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

Full Based

User Manual
Medication Counselling

Revision History

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1.0	05/07/2018	Maikal Fardha	SA	First submission to MOH

Verified and Acknowledged By:

Name	Role / Designation	Organization	Signature & Date
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Peer Review

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1.0	Juridah (QA)	First submission to MOH

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Application reference: PhIS & CPS v1.8.1

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

Medication Counseling Module Legend					
Update Status	Update Records	🔍	Search Records	Close	Close Record
Draft	Draft Records	➕	Add New Record	✏	Edit Records
🗑	Delete Records				

Note

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

2.2 Latest Enhancement and Updates

Latest Functions	Page

3.0 Medication Counselling

Overview

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

User Group

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

Functional Diagram
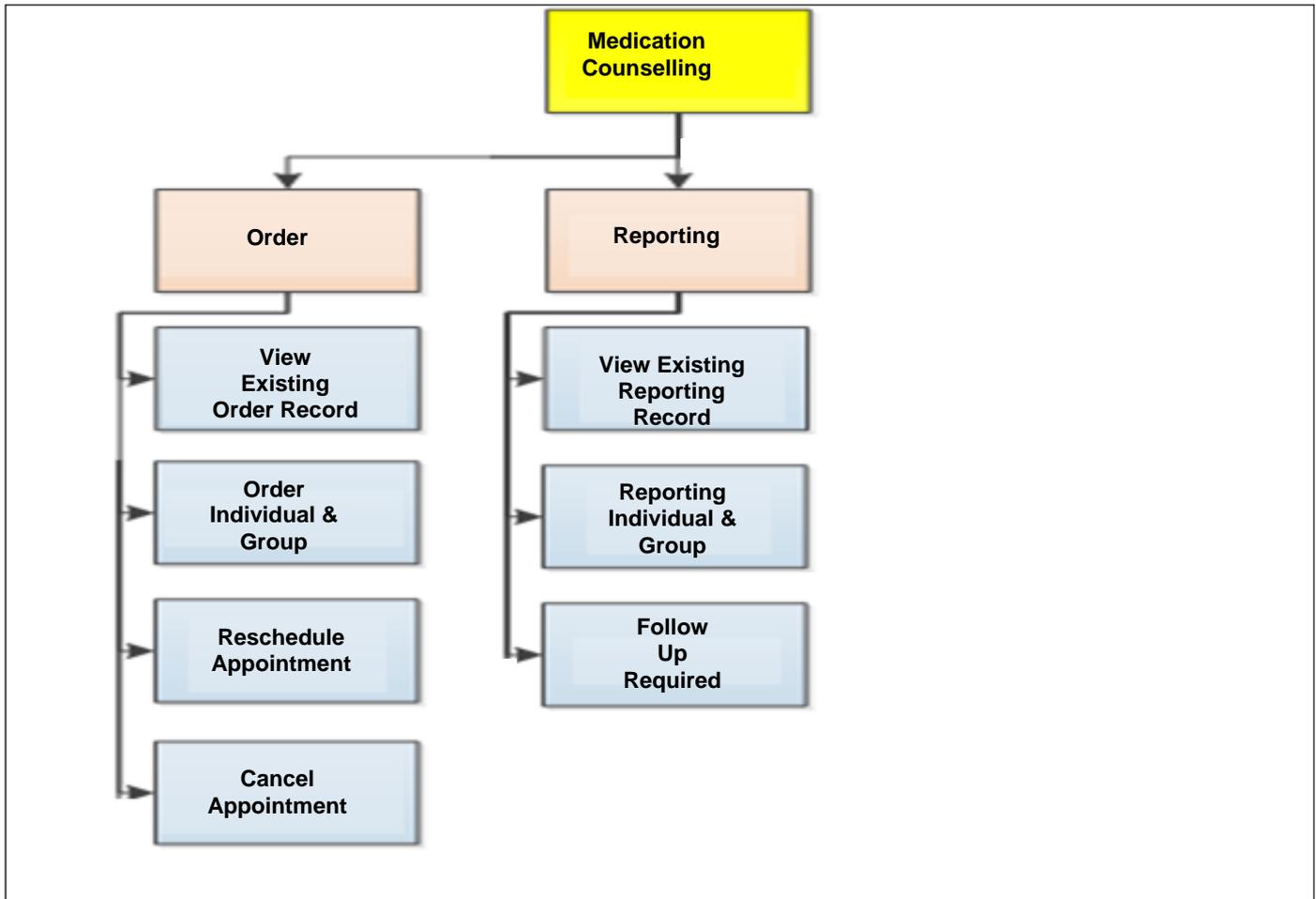
Figure 3.0-1

Functional Description

Medication Counselling comprises of three (2) 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.

3.1 View Medication Individual Counselling

3.1.1 View Individual Order Record

This function is used to retrieve and view individual order.
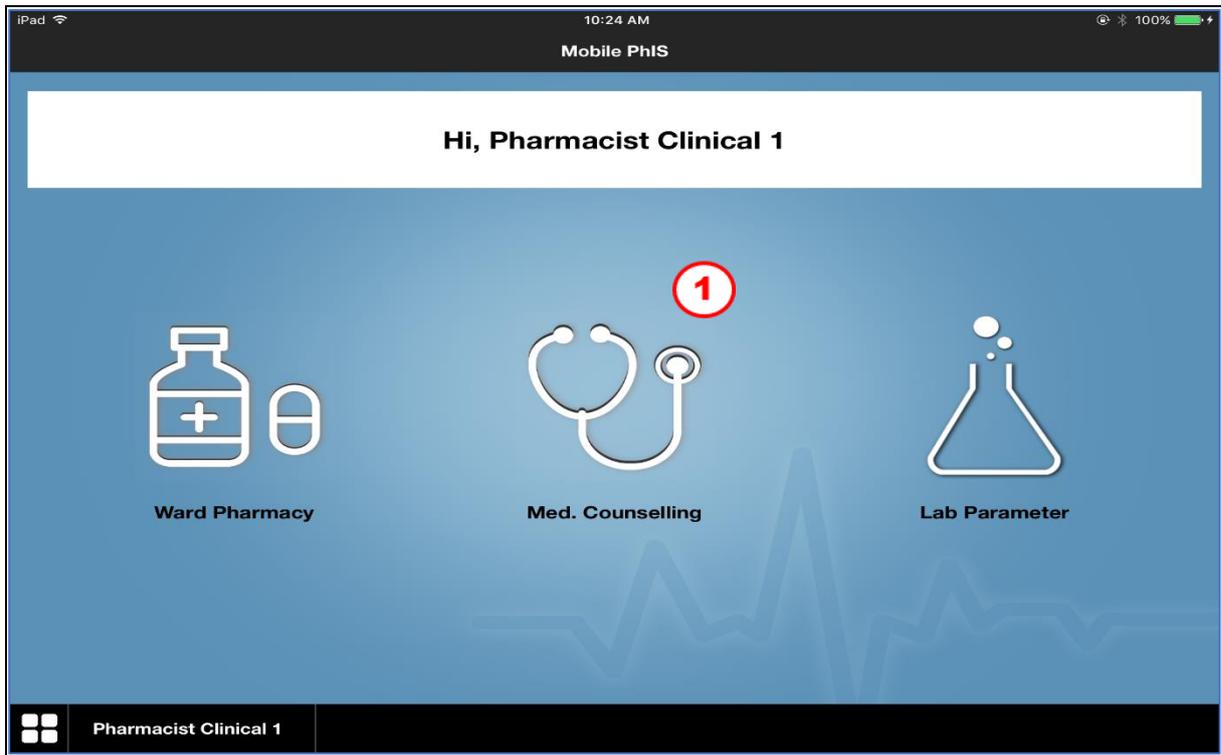
Figure 3.1.1-1 Clinical Main Menu

STEP 1

Tap on the [stethoscope icon] button
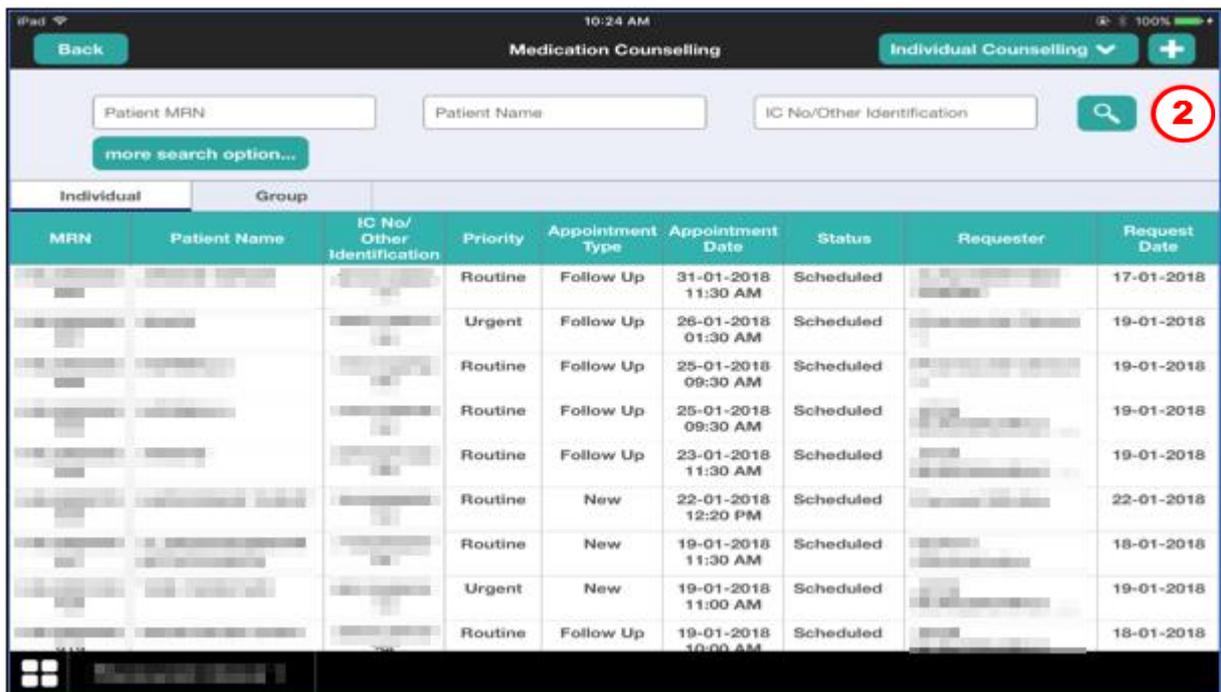
Figure 3.1.1-2 Medication Counselling Listing Page

STEP 2

Tap on [🔍] button to search for registered patient as per display like in figure 3.1.1-2
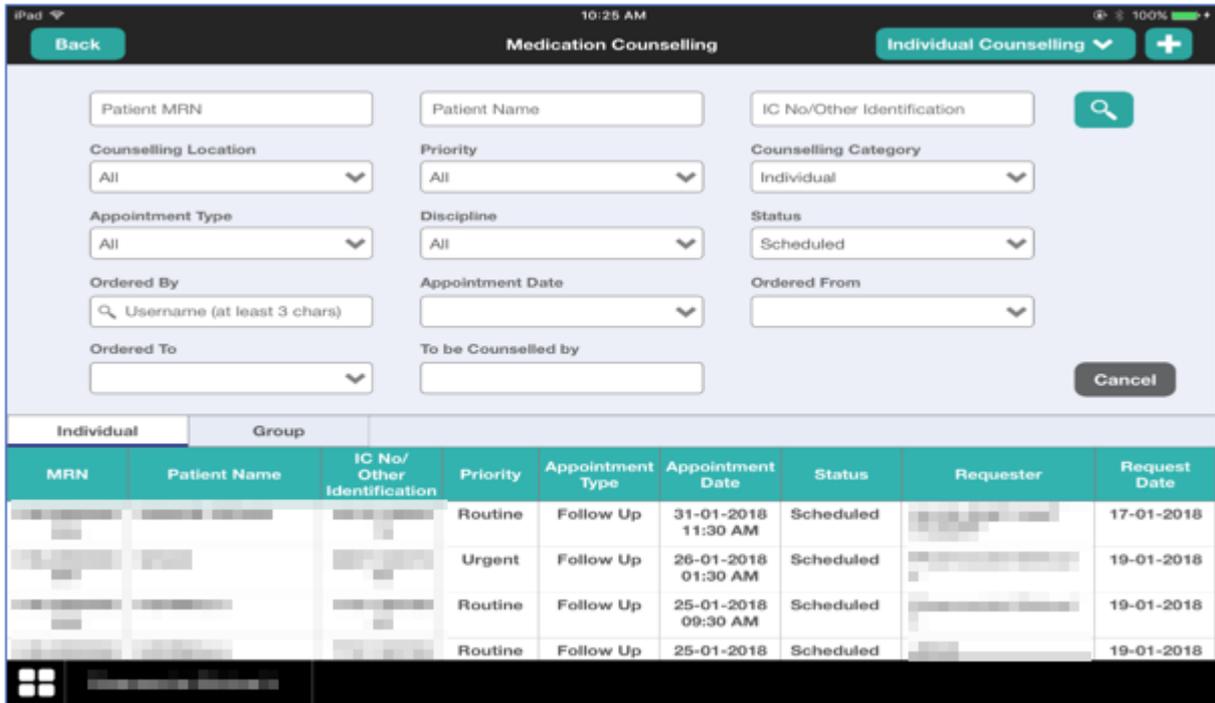
Figure 3.1.1-3 Medication Counselling Filtering Option Page

__Note__
Search results of current registered patient list will display:
- *MRN*
- *Patient Name*
- *IC No/Other Identification*

Search more results of current registered patient click more search option and the list will display like
in Figure 3.1.1-3 *:*
- *Priority*
- *Appointment Type*
- *Appointment Date*
- *Status*
- *Requester*
- *Request Date*
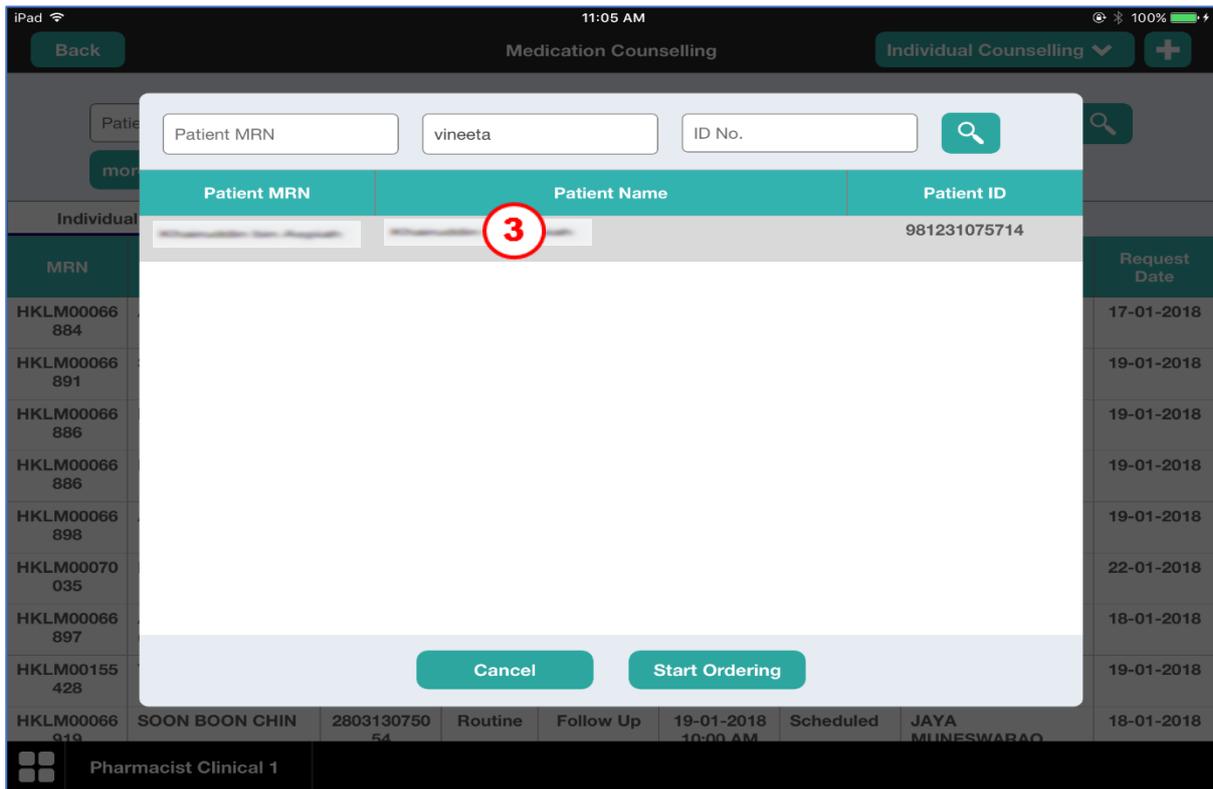
Figure 3.1.1-4 Medication Counseling Order

STEP 3

Select patient listed as shown in Figure 3.1.1-4. Patient detailed information will displayed as Figure 3.1.1-5

Note

- *Once user taps 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*
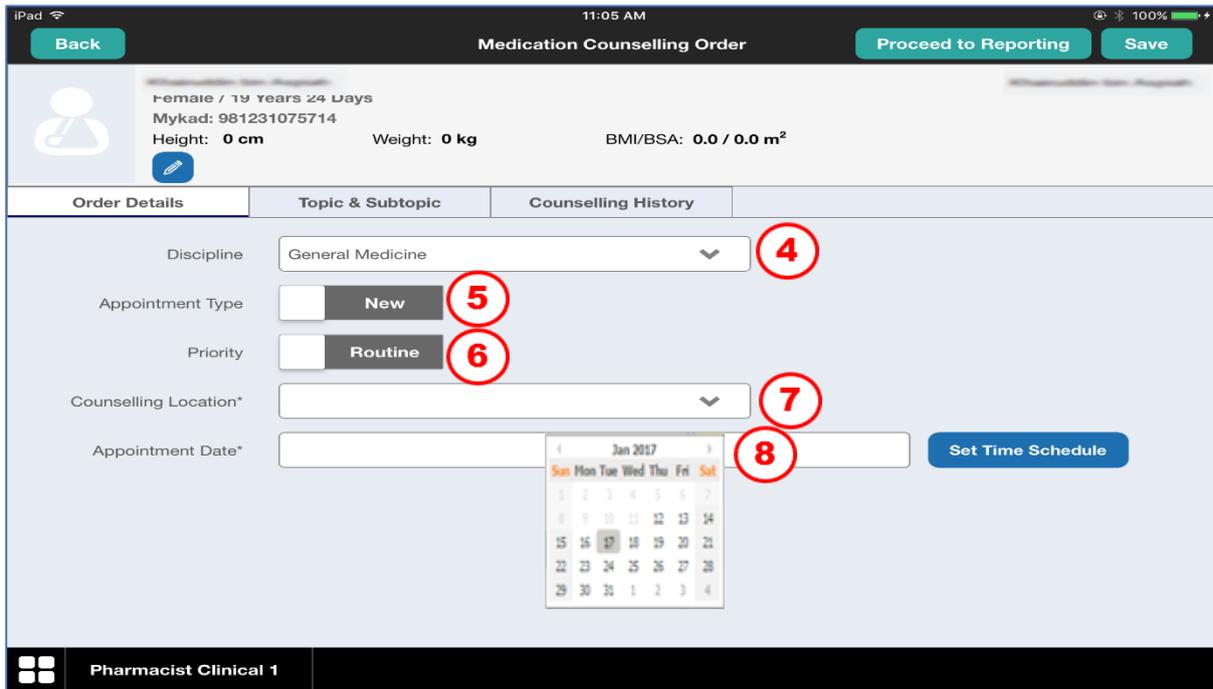
Figure 3.1.1-5 Medication Counselling Order

STEP 4
Select *Discipline* from the stretch option

STEP 5
Select *Appointment Type* from the stretch option
- Follow Up
- New

STEP 6
Select *Priority* from the stretch option
- Routine
- Urgent

STEP 7
Select *Counselling Location* from the dropdown box

STEP 8

Tap on the [ ] button to select *Appointment Date* and calendar will be appear as shown in Figure 3.1.1-5 and User can select the date from 5 days back
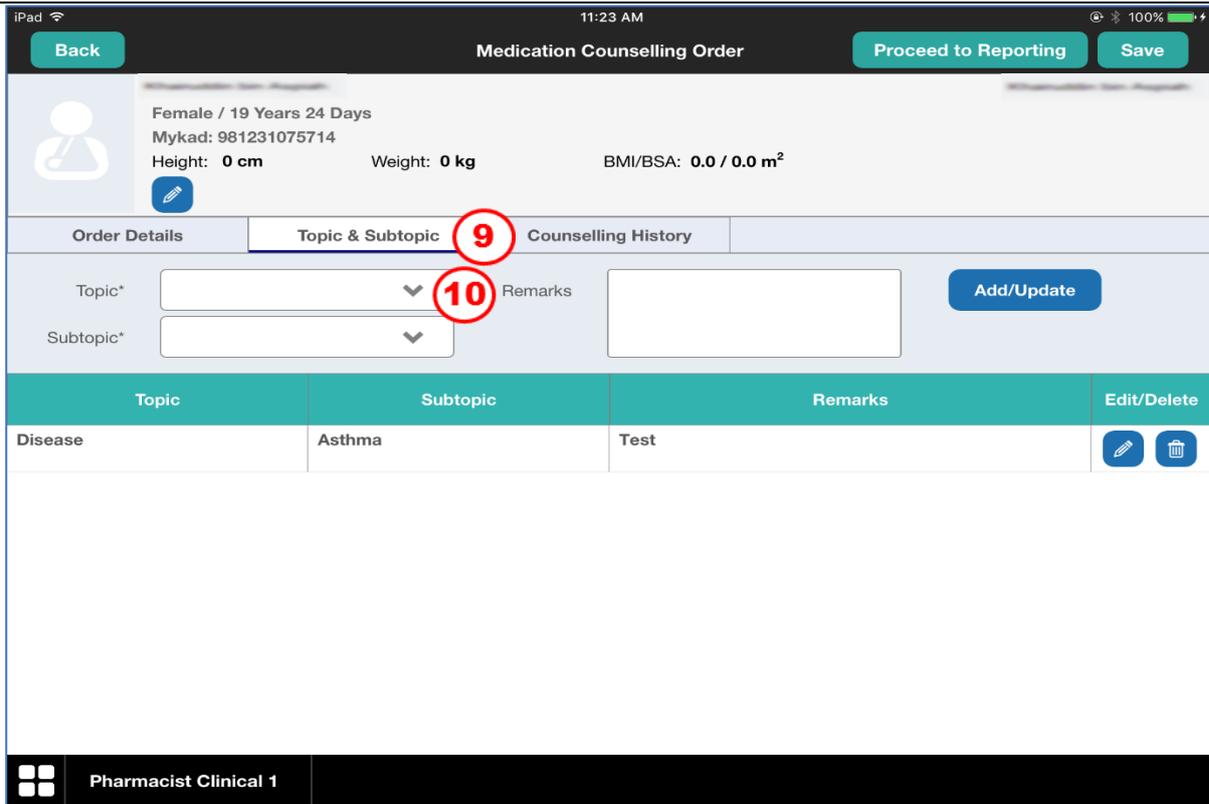
Figure 3.1.1-6 Select Medication Counselling Order

STEP 9
Select *Topic and subtopic* from main menu as shown in Figure 3.1.1-6

STEP 10
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.

Figure 3.1.1-7 Select Medication Counselling Order

STEP 11

Tap on the [Add/Update] button to add record as shown in Figure 3.1.1-7

Note

- *For this topic/ subtopic can add multiple record*
- *User is able to select ✏ to edit the save record*
- *User is able to select 🗑 to delete the record*
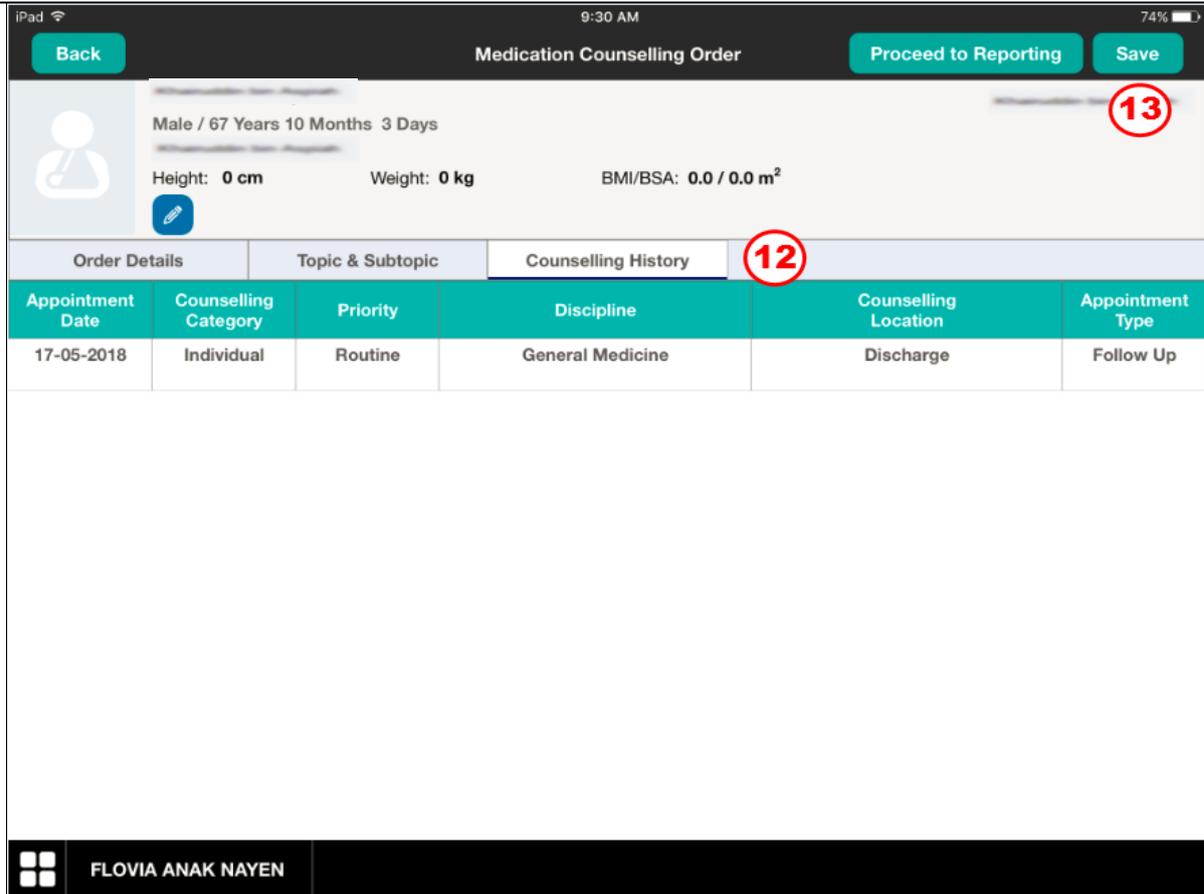
Figure 3.1.1-8 Select Medication Counselling Order

STEP 12

Tap on the [Counselling History] button to view the record as shown in Figure 3.1.1-8

STEP 13

Tap the [Save] button to save record as shown in Figure 3.1.1-8
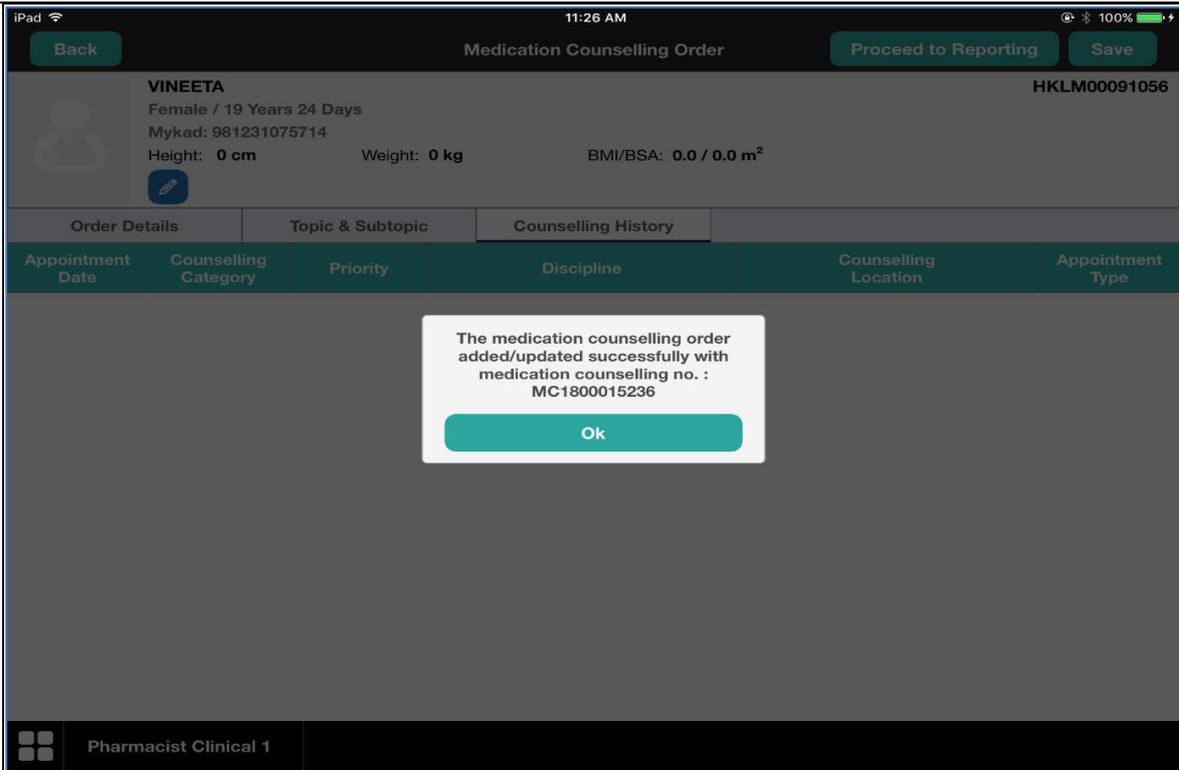
Figure 3.1.1-9 Select Medication Counselling Order
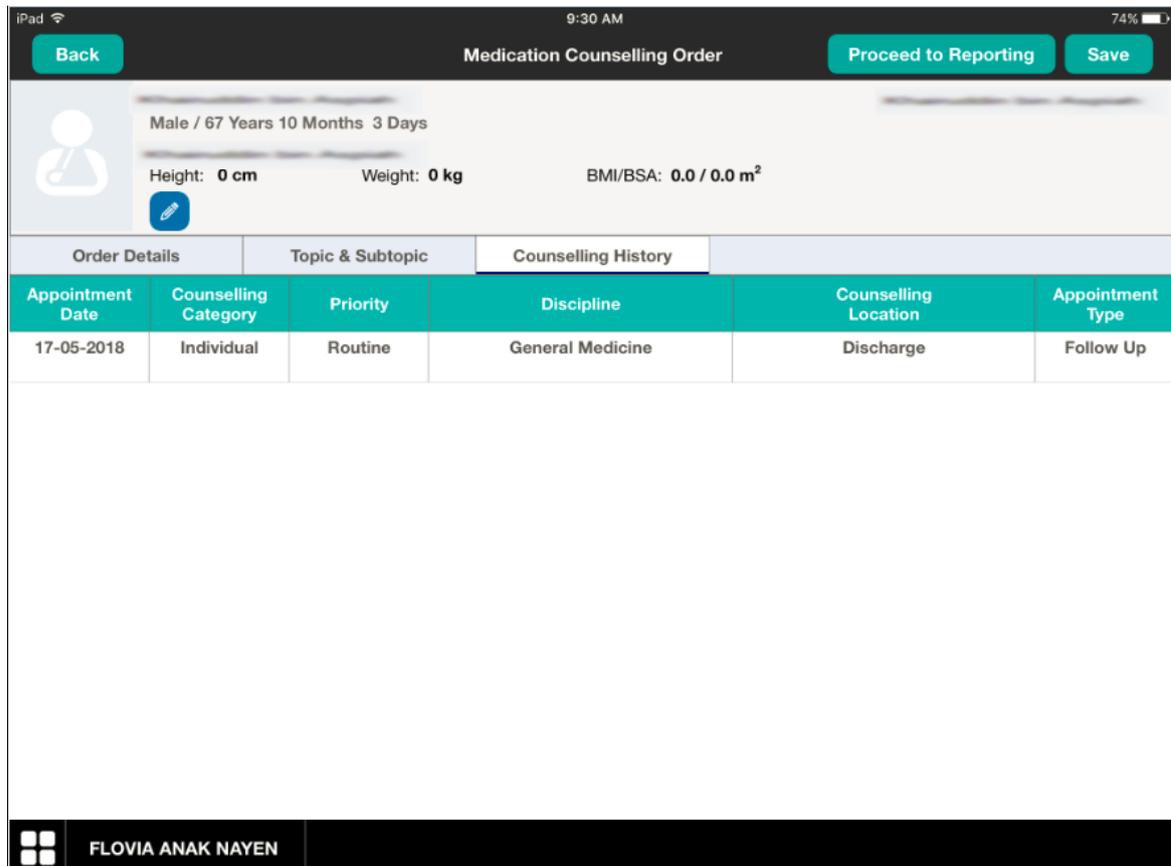
Figure 3.1.1-10 Select Medication Counselling Order

Note

- *The medication counselling number will auto generate after Tap the save button as shown in Figure 3.1.1-9*

- *Counselling history will display based on previous record as shown in Figure 3.1.1-8*

- *Medication Counselling No. Will be automatically generated for future reference.*

- *The medication counselling appointment record after save for individual will as shown in figure 3.1.1-10*

- *User can Tap* [+] *to create more individual appointment and repeat step 1 to 13 as in View Existing Individual reporting before performing Individual Reporting steps*

- *To proceed to reporting tap the* [Proceed to Reporting] *button as shown as figure 3.1.1-10*
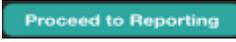
3.2 Reporting

This function is used to record reports for medication counselling.

3.2.1   Individual Reporting

This function allows user to record individual counselling reports.
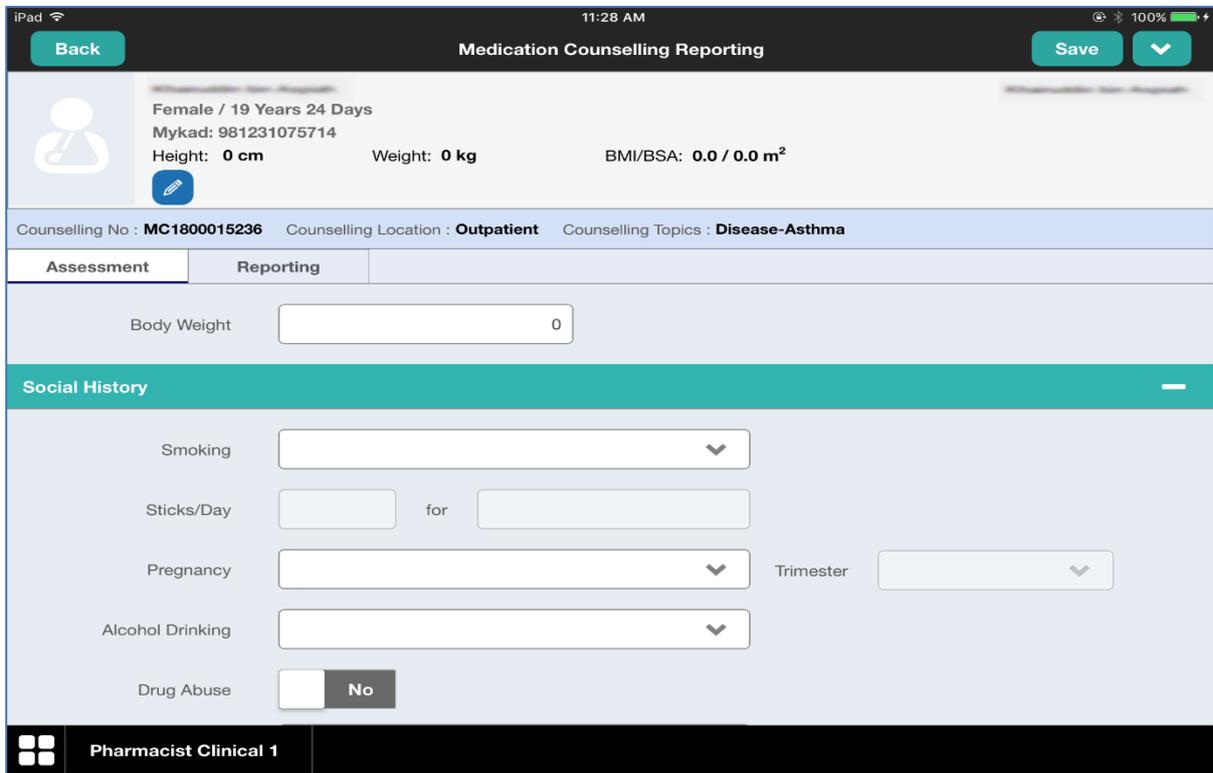
Figure 3.2.1-1 Medication Counselling Reporting (Individual)

Note

- *There are 2 sections to be filled in the Medication Counselling Reporting (Individual) as shown in Figure 3.2.1-1:*
    - *a) Assessment*
    - *b) Reporting*
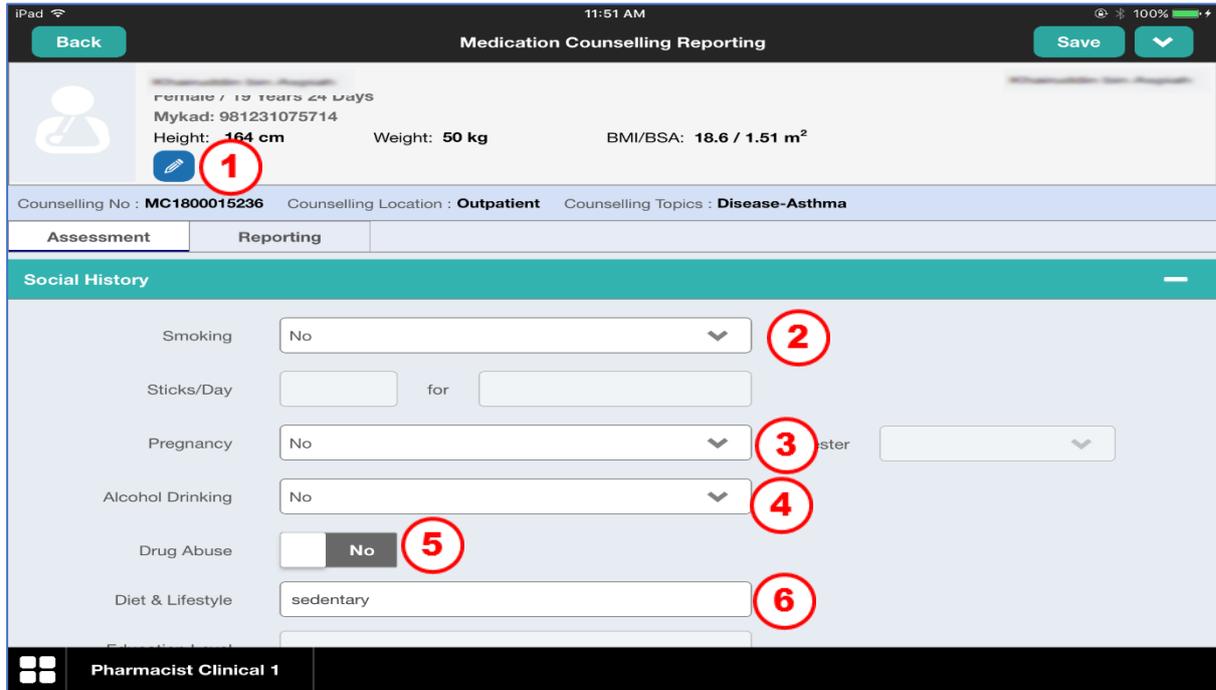
Figure 3.2.1-2 Assessment

Assessment Section
Social History

STEP 1
Enter or update **Body Weight** by taping edit button

STEP 2
Select **Smoking** from the drop down button
- Yes
- No
- Ex-smoker
- Second-hand Smoker

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

STEP 3
Select **Pregnancy** from the drop down option
- Yes
- No
- Planning To Get Pregnant

STEP 4
Select **Alcohol Drinking** from the drop down option
- Yes
- No

Note
Amount field will be enabled for user to fill when 'Yes' from the drop down option is selected.

STEP 5
Select *Drug Abuse* from the drop down option
- Yes
- No

STEP 6
Enter *Diet & Lifestyle*

Note
Education Level and *Marital Status* field will automatically display from the registration screen.
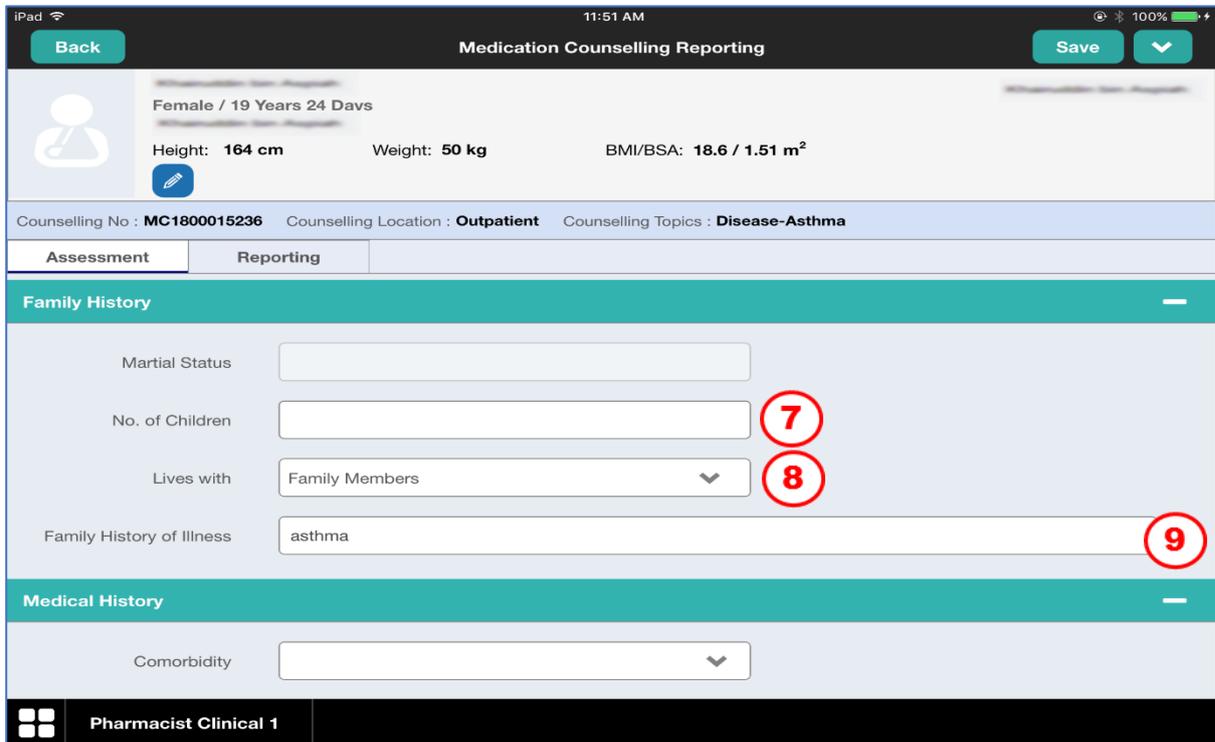
Figure 3.2.1-3 Assessment

Family History

STEP 7
Enter *No. Of Children*

STEP 8
Select *Lives With* from the drop down option
- Alone
- Family Members
- Nursing Home
- Others

STEP 9
Enter *Family History Of Illness*
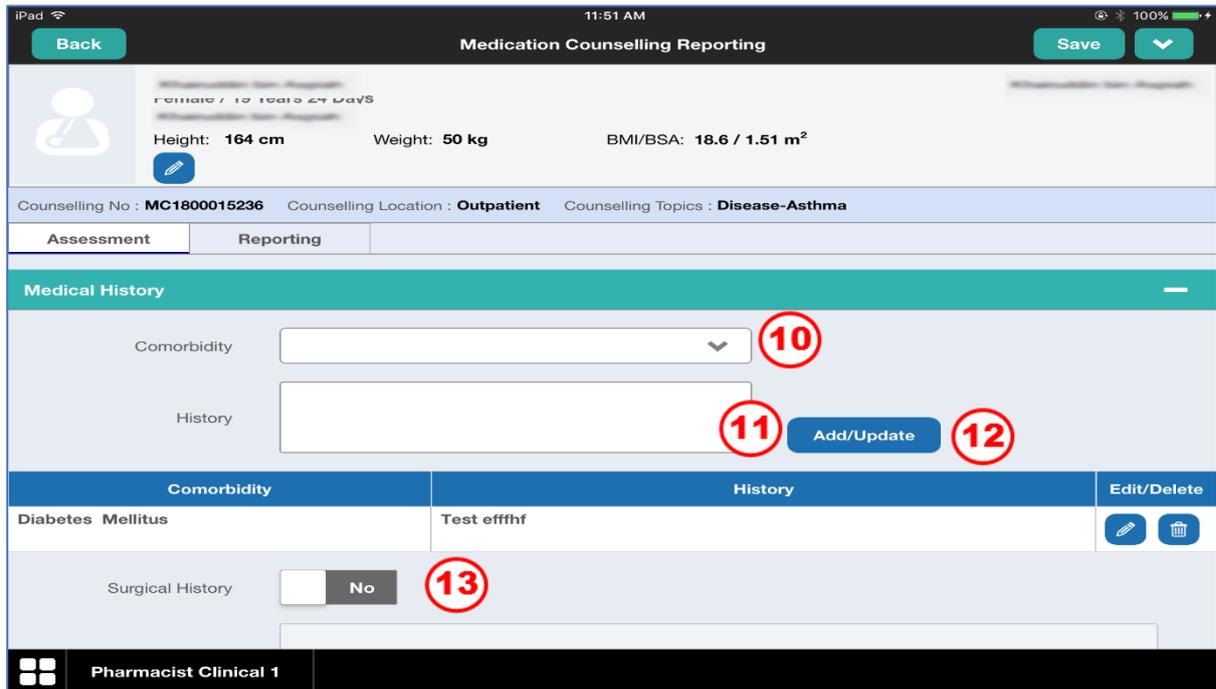
Figure 3.2.1-4 Assessment

Medical History

STEP 10
Select a Comorbidity
- Hypertension
- COPD
- RVD
- Other
- Diabetes Mellitus
- Tuberculosis
- AF
- Asthma
- Hepatitis B
- Hepatitis C
- Heart Failure
- ESRD

STEP 11
Enter the History based on the Comorbidity

STEP 12

Tap ![Add/Update] Add button to add, if applicable.

Note
Repeat STEP 10 to STEP 12 to add another Comorbidity

STEP 13
Select **Surgical History** from the stretch button
- Yes
- No

Figure 3.2.1-5 Assessment

STEP 14
Enter the Diagnostic Test

STEP 15

Tap on the [Save] *button to save assessment and continue with reporting section*

Reporting Section
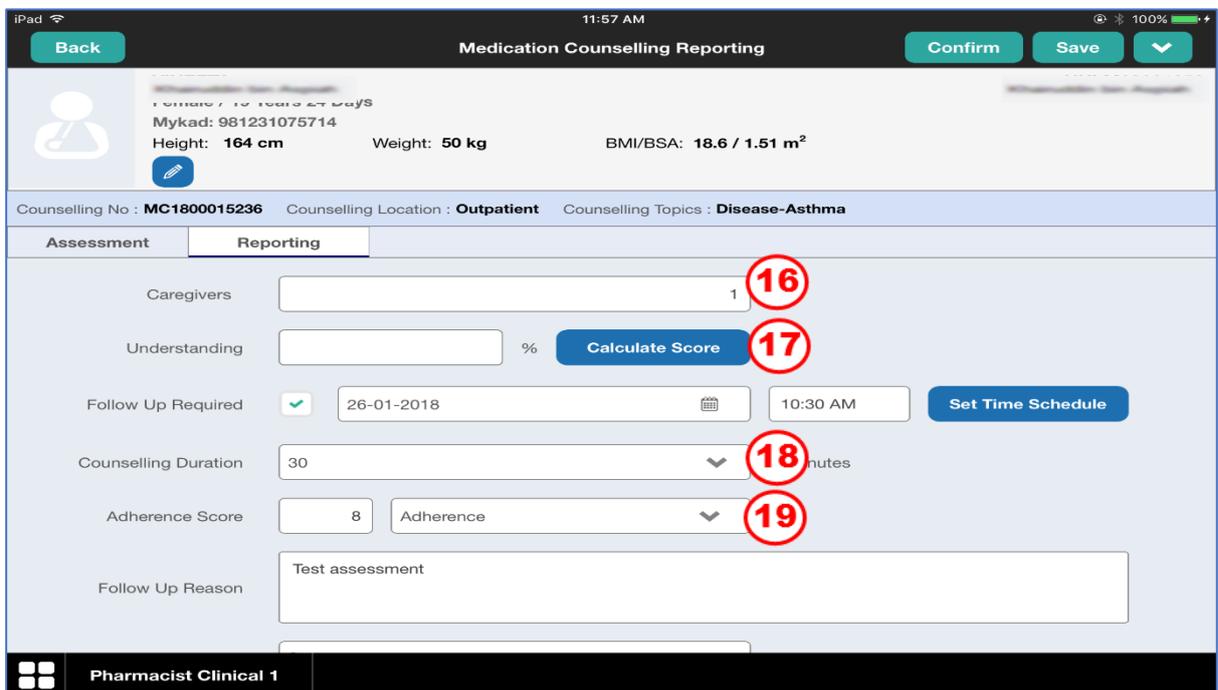
Figure 3.2.1-6 Reporting

STEP 16
Enter value in **Caregivers** field

STEP 17
Tap on the [Calculate Score] hyperlink to record calculate score for patient DFIT

STEP 18
Select **Counselling Duration (in Minutes)** from the dropdown box
- 15
- 30
- 45
- 60

STEP 19
Enter value in Adherence Score field and select the score from the dropdown box
- Adherence
- Non-Adherence
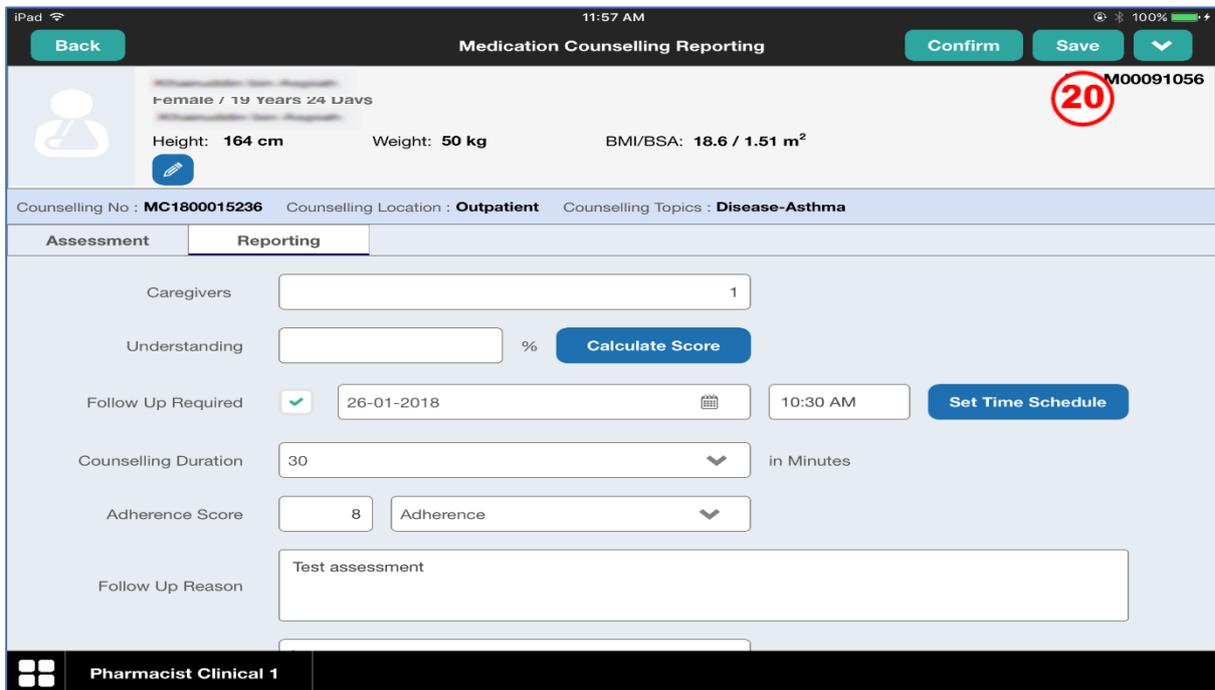
Figure 3.2.1-7 Reporting

Note

- _User need to tap for follow up required_ ✓ _check box as shown in figure 3.2.1-7_
- _Tap on the_ [Set Time Schedule] _button to schedule for counseling_

STEP 20
Tap on the [Save] button to save record as show in figure _3.2.1-7_
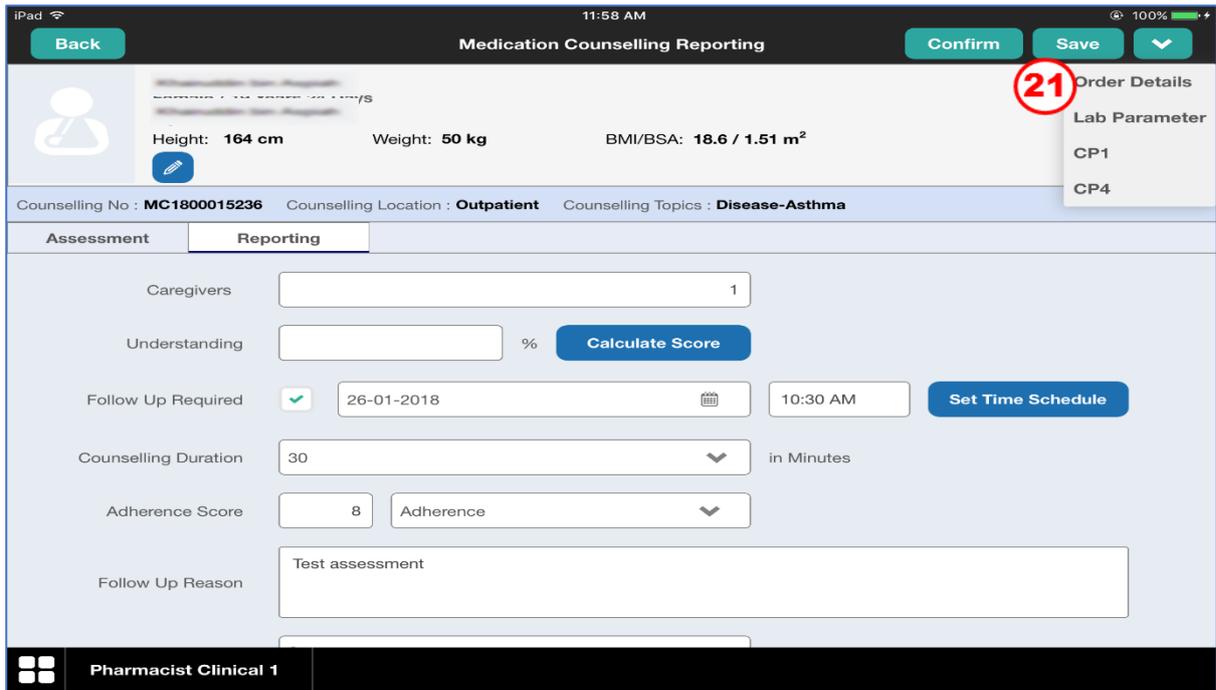
Figure 3.2.1-8 Reporting

STEP 21

Tap on the ⌄ drop down button view order details record
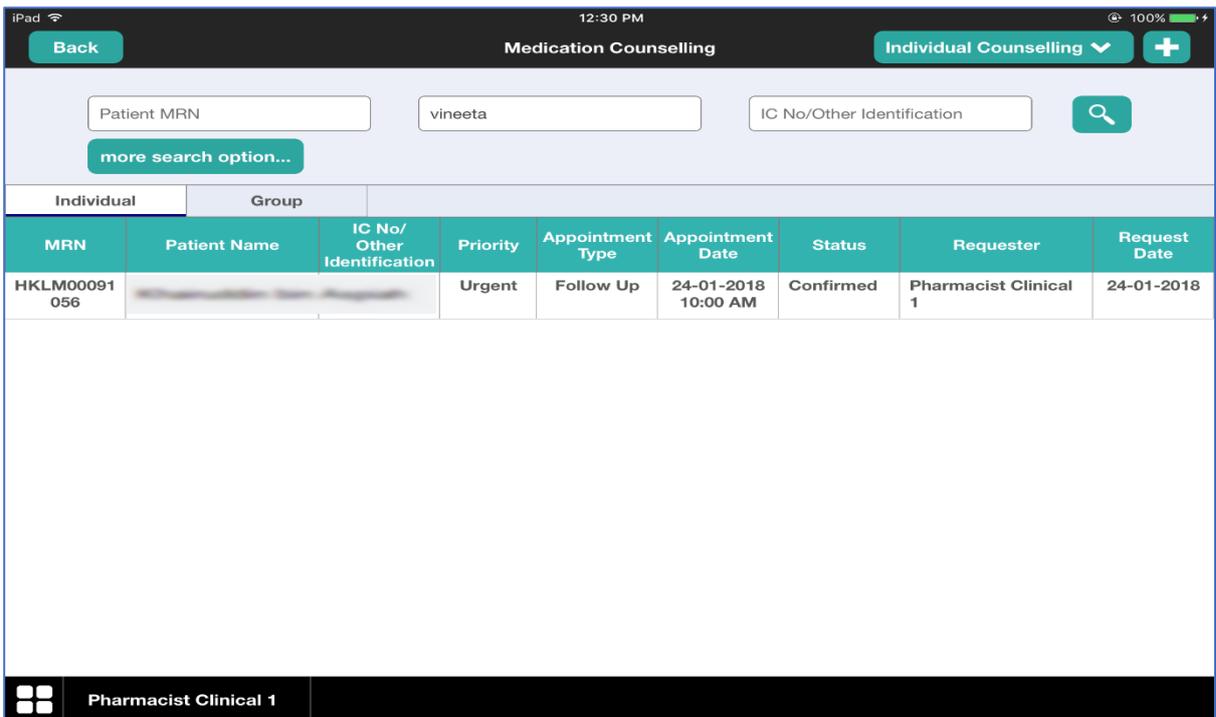
Figure 3.2.1-9 Reporting

Note

User can view the order details as shown in figure 3.2.1-9

3.2.2 CP1

The function of this menu is to record a complete patient medication history within 24 hours of admission.
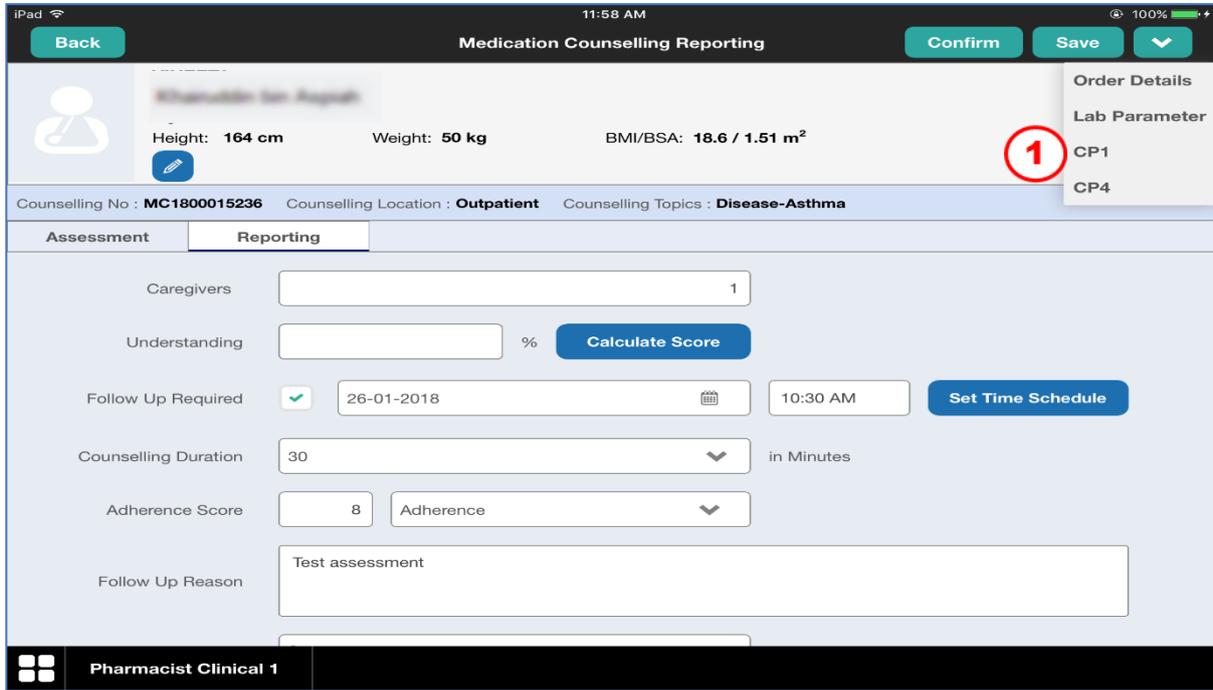
Figure 3.2.2-1 Medication counseling page

STEP 1

Tap on the CP1 function from the dropdown list once tap on the [⌄] button.

Figure 3.2.2-2 CP1

STEP 2
Enter the necessary information
    a) A: Patient Biodata
    b) B: Reason For Admission
    c) D: Drug history

Note
User can view information of patient Allergy and ADR at C: Allergy & Adverse Drug Reaction hyperlink
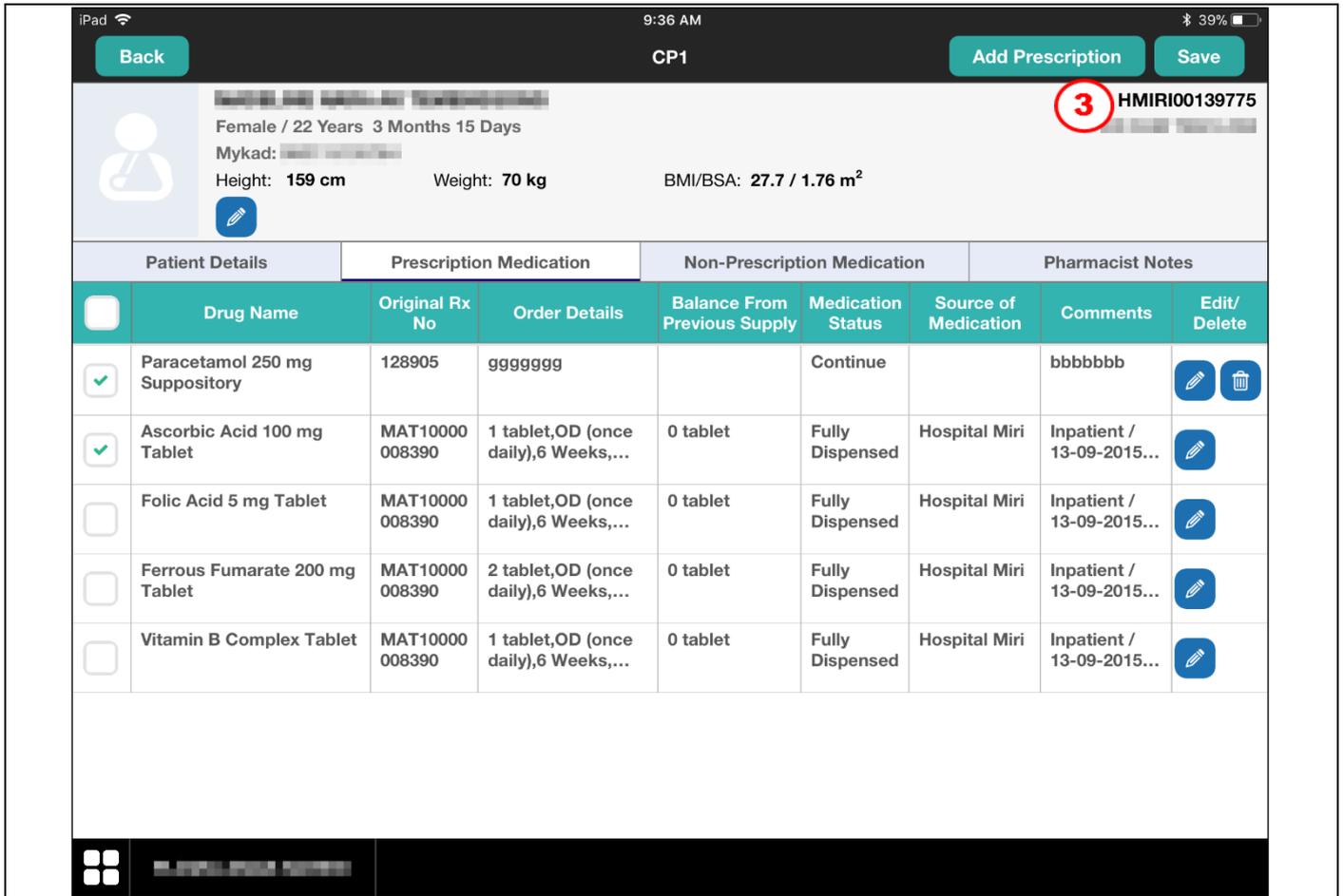
Figure 3.2.2-3 CP1

STEP 3

Tap on the [Add Prescription] button to enter the information as Figure 3.2.2-3.

Note
Prescription medication will display patient's medication from last previous visit
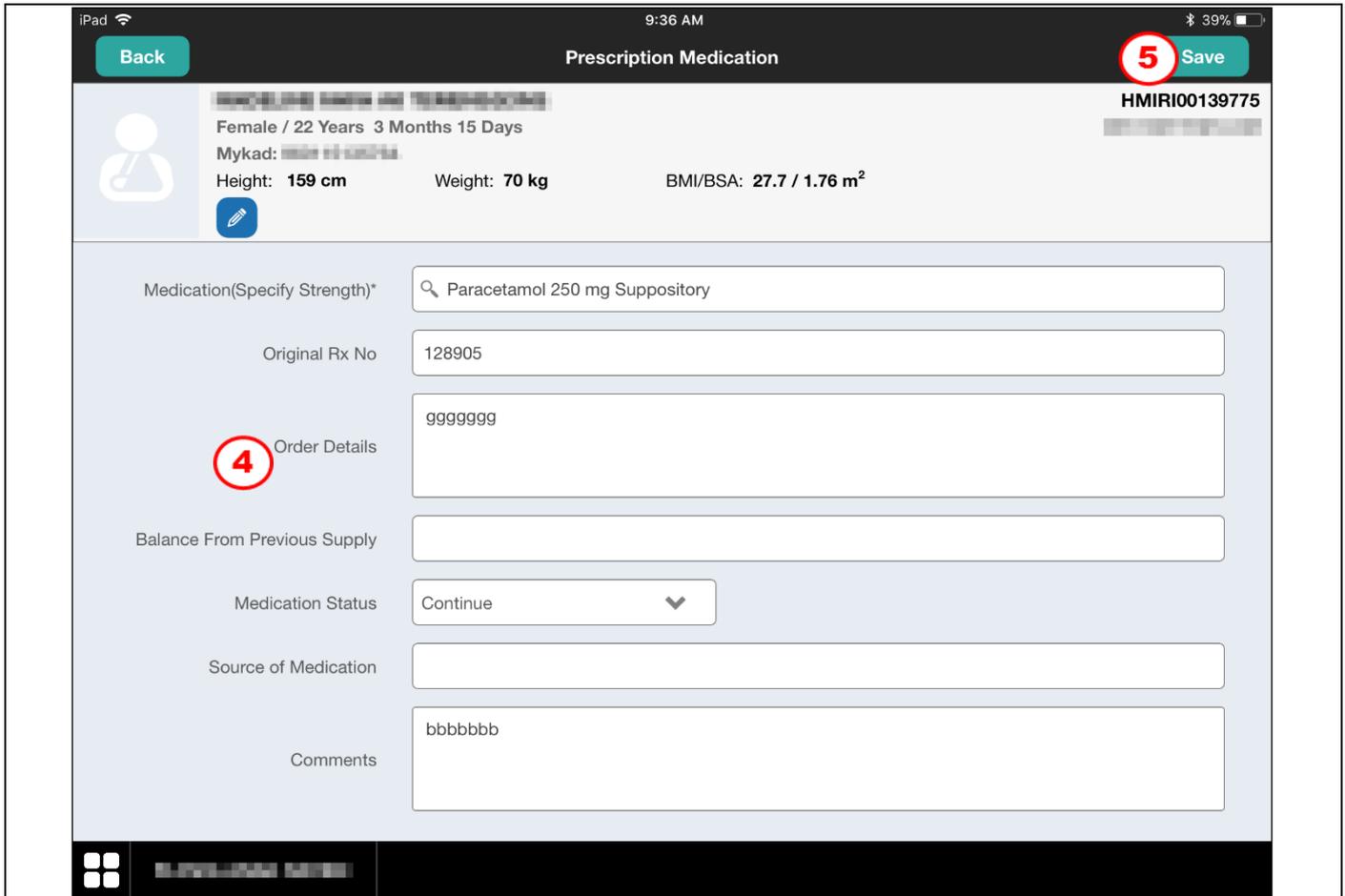
Figure 3.2.2-4 Prescription Medication

STEP 4

Fill in the necessary information

- a) **Medication (Specify Strength)**
- b) **Original Rx No**
- c) **Order Details**
- d) **Balance From Previous Supply**
- e) **Medication Status**
- f) **Source of Medication**
- g) **Comments**

STEP 5

Tap on the [Save] button to save record
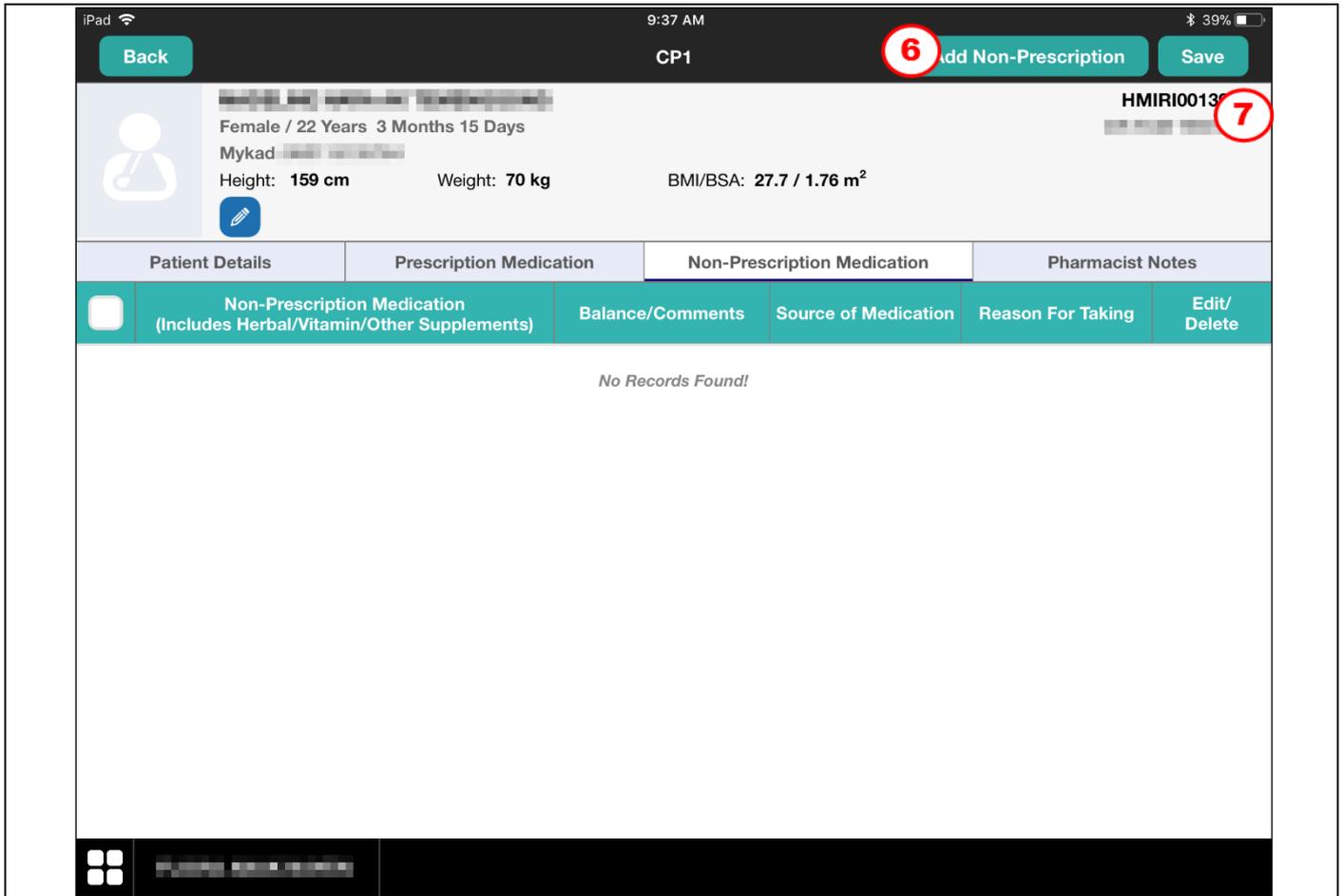
Figure 3.2.2-5 CP1

STEP 6

Tap on the **Add Non-Prescription** button to enter the information below:
   h) *Non-prescription Medication*
   i) *Source of Medication*
   j) *Reason for Taking*
   k) *Balance/Comments*

STEP 7

Tap on the **Save** button to save record
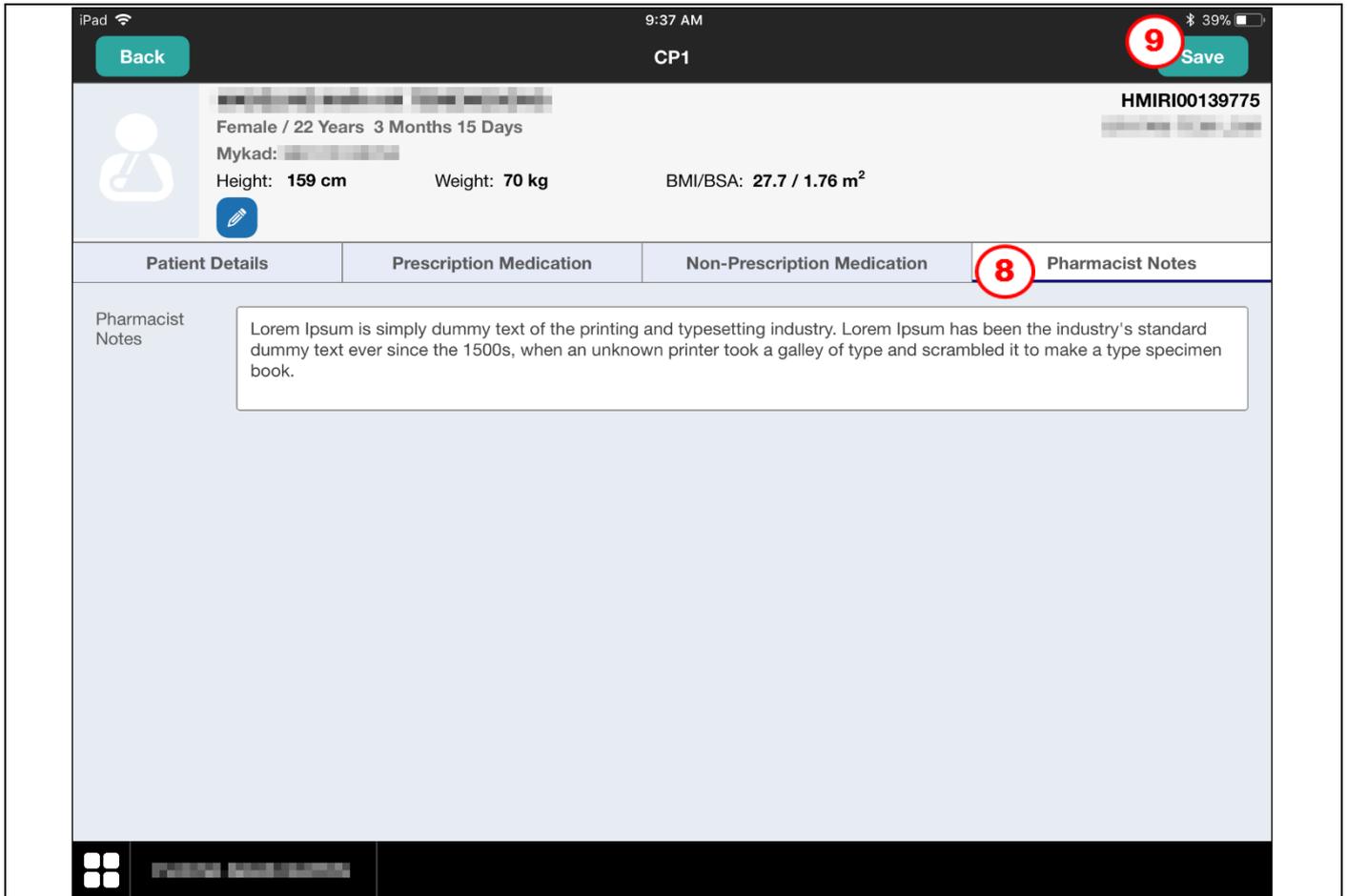
Figure 3.2.2-6 CP1

STEP 8

Tap at the [Pharmacist Notes] button and key in the notes

STEP 9

Tap on the [Save] button to save the CP1 record and confirmation alert will display as Figure 3.2.2-7
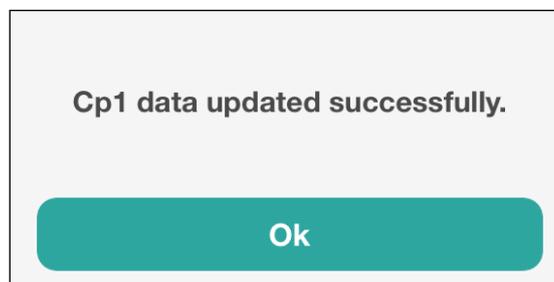
Figure 3.2.2-7 Confirmation Alert

Note
Information under Prescription Medication and Non Prescription will be display in the CP2 if user ticks on the information checkbox.

3.2.3 CP4

To record CP4, perform the step below:

Figure 3.2.3-1 Medication Counseling Reporting

STEP 1
Tap on the CP4 tab from the Medication Counseling Reporting main screen

To Record CP4

Figure 3.2.3-1 CP4

STEP 2
Select Refer To
    a) **Inter-facility**
    b) **Intra-facility**

STEP 3
Fill up the question

STEP 4
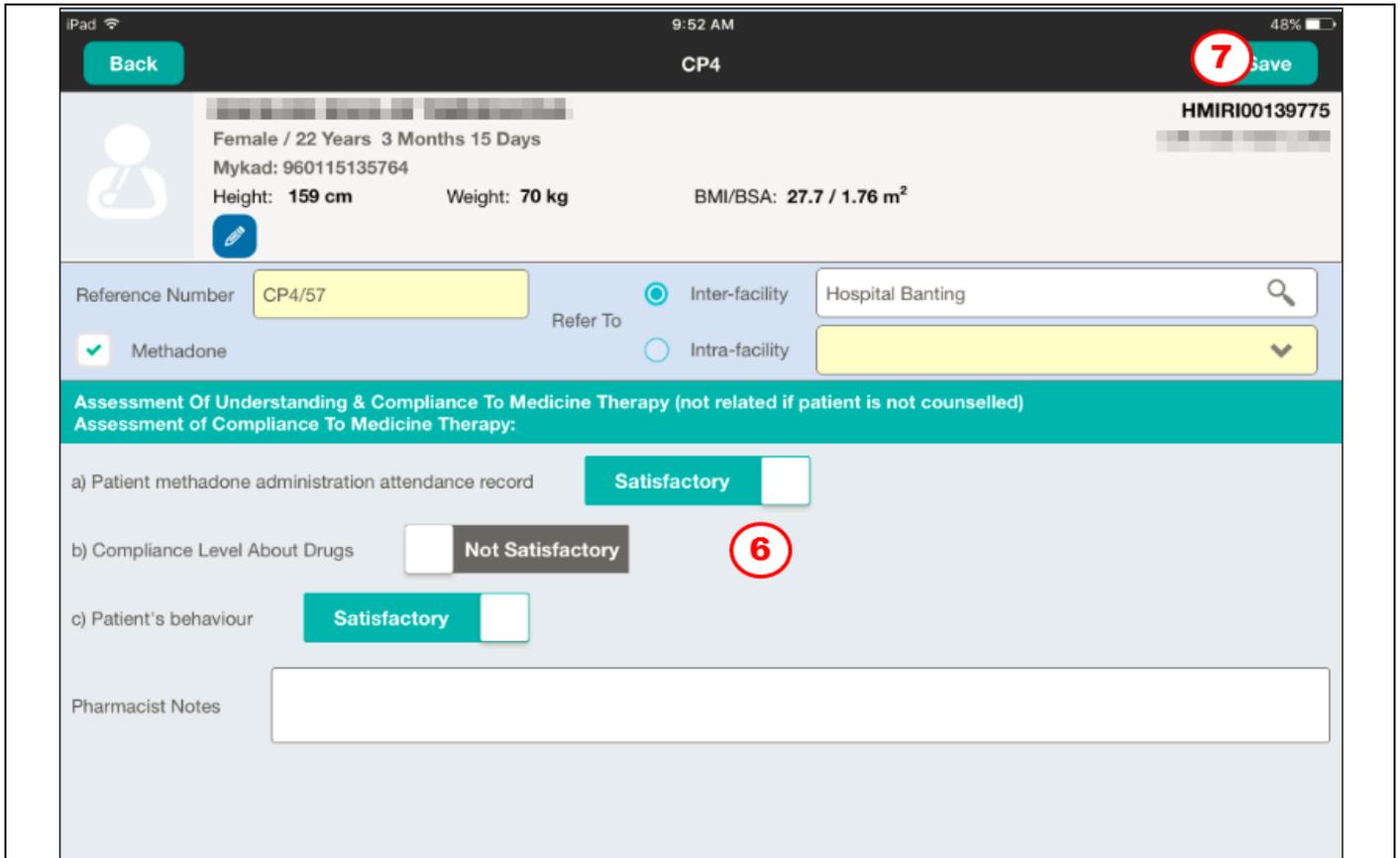Tap on the [Save] button to save the record

To Record CP4 Methadone

Figure 3.2.3-2 CP4 Methadone

STEP 5
Tap on the Methadone checkbox

Figure 3.2.3-3 CP4 Methadone

STEP 6

Fill up the Assessment and Pharmacist Notes

STEP 7

Tap on the Save button to save the record

3.2.4 Lab Parameter
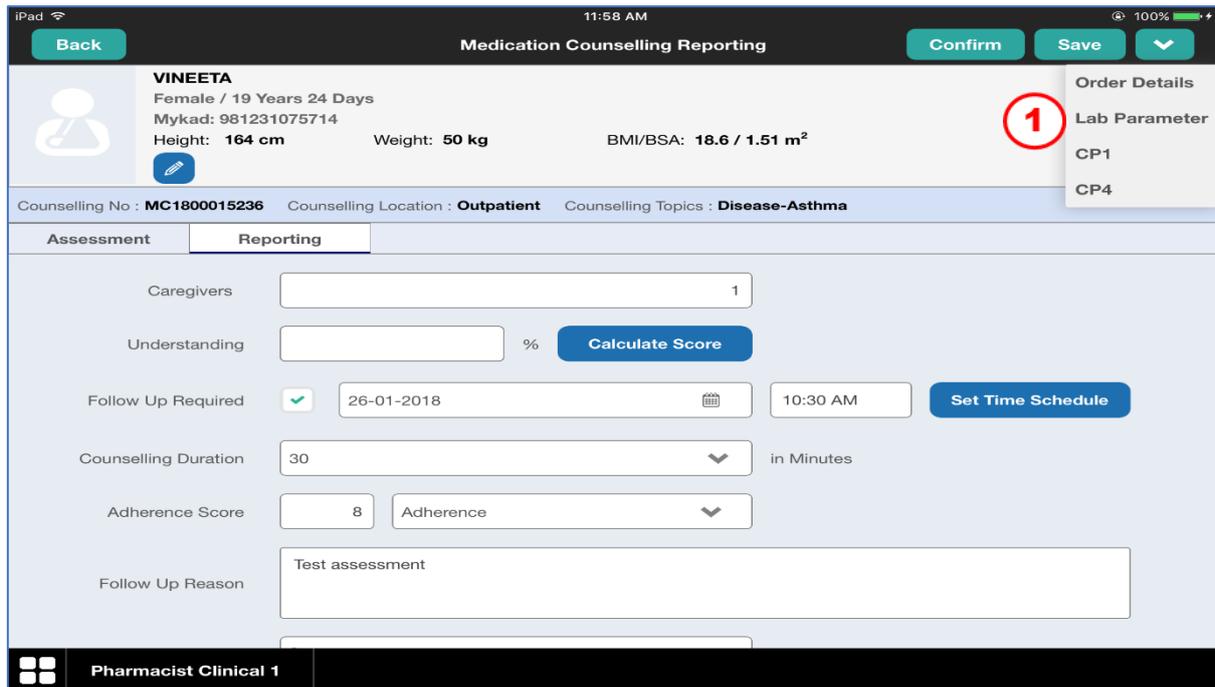
To record Lab Parameter, perform the step below:

Figure 3.2.4-1 Lab Parameter

STEP 1

Tap on [⌄] the tab from the Medication Counselling reporting screen

STEP 2

Select Lab Parameter that consist of:
- a) **FBX**
- b) **BUSE/RP**
- c) **LFT**
- d) **Coug**
- e) **CE**
- f) **Urine FEME**
- g) **LP**
- h) **Blood Sugar**
- i) **ABG**
- j) **Thyroid**
- k) **RVD**
- l) **Hepatitis**
- m) **Drug Urine Test**
- n) **Others**
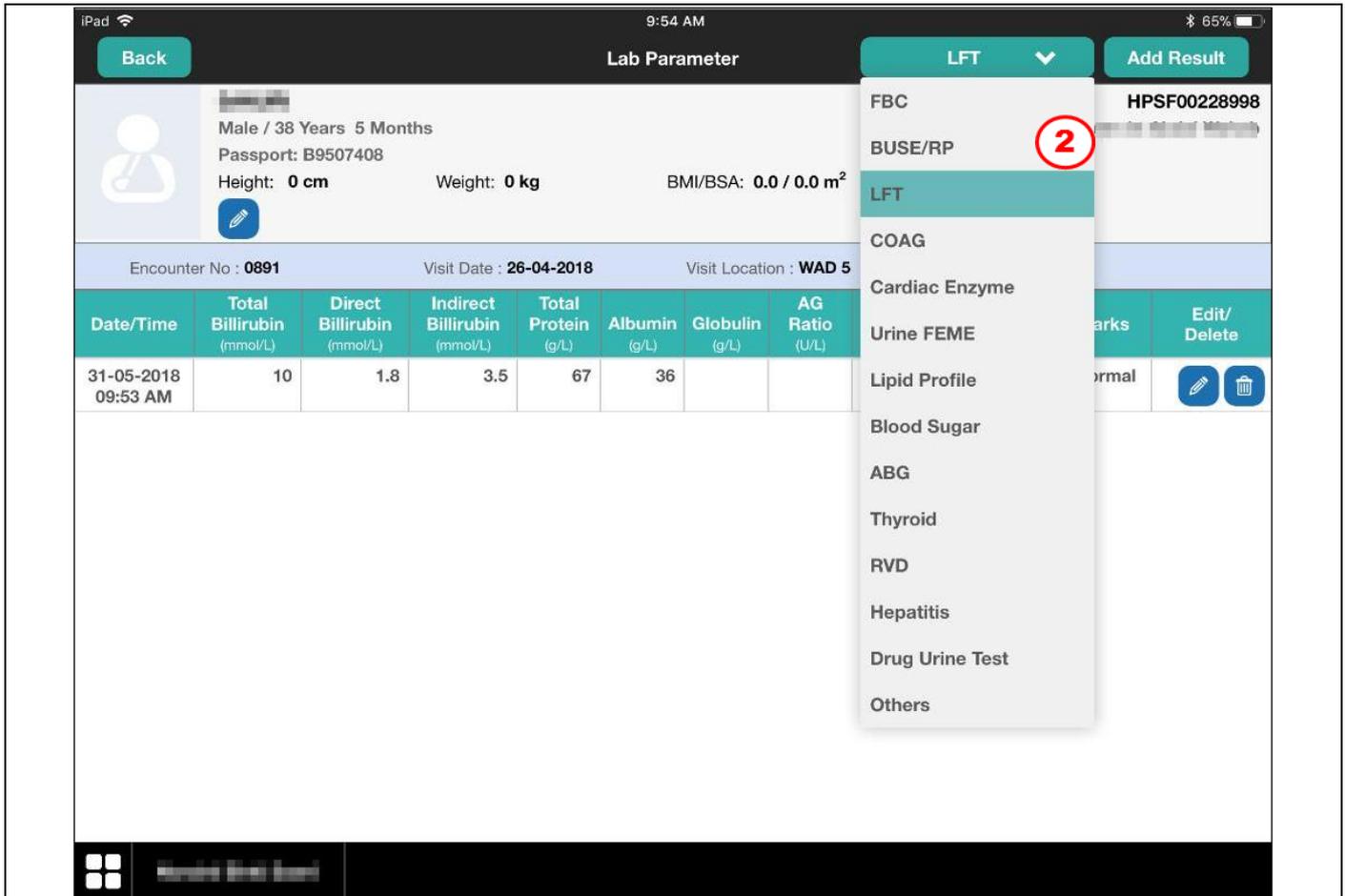
Figure 3.2.4-2 Lab Parameter

STEP 3

Fill in all necessary information and tap the [Save] button

Figure 3.2.4-3 Lab Parameter

STEP 4

Tap on the **Add Result** button to add the information in to Result List

Figure 3.2.4-4 Lab Parameter
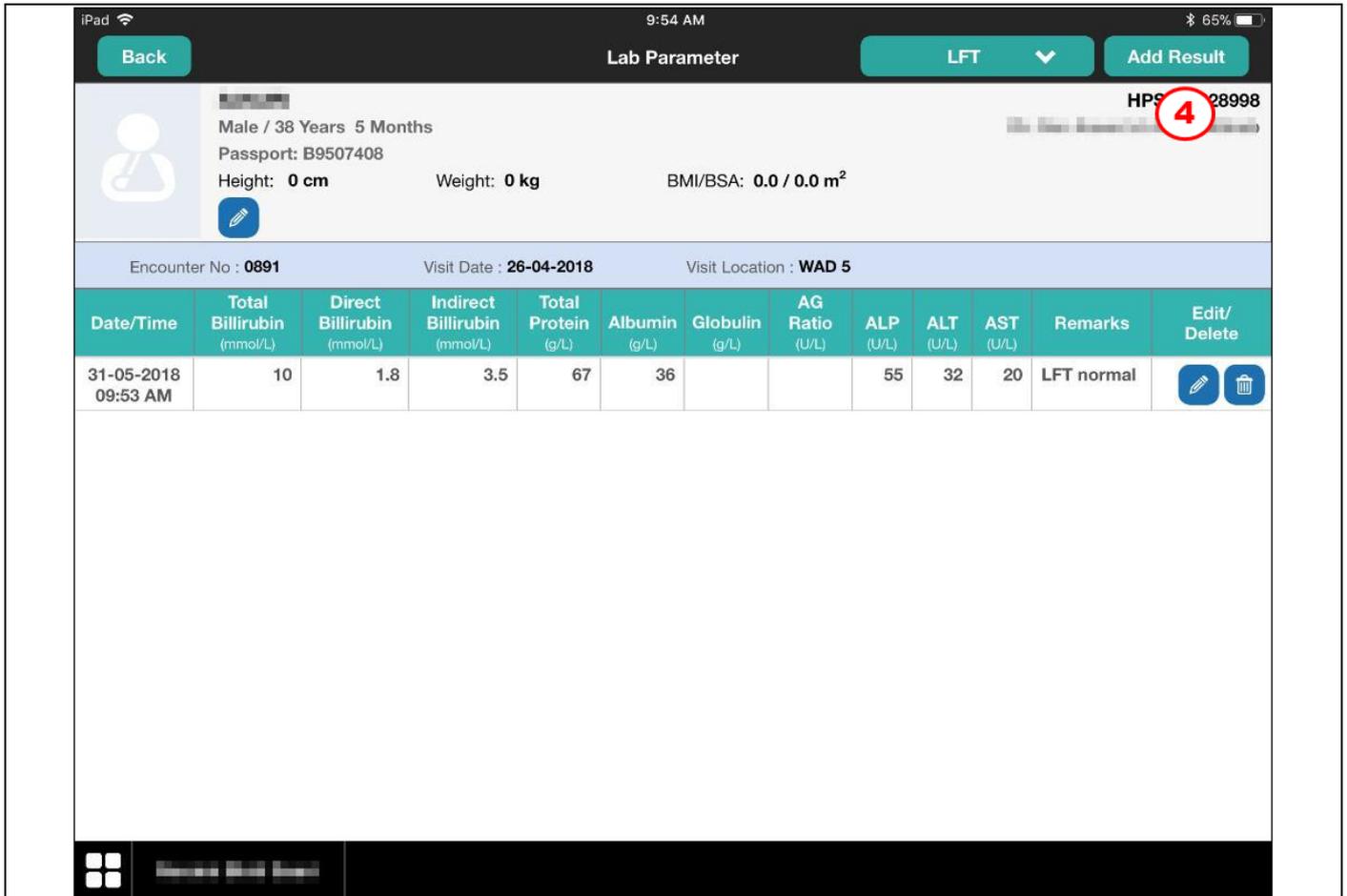
Note

- *User is allowed to delete the record by tap on the* 🗑 *button*

- *User is allowed to edit the record by tap on the* ✏ *button*

- *The step is the same for all other Lab Parameter*

3.3 View Medication Group Counselling

3.3.1 View group Order Record

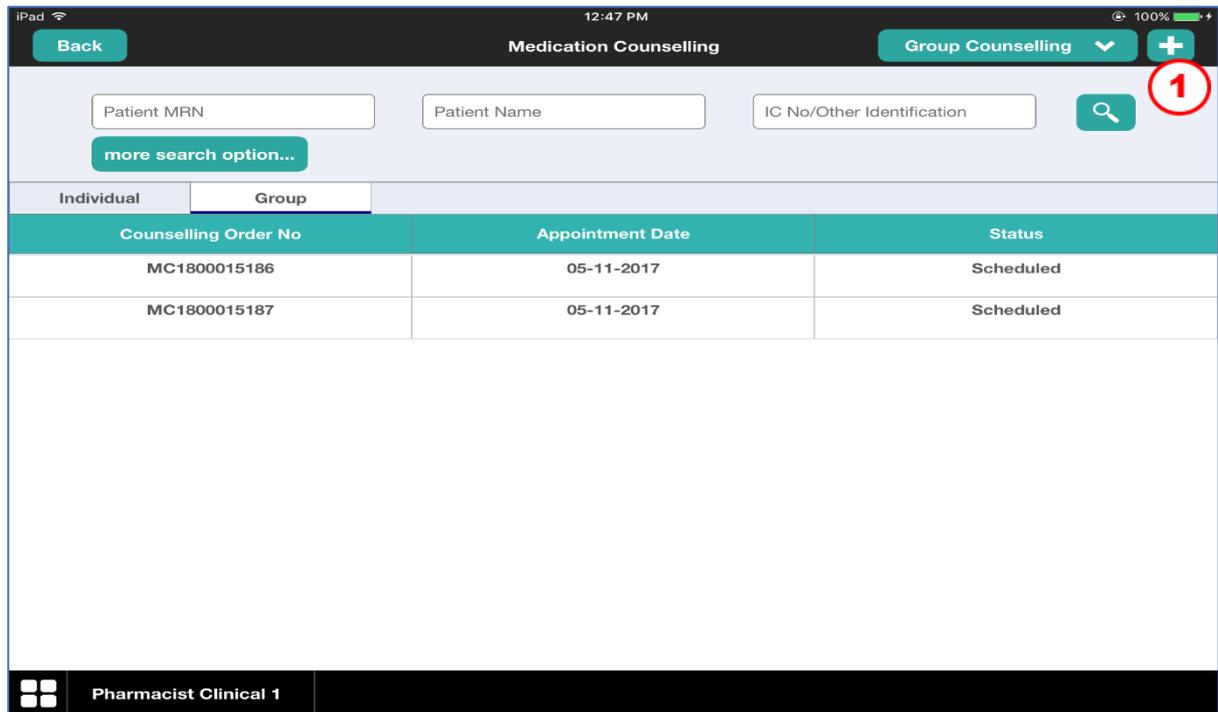This function is used to retrieve and view Group order.

Figure 3.3.1-1 Medication Counselling Reporting (Group)

STEP 1

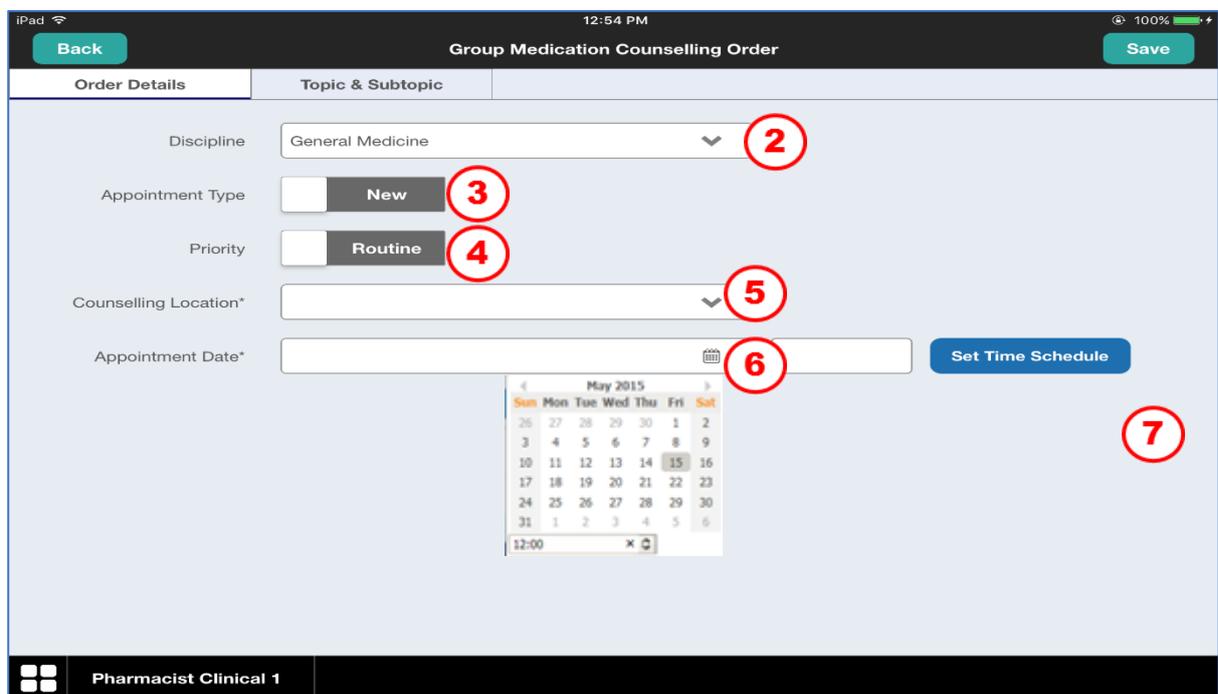Tap on the [+] button to *Add New Group Counselling*

Figure 3.3.1-2 Medication Counselling Reporting (Group)

STEP 2
Select *Discipline* from the dropdown box

STEP 3
Select *Appointment Type* from the stretch option
- Follow Up
- New

STEP 4
Select *Priority* from the stretch option
- Routine
- Urgent

STEP 5
Select *Counselling Location* from the drop down option

STEP 6

Tap on the [icon] button and calendar appear as shown in Figure 3.3.1-2. Select *Appointment Date* and time from the calendar

STEP 7

Tap on the [Set Time Schedule] button and system will display the Counselling Schedule screen as shown in Figure 3.3.1-3
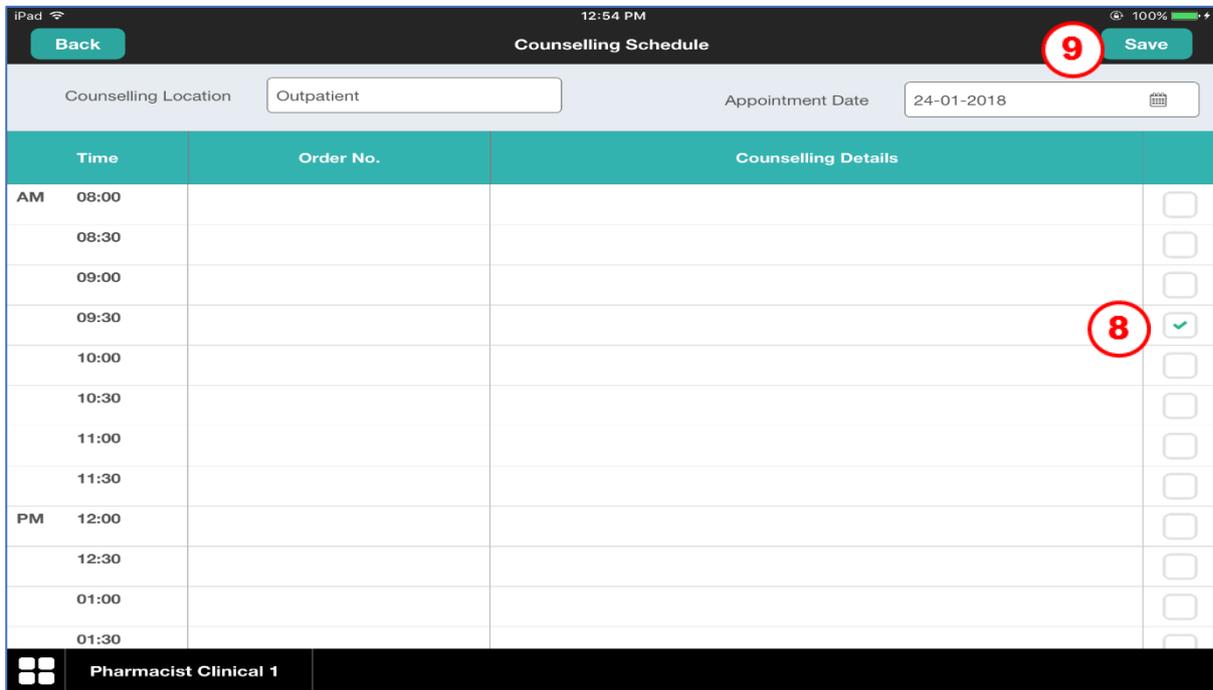

Figure 3.3.1-3 Medication Counselling Schedule (Group)

STEP 8

Tap on [icon] time slot to select time for counselling as shown in Figure 3.3.1-3

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

STEP 9

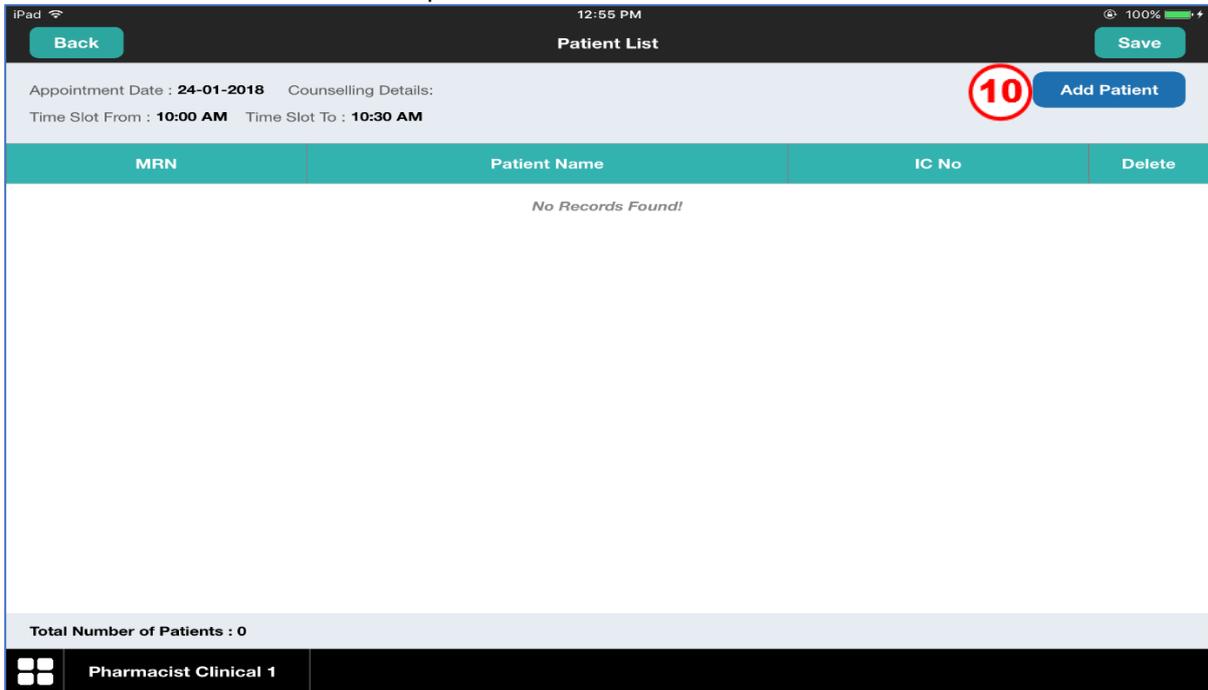Tap on **Save** button to continue with add patient list

Figure 3.3.1-4 Medication Counselling Patient List (Group)

STEP 10

Tap on the **Add Patient** button to add patient into the group counselling session
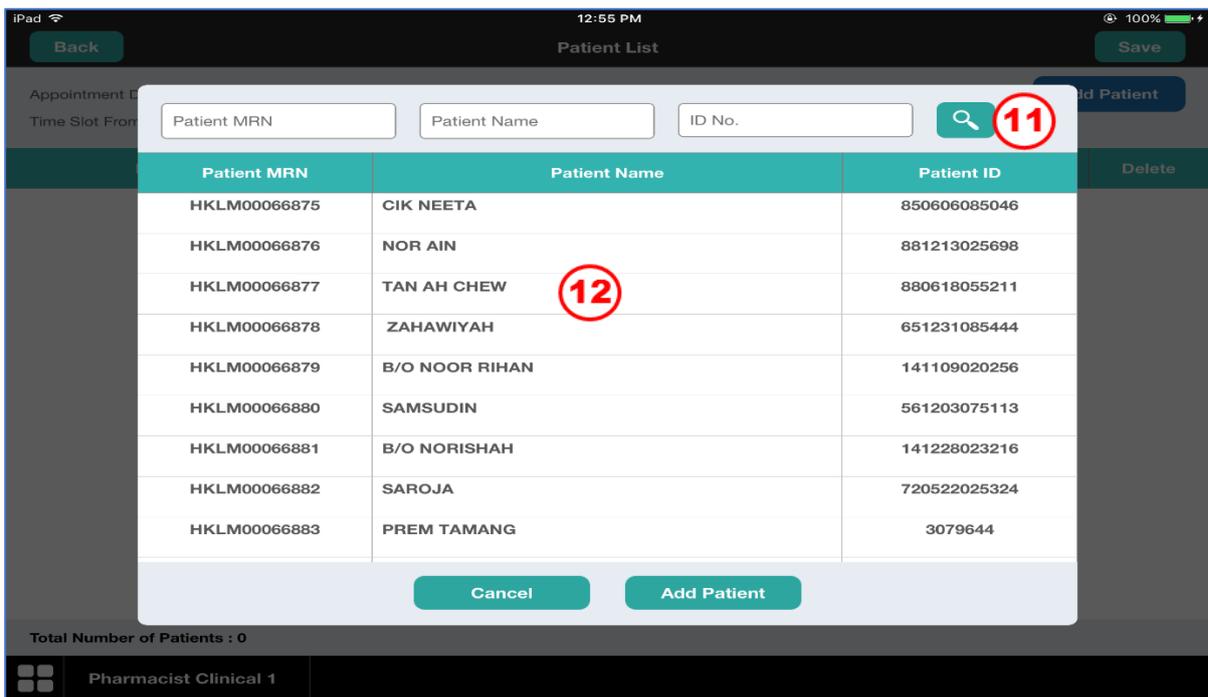

Figure 3.3.1-5 Medication Counselling Patient List (Group)

STEP 11

Tap on the 🔍 button to search for patient
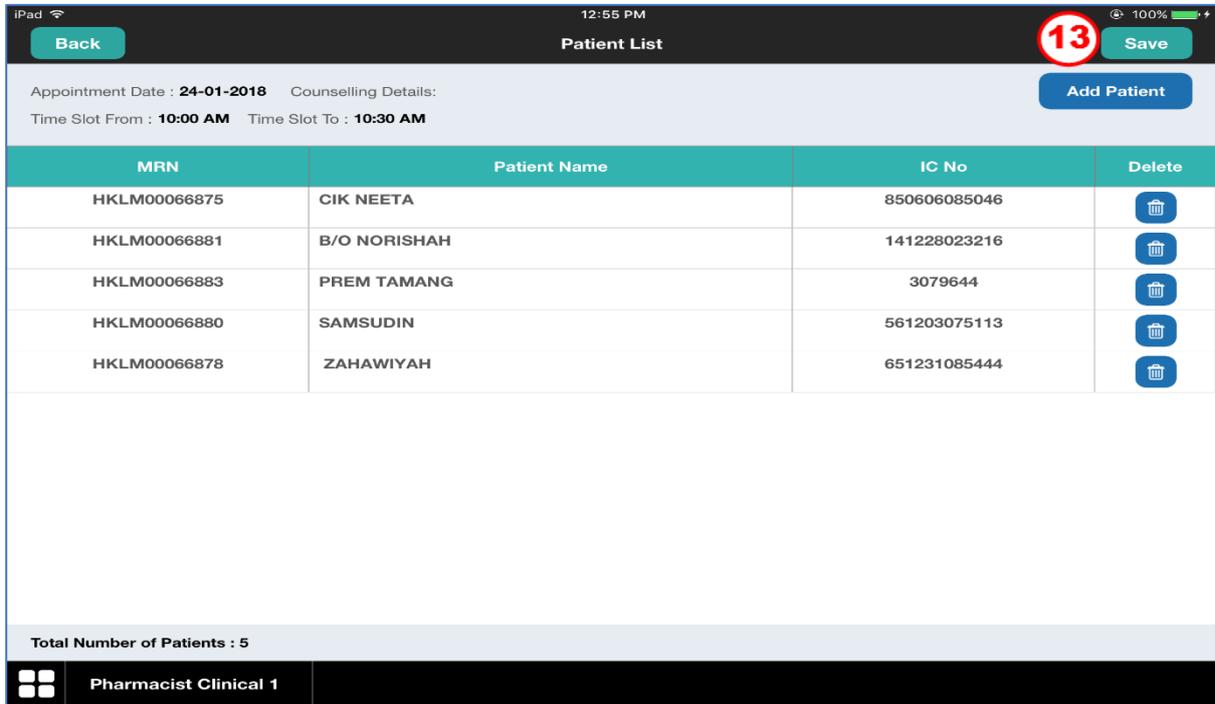
STEP 12

Tap on the selected patient's name

Figure 3.3.1-6 Medication Counselling Patient List (Group)

Note

- *Patient List will display:*
- *Appointment Date*
- *Counselling Details*
- *Time Slot From*
- *Time Slot To*
- *MRN No*
- *IC No*
- *Other Identification*
- *Patient Name*
- *Total Number of Patients*

- *User is able to add more than one patient name for group counseling by repeating step 10 to step 12.*

- *Tap on check box of patient on the list and tap on the* [🗑] *button to delete patient from the list.*

STEP 13

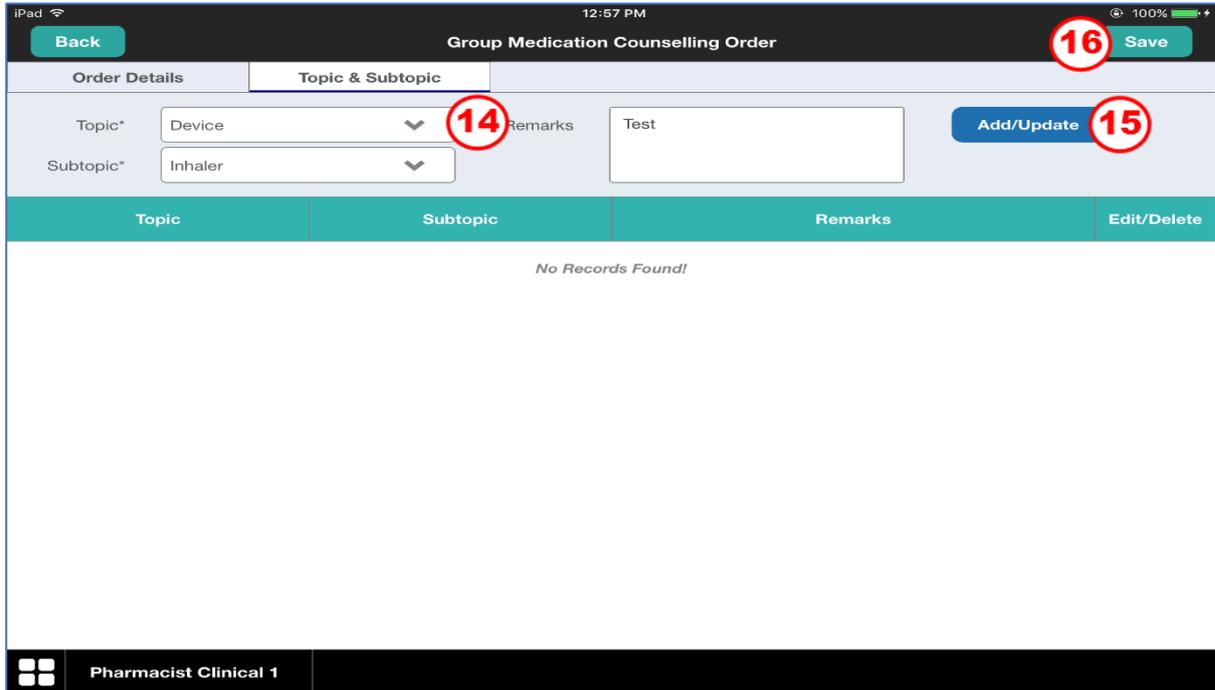Tap on the [Save] button to save record

Figure 3.3.1-7 Medication Counselling order (Group)

STEP 14
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 15

Tap on the [Add/Update] button to add record as shown in Figure 3.3.1-7
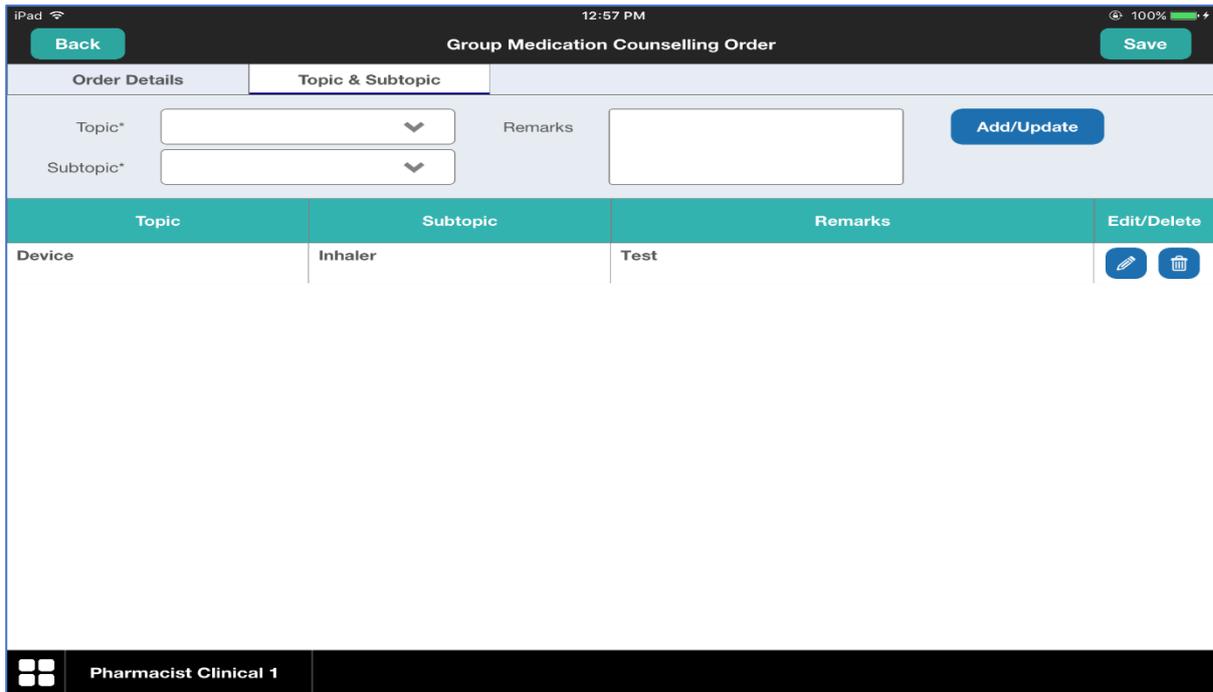
STEP 16

Tap on the [Save] button to save record

Figure 3.3.1-8 Medication Counselling order (Group)

Note

- *Order records will be displayed at the counselling order listing page and at the reporting listing page as shown in Figure 3.3.1-8*

- *Tap ✏️ edit button to edit the record*
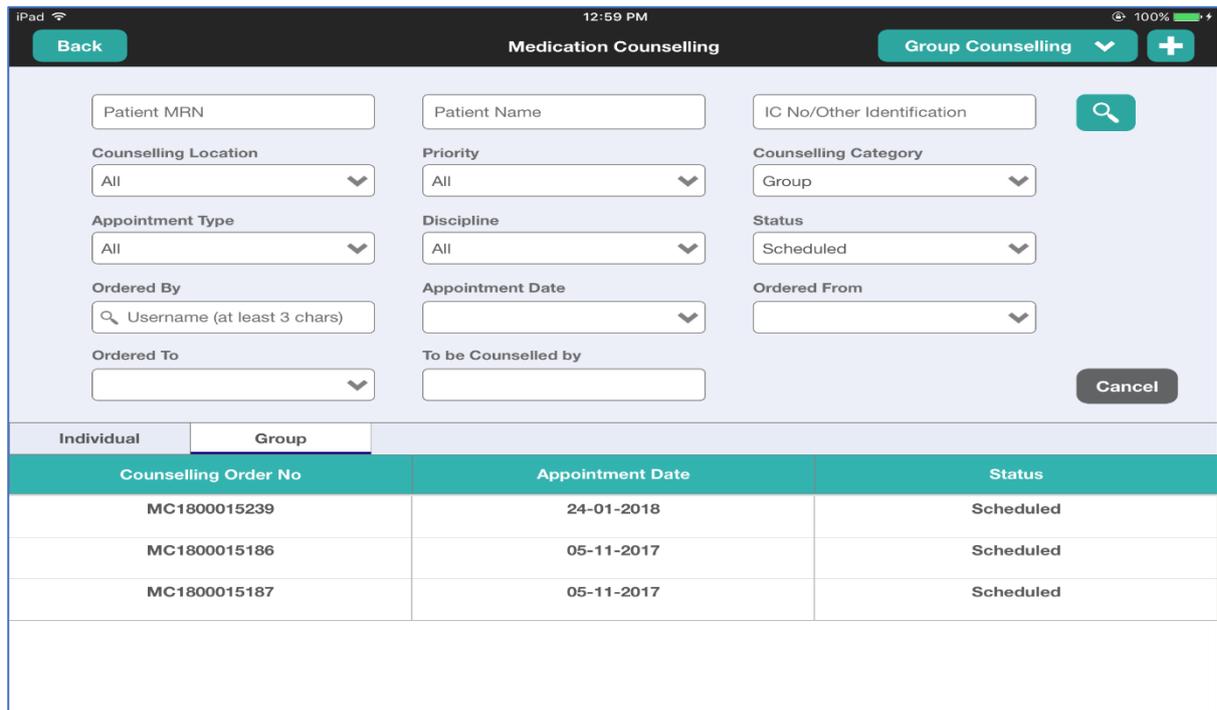
- *Tap 🗑️ delete button to delete the record*

Figure 3.3.1-9 Medication Counselling order (Group)
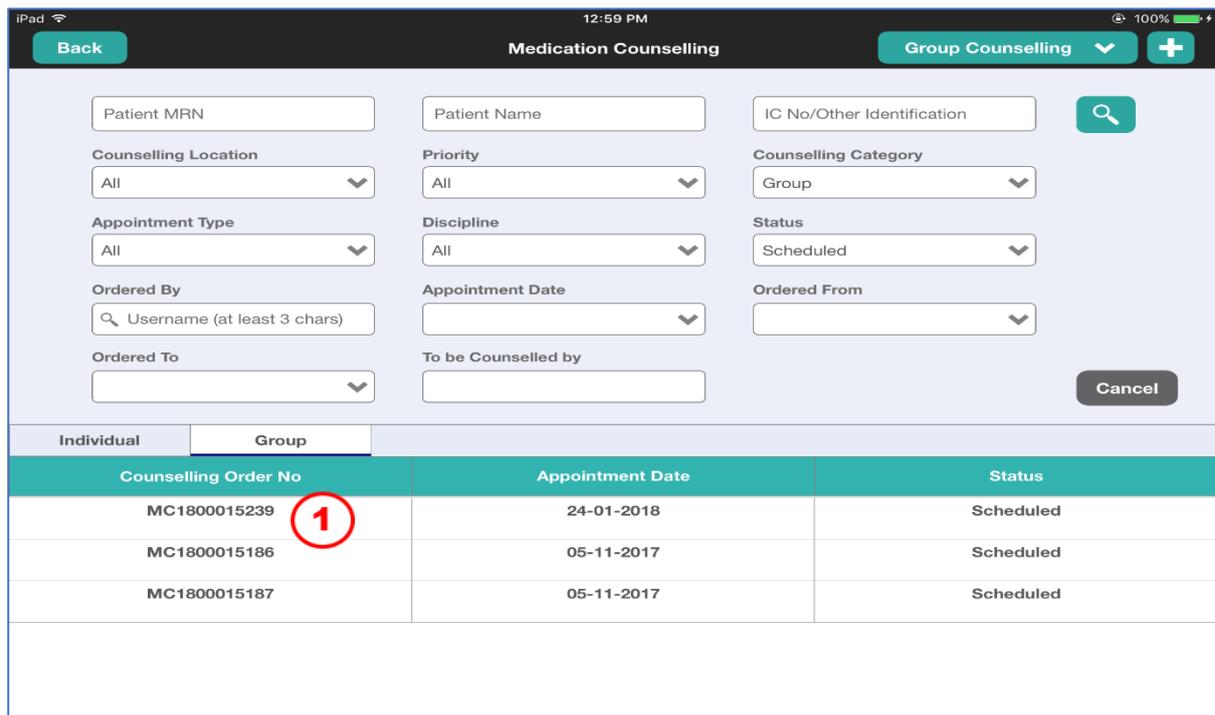
Figure 3.3.1-10 Medication Counselling order (Group)

Note
- *Group Medication Counselling No. Will be automatically generated for future reference as shown in Figure 3.3.1-9.*
- *After Medication Counselling for group recorded, it will listed as show in Figure 3.3.1-10*

3.3.2 Group Reporting

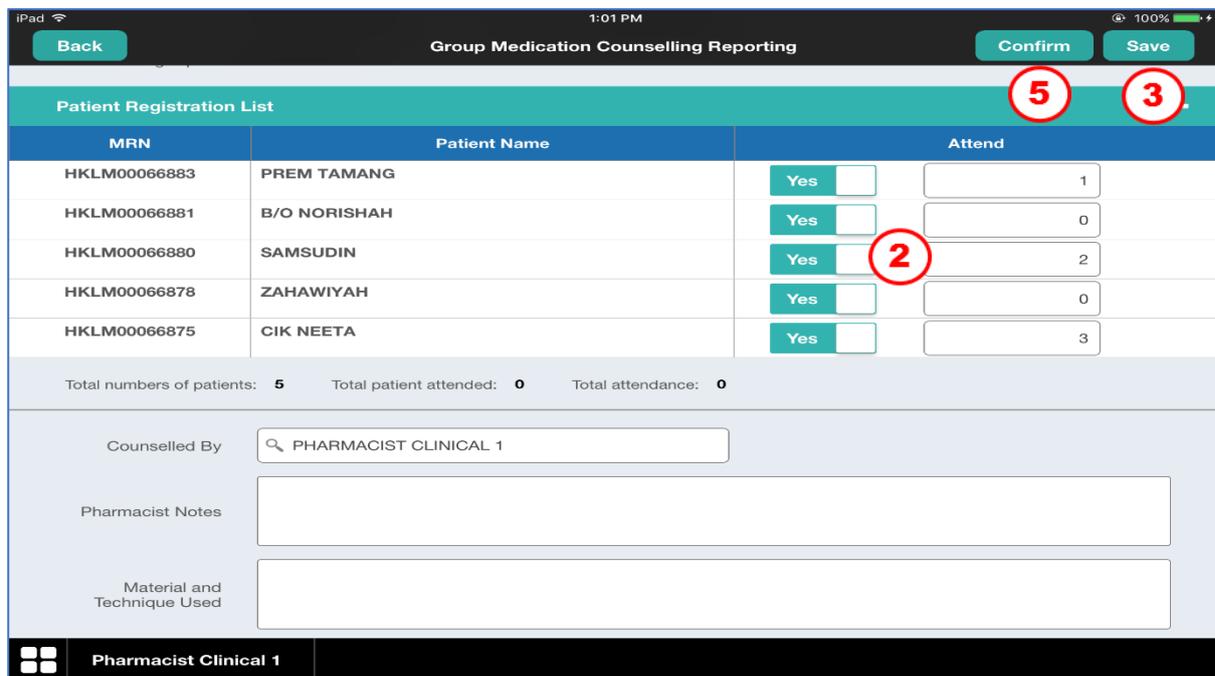This function allows user to record group counselling reports.

Figure 3.3.2-1 Medication Counselling Reporting (Group)

STEP 1

Tap on the counselling order number to proceed for group reporting

Figure 3.3.2-2 Medication Counselling Reporting (Group)

STEP 2

Tap on the [Yes] button to record patient attendance

Note

- User can record pharmacist notes

- User can record material and technique used for group medication counseling

STEP 3

Tap on the ⬛ Save button to save record
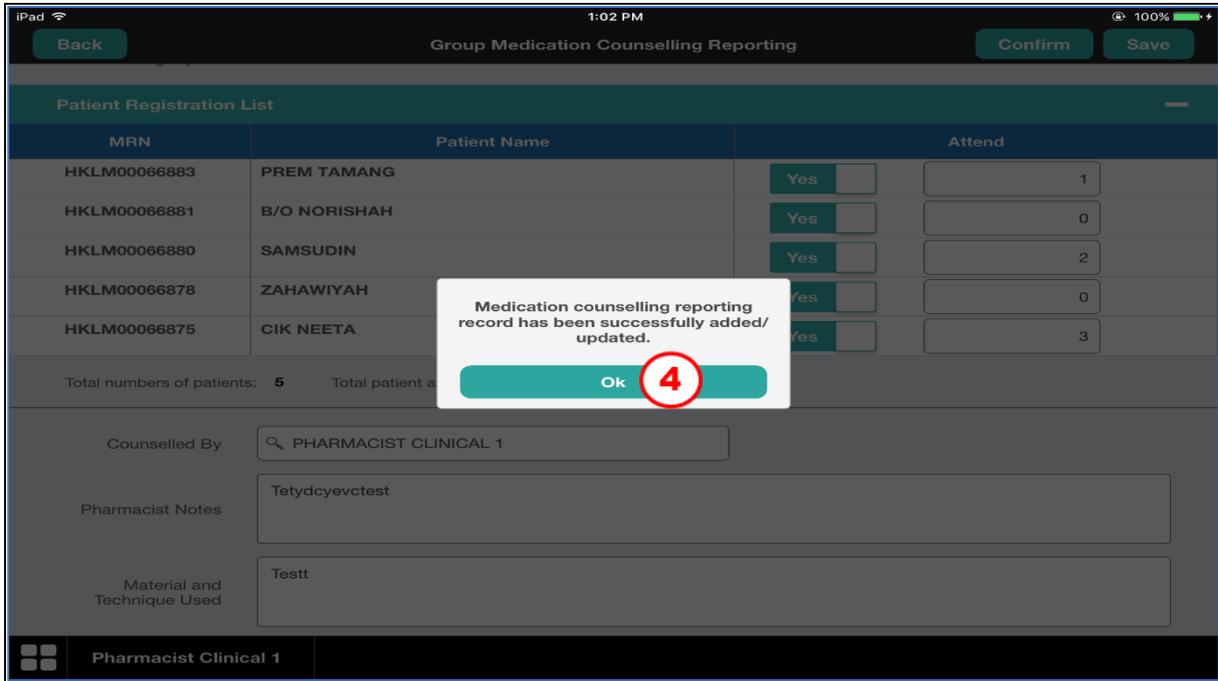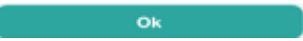

Figure 3.3.2-3 Medication Counselling Reporting (Group)

STEP 4

Tap on the ⬛ Ok button to confirm save record

STEP 5

Tap on the ⬛ Confirm button to confirm record

Figure 3.3.2-4 Medication Counselling Reporting (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		