counselling material
 - Patient List
 - Attendance record

3.2.5 Group Reporting

This function allows user to record group counselling reports.



MEDICATION COUNSELLING REPORTING (GROUP)

Order Details [Save] [Cancel] [Close]

Drug Database

Date Of Counselling: 09/08/2019 09:00 Discipline: General Surgery

Counselling Topics: Medication, Disease-Diabetes

Patient Registration List

MRN	Patient Name	Attend	Caregivers
HPSF00000003	[Redacted]	<input checked="" type="checkbox"/> Yes	2
HPSF00000008	[Redacted]	<input type="checkbox"/> No	

Total numbers of patients: 2
Total patient attended: 0
Total attendance: 0

Pharmacist Notes [Text Area]
Material and Technique Used [Text Area]

Counselled By [Text Field]

[Confirm]

Figure 3.2.5-1 Medication Counselling Reporting (Group)

Note

Repeat step 1 to 3 as in View Existing Group Reporting before performing Group Reporting steps.

STEP 1

Click on the ☒ Yes button to record patient attendance

Note

If caregivers are present, enter the number of caregivers present

STEP 2

Click on the [Save] button to save record

Note

The [Confirm] button is deactivated if record is not saved. Once the record has been saved, the [Confirm] can then be clicked

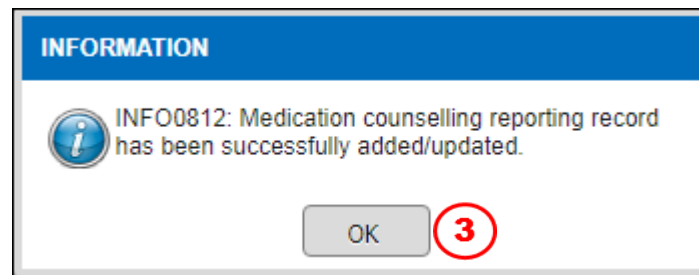


Figure 3.2.5-2 Information alert message

STEP 3

Click on the  button to confirm save record

STEP 4

Click on the  button to confirm record

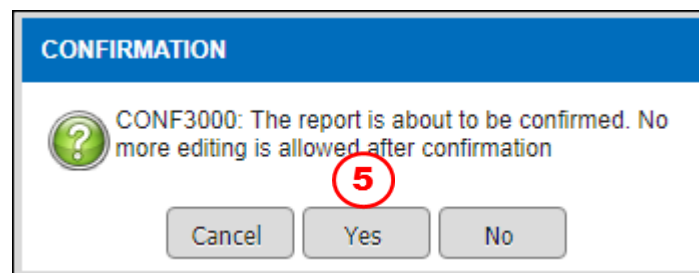
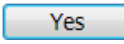



Figure 3.2.5-3 Information alert message

STEP 5

Click on the  button to confirm save record

STEP 6

Click on the  button to print the report as Figure 3.2.5-1



GROUP MEDICATION COUNSELLING REPORT
Hospital Pakar Sultanah Fatimah, Muar
Jalan Salleh, 84000, Muar, Johor.
069521901

Counselling Topic : Medication, Disease-Diabetes

Date : 09/08/2019

Total Patient Scheduled : 2

Counselling No : MC1900010441

% of Attendance : 50.0 %

Pharmacist :

Pharmacist Notes :

Material & Technique :
Used

Patient Name	MRN	Attendance (Y/N)
	HPSF00000008	No
	HPSF00000003	Yes

Figure 3.2.5-4 Reporting on Group

4.0 Acronyms

Abbreviation	Definition
PhIS	Pharmacy Information System
CPS	Clinical Pharmacy System
PM	Patient Management
eGL	Electronic Guarantee Letter
HRMIS	Human Resource Management System
MRN	Medical Record Number
MOH	Ministry Of Health

5.0 Links to Clinical Modules

No	Module	PDF Links	No	Module	PDF Links
1	Inpatient	Click Here	12	CDR Dispensing	Click Here
2	CDR Order	Click Here	13	Methadone Dispensing	Click Here
3	TDM Order	Click Here	14	PN Dispensing	Click Here
4	PN Order	Click Here	15	Order Management	Click Here
5	IV Order	Click Here	16	Patient Management	Click Here
6	Prepacking	Click Here	17	Radiopharmaceutical	Click Here
7	Galenical	Click Here	18	Outpatient	Click Here
8	MTAC	Click Here	19	Special Drug Request	Click Here
9	ADR & DAC	Click Here	20	MAR	Click Here
10	Medication Counselling	Click Here	21	DICE	Click Here
11	Ward Pharmacy	Click Here	22		