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

Full Based

User Manual
Medication Counseling

Version	**: 6th Edition**
Document ID	**: FB_U. MANUAL_MEDICATION COUNSELLING**

Reference ID : FB_U. MANUAL_MEDICATION COUNSELLING-6th Edition

Application reference: PhIS & CPS v1.6.1

Table of Contents

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:
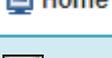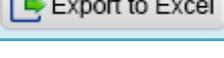
- Order
- Reporting
- Counselling Material
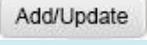
1.3 Organized Sections

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	Login to PhIS	**Logout**	Logout from PhIS
Change Password	Change Login Password	C	Reset Login Screen
+	Expand Menu	−	Collapse Menu
Home	Display Home Tab	▶	Expand Module
◢	Collapse Module	x	Close All Open Tabs
↻	Refresh Screen	**Q Search**	Search Record
+	Add/Create New Record	*i*	Show Help
🖨	Print	*	Mandatory Field
📅	Calendar Icon	🔍	Search Icon
X	Close Window	◯	Radio Button
☐	Checkbox	✏	Edit Record
⦸	Cancel	🗑	Delete Record
💾	Save	**Export to Excel**	Export and Open Report in Excel Format

Medication Counselling Module Legend
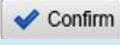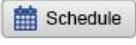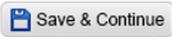
Upload	Upload	Confirm	Confirm
Schedule	Schedule	Save & Continue	Save & Continue
Add/Update	Add / Update	Delete	Delete
+	Expand button	Malay	Print Malay language

Note

To learn more about Login Information, kindly click Login Information module for descriptive steps.

2.2 Latest Enhancement and Updates

Latest Functions	Page
Appointment date adjustable (backdated up to 5 days only)	page 12, page 15
Compliance Calculate Score hyperlink enable after confirmation	page 43
'MC' in Clinical Summary rename to 'Medication Counselling'	Refer Patient Management module

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)
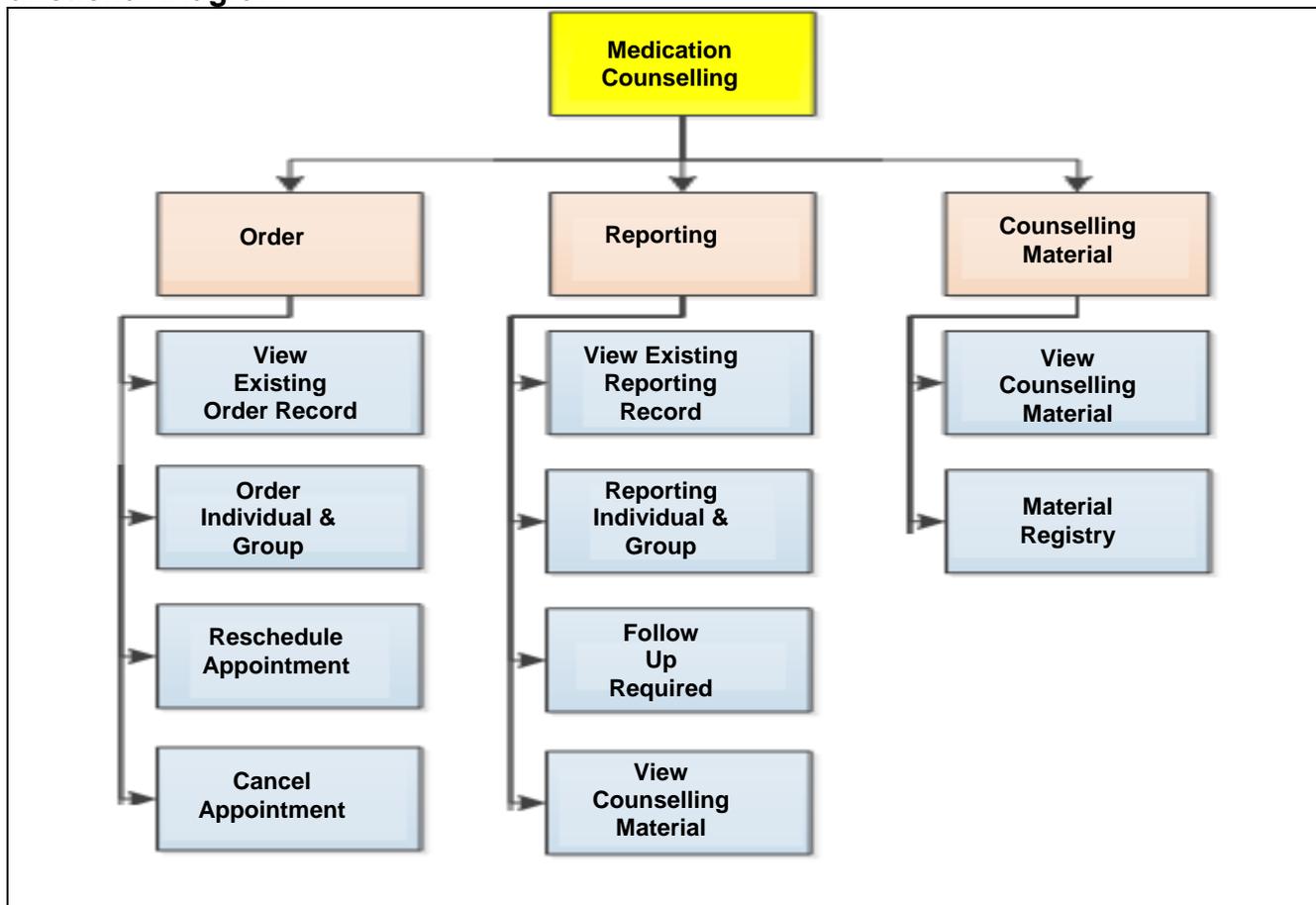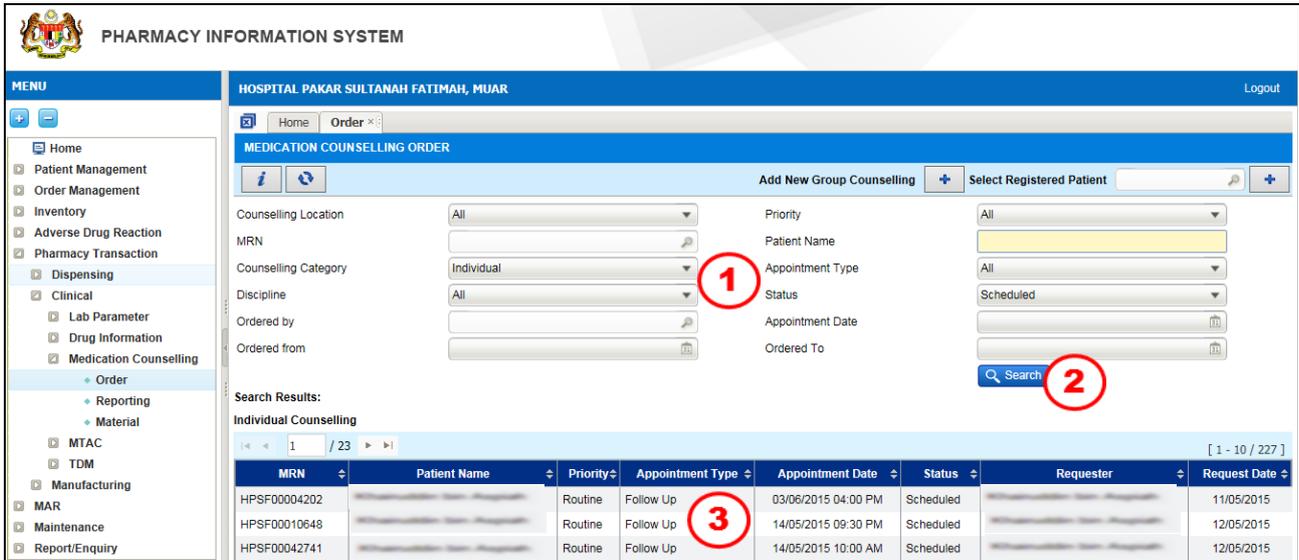
Functional Diagram

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.

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: • 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	Priority	-All -Routine -Urgent	Able to filter and search patient name by priority
h	Patient Name	Patient's name	Allow to search by full or partial patient name
i	Appointment Type	-All -New -Follow Up	Able to filter and search patient name by appointment type
j	Status	-Ordered -Scheduled -Cancelled	Able to filter and search patient name by status
k	Appointment Date	Date	Able to filter and search patient name by appointment date
l	Ordered To	Patient Name	Allow to search by patient full name or partial

Table 3.1.1-1

STEP 2

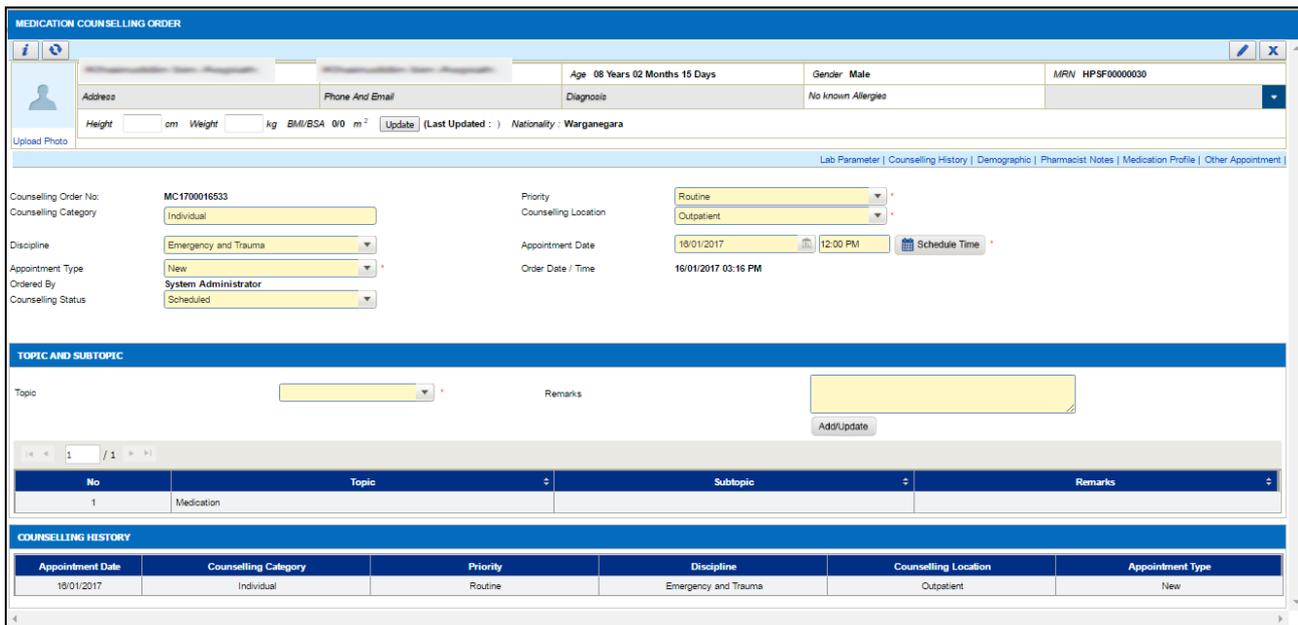Click on ⟨Q Search⟩ button to search for patient

Note
Search results of current registered patient list will display:
- *MRN*
- *Patient Name*
- *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 displayed as Figure 3.1.1-2

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:*
  - ***a) ADR***
    - *Adverse Drug Reaction recorded for the patient*
  - ***b) Lab Results***
    - *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*

- *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 counseling topics, appointment type, counselling location and schedule appointment dates.

Figure 3.1.2-1 Medication Counselling - Order Listing Page

STEP 1
Click on 'Order' sub menu

STEP 2

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

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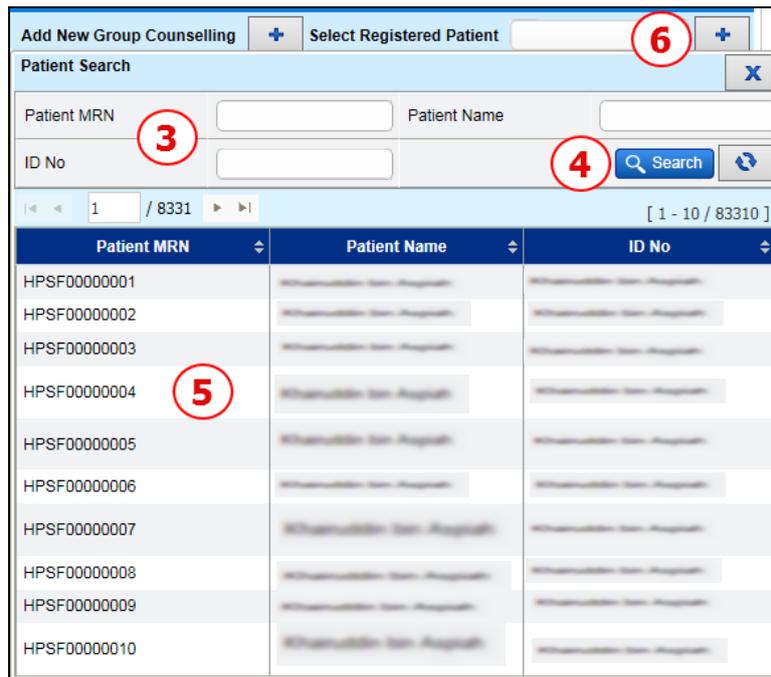
Note
- *Search MRN screen will be displayed as shown in Figure 3.1.2-2.*
- *On this screen, user will be able to search existing Patient records by:*
  - *Patient MRN*
  - *Patient Name*
  - *ID No*

STEP 3

Search for patient record by below criteria :-

No	Field	Description	Remark
a	Patient MRN	Patient Medical Record Number	Search option: • Type the MRN either in full or partially: *Example : HPSF00001234 or "1234"*
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 [Q Search] button to search for patient

STEP 5
Click on the selected patient's name

STEP 6

Click on the [+] button to create a new Medication Counselling order
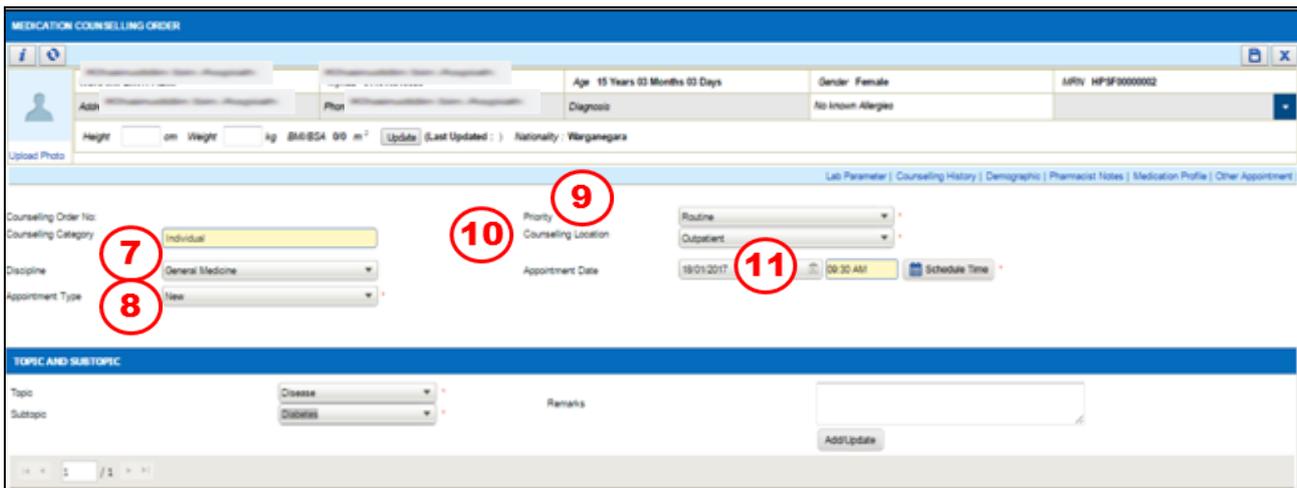
Figure 3.1.2-3 Medication Counselling Order

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 7
Select ***Discipline*** from the drop down box

STEP 8
Select *Appointment Type* from the dropdown box
- Follow Up
- New

STEP 9
Select *Priority* from the dropdown box
- Routine
- Urgent

STEP 10
Select *Counselling Location* from the dropdown box

STEP 11

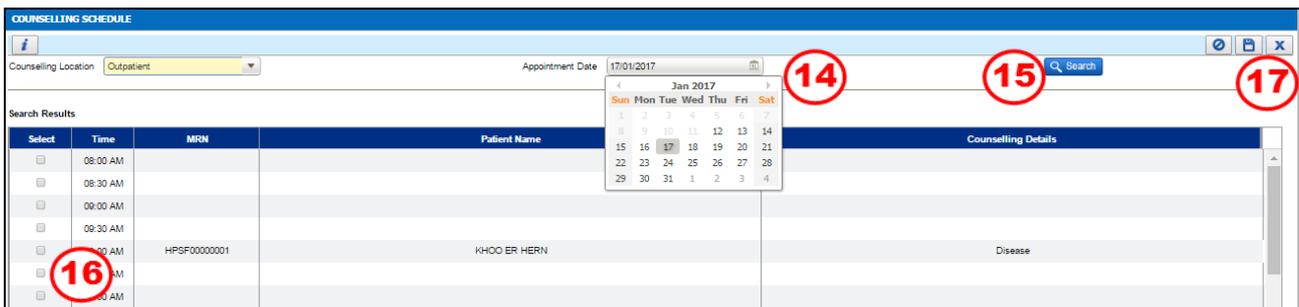Click on the ⊞ button to select *Appointment Date* and calendar will be appear as shown in Figure 3.1.2-4
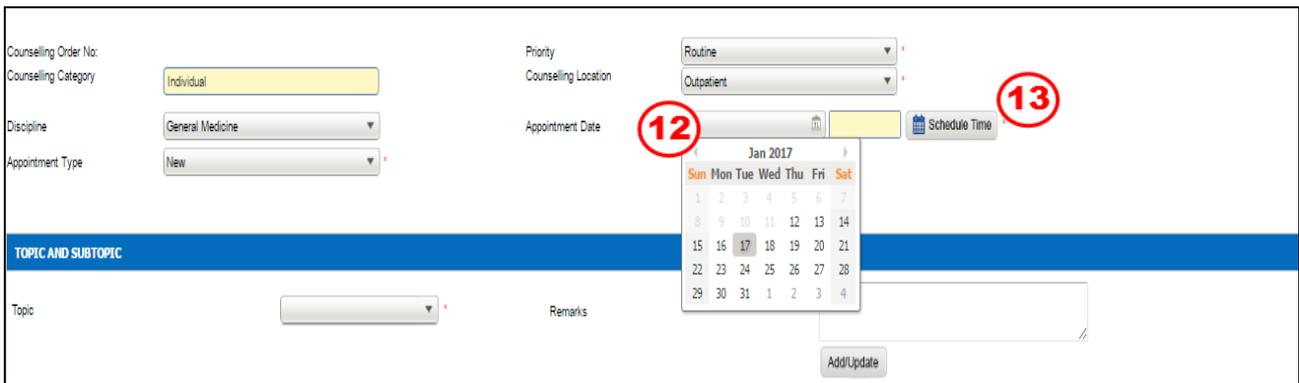
Figure 3.1.2-4 Select Medication Counselling Order

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

Figure 3.1.2-5 Counselling Schedule

STEP 14

Click on the [icon] 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 [Search] 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 [save icon] button to save record
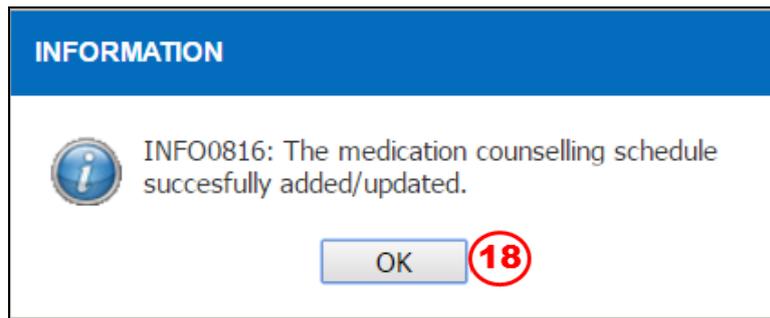
Figure 3.1.2-6 Information alert message

STEP 18
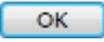
Click on the [OK] button to confirm save record
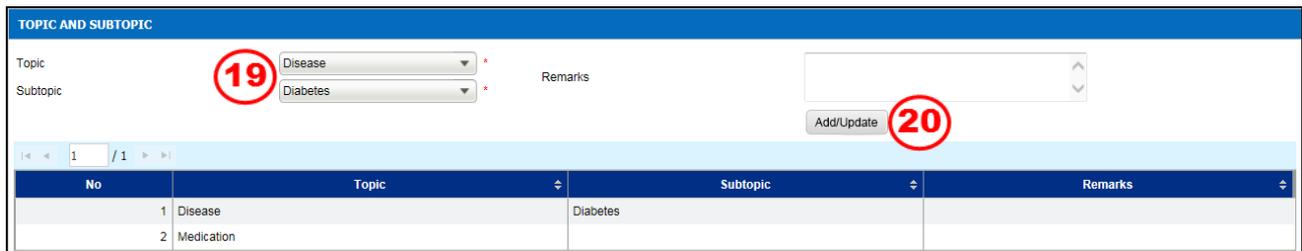
Figure 3.1.2-7 Topic and Subtopic section

STEP 19

Select **Topic** from the dropdown box
- Device
- Disease
- Radiopharmaceutical
- Chemotherapy
- Medication
- Methadone Replacement Therapy
- Smoking Casselton

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

STEP 20

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

Figure 3.1.2-8 Select Medication Counselling Order

STEP 21

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

INFORMATION

INFO3038: The medication counselling order added/updated succesfully with medication counselling no. : MC1600003763

OK 22
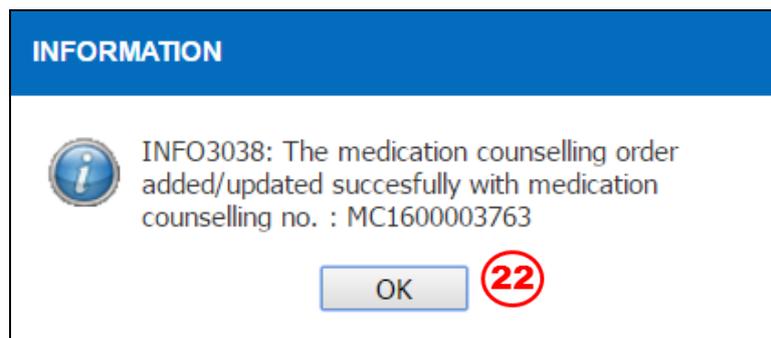
Figure 3.1.2-9 Order successfully added/updated

STEP 22

Click on the OK button to confirm save record

Note
Medication Counselling No. Will be automatically generated for future reference.

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 perform the before reporting stage.

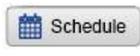**Figure 3.1.3-1 Medication Counselling – Order**
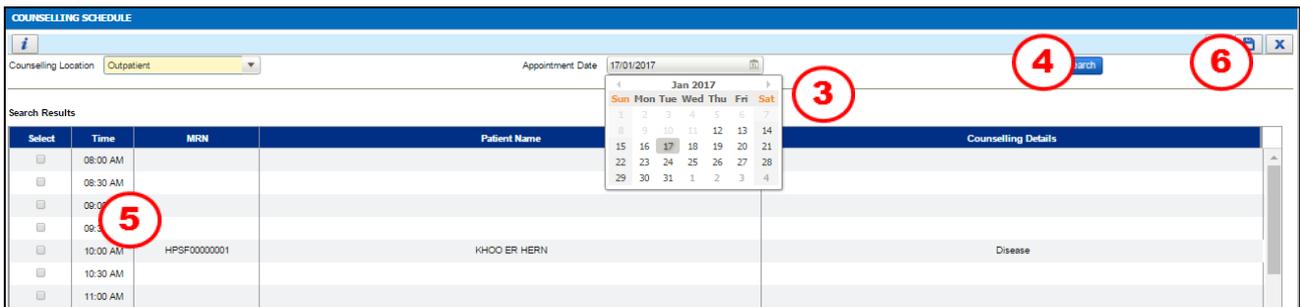
Note
Repeat step 1 _to_ **_3_** _as in View Order Individual Record before performing Individual Order – Reschedule Appointment steps._

STEP 1

Click on the [✏️] button to proceed to reschedule process

STEP 2

Click on the [📅 Schedule] button and system will display the Counselling Schedule screen as shown in Figure 3.1.3-2

Figure 3.1.3-2 Counselling Schedule

STEP 3

Click on the [🏛️] button and select **_Appointment Date_** for counseling. User can select the date from 5 days back as shown in Figure 3.1.3-2.

STEP 4

Click on the [🔍 Search] button to search the counselling schedule
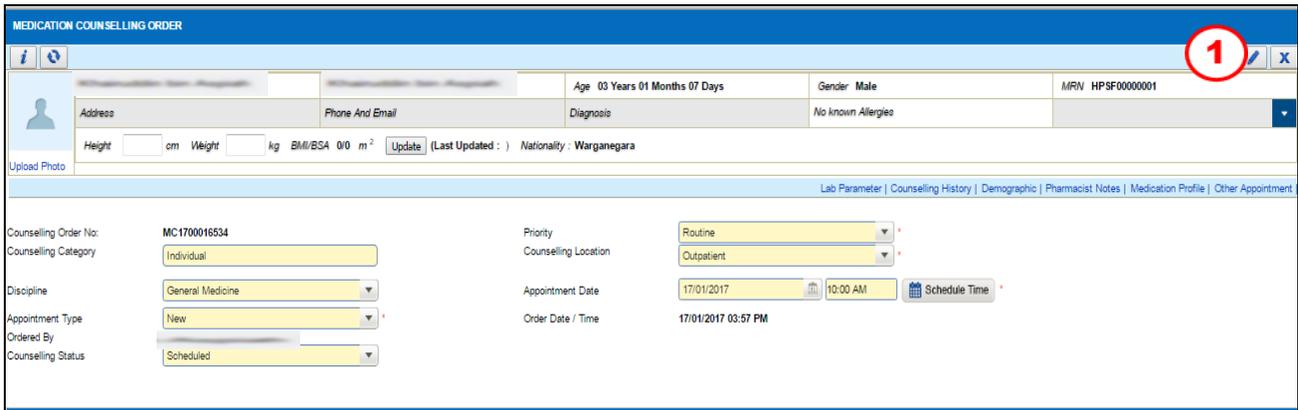
STEP 5

Click on time slot [☑️] checkbox to select time for counselling

STEP 6

Click on the [💾] button to save record

3.1.4 Individual Order – Cancel Appointment

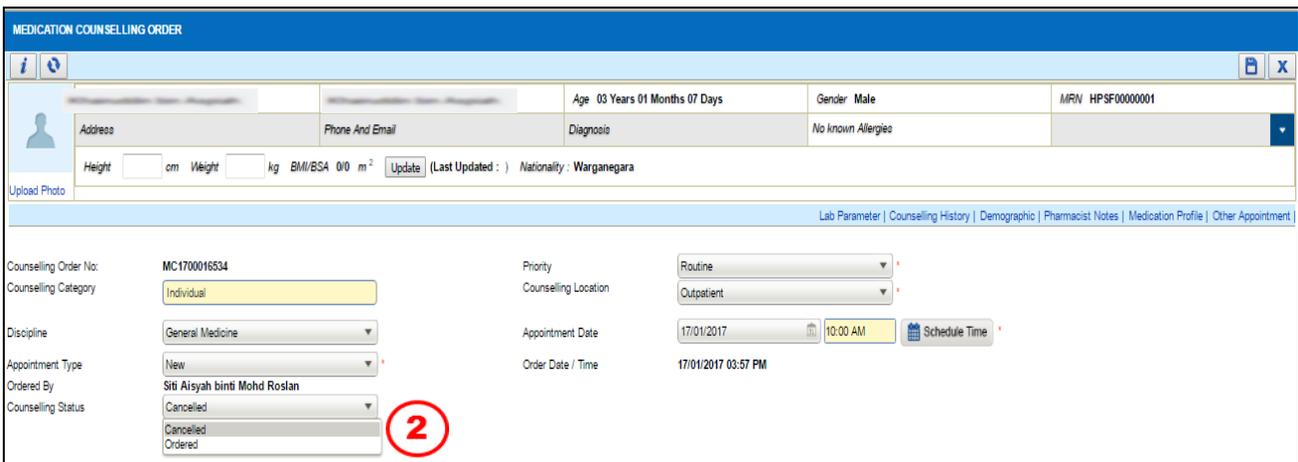This function is used to cancel appointment for individual counseling.

Figure 3.1.4-1 Medication Counselling Order

Note
***Repeat step 1* to *3* as in View Order Individual Record before performing Individual Order – Cancel Appointment steps.**

STEP 1

Click on the [pencil icon] button to edit counseling order
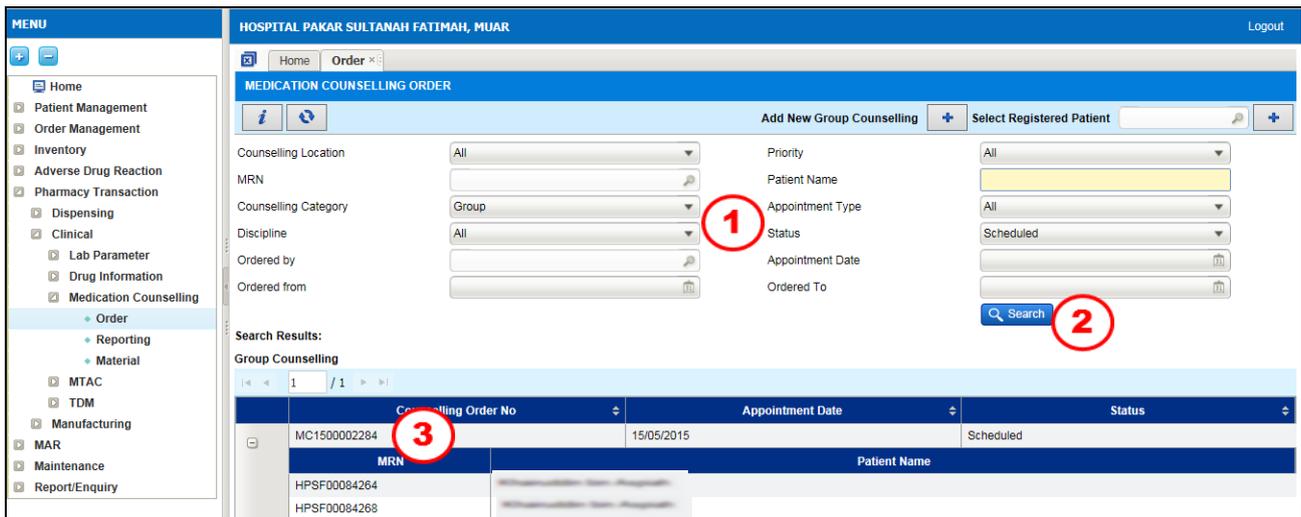

Figure 3.1.4-2 Medication Counselling Order

STEP 2
Select ***Counselling Status*** as Cancelled from the dropdown box

3.1.5 View Existing Group Order

This function is used to view existing group order.

Figure 3.1.5-1 Medication Counselling – Order Landing Screen

Note

- *To view group order records select counselling category as 'Group'.*
- *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	Priority	-All -Routine -Urgent	Able to filter and search patient name by priority
h	Patient Name	Patient's name	Allow to search by full or partial patient name
i	Appointment Type	-All -New -Follow Up	Able to filter and search patient name by appointment type
j	Status	-Ordered -Scheduled -Cancelled	Able to filter and search patient name by status
k	Appointment Date	Date	Able to filter and search patient name by appointment date
l	Ordered To	Patient Name	Allow to search by patient full name or partial

Table 3.1.5-1

**STEP 2**

Click on [Q Search] 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 as shown in Figure 3.1.5-1.*

- *User is also able to perform individual order by 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
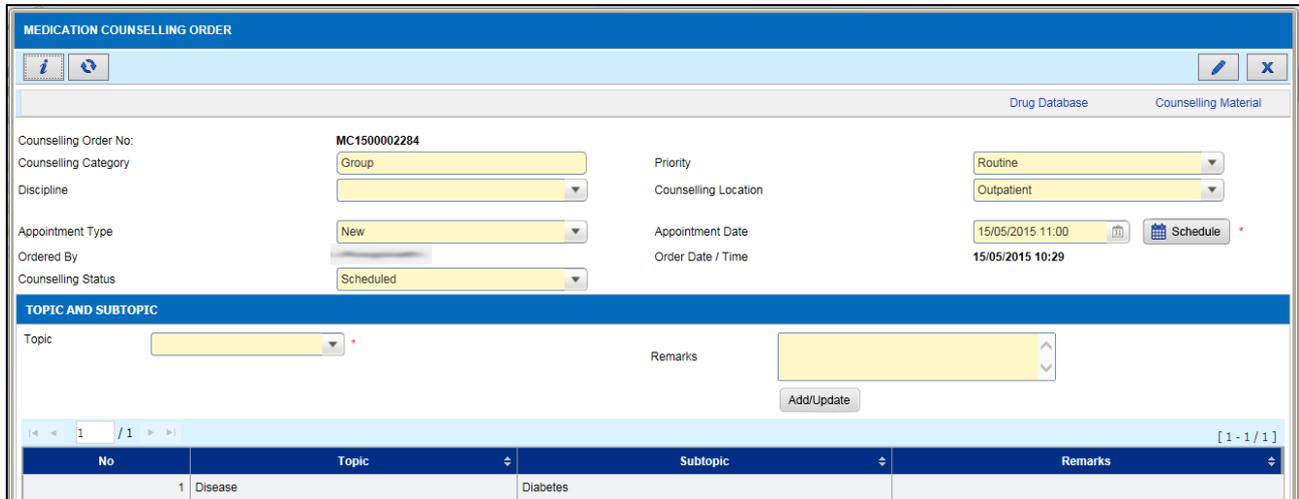
MEDICATION COUNSELLING ORDER

Drug Database   Counselling Material

Counselling Order No:	MC1500002284

Counselling Category	Group	Priority	Routine
Discipline		Counselling Location	Outpatient
Appointment Type	New	Appointment Date	15/05/2015 11:00 Schedule *
Ordered By		Order Date / Time	15/05/2015 10:29
Counselling Status	Scheduled		

TOPIC AND SUBTOPIC

Topic		*	Remarks	

Add/Update

1 / 1   [1 - 1 / 1]

No	Topic	Subtopic	Remarks
1	Disease	Diabetes	

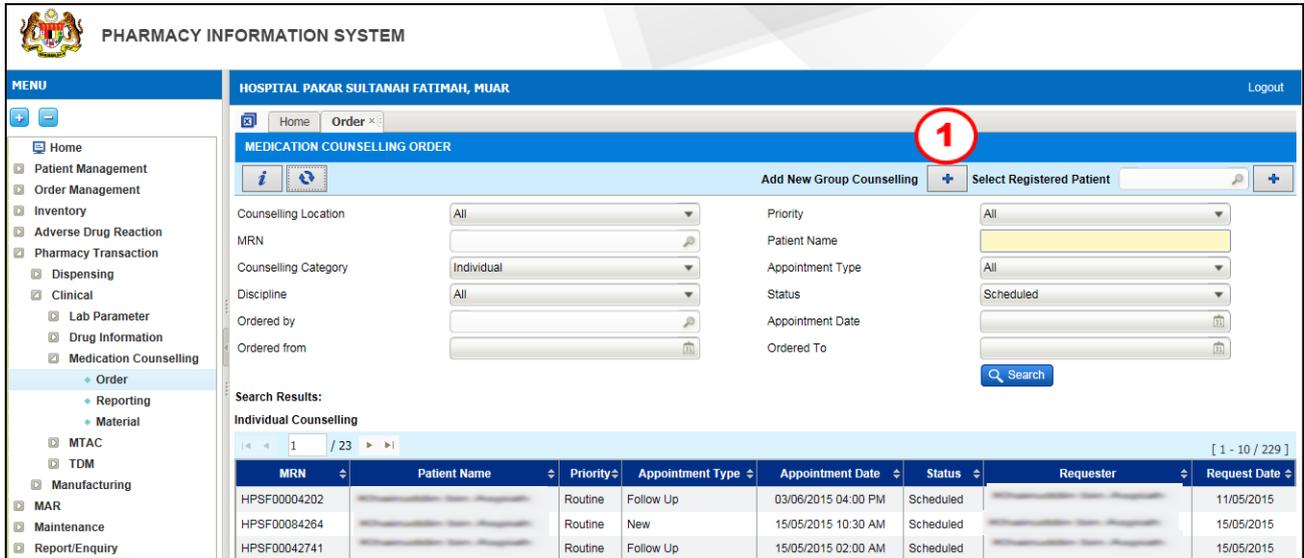**Figure 3.1.5-2 Medication Counselling Order**

Note

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

- _Counselling Order No_
- _Counselling details_
- _Topics and Subtopics_
- _Counselling record list_

3.1.6 Order - Group

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

Figure 3.1.6-1 Medication Counselling – Order Listing Page

STEP 1

Click on the [+] button to **Add New Group Counselling**

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 Location*** from the dropdown box

STEP 6

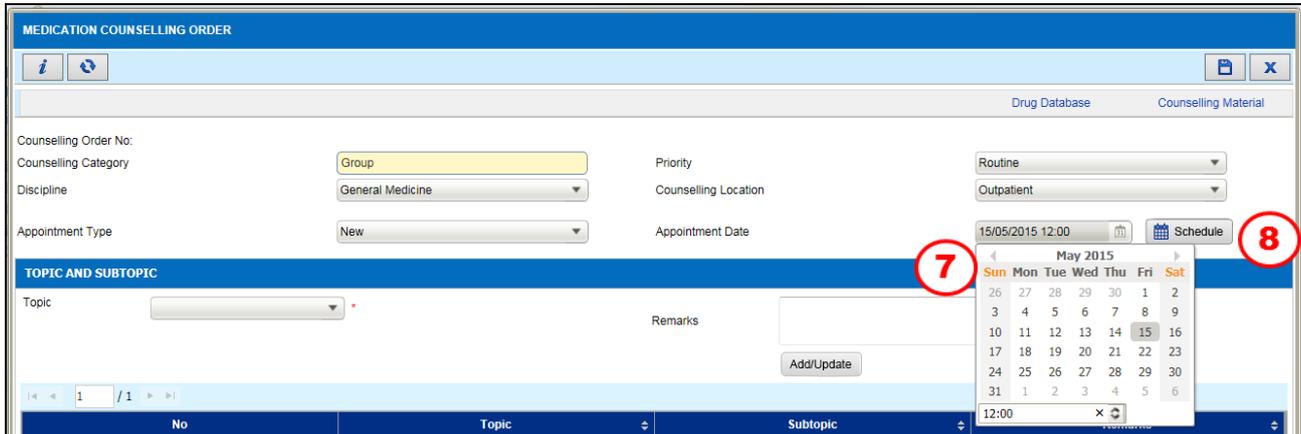Click on the [icon] button and calendar appear as shown in Figure 3.1.6-3

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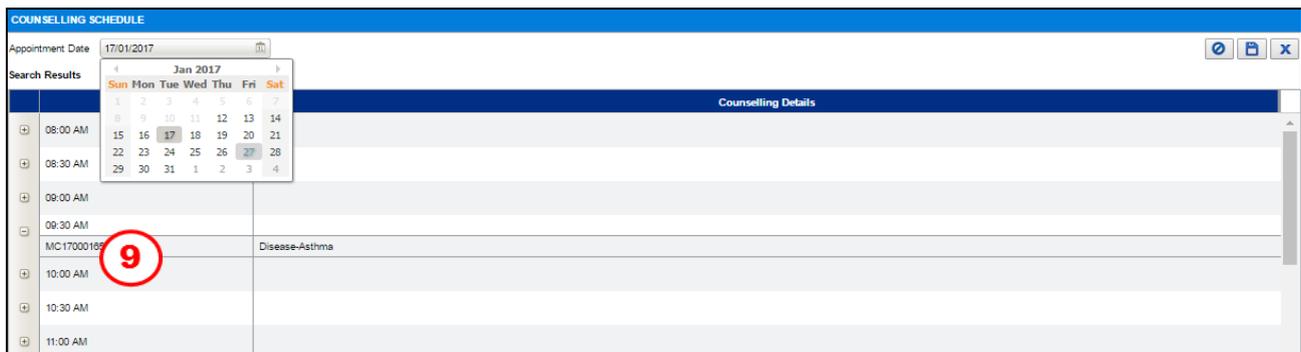

Figure 3.1.6-4 Counselling Schedule

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 is able to select Appointment Date from the calendar at the Counselling Schedule screen.
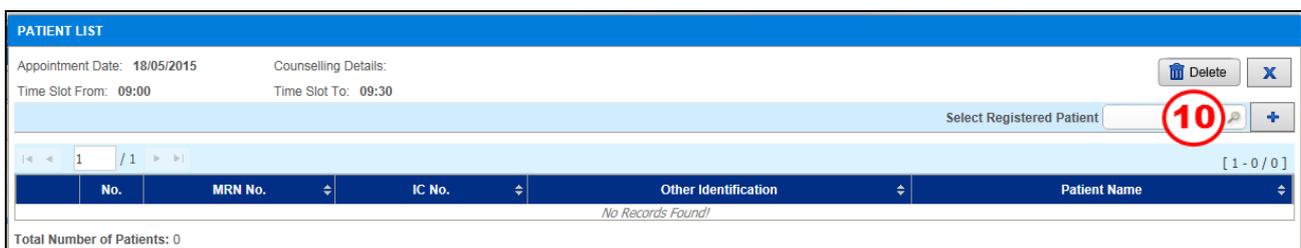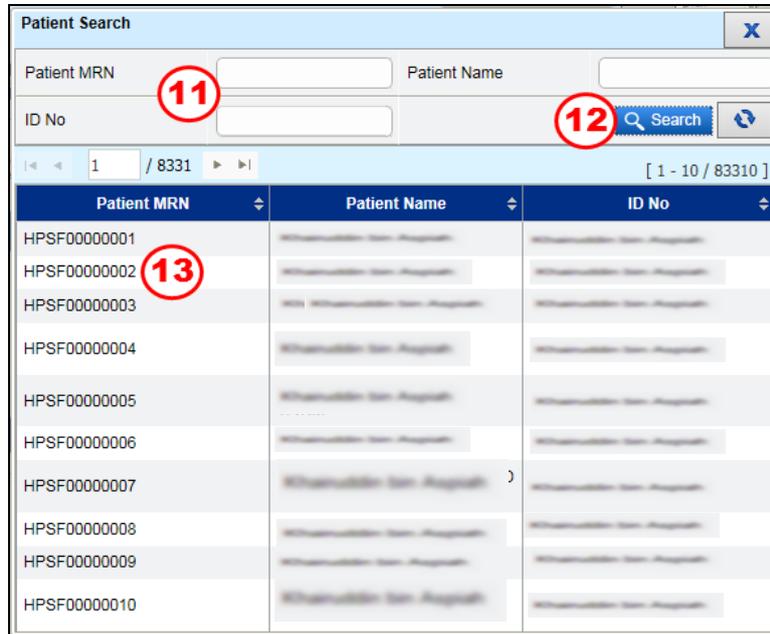

Figure 3.1.6-5 Patient List

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: • Type the MRN either in full or partially: *Example : HPSF00001234 or "1234"*
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 3.1.6-1

STEP 12

Click on the 🔍 Search button to search for patient

STEP 13
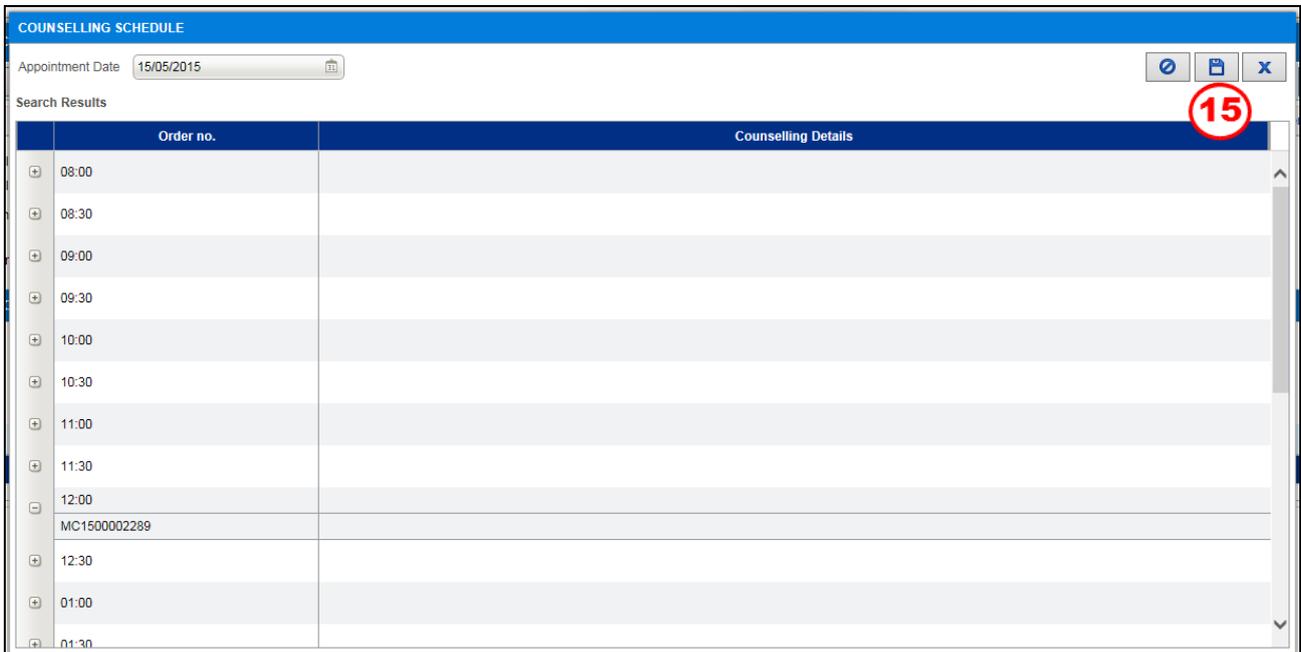Click on the selected patient's name
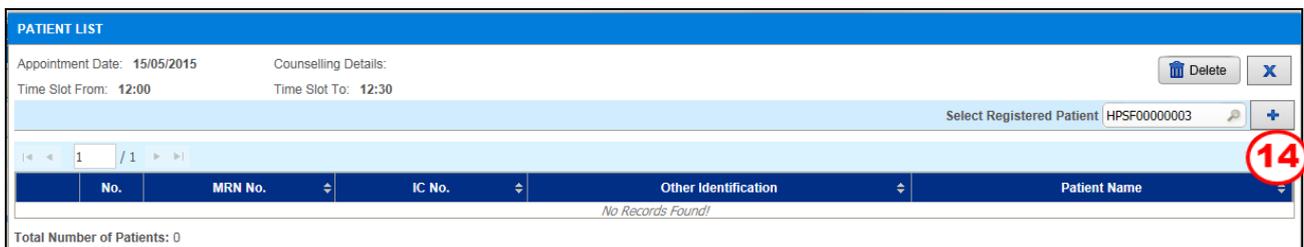
Figure 3.1.6-7 Patient List

STEP 14

Click on the [+] button to add patient for counselling

Note
- _Patient List will display:_
  - _a) Appointment Date_
  - _b) Counselling Details_
  - _c) Time Slot From_
  - _d) Time Slot To_
  - _e) MRN No_
  - _f) IC No_
  - _g) Other Identification_
  - _h) Patient Name_
  - _i) Total Number of Patients_

- _User is able to 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_ [🗑 Delete] _button to delete patient from the list._

COUNSELLING SCHEDULE		
Appointment Date 15/05/2015		⊘ 💾 ✕
Search Results		⑮

Order no.	Counselling Details
⊞ 08:00	
⊞ 08:30	
⊞ 09:00	
⊞ 09:30	
⊞ 10:00	
⊞ 10:30	
⊞ 11:00	
⊞ 11:30	
⊟ 12:00	
MC1500002289	
⊞ 12:30	
⊞ 01:00	
⊞ 01:30	

Figure 3.1.6-8 Counselling Schedule

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

STEP 15

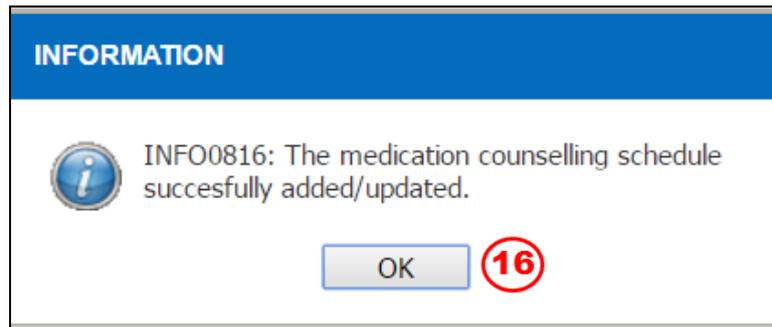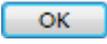Click on the [💾] button to save record

Figure 3.1.6-9 Information alert message

STEP 16
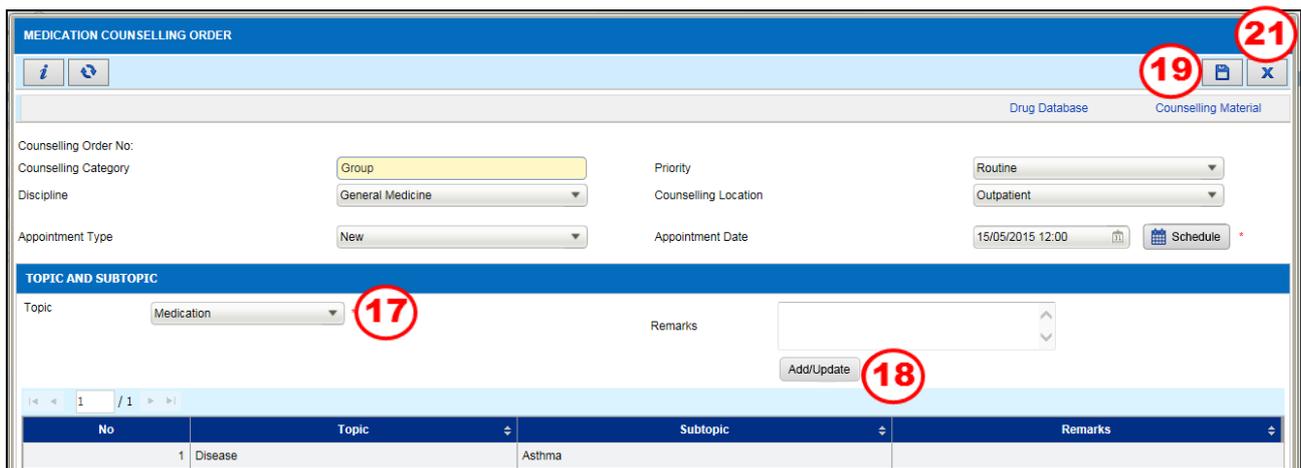
Click on the OK button to confirm save record

Figure 3.1.6-10 Medication Counselling Order

STEP 17

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 18

Click on the Add/Update button to add record as shown in Figure 3.1.6-10
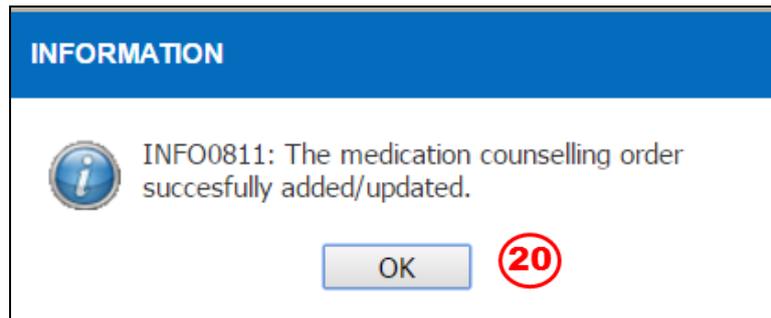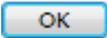
STEP 19

Click on the button to save record

Figure 3.1.6-11 Information alert message

STEP 20

Click on the [OK] button to confirm save record

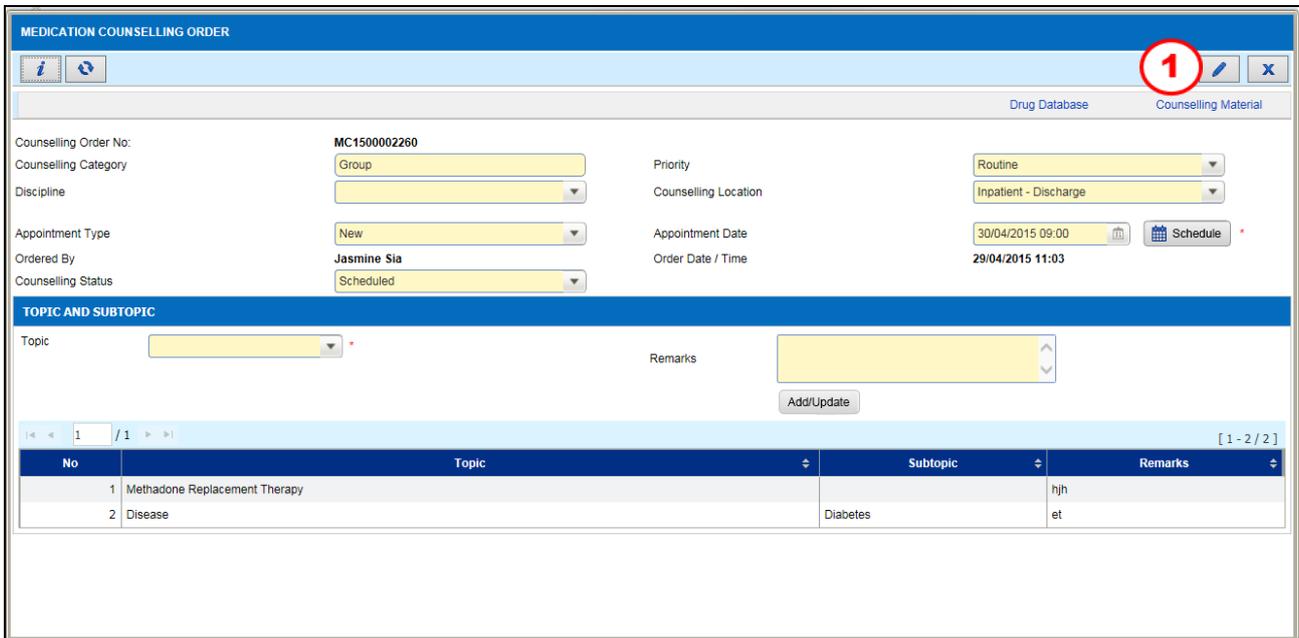**STEP 21**

Click on the [X] 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.

Figure 3.1.7-1 Medication Counselling Order
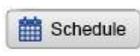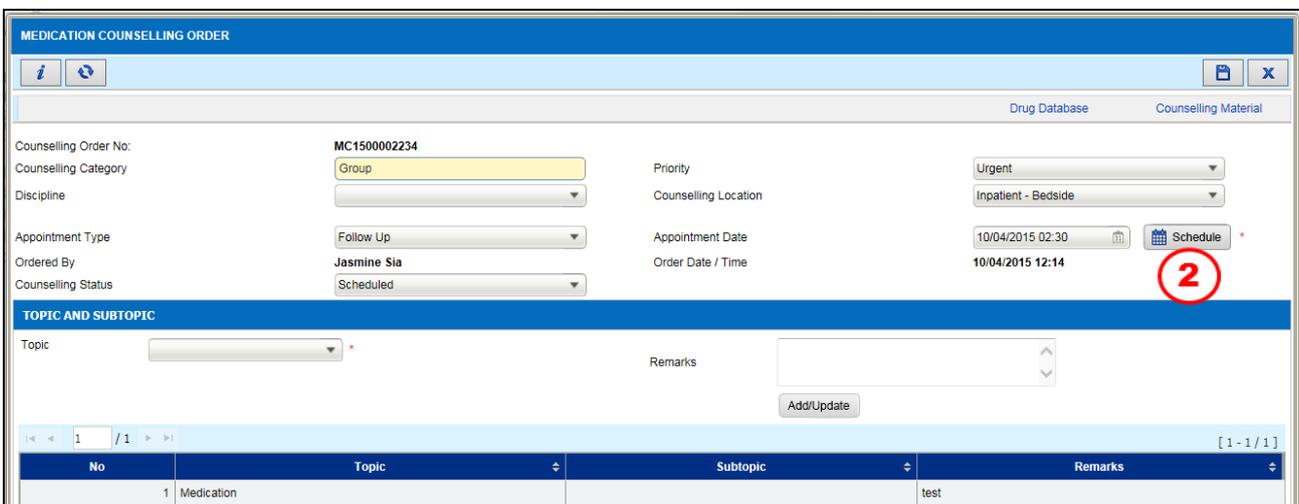
Note

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

STEP 1

Click on the [pencil icon] button to proceed to reschedule process

STEP 2

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

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
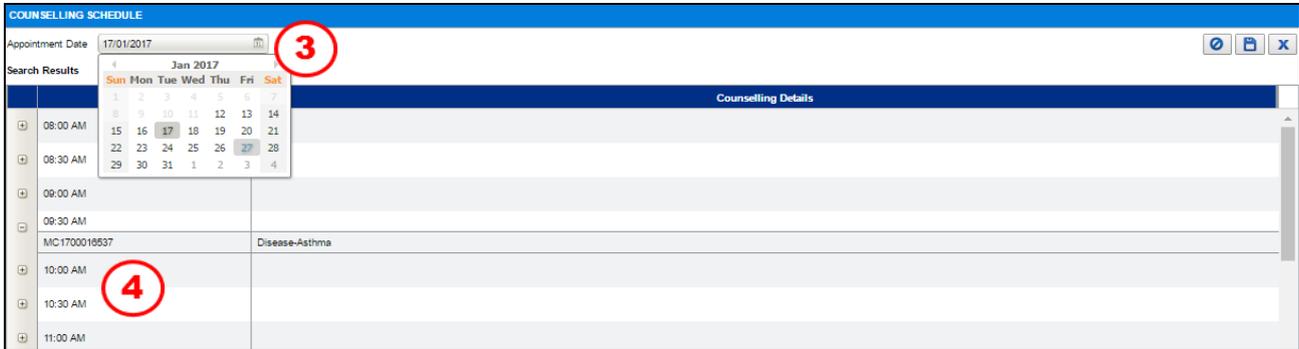
Double click on time slot to select time for counselling

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 🗑 Delete button to delete patient from counselling.*
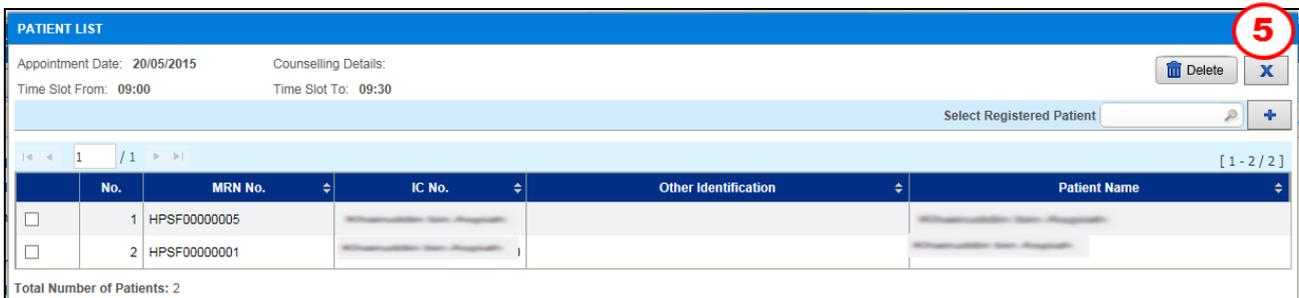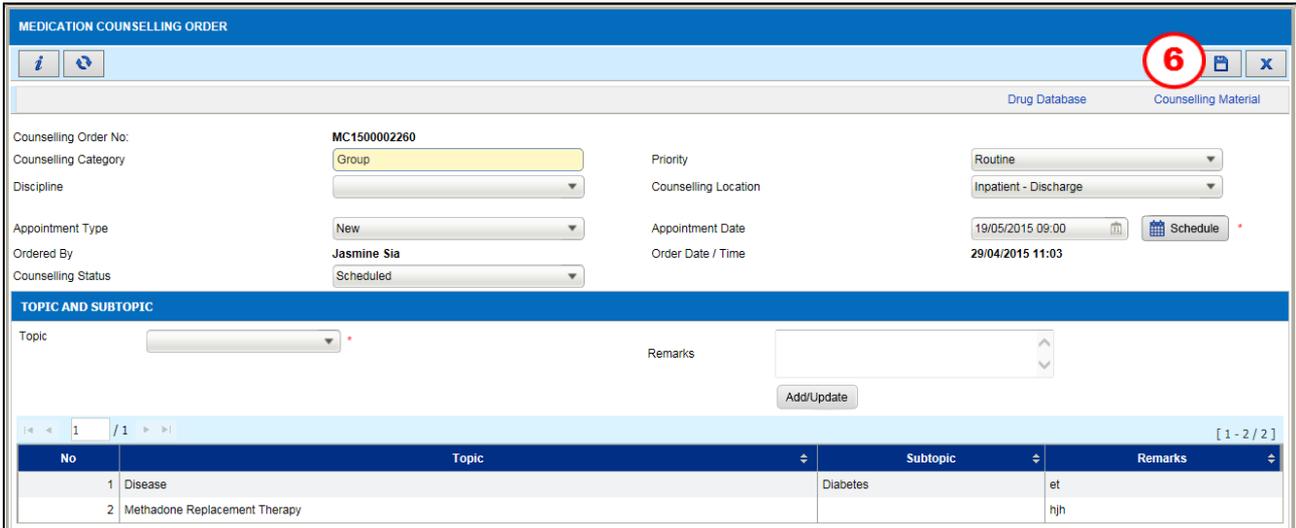

Figure 3.1.7-4 Patient List

STEP 5

Click on the X 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

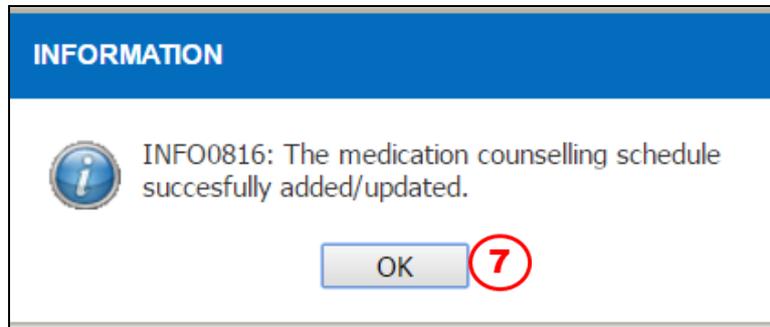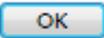**Figure 3.1.7-5 Counselling Schedule**

Figure 3.1.7-6 Information alert message
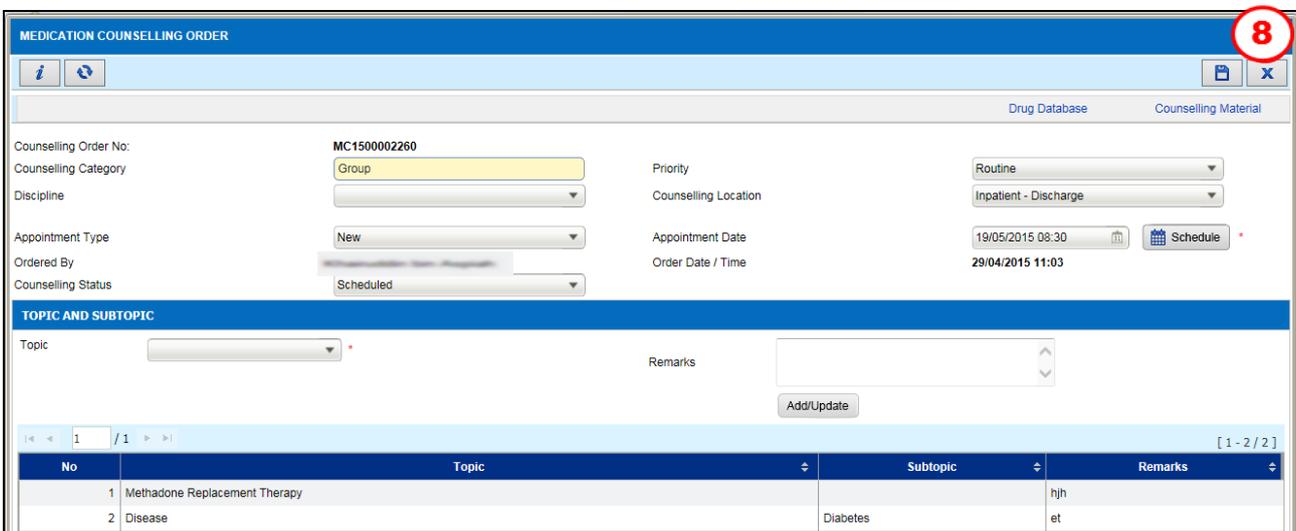
STEP 7

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

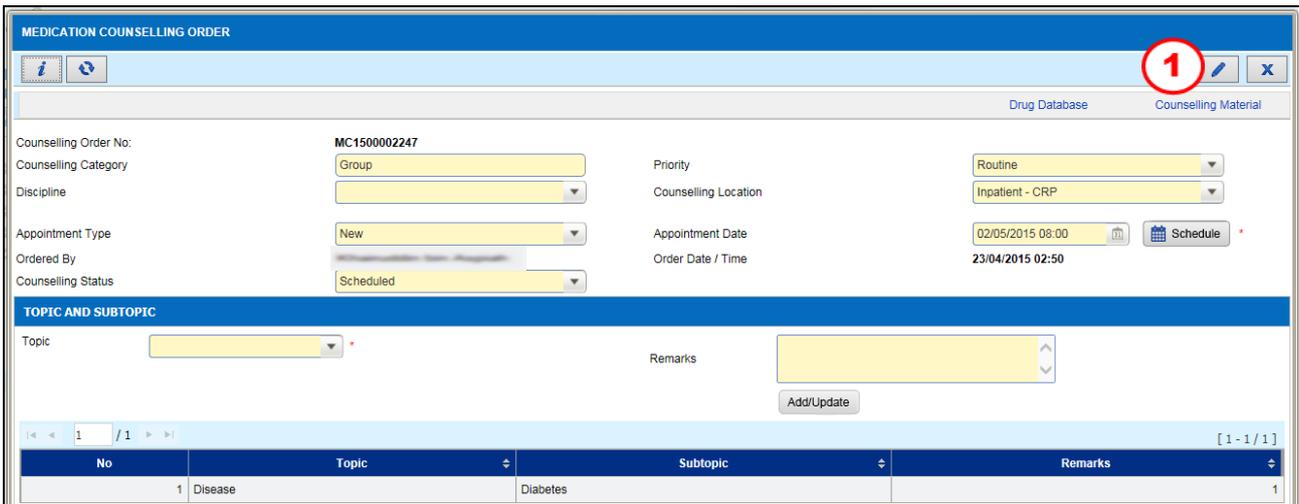**Figure 3.1.7-7 Medication Counselling Order**

STEP 8

Click on the [X] 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.

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 [pencil icon] button to edit counselling order

Figure 3.1.8-2 Medication Counselling Order
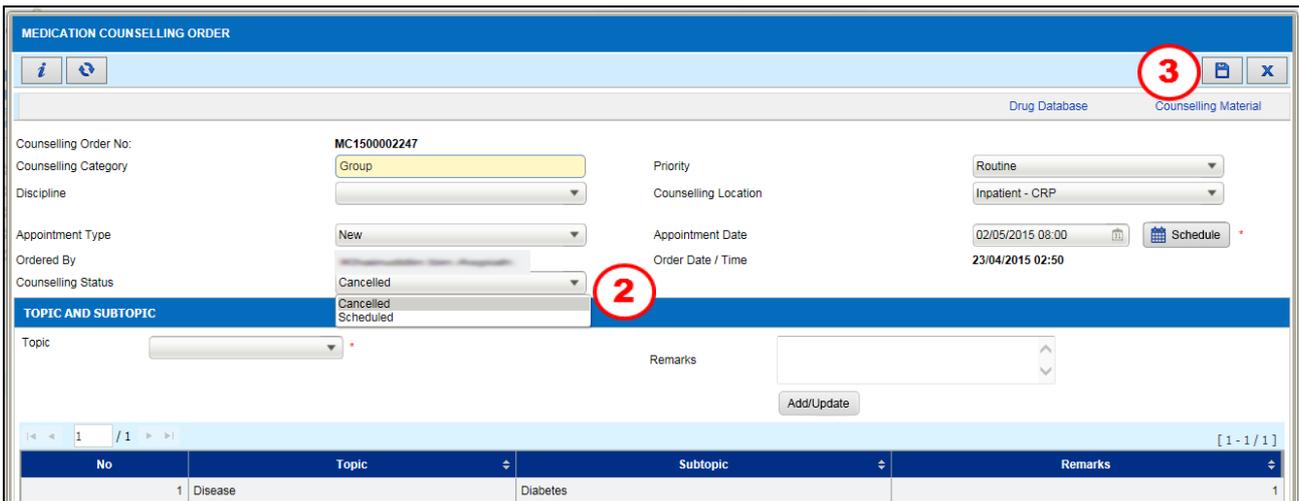
STEP 2
Select ***Counselling Status*** as' Cancelled' from the Counselling Status dropdown box

STEP 3

Click on the [save icon] button to save record
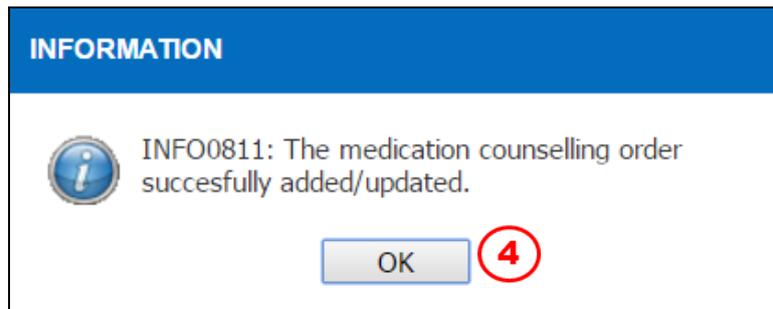
Figure 3.1.8-3 Information alert message

STEP 4
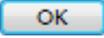
Click on the OK button to confirm save record

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.

Figure 3.2.1-1 Reporting Listing Page

Note
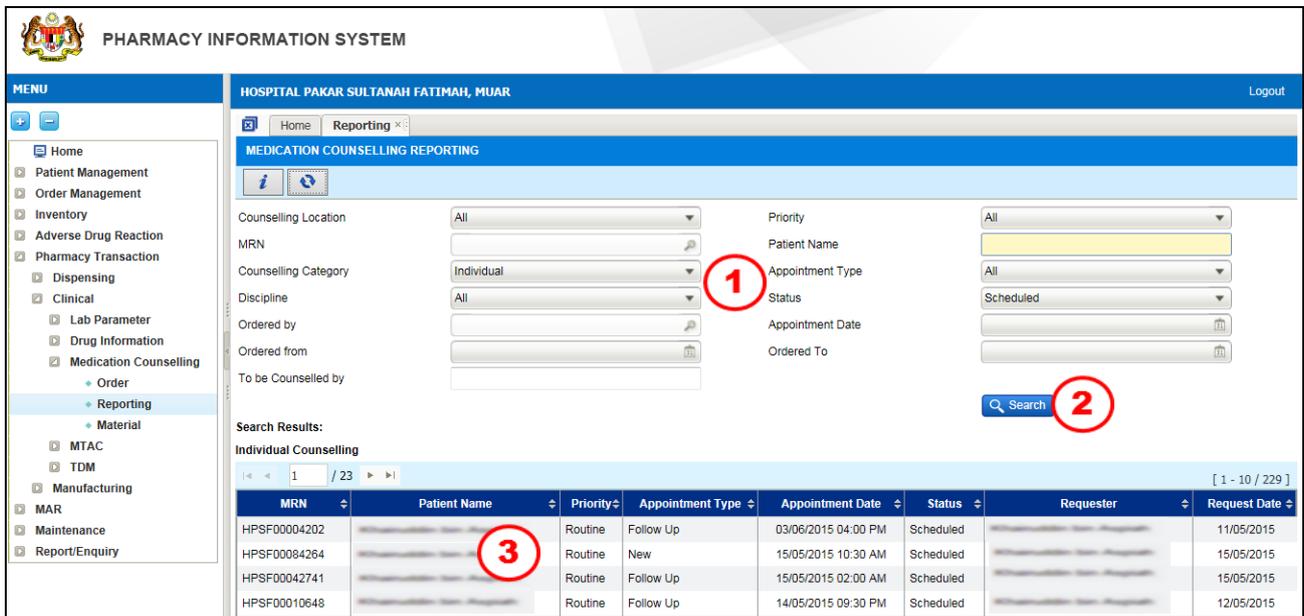
To view existing individual order records select Counselling Category as 'Individual' and Status as 'Confirmed'.

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 in full 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	Priority	-All -Routine -Urgent	Able to filter and search patient name by priority
h	Patient Name	Patient's name	Allow to search by full or partial patient name
i	Appointment Type	-All -New -Follow Up	Able to filter and search patient name by appointment type
j	Status	-Ordered -Scheduled -Cancelled	Able to filter and search patient name by status
k	Appointment Date	Date	Able to filter and search patient name by appointment date
l	Ordered To	Patient Name	Allow to search by patient full name or partial

Table 3.2.1-1

STEP 2

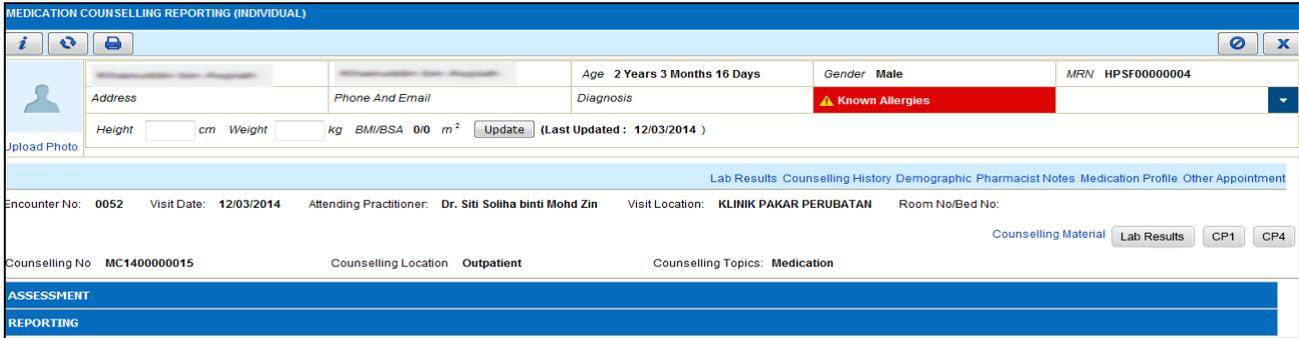Click on [Q Search] button to search for patient

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

Figure 3.2.1-2 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 <u>additional patient information</u>. Click on the hyperlink as below:*
  - **a) ADR**
    - *Adverse Drug Reaction recorded for the patient*
  - **b) Lab Results**
    - *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*
- *<u>Current visit information</u> 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*
- *Counselling Material*
- *Lab Results - 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.

Figure 3.2.2-1 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*

Figure 3.2.2-2 Assessment

Assessment Section
Social History

STEP 1
Enter **Body Weight**

STEP 2
Select **Smoking** from the radio button
- Yes
- No
- Ex-smoker

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

STEP 3
Select **Pregnancy** from the radio button
- Yes
- No
- Planning To Be Pregnant

STEP 4
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 5
Select **Drug Abuse** from the radio button
- Yes
- No

STEP 6
Enter **Diet & Lifestyle**

Note
Education Level and **Marital Status** field will automatically display hyperlink from the registration screen.
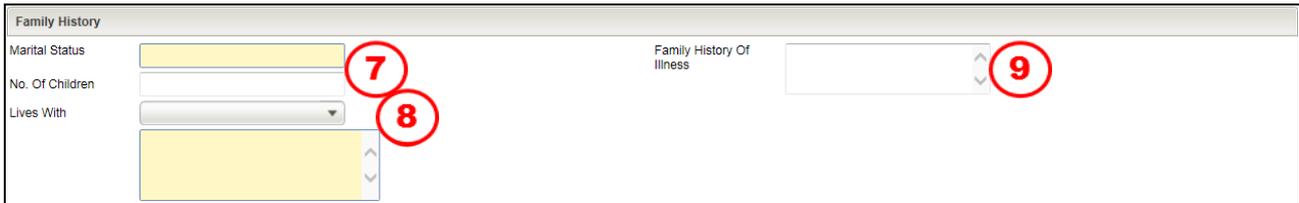
Figure 3.2.2-3 Assessment

Family History

STEP 7
Enter **No. Of Children**

STEP 8
Select **Lives With** from the radio button
- Alone
- Family Members
- Nursing Home
- Others

STEP 9
Enter **Family History Of Illness**

Figure 3.2.2-4 Assessment

Medical History

STEP 10
Enter **Co-morbidity**

STEP 11
Select and enter **Diagnosis Test**
- X-Ray
- BMD
- Echo
- CT Scan
- MRI
- Doppler Test
- Mantoux Test
- Bone Marker
- OGDS
- Others

STEP 12
Select **Surgical History** from the radio button
- Yes
- No

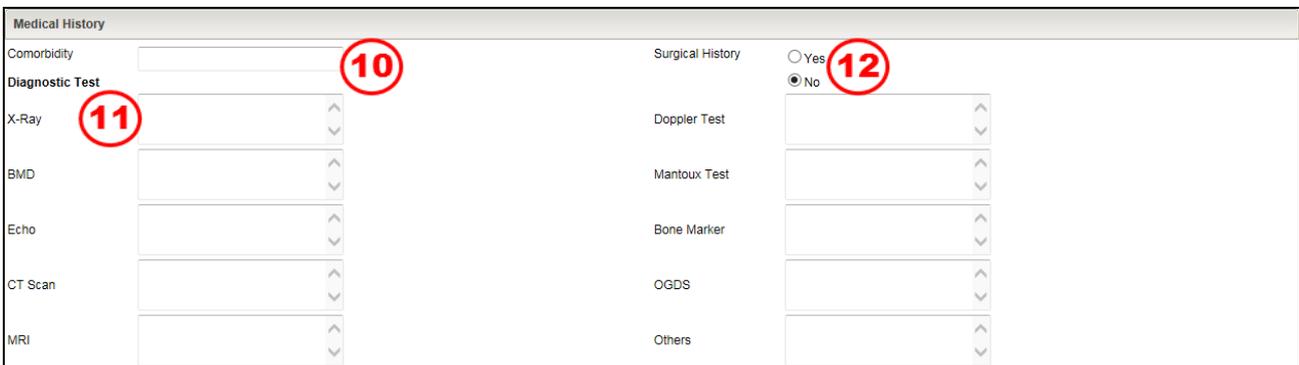| Past Medication History						
Medication (Specify Strength)	**Dose**	**Frequency**	**Balance From Previous Supply**	**Medication Status**	**Source of Medication**	**Comments**
No Records Found!						

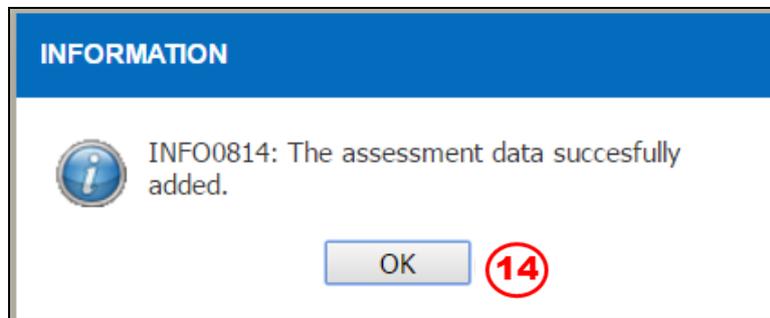| **Non-Prescription Medication(Includes Herbal/Vitamin/Other Supplements)**	**Reason For Taking**	**Source of Medication**	**Balance/Comments**
No Records Found!			

(13) 🖫 Save & Continue

Figure 3.2.2-5 Assessment

Note
Past Medication History will be displayed as shown in Figure 3.2.2.5.

STEP 13
Click on the 🖫 Save & Continue *button to save assessment and continue with reporting section*

INFORMATION

INFO0814: The assessment data succesfully added.
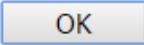
OK (14)

Figure 3.2.2-6 Information alert message
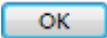
STEP 14
Click on the OK button to confirm assessment
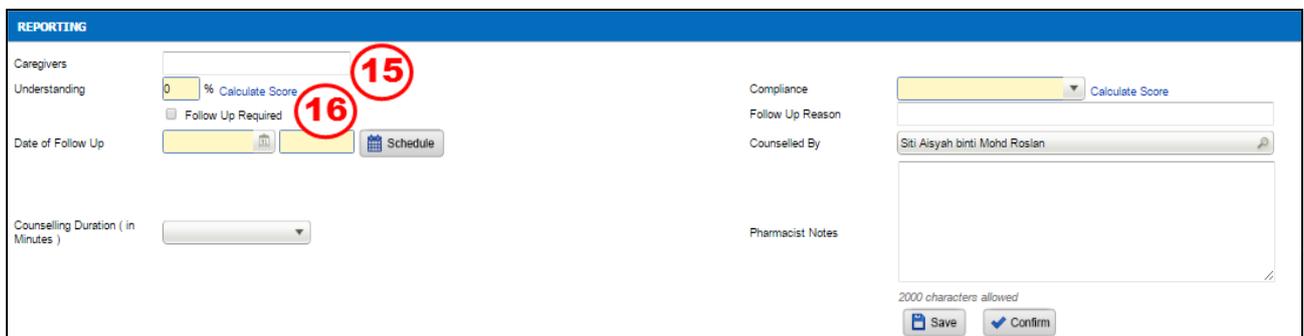
REPORTING

Caregivers		
Understanding	0 % Calculate Score (15)	Compliance ▼ Calculate Score
	☐ Follow Up Required (16)	Follow Up Reason
Date of Follow Up	🗓 📅 Schedule	Counselled By Siti Aisyah binti Mohd Roslan 🔍
Counselling Duration (in Minutes)	▼	Pharmacist Notes
		2000 characters allowed
		🖫 Save ✔ Confirm

Figure 3.2.2-7 Reporting

Reporting Section

STEP 15
Enter value in **Caregivers** field

STEP 16

Click on the Calculate Score hyperlink and
the window of 'Review of Patient's Understanding (medication) DFIT' will be displayed as shown in Figure 3.2.2-8
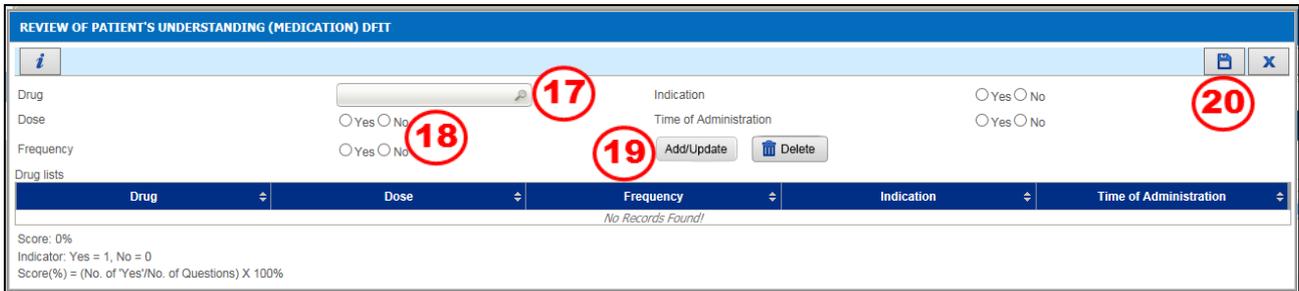
Figure 3.2.2-8 Review of Patient's Understanding (medication) DFIT

STEP 17

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

STEP 18

Select **Patient's Understanding** by checking the radio button as below
- Dose
- Frequency
- Indication
- Time of administration

STEP 19

Click on the Add/Update button to add/update information at drug list

STEP 20

Click on the button to save record
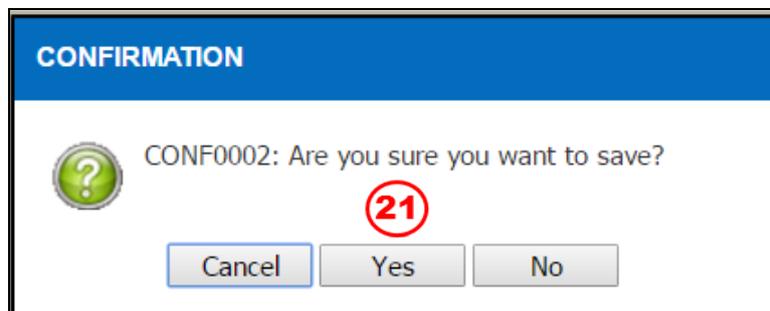

Figure 3.2.2-9 Information alert message

STEP 21

Click on the Yes button to confirm save record
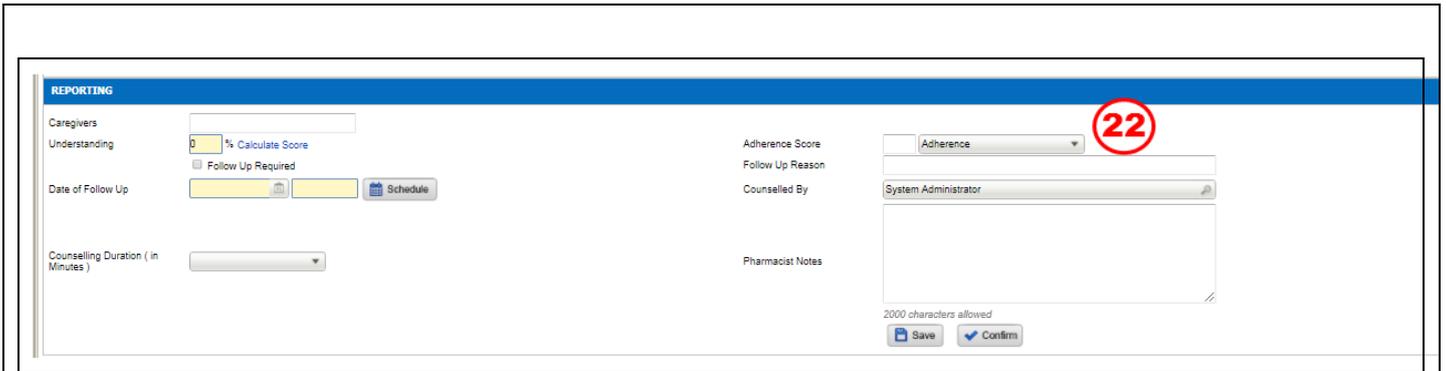
Figure 3.2.2-10 Reporting

STEP 22

update on the Adherence Score will be displayed as shown in figure 3.2.2-10

STEP 23

Click on the confirm button to confirm save record

Figure 3.2.2-11 Reporting

STEP 25

Select *Counselling Duration (in Minutes)* from the dropdown box
- 15
- 30
- 45
- 60

STEP 26

Click on the [Save] button to save record

INFORMATION

INFO0812: Medication counselling reporting record has been successfully added/updated.

OK

Figure 3.2.2-12 Information alert message

STEP 27
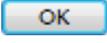
Click on the [OK] button to confirm save record

STEP 28

Click on the [✔ Confirm] button to confirm record

CONFIRMATION

CONF0105: Are you sure you want to confirm?

(29)

Cancel   Yes   No

Figure 3.2.2-13 Save Confirm alert message

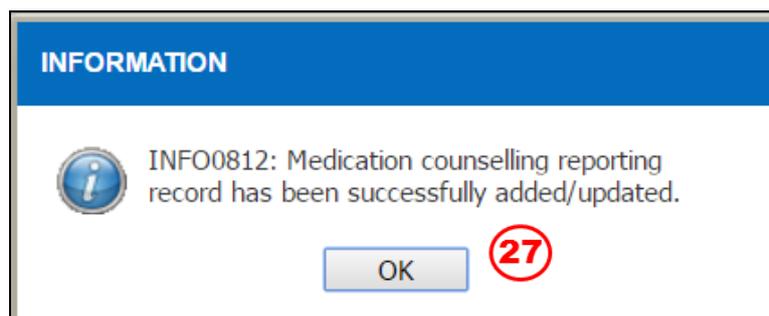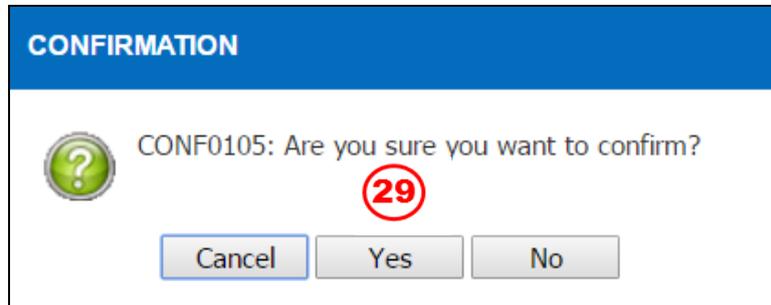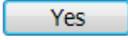**STEP 29**

Click on the [Yes] button to confirm save record

STEP 30

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.*

Figure 3.2.2-14 Reporting Individual

3.2.3 Individual Follow Up Required

This function allows user to record individual follow up required.
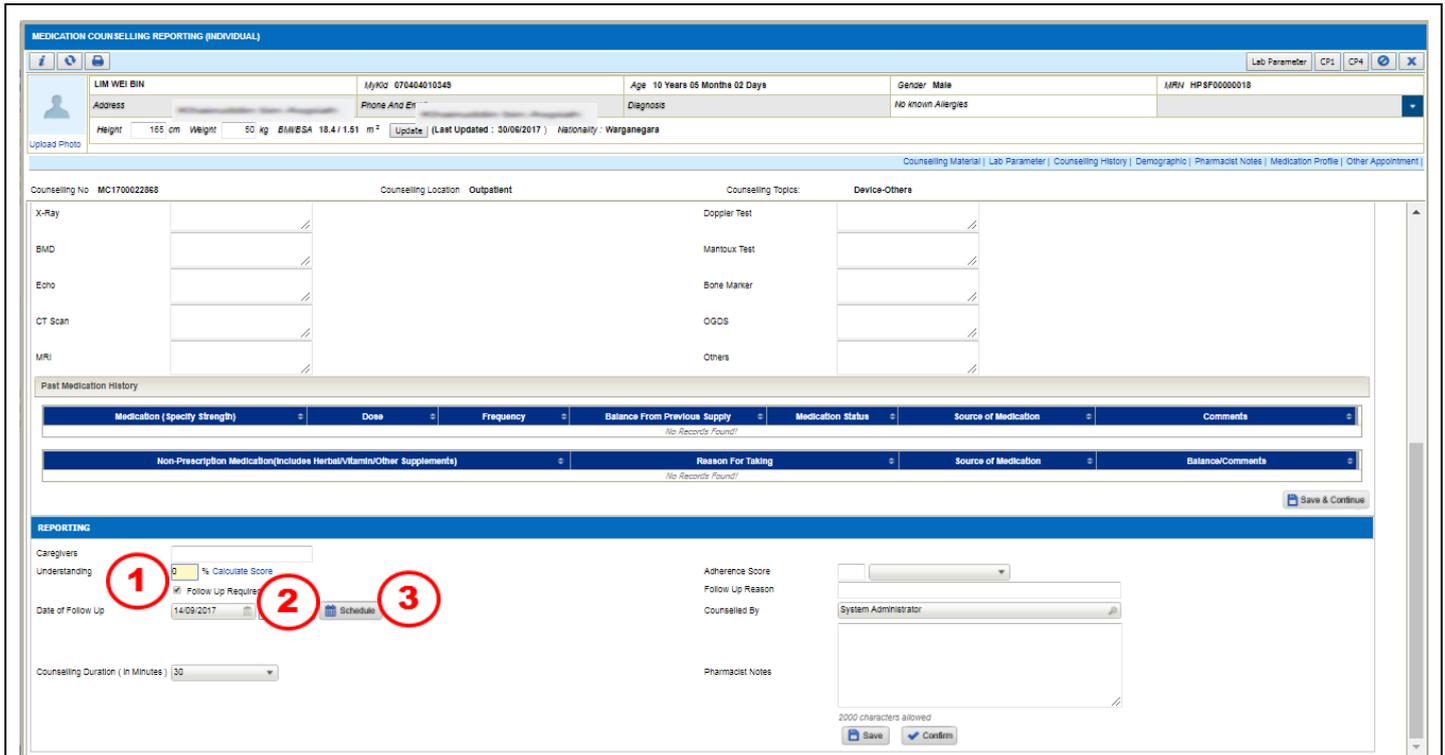
Figure 3.2.3-1 Medication Counselling Reporting (Individual)

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 ▦ Schedule button to schedule for counseling

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

Figure 3.2.3-3 Information alert message

STEP 6

Click on the OK button to confirm save record

3.2.4 View Existing Group Reporting

This function allows user to view group counselling report.
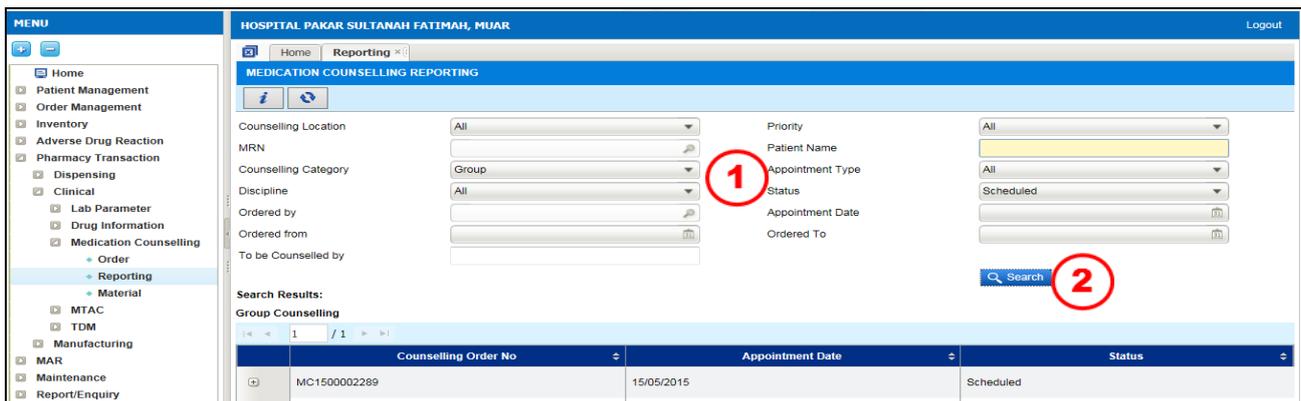
Figure 3.2.4-1 Reporting

Note

To view existing group order records select Counselling Category as Group and Status as Confirmed.

STEP 1

Search patient record based :-

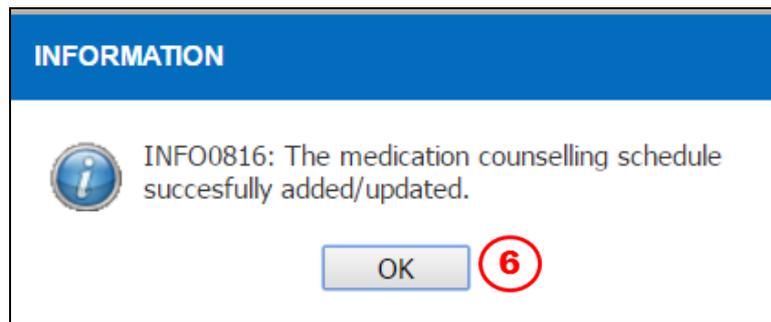| No	Field	Description	Remark
a	Counselling Location	Counselling Location (It will list down all active locations)	Able to filter and search patient name by counselling location
b	MRN	Patient Medical Record Number	Search option: • Type the MRN either in full or partially: *Example : HPSF00001234 or "1234"*
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	Priority	-All -Routine -Urgent	Able to filter and search patient name by priority
h	Patient Name	Patient's name	Allow to search by full or partial patient name
i	Appointment Type	-All -New -Follow Up	Able to filter and search patient name by appointment type
j	Status	-Ordered -Scheduled -Cancelled	Able to filter and search patient name by status
k	Appointment Date	Date	Able to filter and search patient name by appointment date
l	Ordered To	Patient Name	Allow to search by patient full name or partial

Table 3.2.4-1

STEP 2

Click on [Q Search] 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_

Counselling Order No	Appointment Date	Status
MC1500002289 ③	15/05/2015	Scheduled

MRN	Patient Name
HPSF00000001	
HPSF00000003	
HPSF00084239	

Counselling Order No	Appointment Date	Status
MC1500002284	15/05/2015	Scheduled
MC1500002260	30/04/2015	Scheduled
MC1500002234	10/04/2015	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 patient 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.

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:*
  - *Counselling Topics*
  - *Date of Counselling*
  - *Discipline*
  - *Counselling material*
  - *Drug database*
  - *Patient List*
  - *Attendance record*

3.2.5 Group Reporting

This function allows user to record group counselling reports.

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

STEP 2

Click on the [💾] button to save record

Figure 3.2.5-2 Information alert message

STEP 3

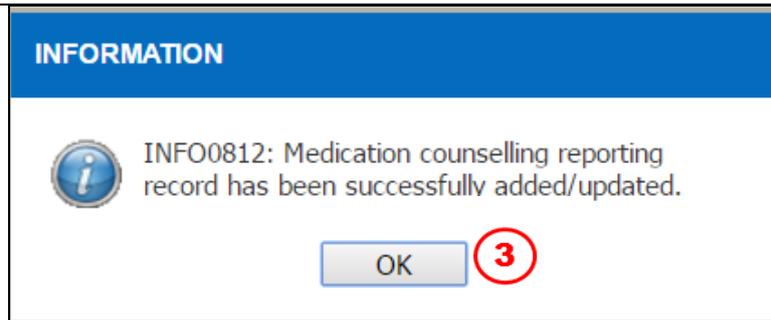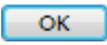Click on the [OK] button to confirm save record

STEP 4

Click on the [Confirm] button to confirm record
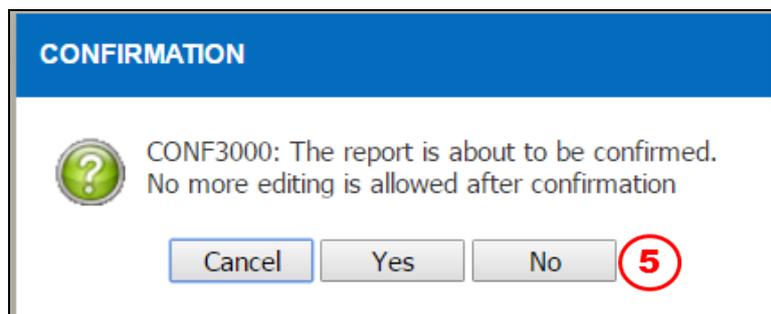
Figure 3.2.5-3 Information alert message

STEP 5
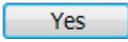
Click on the [Yes] button to confirm save record

STEP 6

Click on the [🖨] button to print the report as figure 3.2.5-4

GROUP MEDICATION COUNSELLING REPORT

Hospital Pakar Sultanah Fatimah, Muar (Training)
Jalan Salleh 1, Simpang 2, Persiaran Hospital, 84000, Muar, Johor.
069521901

Counselling Topic	:	Device-Inhaler			

Date:	:	15/07/2016			
Counselling No	:	MC1600003764	Total Patient Scheduled:	:	2
Pharmacist	:		% of Attendance:	:	100.0
Pharmacist Notes	:				

Material & Technique :
Used

Patient Name	MRN	Attendance (Y/N)
	2001011	Yes
	HPSF00000001	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		