



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

Full Based User Manual Medication Counseling

Version	: 1.5
Document ID	: FB_U.MANUAL_MEDICATION COUNSELLING

Revision History

Version No	Date of Release	Prepared By	Reviewed / Verified by	List of changes from previous Version
1.0	23/07/2013	Azleen	Norlaileza Sidek	First submission to MOH
1.1	09/01/2014	Azleen	Norlaileza Sidek	Change screenshot v1234.
1.2	05/12/2014	Shalet	Norlaileza Sidek	Change screenshot v1234.
1.3	19/05/2015	Fairuz Sarah Tiblanie	Norlaileza Sidek	Updated to v1.3.
1.4	18/10/2016	Mohamad Ayzuddin Bin Bujang	Norlaileza Sidek	Change to latest update and screenshot version 1.4.1
1.5	18/01/2017	Bairavee A/P Anpalagan	Norlaileza Sidek	Change to latest update and screenshot version 1.5.1

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Peer Review

Version No	Reviewed / Verified By	List of changes from Previous Version
1.0	Norleiliza(SA) Juridah/Michelle (QA)	First submission to MOH
1.1	Norleiliza(SA) Juridah/Michelle (QA)	Change screenshot v1234.
1.2	Norleiliza(SA) Juridah/Michelle (QA)	Change screenshot v1234.
1.3	Norleiliza(SA) Juridah/Michelle (QA)	Updated to v1.3.
1.4	Juridah/Michelle (QA)	Change to latest update and screenshot version 1.4.1
1.5	Juridah/Michelle (QA)	Change to latest update and screenshot version 1.5.1



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Reference ID : FB_U. MANUAL_MEDICATION COUNSELLING-v1.5

Application reference: PhIS & CPS v1.5.1

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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

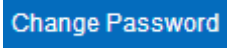
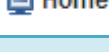
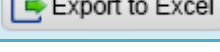
1.3 Organized Sections

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	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

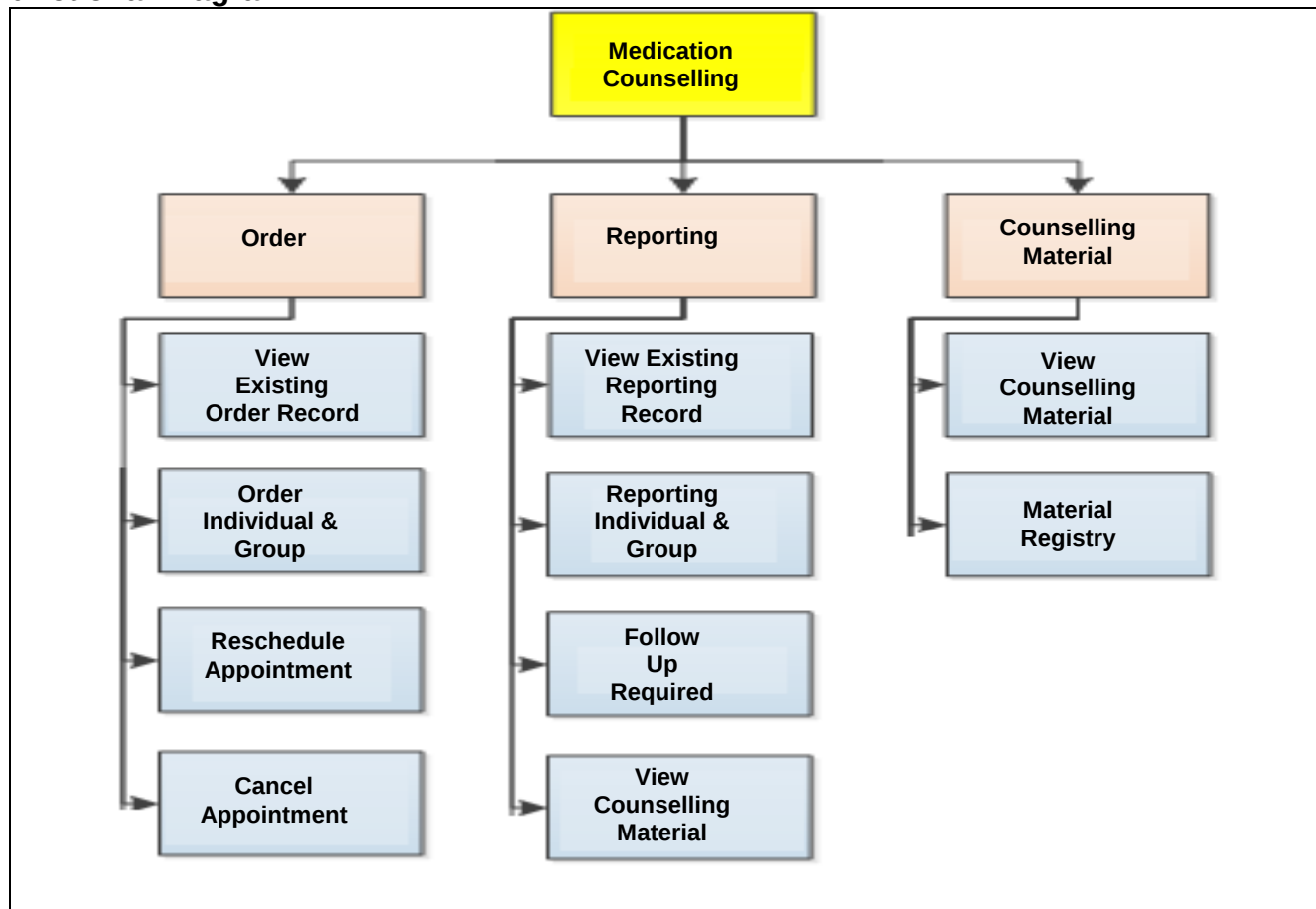


Figure 3.0-1

Functional Description

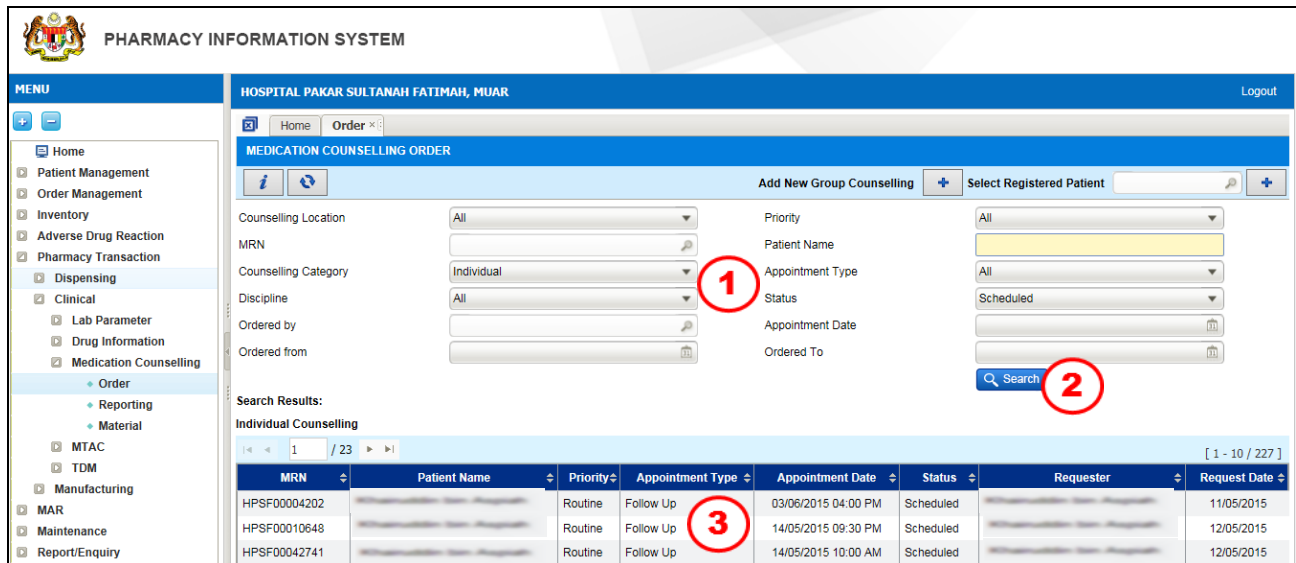
Medication Counselling comprises of three (3) main functions:

- **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.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Logout

Home Order

MEDICATION COUNSELLING ORDER

Add New Group Counselling + Select Registered Patient

Counselling Location: All
MRN:
Counselling Category: Individual (1)
Discipline: All
Ordered by:
Ordered from:
Priority: All
Patient Name:
Appointment Type: All (3)
Status: Scheduled
Appointment Date:
Ordered To:
Search (2)

Search Results:
Individual Counselling

MRN	Patient Name	Priority	Appointment Type	Appointment Date	Status	Requester	Request Date
HPSF00004202		Routine	Follow Up (3)	03/06/2015 04:00 PM	Scheduled		11/05/2015
HPSF00010648		Routine	Follow Up	14/05/2015 09:30 PM	Scheduled		12/05/2015
HPSF00042741		Routine	Follow Up	14/05/2015 10:00 AM	Scheduled		12/05/2015

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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: <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	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

STEP 2

Click on  button to search for patient

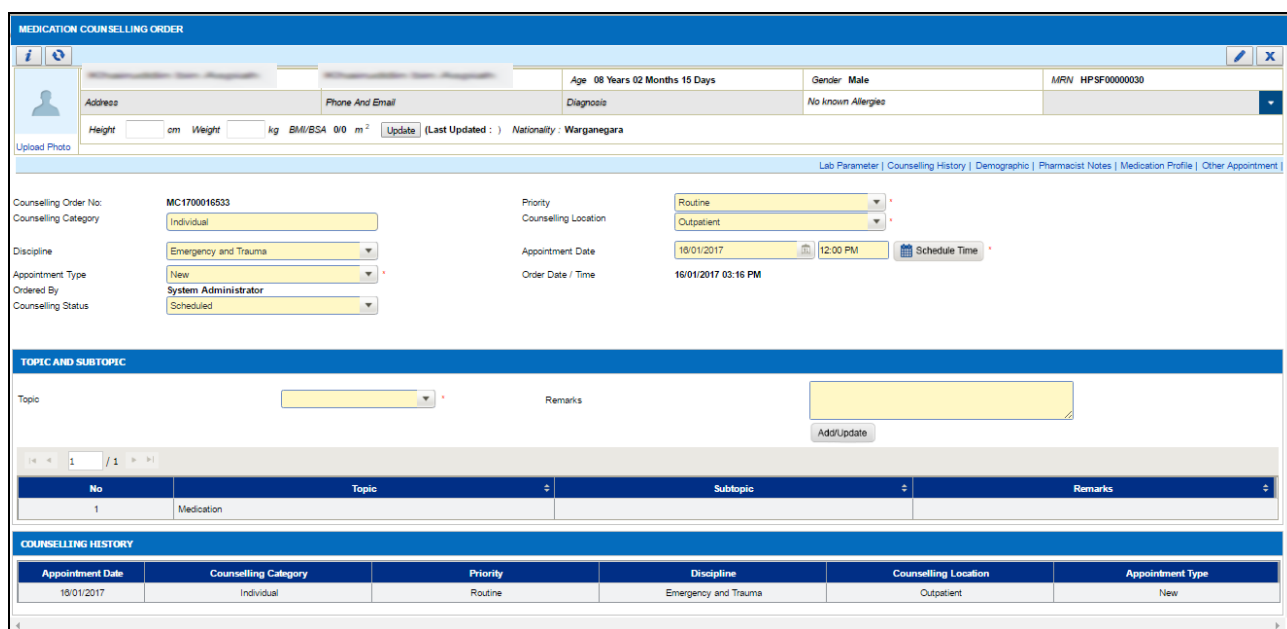
Note

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



Medication Counselling Order

Age: 08 Years 02 Months 15 Days | Gender: Male | MRN: HPSF00000030

Address: | Phone And Email: | Diagnosis: No known Allergies

Height: | cm | Weight: | 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: MC1700016533 | Priority: Routine | Counselling Location: Outpatient | Appointment Date: 19/01/2017 12:00 PM | Schedule Time

Discipline: Emergency and Trauma | Appointment Type: New | Ordered By: System Administrator | Counselling Status: Scheduled

TOPIC AND SUBTOPIC

Topic: | Remarks: | Add/Update

No	Topic	Subtopic	Remarks
1	Medication		

COUNSELLING HISTORY

Appointment Date	Counselling Category	Priority	Discipline	Counselling Location	Appointment Type
19/01/2017	Individual	Routine	Emergency and Trauma	Outpatient	New

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:
 - ADR**
 - Adverse Drug Reaction recorded for the patient
 - Lab Results**
 - Patient's laboratory test results
 - Counselling History**
 - Medication Counselling history records
 - Demographic**
 - Patient's demographic details
 - Pharmacist Notes**
 - Pharmacy notes such as MTAC, Ward Pharmacy etc.
 - Medication Profile**
 - This hyperlink will show the patient's current medication and previous medication history

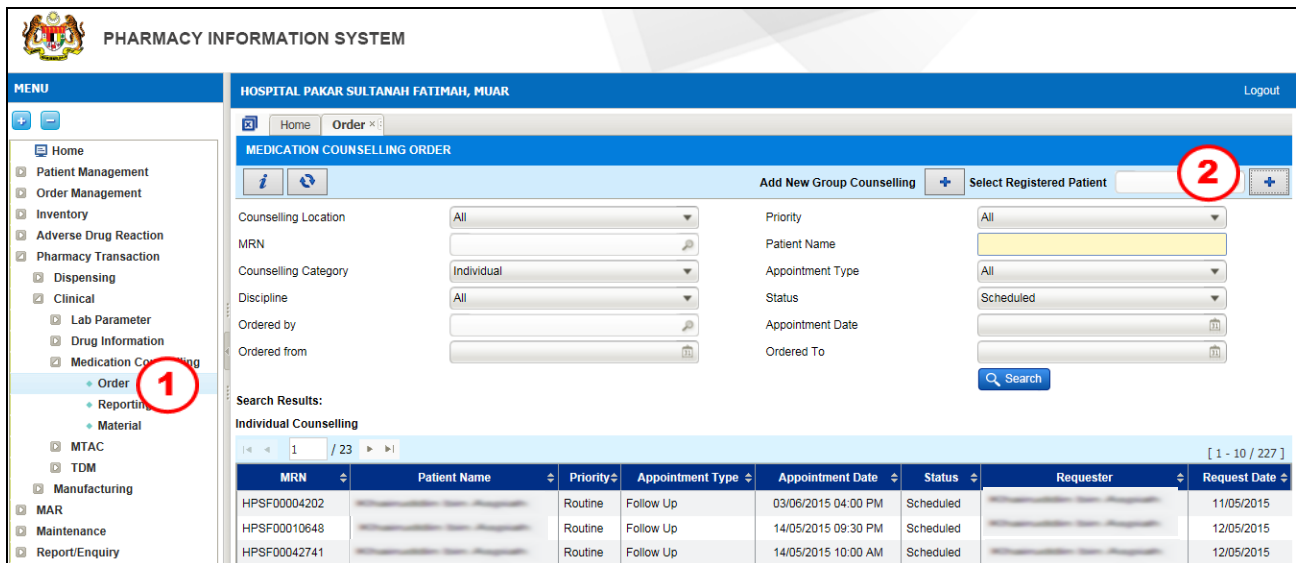
g) Other Appointments

- 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.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Logout

Home Order

MEDICATION COUNSELLING ORDER

Add New Group Counselling + Select Registered Patient (2) +

Counselling Location: All Priority: All

MRN: Patient Name:

Counselling Category: Individual Appointment Type: All

Discipline: All Status: Scheduled

Ordered by: Appointment Date:

Ordered from: Ordered To:

Search

Search Results:

Individual Counselling

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MRN	Patient Name	Priority	Appointment Type	Appointment Date	Status	Requester	Request Date
HPSF00004202		Routine	Follow Up	03/06/2015 04:00 PM	Scheduled		11/05/2015
HPSF00010648		Routine	Follow Up	14/05/2015 09:30 PM	Scheduled		12/05/2015
HPSF00042741		Routine	Follow Up	14/05/2015 10:00 AM	Scheduled		12/05/2015

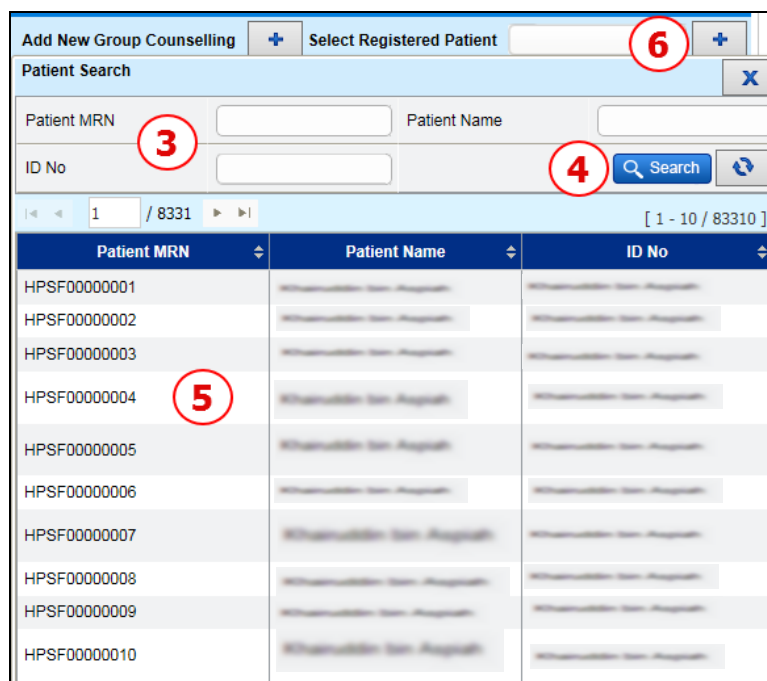
Figure 3.1.2-1 Medication Counselling - Order Listing Page

STEP 1

Click on 'Order' sub menu

STEP 2

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



Add New Group Counselling + Select Registered Patient (6) +

Patient Search

Patient MRN (3) Patient Name

ID No (4) Search (5)

1 / 8331 [1 - 10 / 83310]

Patient MRN	Patient Name	ID No
HPSF00000001		
HPSF00000002		
HPSF00000003		
HPSF00000004 (5)		
HPSF00000005		
HPSF00000006		
HPSF00000007		
HPSF00000008		
HPSF00000009		
HPSF00000010		

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 partialy: <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

STEP 4

Click on the  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

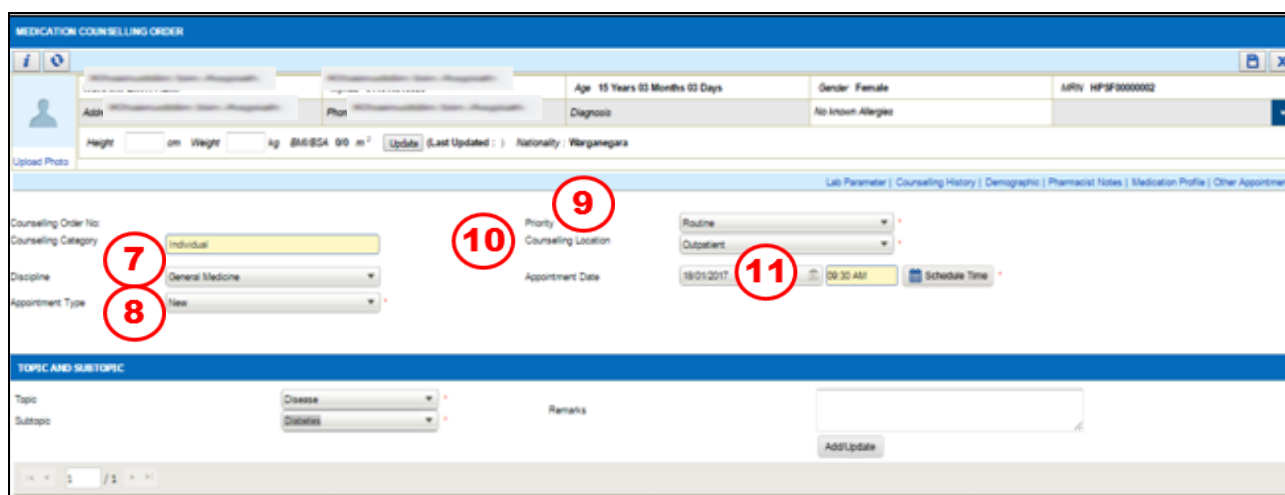


Figure 3.1.2-3 Medication Counselling Order

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

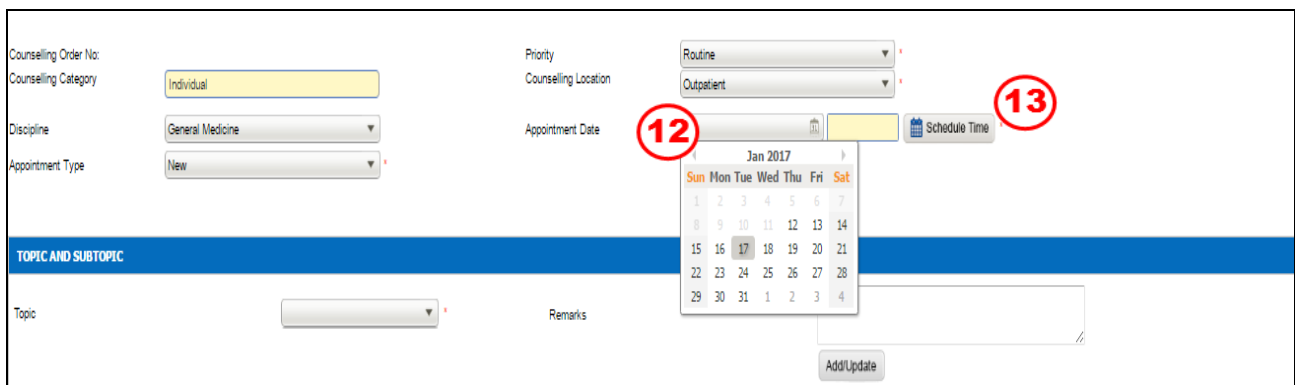
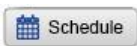


Figure 3.1.2-4 Select Medication Counselling Order

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

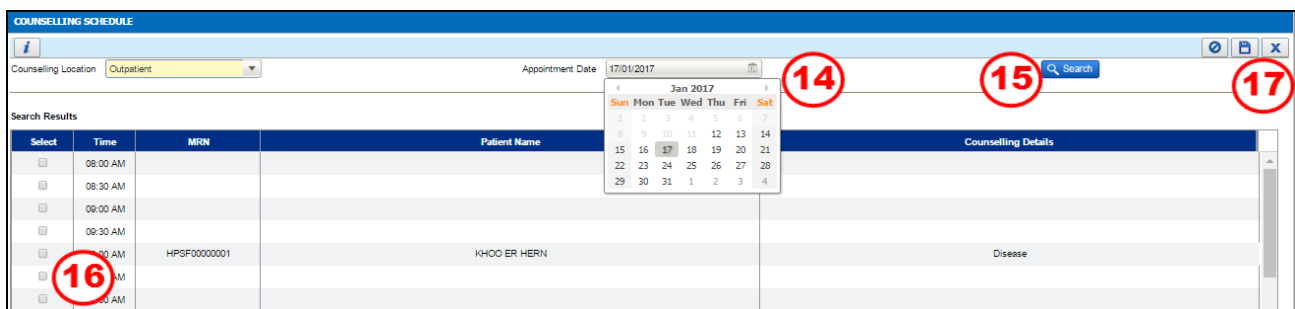


Figure 3.1.2-5 Counselling Schedule

STEP 14

Click on the  button and select **Appointment Date** for counselling. 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

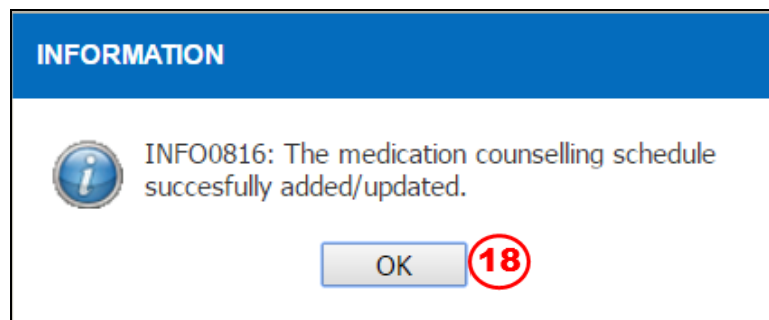
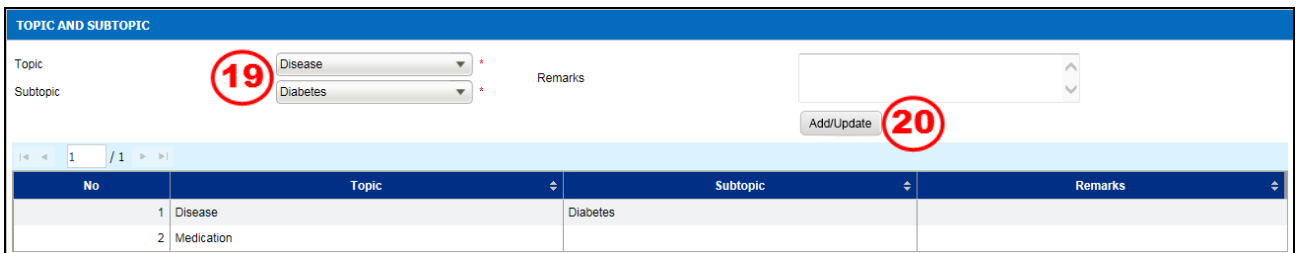


Figure 3.1.2-6 Information alert message

STEP 18

Click on the  button to confirm save record



The screenshot shows a form titled "TOPIC AND SUBTOPIC". It has two dropdown menus: "Topic" and "Subtopic". The "Topic" dropdown is set to "Disease" and the "Subtopic" dropdown is set to "Diabetes". Both dropdowns are circled in red with the number "19". To the right of the dropdowns is a "Remarks" field. Below the dropdowns is an "Add/Update" button, which is circled in red with the number "20". Below the form is a table with the following data:

No	Topic	Subtopic	Remarks
1	Disease	Diabetes	
2	Medication		

Figure 3.1.2-7 Topic and Subtopic section

STEP 19

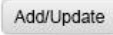
Select **Topic** from the dropdown box

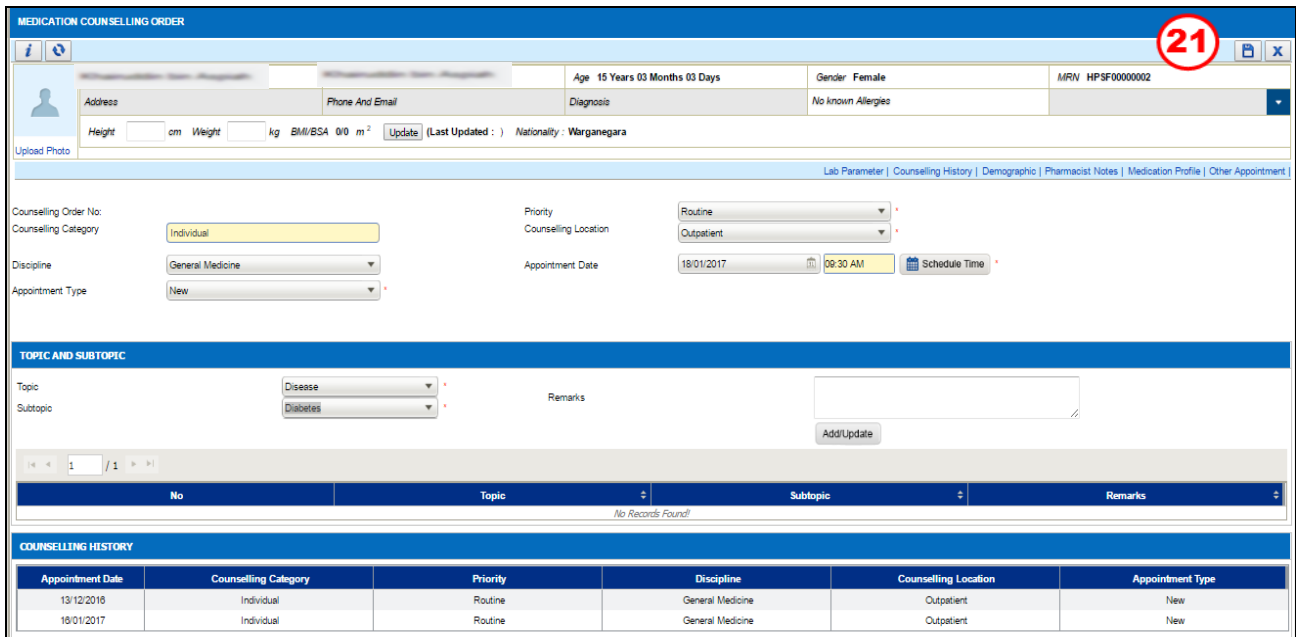
- Device
- Disease
- Radiopharmaceutical
- Chemotherapy
- Medication
- Methadone Replacement Therapy
- Smoking Casselton

Note

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

STEP 20

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



MEDICATION COUNSELLING ORDER

Address: [Blank] Phone And Email: [Blank] Age: 15 Years 03 Months 03 Days Gender: Female MRN: HPSF00000002

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

Upload Photo

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

Counselling Order No: [Blank] Priority: Routine

Counselling Category: Individual Counselling Location: Outpatient

Discipline: General Medicine Appointment Date: 18/01/2017 09:30 AM Schedule Time

Appointment Type: New

TOPIC AND SUBTOPIC

Topic: Disease Subtopic: Diabetes Remarks: [Blank]

Add/Update

1 / 1

No	Topic	Subtopic	Remarks
No Records Found!			

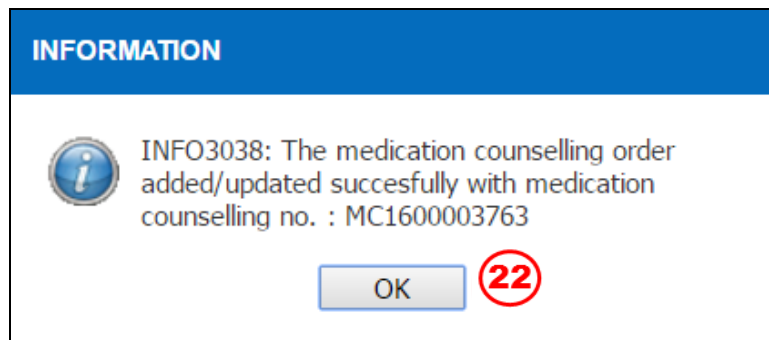
COUNSELLING HISTORY

Appointment Date	Counselling Category	Priority	Discipline	Counselling Location	Appointment Type
13/12/2016	Individual	Routine	General Medicine	Outpatient	New
18/01/2017	Individual	Routine	General Medicine	Outpatient	New

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



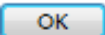
INFORMATION

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

OK

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.

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 performed before reporting stage.

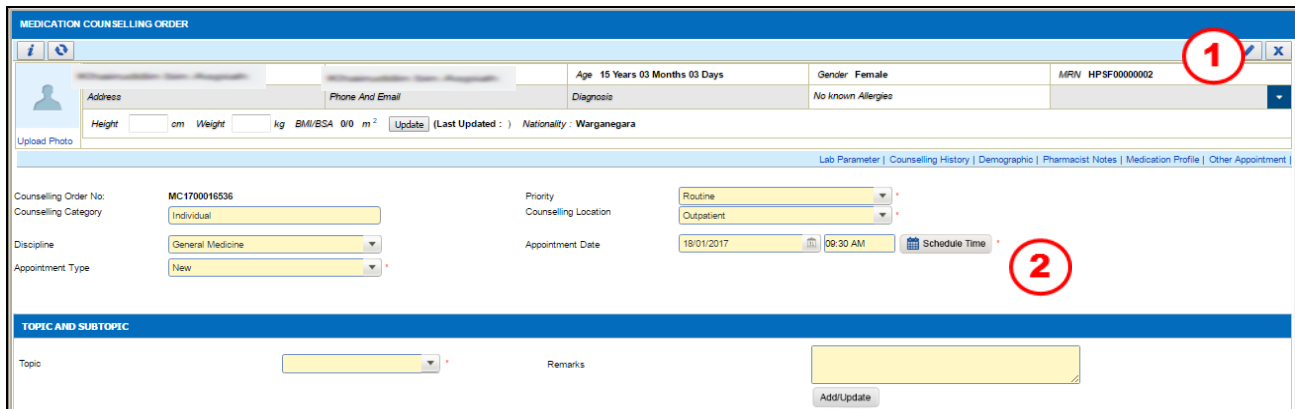


Figure 3.1.3-1 Medication Counselling – Order

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  button and system will display the Counselling Schedule screen as shown in Figure 3.1.3-2

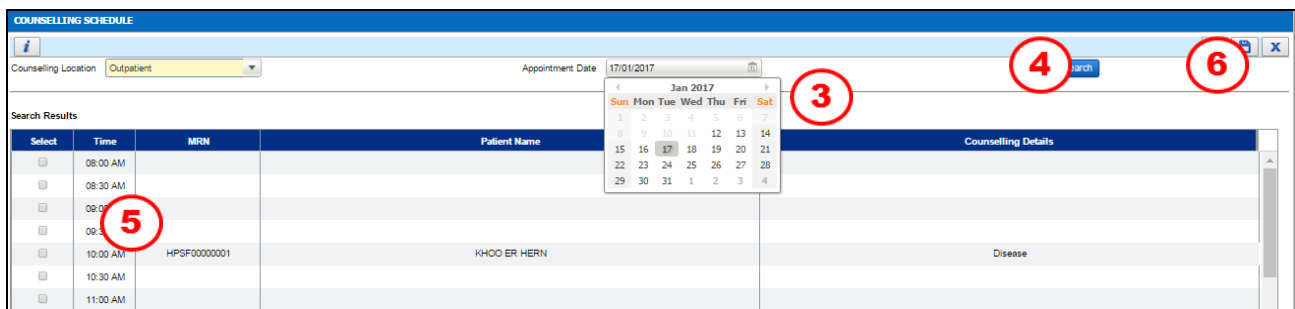


Figure 3.1.3-2 Counselling Schedule

STEP 3

Click on the  button and select **Appointment Date** for counselling. User can select the date from 5 days back as shown in Figure 3.1.3-2.

STEP 4

Click on the  button to search the counselling schedule

STEP 5

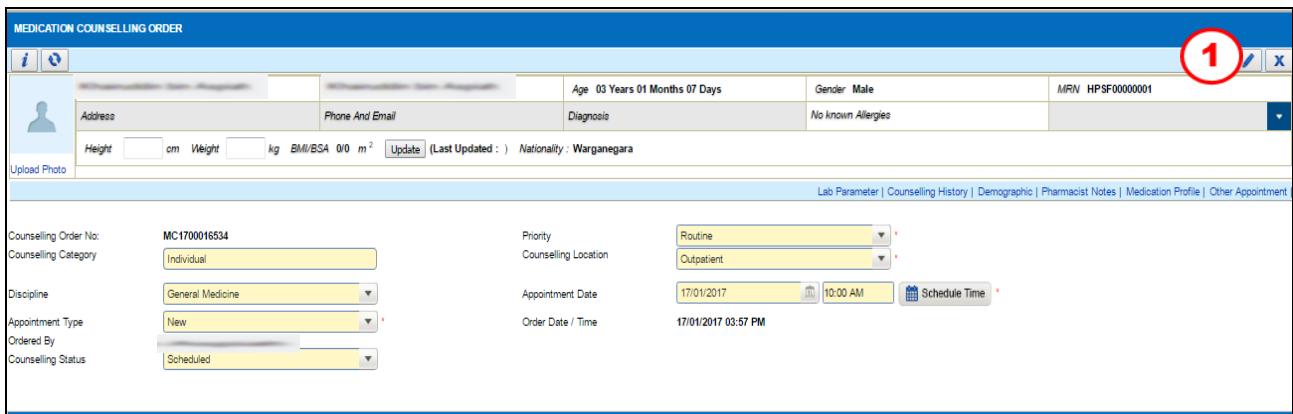
Click on time slot ☒ checkbox to select time for counselling

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.



MEDICATION COUNSELLING ORDER

Age: 03 Years 01 Months 07 Days | Gender: Male | MRN: HPSF00000001

Address: | Phone And Email: | Diagnosis: | No known Allergies

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

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

Counseling Order No: MC1700016534 | Priority: Routine | Counseling Location: Outpatient

Discipline: General Medicine | Appointment Date: 17/01/2017 10:00 AM | Schedule Time

Appointment Type: New | Order Date / Time: 17/01/2017 03:57 PM

Ordered By: | Counseling Status: Scheduled

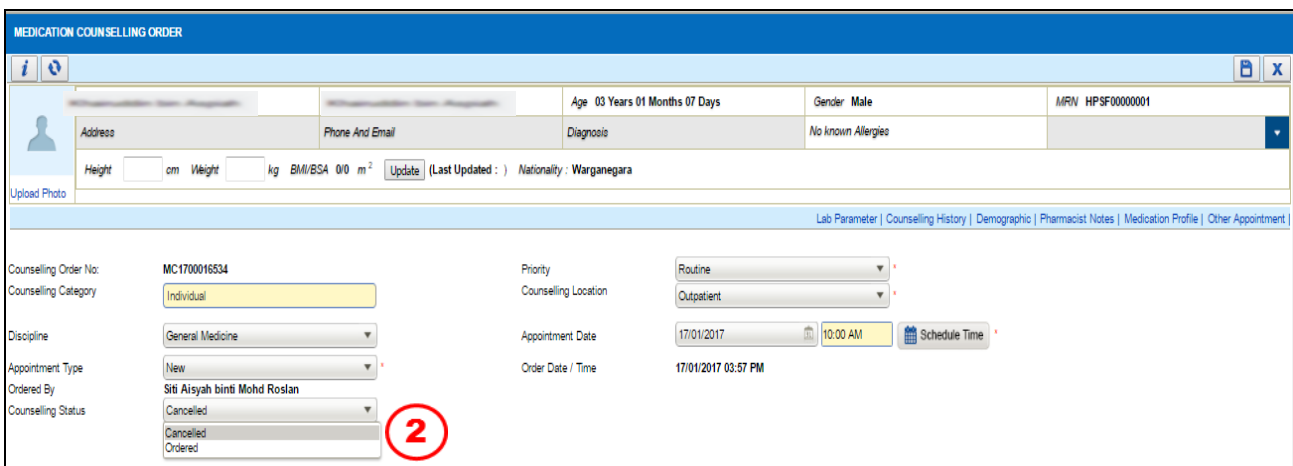
Figure 3.1.4-1 Medication Counselling Order

Note

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

STEP 1

Click on the  button to edit counseling order



MEDICATION COUNSELLING ORDER

Age: 03 Years 01 Months 07 Days | Gender: Male | MRN: HPSF00000001

Address: | Phone And Email: | Diagnosis: | No known Allergies

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

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

Counseling Order No: MC1700016534 | Priority: Routine | Counseling Location: Outpatient

Discipline: General Medicine | Appointment Date: 17/01/2017 10:00 AM | Schedule Time

Appointment Type: New | Order Date / Time: 17/01/2017 03:57 PM

Ordered By: Siti Aisyah binti Mohd Roslan

Counseling Status: **Cancelled**

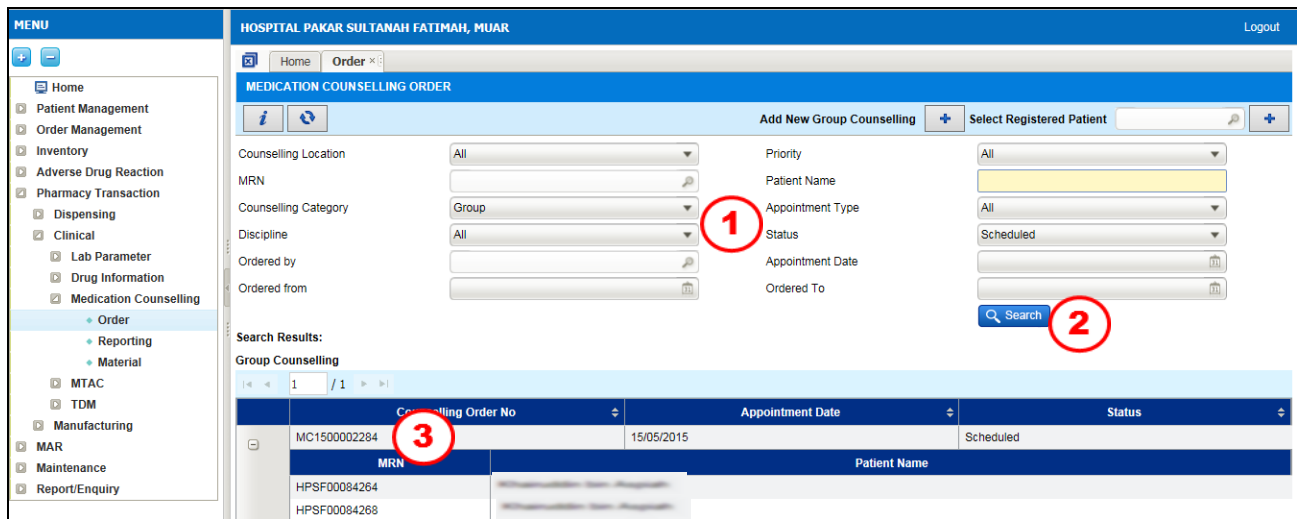
Figure 3.1.4-2 Medication Counselling Order

STEP 2

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

3.1.5 View Existing Group Order

This function is used to view existing group order.



MENU

- Home
- Patient Management
- Order Management
- Inventory
- Adverse Drug Reaction
- Pharmacy Transaction
- Dispensing
- Clinical
 - Lab Parameter
 - Drug Information
 - Medication Counselling
 - Order
 - Reporting
 - Material
- MTAC
- TDM
- Manufacturing
- MAR
- Maintenance
- Report/Enquiry

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR Logout

Home Order

MEDICATION COUNSELLING ORDER

Add New Group Counselling + Select Registered Patient +

Counselling Location: All Priority: All

MRN: Patient Name:

Counselling Category: Group Appointment Type: All

Discipline: All Status: Scheduled

Ordered by: Appointment Date:

Ordered from: Ordered To:

Search

Search Results:

Group Counselling

Counselling Order No	Appointment Date	Status
MC1500002284	15/05/2015	Scheduled

MRN Patient Name

HPSF00084264

HPSF00084268

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: <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	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

STEP 2

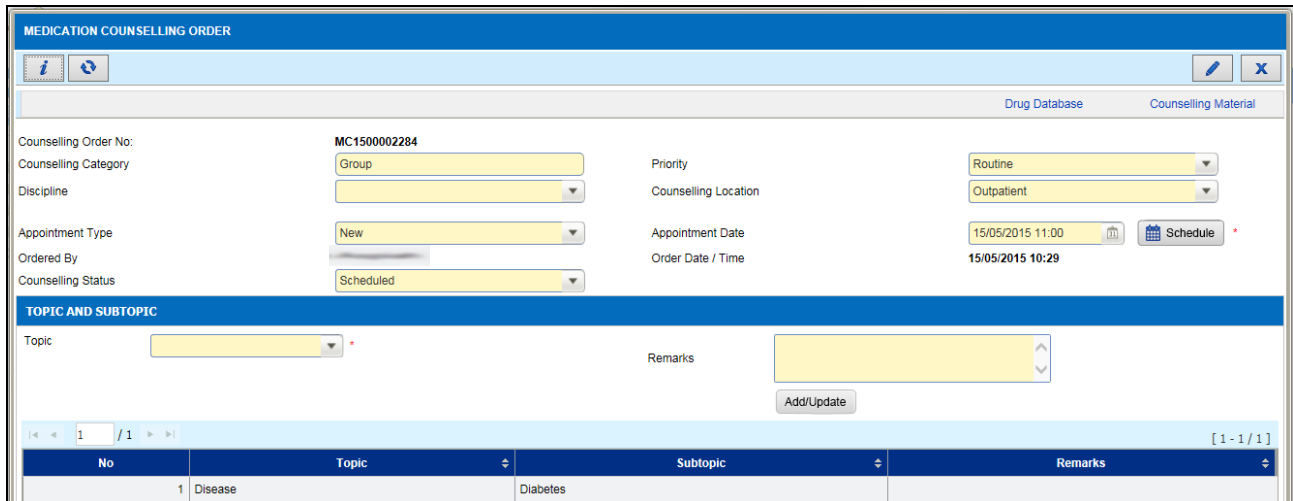
Click on  button to search for patient

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 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: MC150002284

Counselling Category: Group Priority: Routine

Discipline: Counselling Location: Outpatient

Appointment Type: New Appointment Date: 15/05/2015 11:00

Ordered By: Order Date / Time: 15/05/2015 10:29

Counselling Status: Scheduled

TOPIC AND SUBTOPIC

Topic: Remarks:

Add/Update

No	Topic	Subtopic	Remarks
1	Disease	Diabetes	

Figure 3.1.5-2 Medication Counselling Order

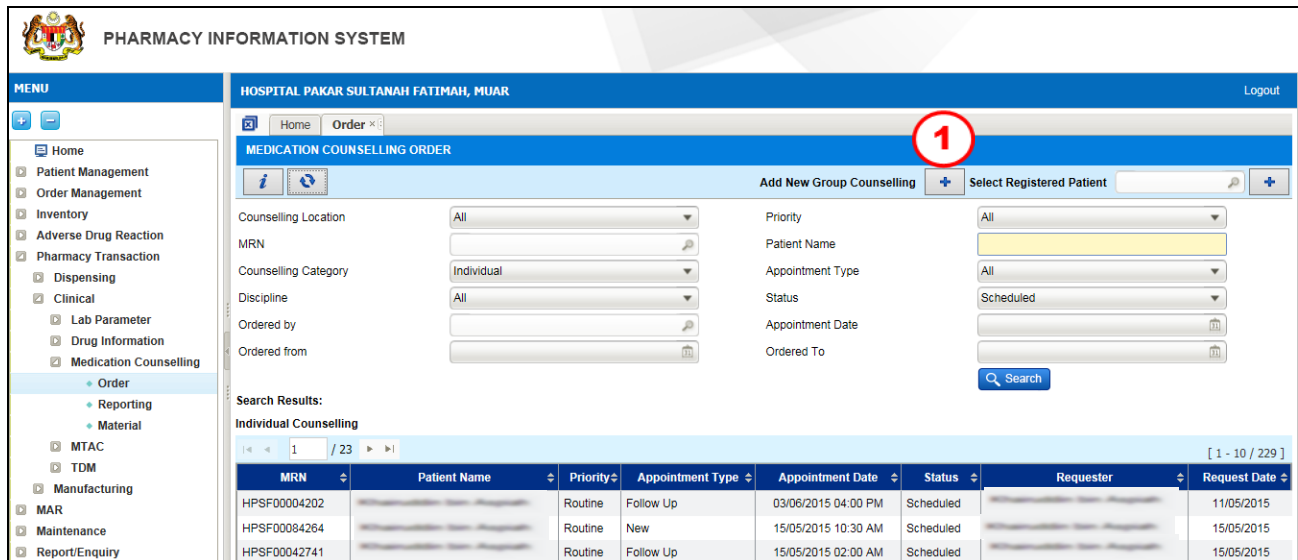
Note

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.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR Logout

MEDICATION COUNSELLING ORDER

Home Order x

1 Add New Group Counselling + Select Registered Patient

Counselling Location: All Priority: All

MRN: Patient Name:

Counselling Category: Individual Appointment Type: All

Discipline: All Status: Scheduled

Ordered by: Appointment Date:

Ordered from: Ordered To:

Search

Search Results:

Individual Counselling

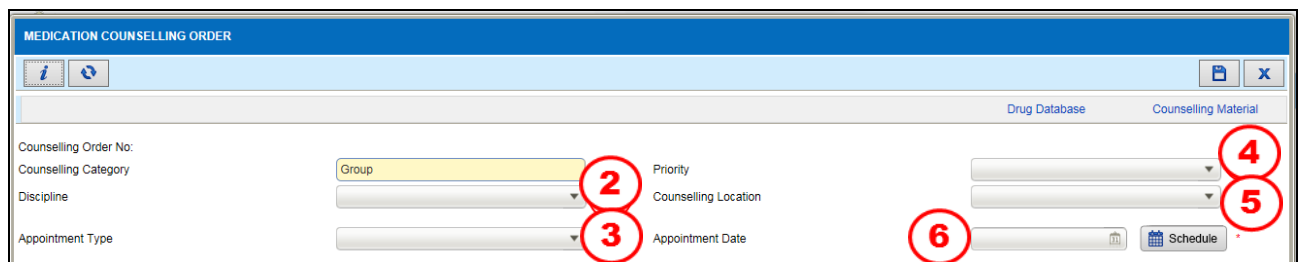
1 / 23 [1 - 10 / 229]

MRN	Patient Name	Priority	Appointment Type	Appointment Date	Status	Requester	Request Date
HPSF00004202		Routine	Follow Up	03/06/2015 04:00 PM	Scheduled		11/05/2015
HPSF00004264		Routine	New	15/05/2015 10:30 AM	Scheduled		15/05/2015
HPSF00042741		Routine	Follow Up	15/05/2015 02:00 AM	Scheduled		15/05/2015

Figure 3.1.6-1 Medication Counselling – Order Listing Page

STEP 1

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



MEDICATION COUNSELLING ORDER

Drug Database Counselling Material

Counselling Order No:

Counselling Category: Group **2** Priority: **4**

Discipline: **3** Counselling Location: **5**

Appointment Type: **6** Appointment Date: **6** Schedule

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

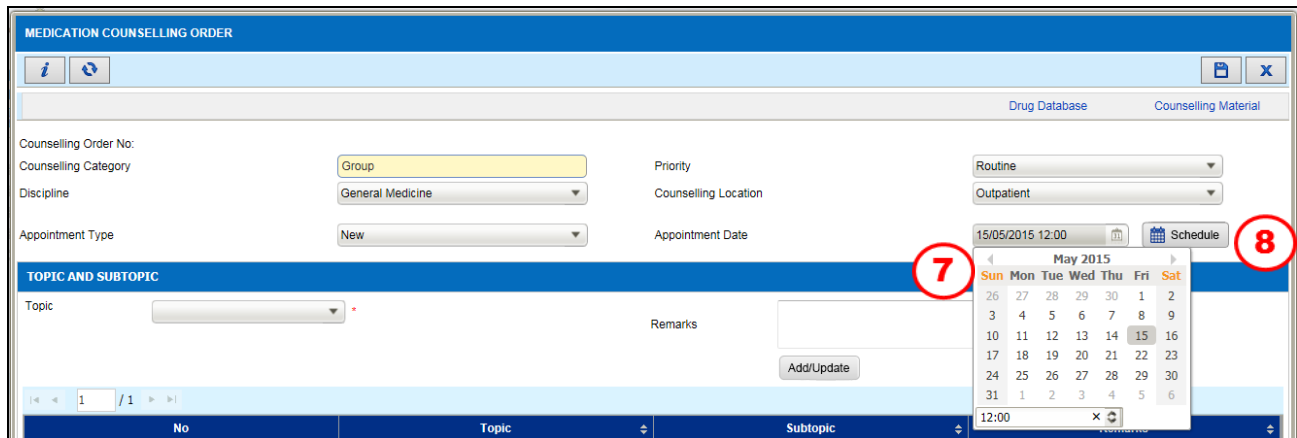
- Routine
- Urgent

STEP 5

Select **Counselling Location** from the dropdown box

STEP 6

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



The screenshot shows the 'MEDICATION COUNSELLING ORDER' form. It includes fields for 'Counselling Order No.', 'Counselling Category' (set to 'Group'), 'Discipline' (set to 'General Medicine'), 'Appointment Type' (set to 'New'), 'Priority' (set to 'Routine'), 'Counselling Location' (set to 'Outpatient'), and 'Appointment Date'. A calendar is open over the date field, showing May 2015. A red circle '7' highlights the calendar, and a red circle '8' highlights the 'Schedule' button. The 'TOPIC AND SUBTOPIC' section is also visible.

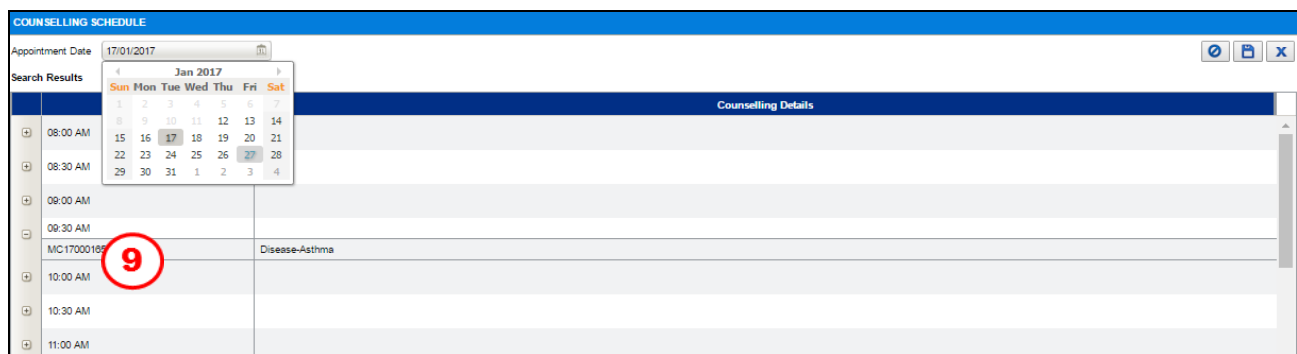
Figure 3.1.6-3 Medication Counselling Order

STEP 7

Select **Appointment Date** and time from the calendar

STEP 8

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



The screenshot shows the 'COUNSELLING SCHEDULE' screen. It displays a list of time slots (08:00 AM to 11:00 AM) and a calendar for January 2017. A red circle '9' highlights the 'Schedule' button. The 'Counselling Details' section shows 'MC17000169' and 'Disease-Asthma'.

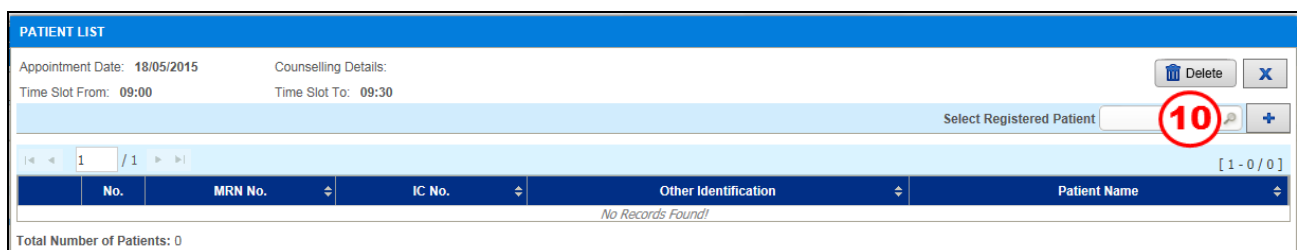
Figure 3.1.6-4 Counselling Schedule

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.



The screenshot shows the 'PATIENT LIST' screen. It includes fields for 'Appointment Date' (18/05/2015) and 'Counselling Details'. A 'Select Registered Patient' button is highlighted with a red circle '10'. The patient list table is empty, showing columns for 'No.', 'MRN No.', 'IC No.', 'Other Identification', and 'Patient Name'. The status 'No Records Found!' is displayed.

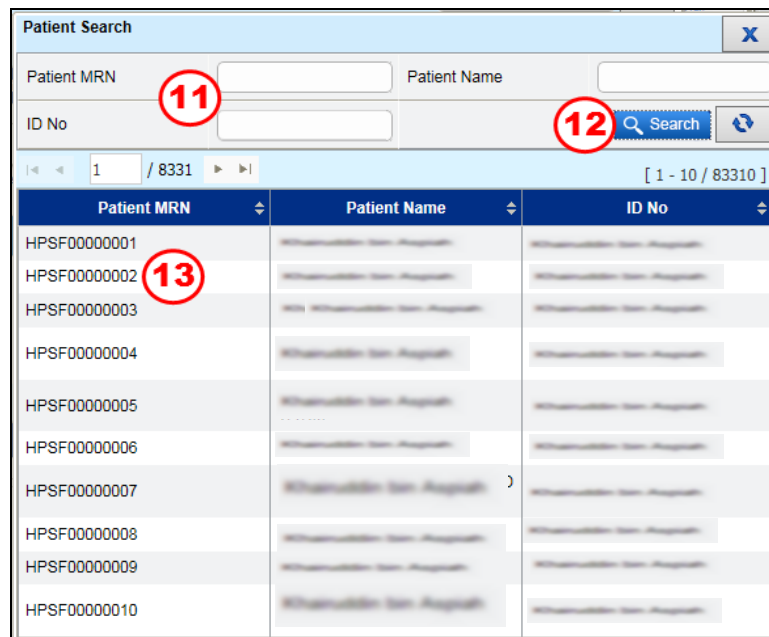
Figure 3.1.6-5 Patient List

Note

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

STEP 10

Click on the  button to search for patient



The screenshot shows a 'Patient Search' form with the following fields: Patient MRN (labeled 11), Patient Name, ID No (labeled 12), and a Search button (labeled 12). Below the form is a table of patient records (labeled 13) with columns: Patient MRN, Patient Name, and ID No. The table contains 10 rows of data, with the first row highlighted.

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: <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

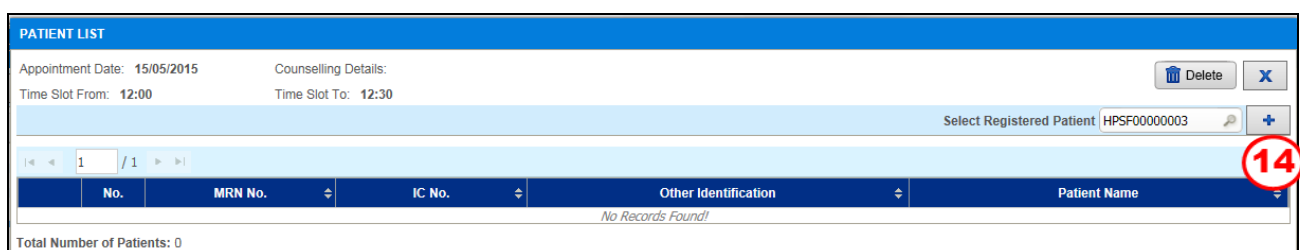
Figure 3.1.6

STEP 12

Click on the  button to search for patient

STEP 13

Click on the selected patient's name



The screenshot shows a 'PATIENT LIST' form with the following fields: Appointment Date: 15/05/2015, Counselling Details: Time Slot From: 12:00, Time Slot To: 12:30. Below the form is a table of patient records (labeled 14) with columns: No., MRN No., IC No., Other Identification, and Patient Name. The table contains 10 rows of data, with the first row highlighted. The total number of patients is 0.

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  button to delete patient from the list.*

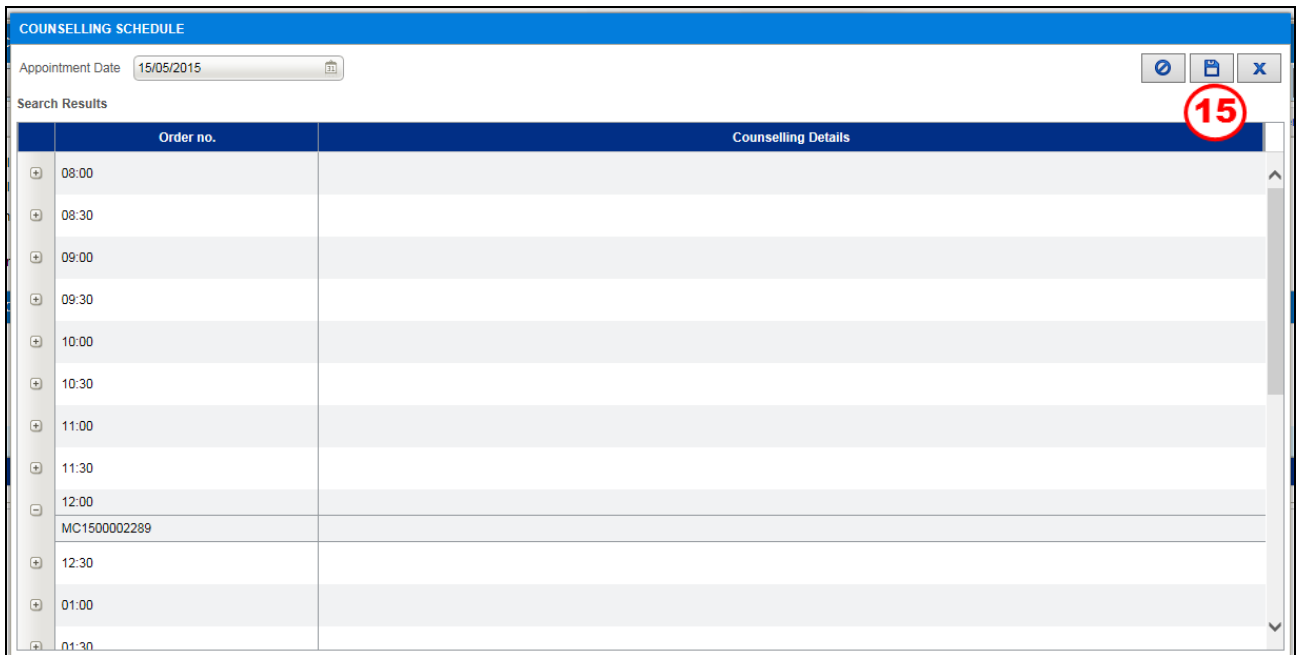


Figure 3.1.6-8 Counselling Schedule

Note

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

STEP 15

Click on the  button to save record

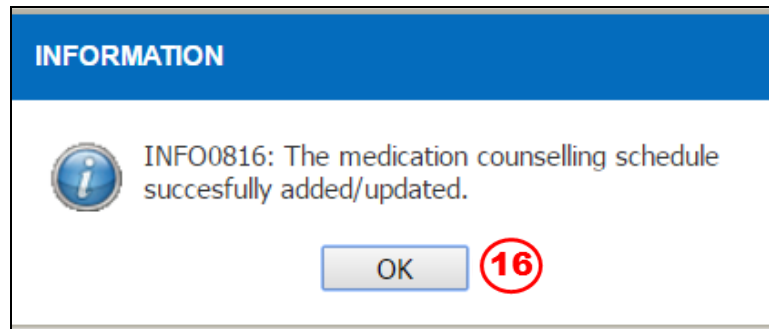
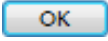
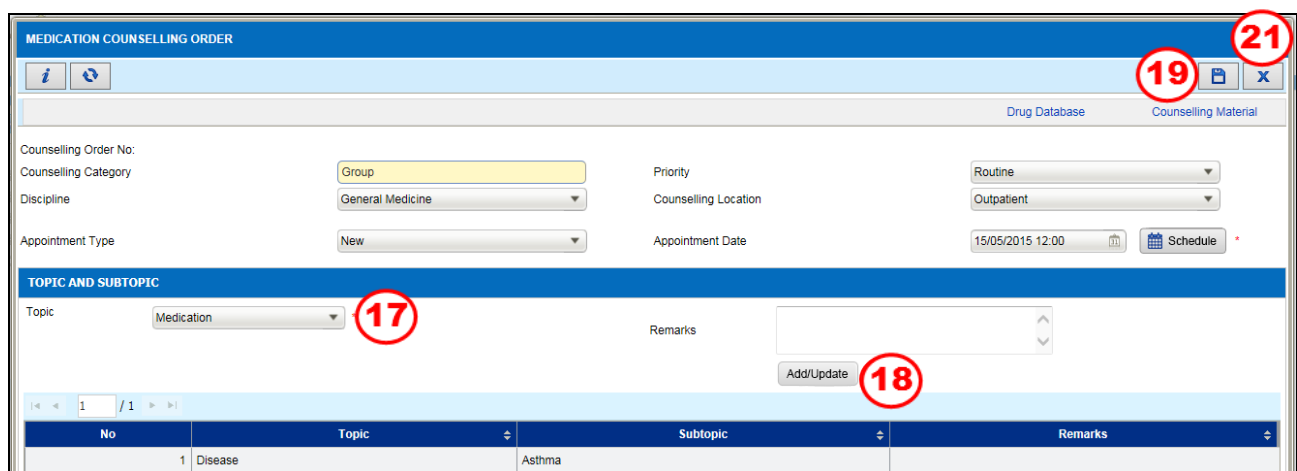


Figure 3.1.6-9 Information alert message

STEP 16

Click on the  button to confirm save record



MEDICATION COUNSELLING ORDER

Drug Database Counselling Material

Counselling Order No: []
Counselling Category: [Group]
Discipline: [General Medicine]
Appointment Type: [New]
Priority: [Routine]
Counselling Location: [Outpatient]
Appointment Date: [15/05/2015 12:00] [Schedule]

TOPIC AND SUBTOPIC

Topic: [Medication] [17]
Remarks: []
Add/Update [18]

No	Disease	Topic	Subtopic	Remarks
1	Disease		Asthma	

Figure 3.1.6-10 Medication Counselling Order

STEP 17

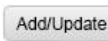
Select **Topic** from the dropdown box

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

Note

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

STEP 18

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

STEP 19

Click on the  button to save record

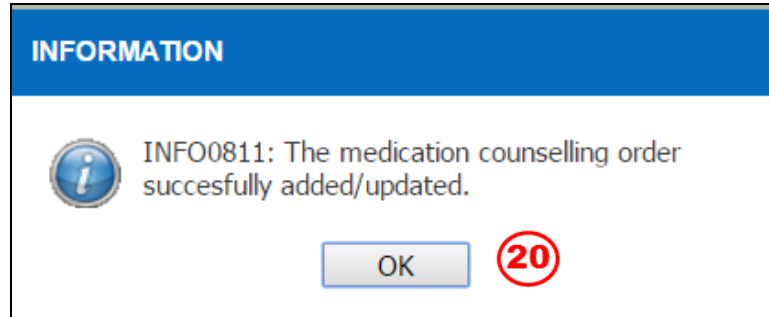


Figure 3.1.6-11 Information alert message

STEP 20

Click on the  button to confirm save record

STEP 21

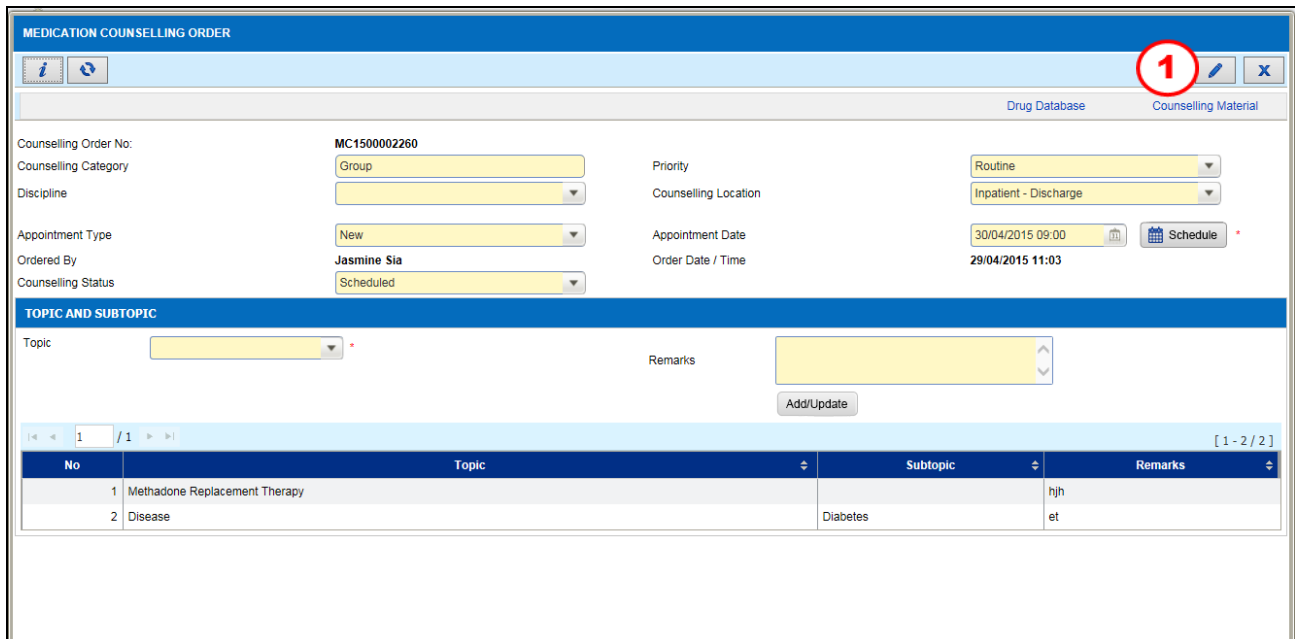
Click on the  button to close record

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 Material

Counselling Order No: MC1500002260
 Counselling Category: Group
 Discipline:
 Priority: Routine
 Counselling Location: Inpatient - Discharge
 Appointment Type: New
 Appointment Date: 30/04/2015 09:00
 Ordered By: Jasmine Sia
 Order Date / Time: 29/04/2015 11:03
 Counselling Status: Scheduled

TOPIC AND SUBTOPIC

Topic:
 Remarks:
 Add/Update

No	Topic	Subtopic	Remarks
1	Methadone Replacement Therapy		hjh
2	Disease	Diabetes	et

Figure 3.1.7-1 Medication Counselling Order

Note

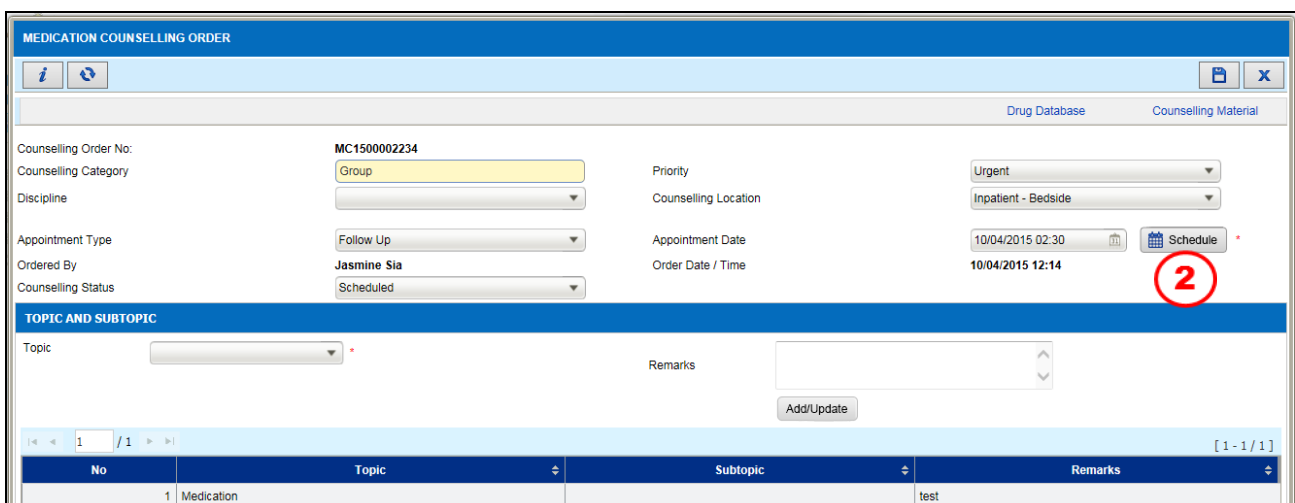
Repeat step 1 to 3 as in View Order Group record before performing Group Order – Reschedule Appointment, Add & Delete Patient for Counselling steps.

STEP 1

Click on the  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 Material

Counselling Order No: MC1500002234
 Counselling Category: Group
 Discipline:
 Priority: Urgent
 Counselling Location: Inpatient - Bedside
 Appointment Type: Follow Up
 Appointment Date: 10/04/2015 02:30
 Ordered By: Jasmine Sia
 Order Date / Time: 10/04/2015 12:14
 Counselling Status: Scheduled

TOPIC AND SUBTOPIC

Topic:
 Remarks:
 Add/Update

No	Topic	Subtopic	Remarks
1	Medication		test

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

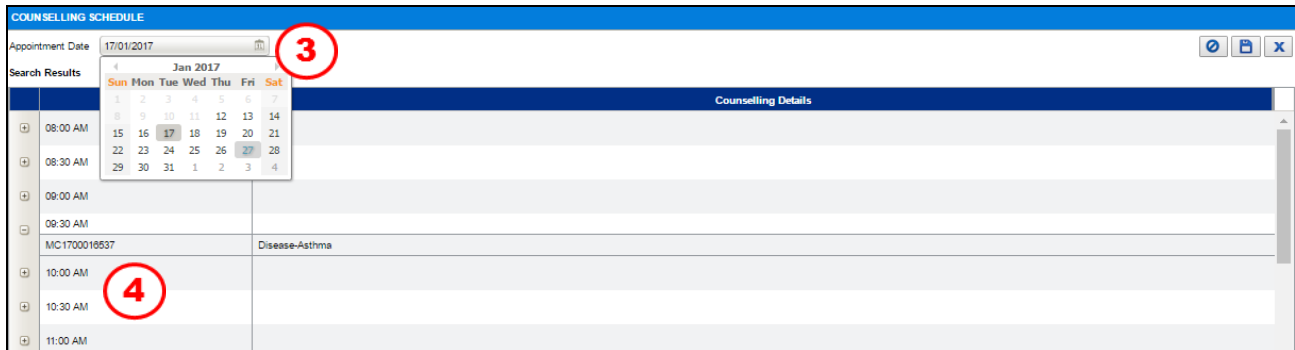


Figure 3.1.7-3 Medication Counselling Order

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.

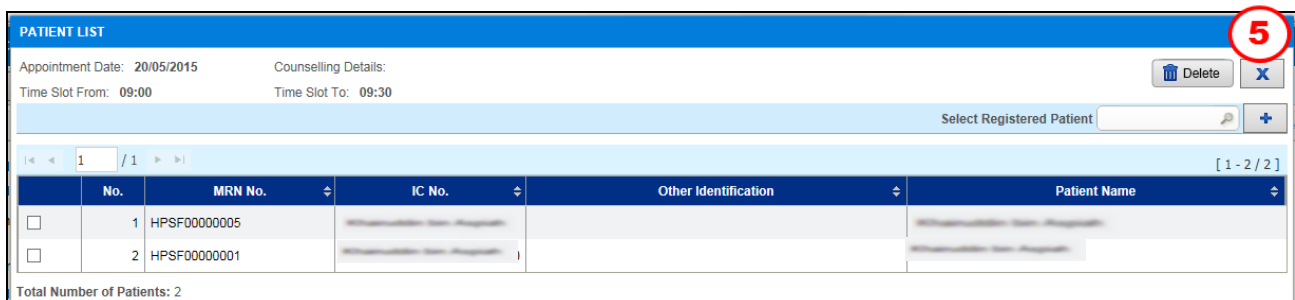


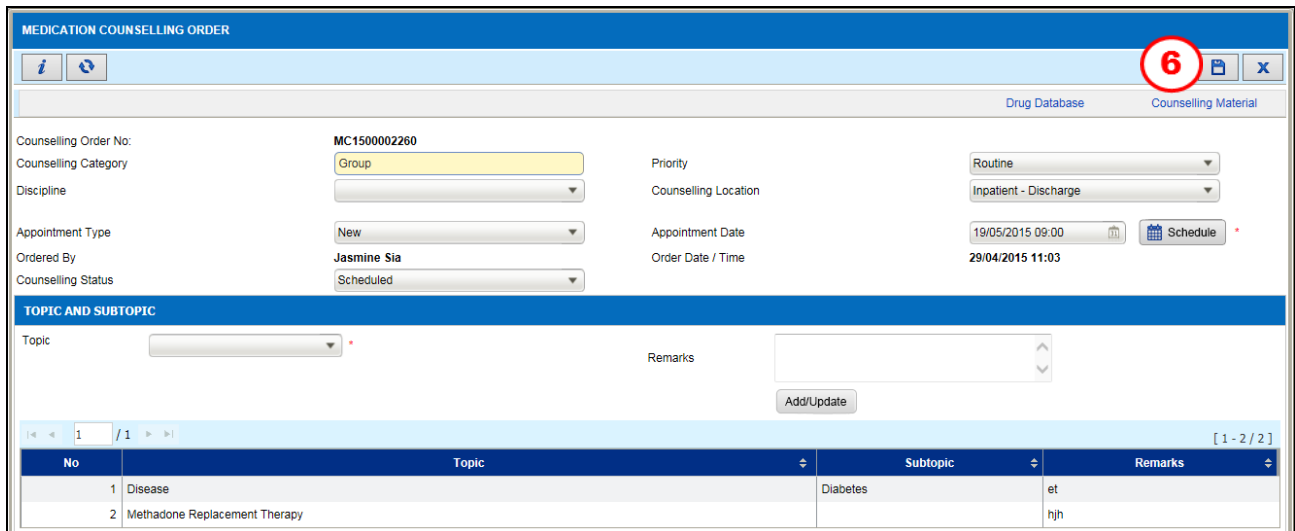
Figure 3.1.7-4 Patient List

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 Material

Counselling Order No: MC150002260

Counselling Category: Group

Discipline: [Dropdown]

Appointment Type: New

Ordered By: Jasmine Sia

Counselling Status: Scheduled

Priority: Routine

Counselling Location: Inpatient - Discharge

Appointment Date: 19/05/2015 09:00

Order Date / Time: 29/04/2015 11:03

Schedule

TOPIC AND SUBTOPIC

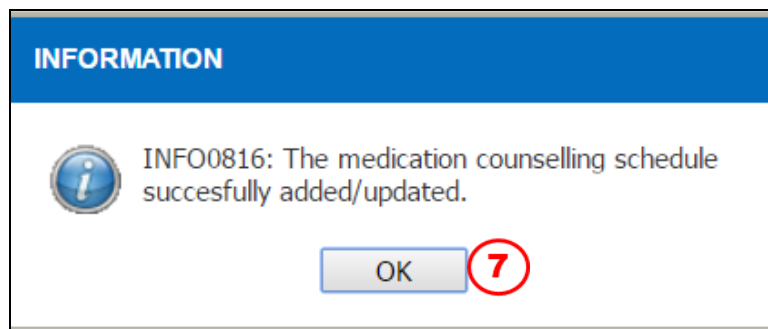
Topic: [Dropdown] Remarks: [Text Area]

Add/Update

[1 - 2 / 2]

No	Topic	Subtopic	Remarks
1	Disease	Diabetes	et
2	Methadone Replacement Therapy		hjh

Figure 3.1.7-5 Counselling Schedule



INFORMATION

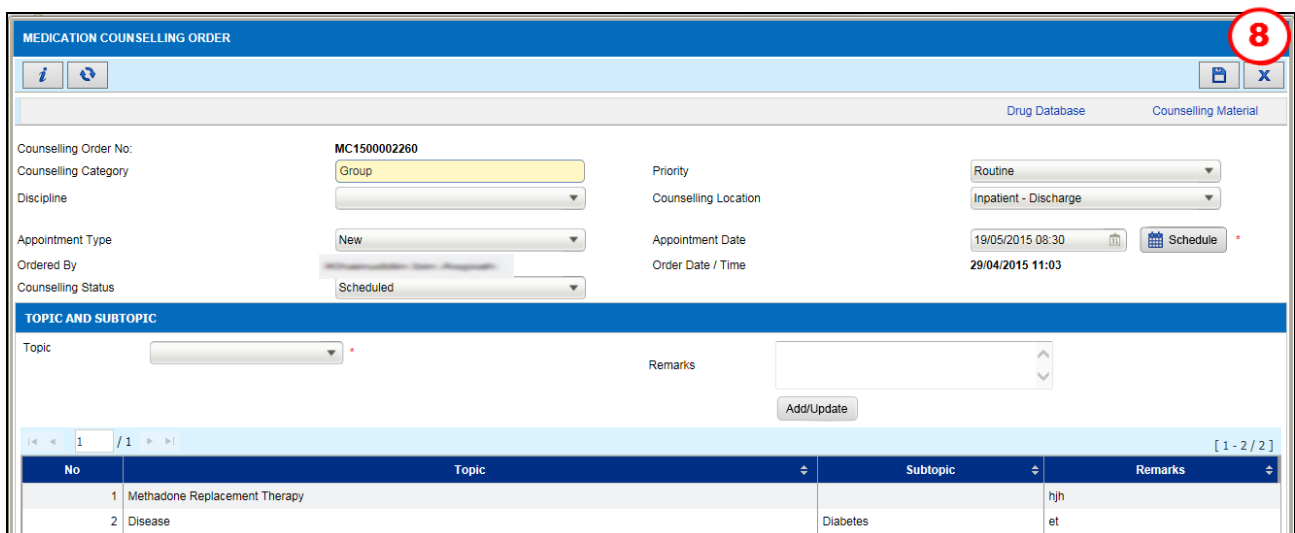
INFO0816: The medication counselling schedule successfully added/updated.

OK 7

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 Material

Counselling Order No: MC150002260

Counselling Category: Group

Discipline: [Dropdown]

Appointment Type: New

Ordered By: [Dropdown]

Counselling Status: Scheduled

Priority: Routine

Counselling Location: Inpatient - Discharge

Appointment Date: 19/05/2015 08:30

Order Date / Time: 29/04/2015 11:03

Schedule

TOPIC AND SUBTOPIC

Topic: [Dropdown] Remarks: [Text Area]

Add/Update

[1 - 2 / 2]

No	Topic	Subtopic	Remarks
1	Methadone Replacement Therapy		hjh
2	Disease	Diabetes	et

Figure 3.1.7-7 Medication Counselling Order

STEP 8

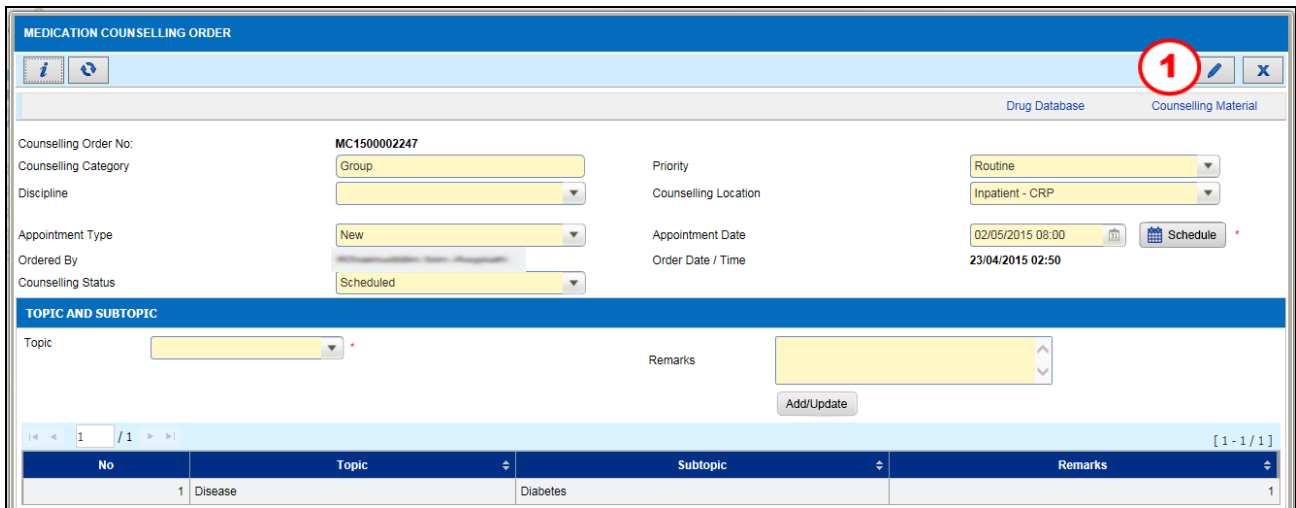
Click on the  button to close record

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 Material

Counselling Order No: MC1500002247

Counselling Category: Group Priority: Routine

Discipline: Counselling Location: Inpatient - CRP

Appointment Type: New Appointment Date: 02/05/2015 08:00

Ordered By: Order Date / Time: 23/04/2015 02:50

Counselling Status: Scheduled

TOPIC AND SUBTOPIC

Topic: Remarks:

Add/Update

No	Topic	Subtopic	Remarks
1	Disease	Diabetes	

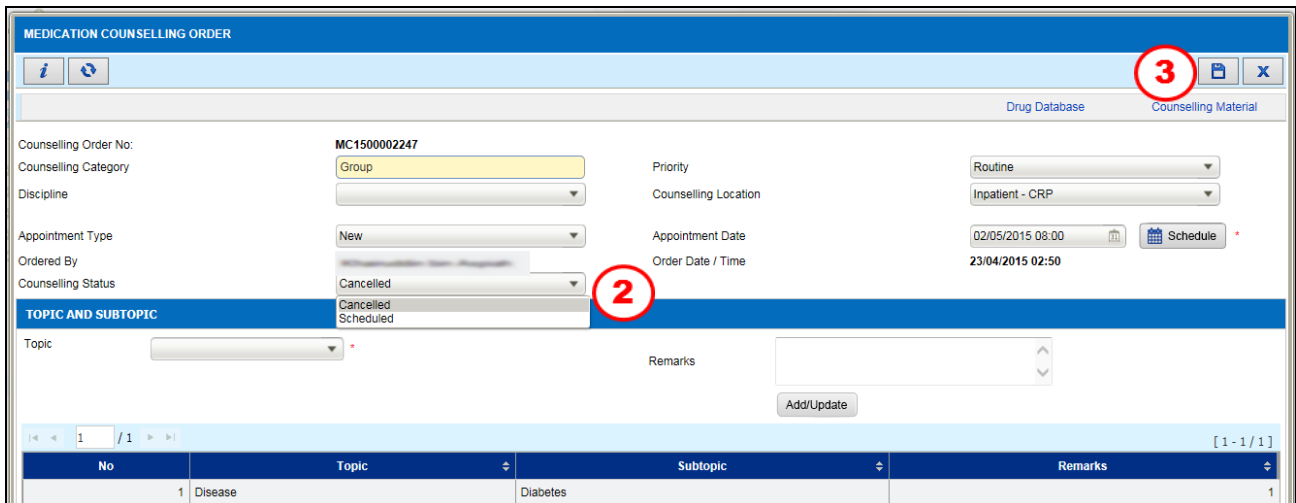
Figure 3.1.8-1 Medication Counselling Order

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 Material

Counselling Order No: MC1500002247

Counselling Category: Group Priority: Routine

Discipline: Counselling Location: Inpatient - CRP

Appointment Type: New Appointment Date: 02/05/2015 08:00

Ordered By: Order Date / Time: 23/04/2015 02:50

Counselling Status: Cancelled

TOPIC AND SUBTOPIC

Topic: Remarks:

Add/Update

No	Topic	Subtopic	Remarks
1	Disease	Diabetes	

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

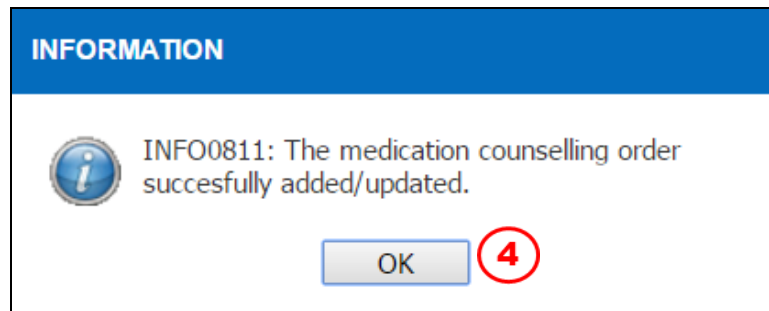


Figure 3.1.8-3 Information alert message

STEP 4

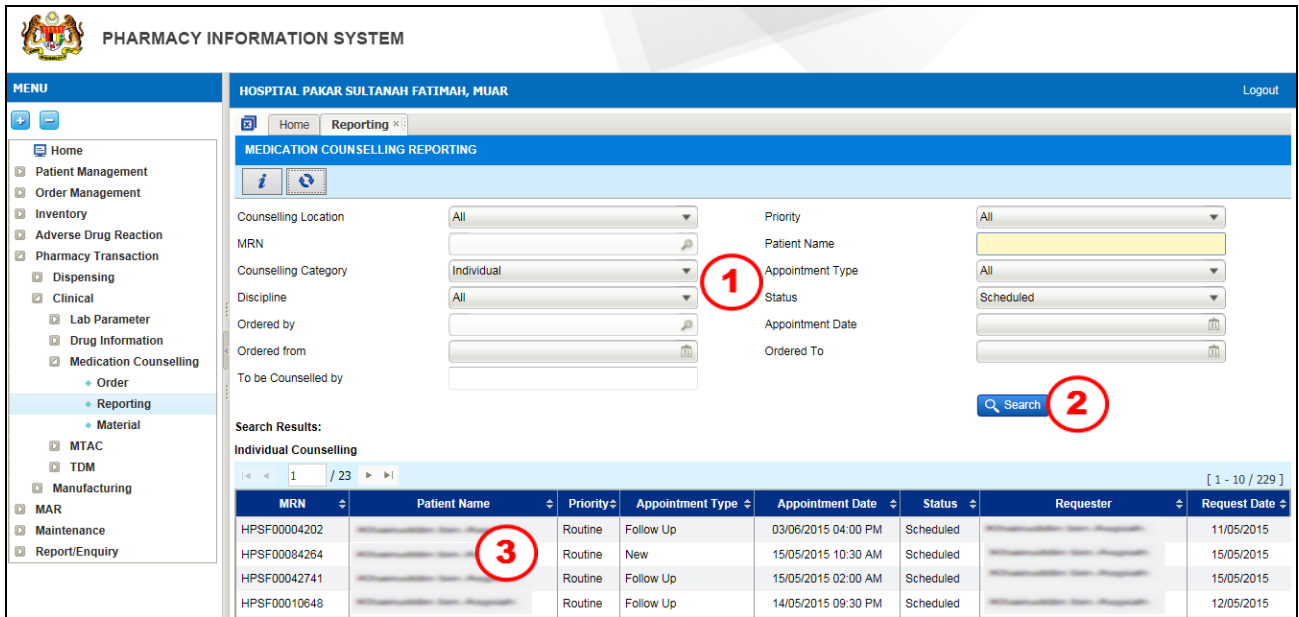
Click on the  button to confirm save record

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

Logout

Home Reporting

MEDICATION COUNSELLING REPORTING

Counselling Location: All

MRN:

Counselling Category: Individual (1)

Discipline: All

Ordered by:

Ordered from:

To be Counselling by:

Priority: All

Patient Name:

Appointment Type: All

Status: Scheduled

Appointment Date:

Ordered To:

Search (2)

Search Results:

Individual Counselling

1 / 23 [1 - 10 / 229]

MRN	Patient Name	Priority	Appointment Type	Appointment Date	Status	Requester	Request Date
HPSF00004202	(3)	Routine	Follow Up	03/06/2015 04:00 PM	Scheduled		11/05/2015
HPSF00084264		Routine	New	15/05/2015 10:30 AM	Scheduled		15/05/2015
HPSF00042741		Routine	Follow Up	15/05/2015 02:00 AM	Scheduled		15/05/2015
HPSF00010648		Routine	Follow Up	14/05/2015 09:30 PM	Scheduled		12/05/2015

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: <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	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

STEP 2

Click on  button to search for patient

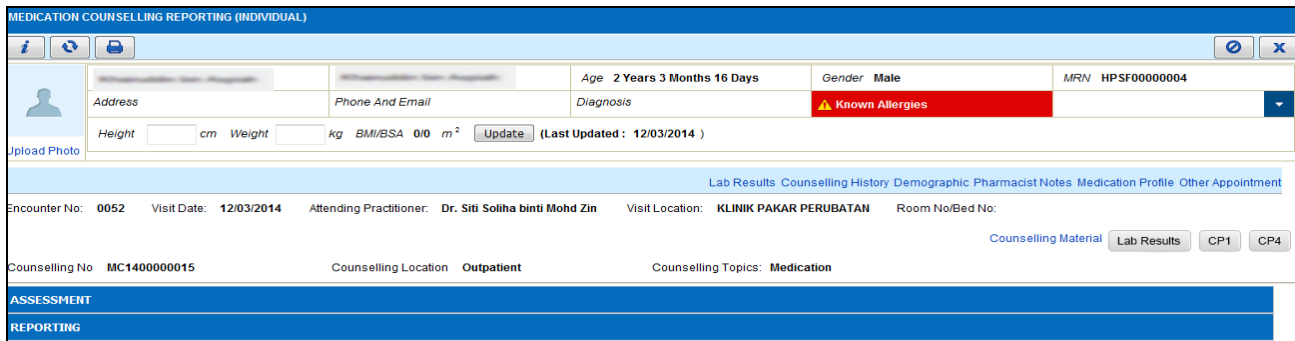
Note

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



MEDICATION COUNSELLING REPORTING (INDIVIDUAL)

Address: [Redacted] Phone And Email: [Redacted] Age: 2 Years 3 Months 16 Days Gender: Male MRN: HPSF00000004

Diagnosis: [Redacted] **Known Allergies**

Height: [Redacted] cm Weight: [Redacted] kg BMI/BSA: 0/0 m² Update (Last Updated: 12/03/2014)

Upload Photo

Lab Results Counselling History Demographic Pharmacist Notes Medication Profile Other Appointment

Encounter No: 0052 Visit Date: 12/03/2014 Attending Practitioner: Dr. Siti Soliha binti Mohd Zin Visit Location: KLINIK PAKAR PERUBATAN Room No/Bed No:

Counselling No: MC1400000015 Counselling Location: Outpatient Counselling Topics: Medication

Counselling Material Lab Results CP1 CP4

ASSESSMENT

REPORTING

Figure 3.2.1-2 Medication Counselling Reporting (Individual)

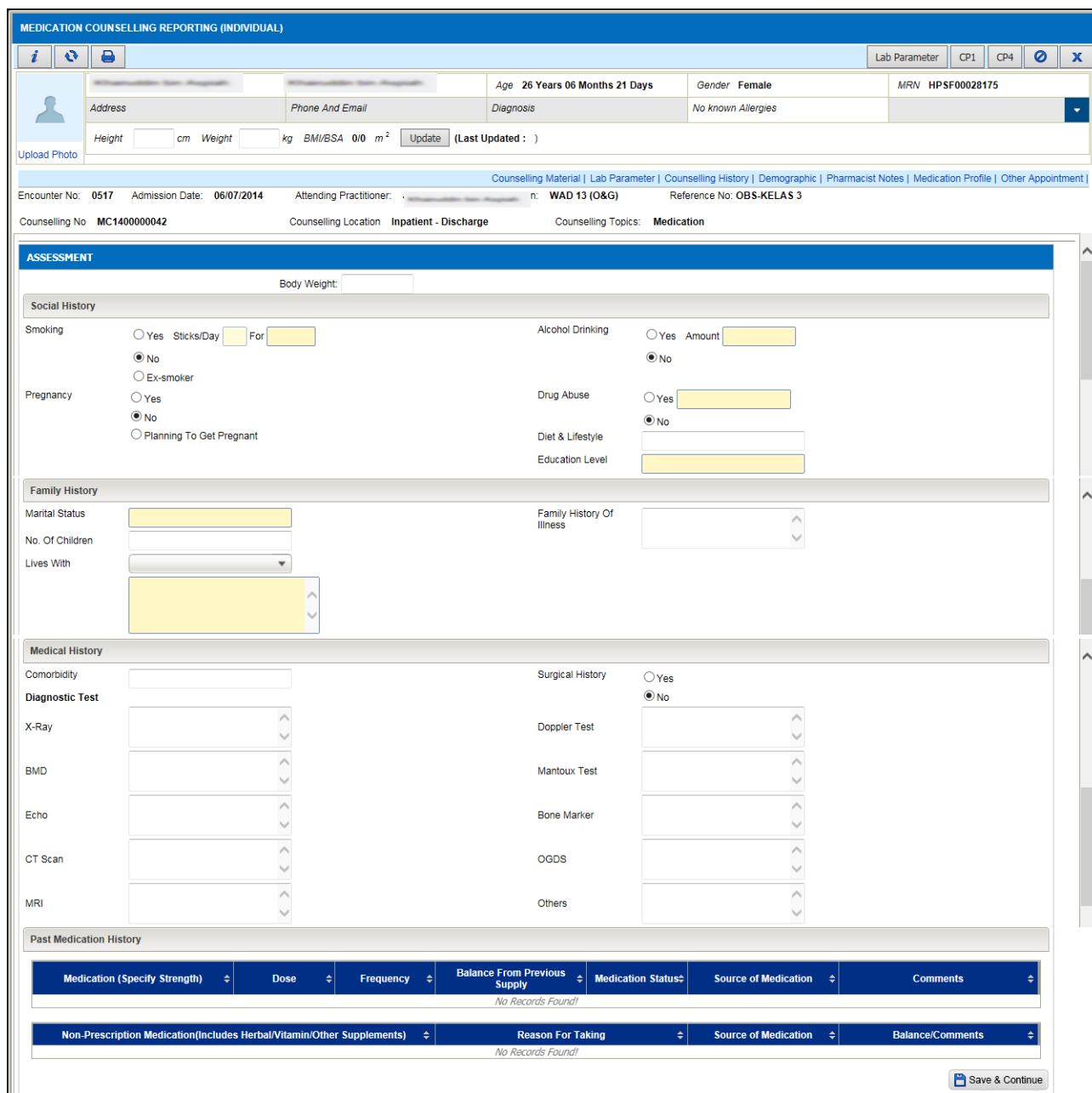
Note

- 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 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
- 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.



MEDICATION COUNSELLING REPORTING (INDIVIDUAL)

Lab Parameter CP1 CP4 X

Age 26 Years 06 Months 21 Days Gender Female MRN HPSF00028175

Address Phone And Email Diagnosis No known Allergies

Height cm Weight kg BMI/BSA 0/0 m² Update (Last Updated :)

Upload Photo

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

Encounter No: 0517 Admission Date: 06/07/2014 Attending Practitioner: n: WAD 13 (O&G) Reference No: OBS-KELAS 3

Counselling No MC140000042 Counselling Location Inpatient - Discharge Counselling Topics: Medication

ASSESSMENT

Body Weight:

Social History

Smoking ☐ Yes Sticks/Day For ☒ No ☐ Ex-smoker

Alcohol Drinking ☐ Yes Amount ☒ No

Pregnancy ☐ Yes ☒ No ☐ Planning To Get Pregnant

Drug Abuse ☐ Yes ☒ No

Diet & Lifestyle

Education Level

Family History

Marital Status

No. Of Children

Lives With

Family History Of Illness

Medical History

Comorbidity

Surgical History ☐ Yes ☒ No

Diagnostic Test

X-Ray

Doppler Test

BMD

Mantoux Test

Echo

Bone Marker

CT Scan

OGDS

MRI

Others

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!			

Save & Continue

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:
 - Assessment
 - Reporting



The screenshot shows the 'ASSESSMENT' form with the following elements highlighted by numbered red circles:

- 1**: Body Weight input field.
- 2**: Smoking radio button (Yes).
- 3**: Pregnancy radio button (No).
- 4**: Alcohol Drinking radio button (No).
- 5**: Drug Abuse radio button (No).
- 6**: Diet & Lifestyle input field.

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.

Family History	
Marital Status	
No. Of Children	
Lives With	
Family History Of Illness	

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**

Medical History	
Comorbidity	
Diagnostic Test	
X-Ray	
BMD	
Echo	
CT Scan	
MRI	
Surgical History	
Doppler Test	
Mantoux Test	
Bone Marker	
OGDS	
Others	

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

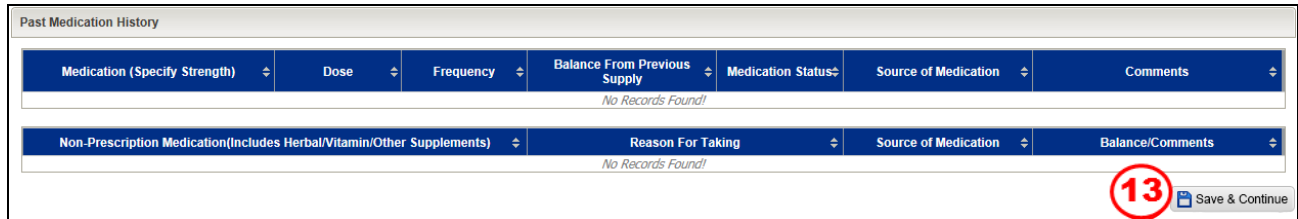


Figure 3.2.2-5 Assessment

Note

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

STEP 13

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

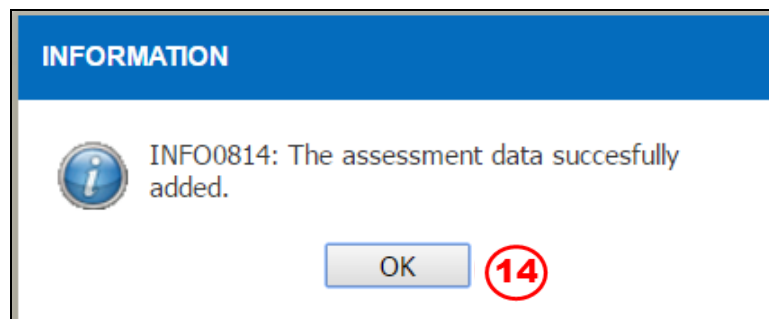
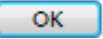


Figure 3.2.2-6 Information alert message

STEP 14

Click on the  button to confirm assessment

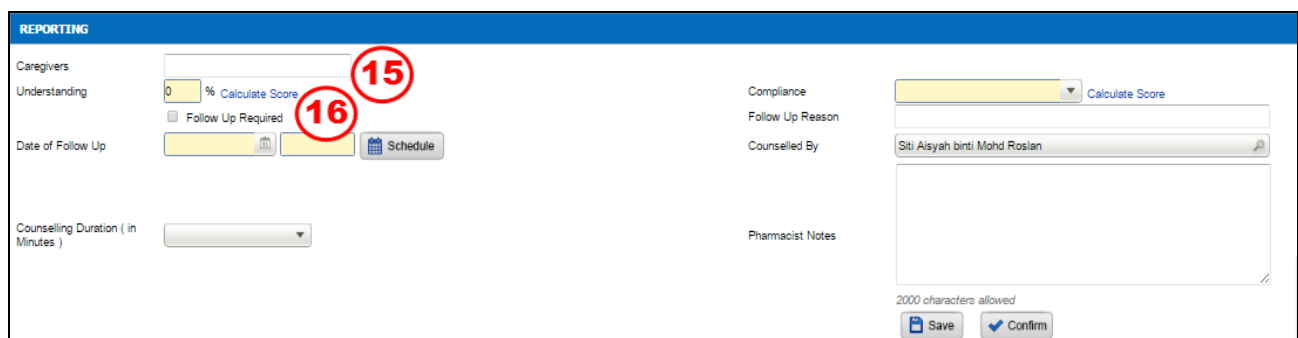


Figure 3.2.2-7 Reporting

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

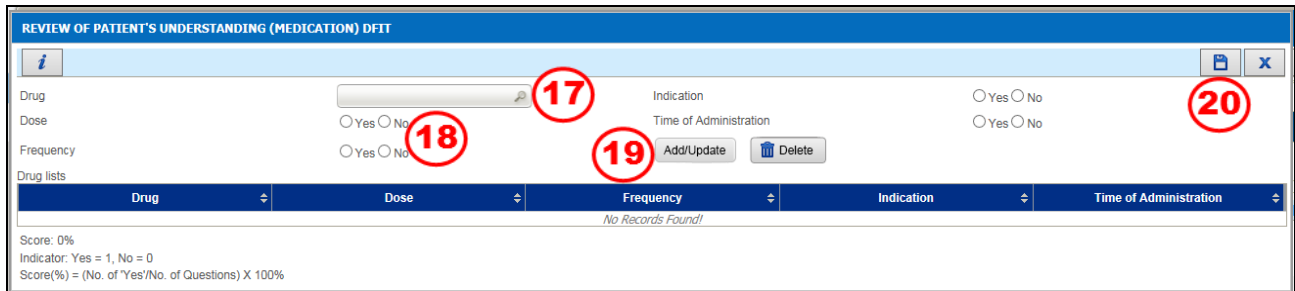


Figure 3.2.2-8 Review of Patient's Understanding (medication) DFIT

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  button to add/update information at drug list

STEP 20

Click on the  button to save record

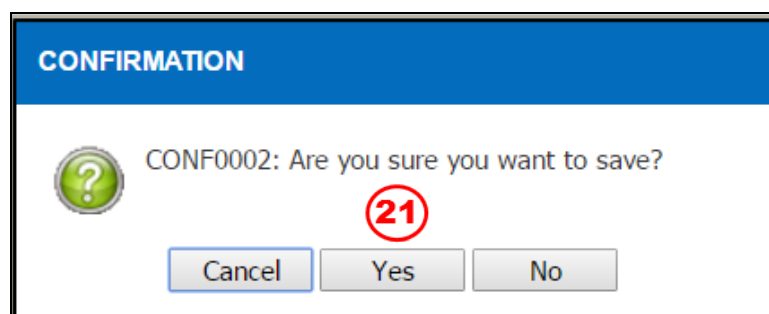
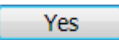
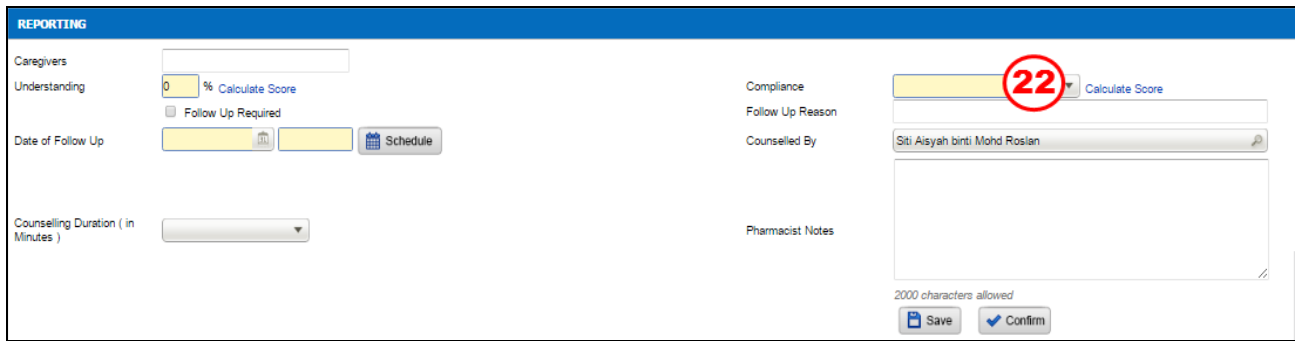


Figure 3.2.2-9 Information alert message

STEP 21

Click on the  button to confirm save record

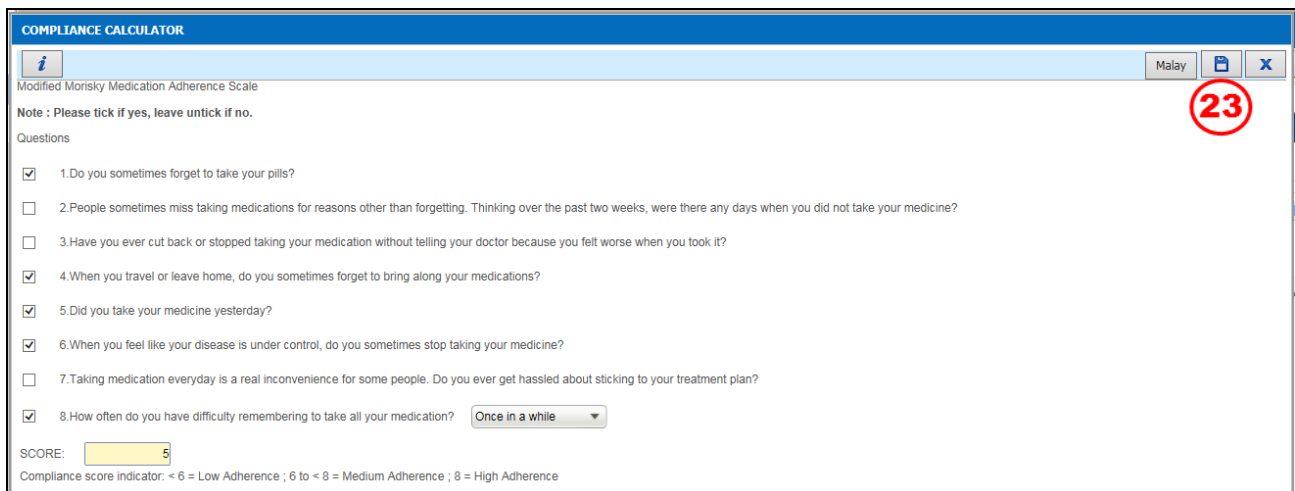


The screenshot shows the 'REPORTING' form. It includes fields for 'Caregivers', 'Understanding' (with a 'Calculate Score' link), 'Date of Follow Up', 'Counseling Duration (in Minutes)', 'Compliance' (with a 'Calculate Score' link), 'Follow Up Reason', 'Counselled By' (with a dropdown menu showing 'Siti Aisyah binti Mohd Roslan'), and 'Pharmacist Notes'. A red circle with the number '22' highlights the 'Calculate Score' link next to the 'Compliance' field. At the bottom right, there are 'Save' and 'Confirm' buttons.

Figure 3.2.2-10 Reporting

STEP 22

Click on the [Calculate Score](#) hyperlink and the window of Compliance Calculator will be displayed as shown in figure 3.2.2-11



The screenshot shows the 'COMPLIANCE CALCULATOR' window. It features a 'Modified Morisky Medication Adherence Scale' with a list of 8 questions. Each question has a checkbox. A red circle with the number '23' highlights the 'Malay' button in the top right corner. Below the questions, there is a 'SCORE' field showing '5' and a 'Compliance score indicator' legend: '< 6 = Low Adherence ; 6 to < 8 = Medium Adherence ; 8 = High Adherence'.

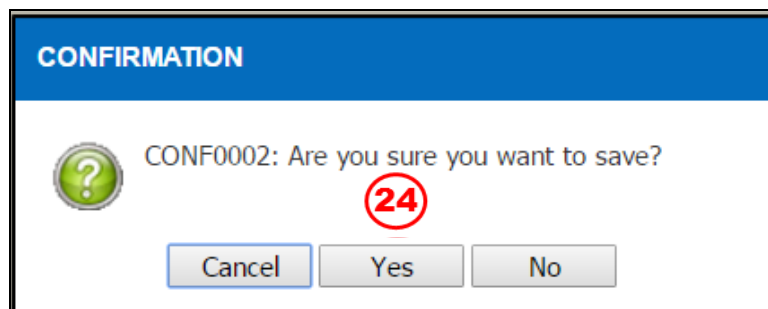
Figure 3.2.2-11 Compliance Calculator

Note

- Check on the questions as appropriate by clicking on the ☒ checkbox
- Click on the [Malay](#) button to view in Malay language

STEP 23

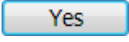
Click on the  button to save record



The screenshot shows a 'CONFIRMATION' dialog box. It contains a question mark icon and the text 'CONF0002: Are you sure you want to save?'. A red circle with the number '24' highlights the 'Yes' button. There are also 'Cancel' and 'No' buttons.

Figure 3.2.2-12 Information alert message

STEP 24

Click on the  button to confirm save record

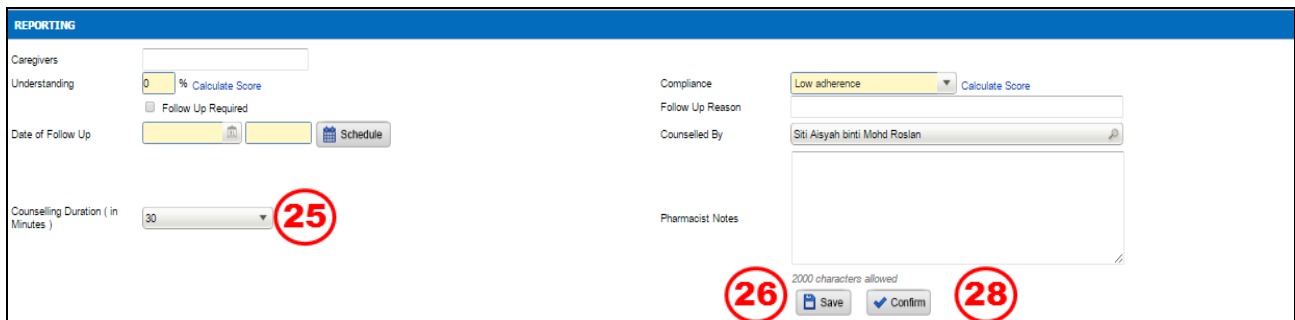


Figure 3.2.2-13 Reporting

STEP 25

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

- 15
- 30
- 45
- 60

STEP 26

Click on the  button to save record

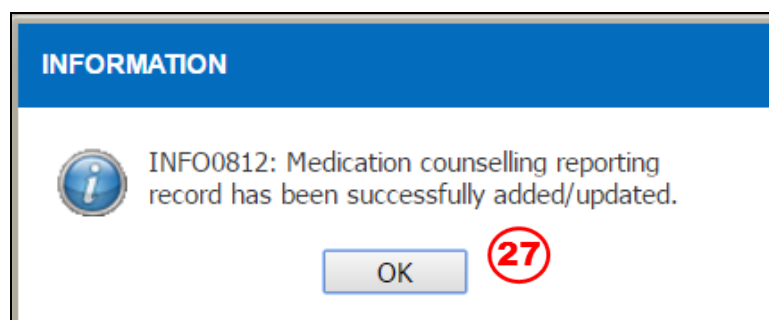
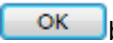


Figure 3.2.2-14 Information alert message

STEP 27

Click on the  button to confirm save record

STEP 28

Click on the  button to confirm record

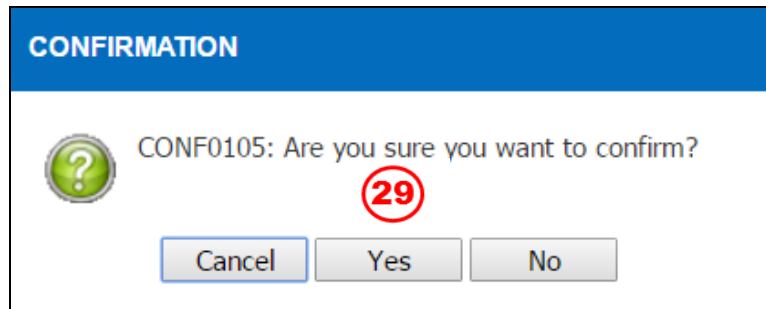
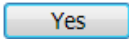


Figure 3.2.2-15 Save Confirm alert message

STEP 29

Click on the  button to confirm save record

STEP 30

Click on the  button to print the report as figure 3.2.2-16

Note

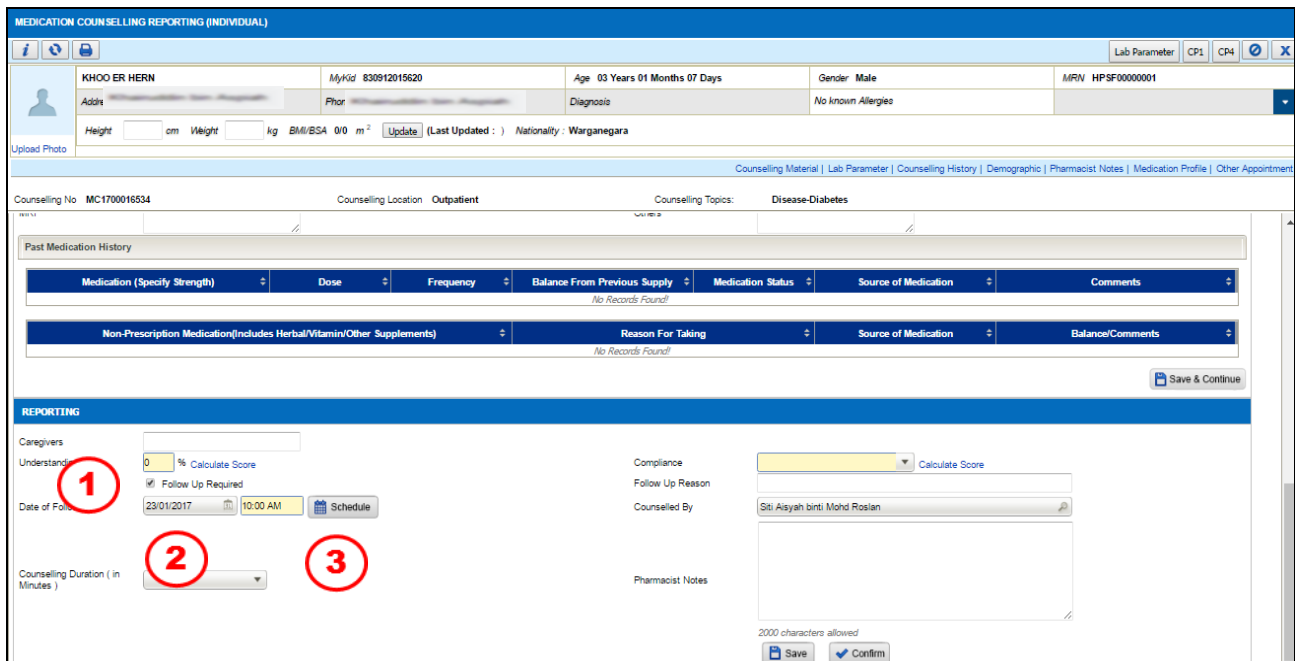
After confirmation, the compliance [Calculate Score](#) hyperlink is enabled for review.

 MEDICATION COUNSELLING REPORT Hospital Pakar Sultanah Fatimah, Muar (Training) Jalan Salleh 1, Simpang 2, Persiaran Hospital, 84000, Muar, Johor. 069521901							
Patient Name :				Diagnosis :		Test, wew, test, test, sadsad, A01.00 - Typhoid fever, unspecified, A77.9 - Spotted fever, unspecified, A01.00 - Typhoid fever, unspecified, neck ca, test	
MRN :		2001011		Date :		15/07/16	
ID No :				Counseling No. : MC1600003763			
Assessment:							
Social History	Smoking	: Yes		Family History	Marital Status	: Married	
	Alcohol Drinking	: No					
	Drug Abuse	: No					
	Diet & Lifestyle	: vegetarian					
Medical History	Co-morbidity :						
	X-Ray						
	BMD						
	Echo						
	CT Scan						
	MRI						
	Doppler Test						
	Mantoux Test						
	Bone Marker						
	OGDS						
Past Medical History	Medication (Specify Strength)	Dose	Frequency	Balance From Previous Supply	Medication Status	Comment	
	Methadone 5mg/ml Syrup	50 mg	OD (once daily)	30 millilitre		Outpatient / 01-07-2016 / EncounterNo:0041	
	Non-Prescription Medication (Includes Herbal/Vitamin/Other Supplement)				Reason For Taking	Balance/Comments	
Current Medication List	Drug			Drug Detail		Date Start	Date Stop
	Methadone 5mg/ml Syrup			5 mg / OD		14/07/2016	16/07/2016

Figure 3.2.2-16 Reporting Individual

3.2.3 Individual Follow Up Required

This function allows user to record individual follow up required.



MEDICATION COUNSELLING REPORTING (INDIVIDUAL)

Lab Parameter CP1 CP4

Patient Information:
 Name: KHOO ER HERN MyKid: 830912015620 Age: 03 Years 01 Months 07 Days Gender: Male M/RN: HPSF00000001
 Address: [Redacted] Phor: [Redacted] Diagnose: No known Allergies
 Height: [] cm Weight: [] kg BMI/BSA: 0/0 m² Update (Last Updated:) Nationality: Warganegara

Counselling Details:
 Counselling No: MC1700016534 Counselling Location: Outpatient Counselling Topics: Disease-Diabetes

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!

REPORTING:
 Caregivers: Understand [] % Calculate Score
 Follow Up Required ☒
 Date of Follow Up: 23/01/2017 10:00 AM Schedule
 Counselling Duration (in Minutes): []
 Compliance: [] Calculate Score
 Follow Up Reason: []
 Counsellor By: Siti Aisyah binti Mohd Roslan
 Pharmacist Notes: []
 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

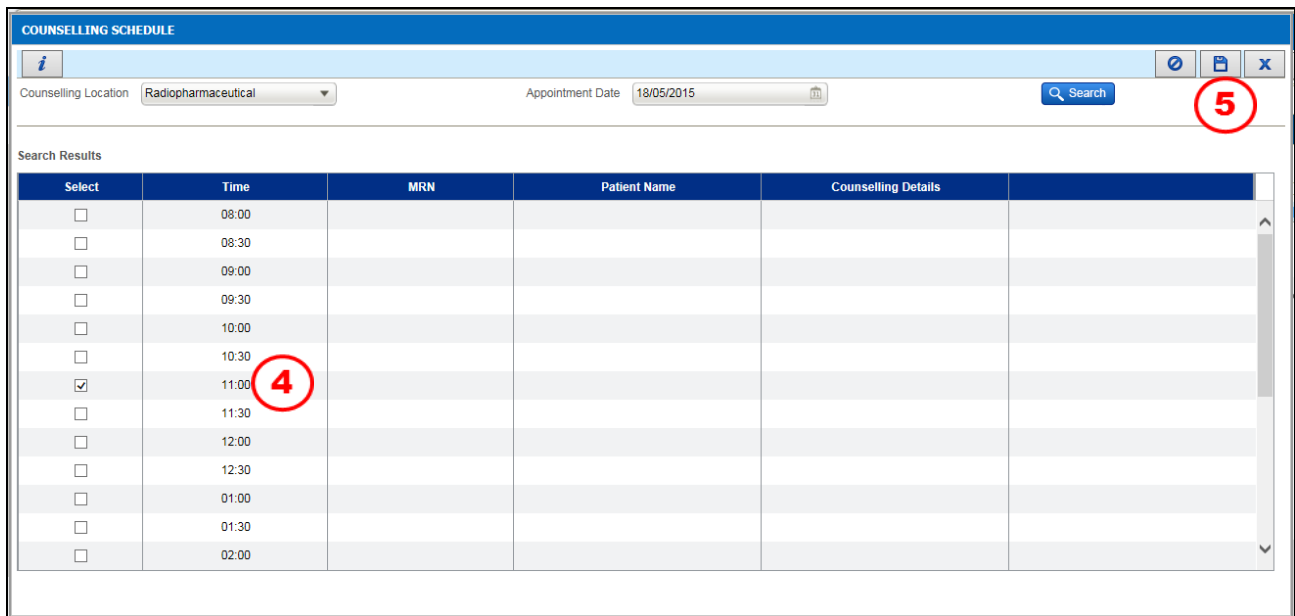
Check on the **Follow Up Required** by clicking on the  checkbox

STEP 2

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

STEP 3

Click on the  button to schedule for counselling



Select	Time	MRN	Patient Name	Counselling Details
☐	08:00			
☐	08:30			
☐	09:00			
☐	09:30			
☐	10:00			
☐	10:30			
☒	11:00			
☐	11:30			
☐	12:00			
☐	12:30			
☐	01:00			
☐	01:30			
☐	02:00			

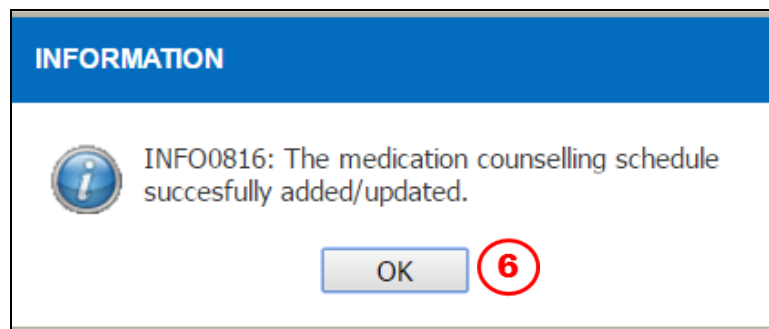
Figure 3.2.3-2 Counselling Schedule

STEP 4

Click on time slot  checkbox to select time for counselling

STEP 5

Click on the  button to save record



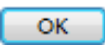
INFORMATION

 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.

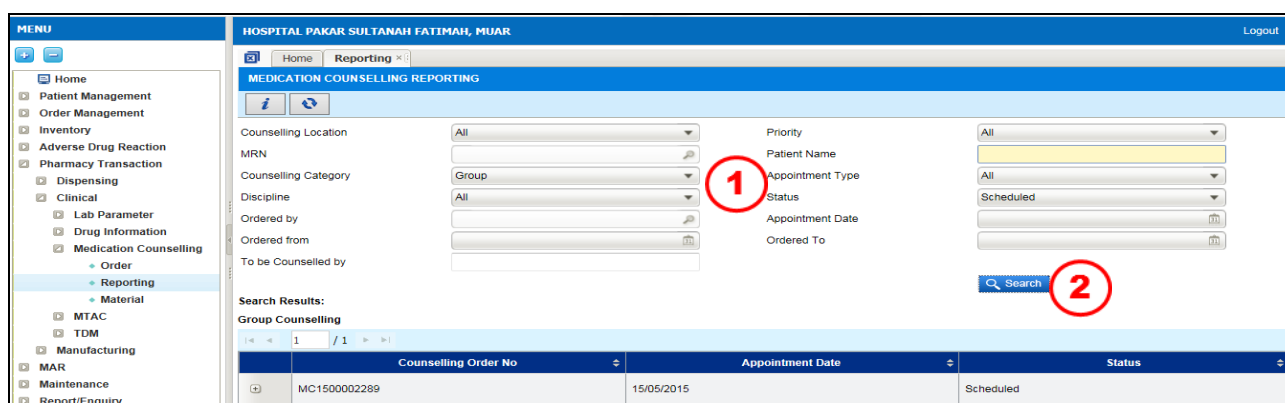


Figure 3.2.4-1 Reporting

Note

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

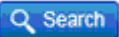
STEP 1

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: <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	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

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

1

/ 1

	Counselling Order No	Appointment Date	Status								
	MC1500002289	15/05/2015	Scheduled								
	<table> <tr> <th>MRN</th> <th>Patient Name</th> </tr> <tr> <td>HPSF00000001</td> <td>XXXXXXXXXX</td> </tr> <tr> <td>HPSF00000003</td> <td>XXXXXXXXXX</td> </tr> <tr> <td>HPSF00084239</td> <td>XXXXXXXXXX</td> </tr> </table>			MRN	Patient Name	HPSF00000001	XXXXXXXXXX	HPSF00000003	XXXXXXXXXX	HPSF00084239	XXXXXXXXXX
MRN	Patient Name										
HPSF00000001	XXXXXXXXXX										
HPSF00000003	XXXXXXXXXX										
HPSF00084239	XXXXXXXXXX										
	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.

MEDICATION COUNSELLING REPORTING (GROUP)

Drug DatabaseCounselling Material

Date Of Counselling:15/05/2015 12:00

Discipline:Cardiothoracic Anaesthes

Counselling Topics:

Disease-Asthma

Patient Registration List

MRN	Patient Name	Attend
HPSF00000001		☐ No
HPSF00000003		☐ No
HPSF00084239		☐ No

Total numbers of patients:3

Total patient attended:0

Total attendance:0

Pharmacist Notes

Material and Technique Used

Counselled By

Jasmine Sia

Confirm

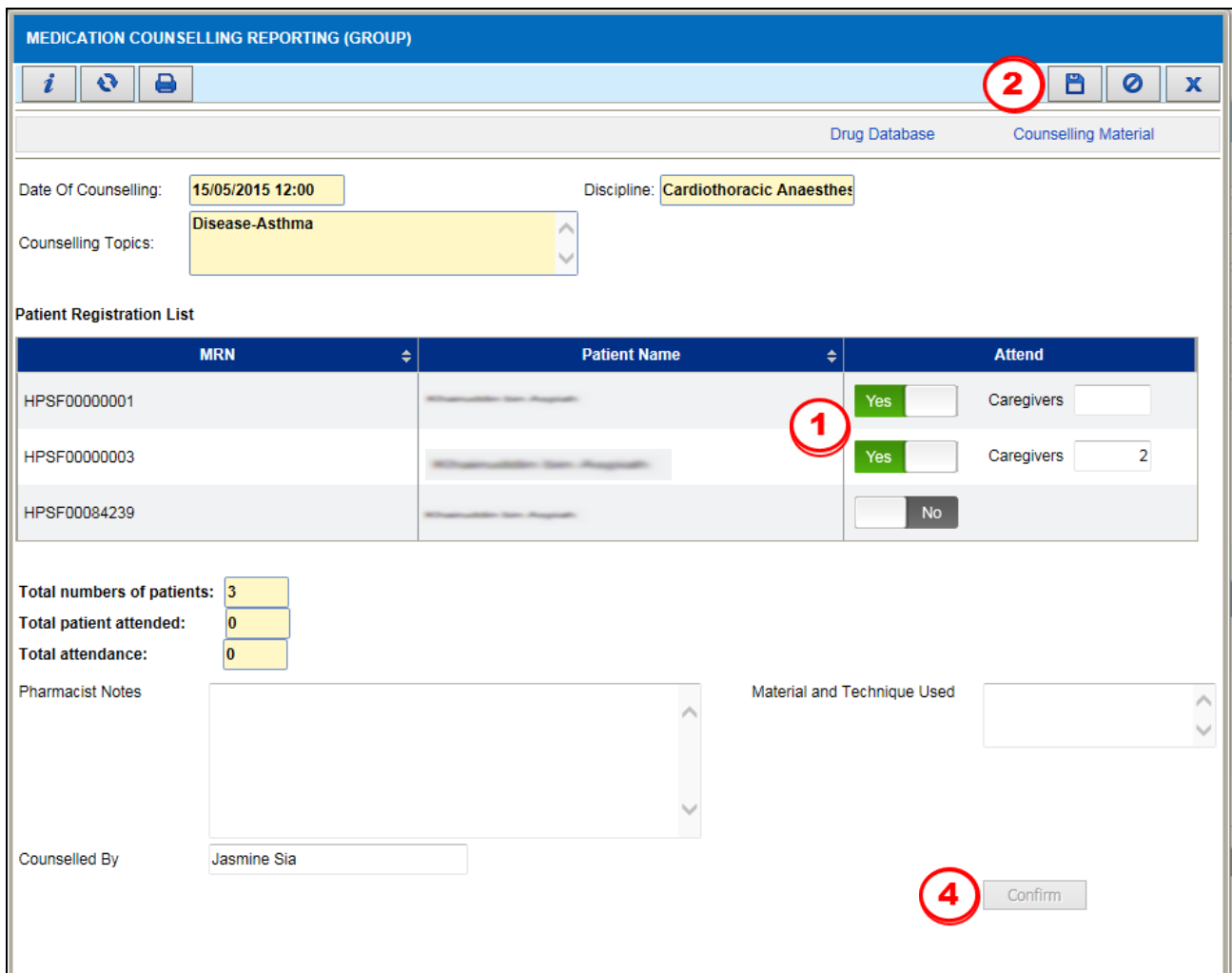
Figure 3.2.4-3 Medication Counselling Reporting (Group)

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:
 - 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.



MEDICATION COUNSELLING REPORTING (GROUP)

Drug Database Counselling Material

Date Of Counselling: 15/05/2015 12:00 Discipline: Cardiothoracic Anaesthes

Counselling Topics: Disease-Asthma

Patient Registration List

MRN	Patient Name	Attend
HPSF00000001	[Redacted]	Yes ☐ Caregivers
HPSF00000003	[Redacted]	Yes ☐ Caregivers 2
HPSF00084239	[Redacted]	No ☐

Total numbers of patients: 3
Total patient attended: 0
Total attendance: 0

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

Counselled By: Jasmine Sia

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

STEP 2

Click on the  button to save record

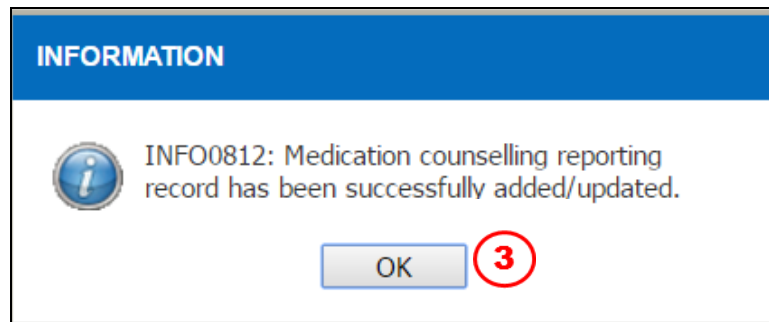
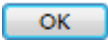
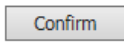


Figure 3.2.5-2 Information alert message

STEP 3

Click on the  button to confirm save record

STEP 4

Click on the  button to confirm record

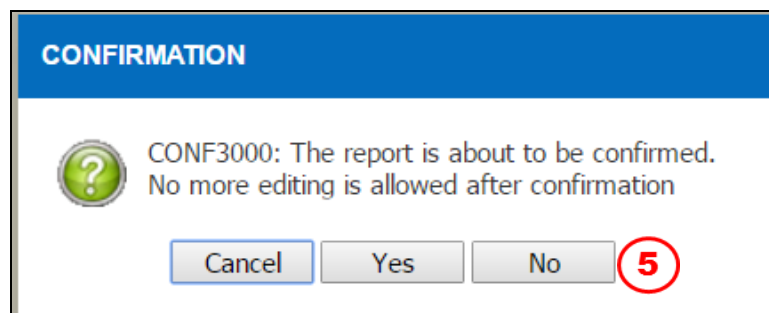
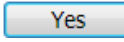


Figure 3.2.5-3 Information alert message

STEP 5

Click on the  button to confirm save record

STEP 6

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



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 : [Redacted]

% of Attendance: : 100.0

Pharmacist Notes :

Material & Technique :
Used

Patient Name	MRN	Attendance (Y/N)
[Redacted]	2001011	Yes
[Redacted]	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
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