



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

Full Based User Manual Methadone Dispensing

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Verified and Acknowledged By:

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PhIS & CPS Project
User Manual – Methadone Dispensing



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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 Methadone Dispensing module and its key features and functionalities. The primary objective is to guide user through the process of completing PhIS application process.

User will understand the following activities in details:

- Methadone Dispensing
- Methadone Counselling Reporting
- Methadone MTAC Reporting

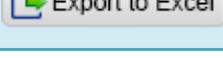
1.3 Organized Sections

These are the sections within this document:

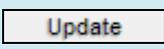
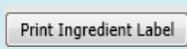
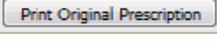
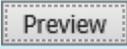
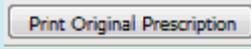
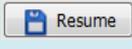
- Section 1: Introduction
- Section 2: Application Standard Features
- Section 3: Methadone Dispensing
- Section 4: Acronyms
- Section 5: Links to Clinical Modules

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



Methadone Dispensing Module Legend			
	Update Patient's Height and Weight		Print Ingredient Label
	Print Original Prescription		Dispense
	Preview		Print Original Prescription
	Hold		Print
	Resume		Calendar

Note

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

3.0 Methadone Dispensing

Methadone Dispensing

Methadone dispensing function is to record and save all methadone related information. At this screen, information related with the patient, prescription and the methadone prepared are also provided.

User Group

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

Functional Diagram

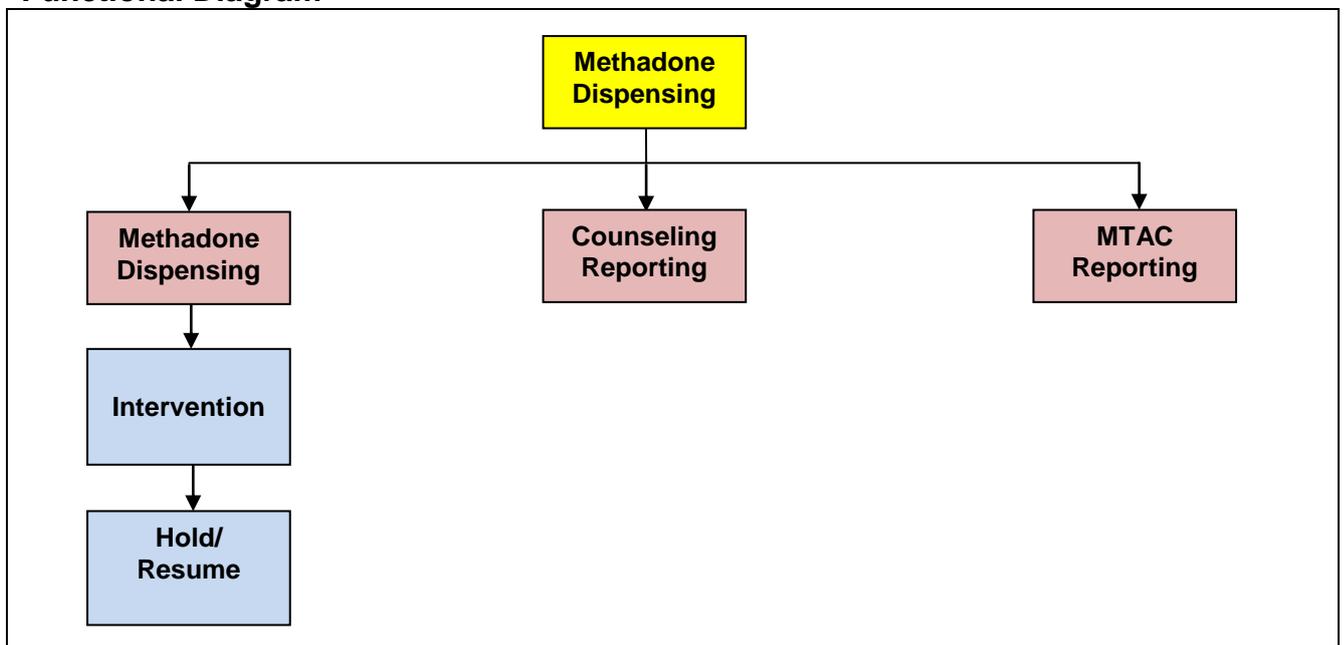
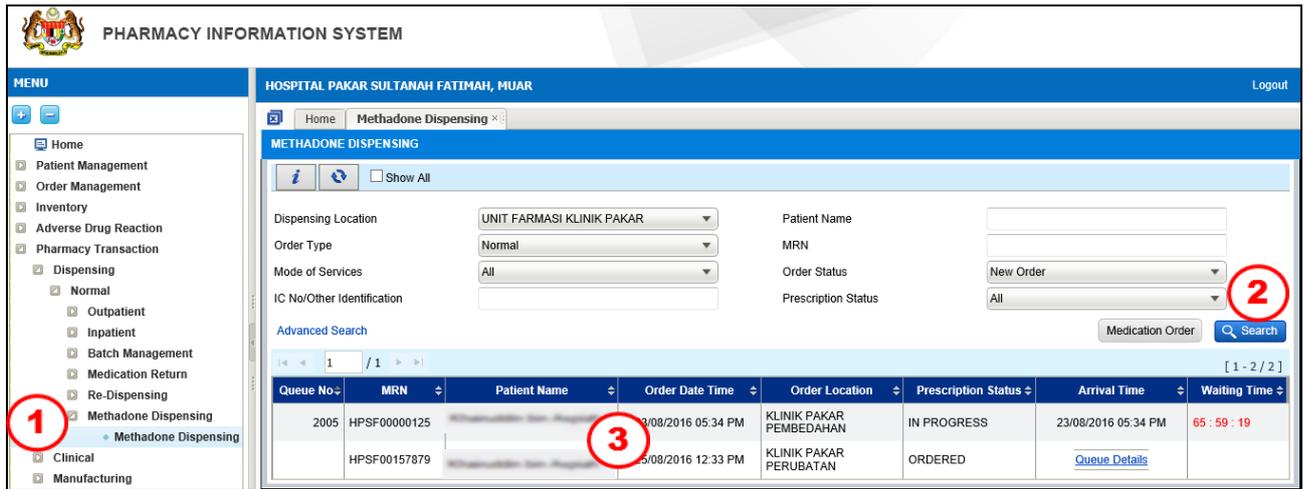


Figure 3.0-1

3.1 Methadone Dispensing

This function will allow the user to dispense methadone to the patient after the order is confirmed. Methadone drug does not screening and preparation stage.



The screenshot shows the 'METHADONE DISPENSING' interface. On the left is a 'MENU' with 'Methadone Dispensing' highlighted (1). The main area has search filters: Dispensing Location (UNIT FARMASI KLINIK PAKAR), Order Type (Normal), Mode of Services (All), Patient Name, MRN, Order Status (New Order), and Prescription Status (All) (2). Below is an 'Advanced Search' section with a 'Medication Order' button and a search icon. A table lists orders with columns: Queue No, MRN, Patient Name, Order Date Time, Order Location, Prescription Status, Arrival Time, and Waiting Time. The first row is highlighted (3).

Queue No	MRN	Patient Name	Order Date Time	Order Location	Prescription Status	Arrival Time	Waiting Time
2005	HPSF00000125	[REDACTED]	30/08/2016 05:34 PM	KLINIK PAKAR PEMBEDAHAN	IN PROGRESS	23/08/2016 05:34 PM	65 : 59 : 19
	HPSF00157879	[REDACTED]	30/08/2016 12:33 PM	KLINIK PAKAR PERUBATAN	ORDERED		Queue Details

Figure 3.1.1-1 Methadone Dispensing Listing Page

STEP 1

Click on 'Methadone Dispensing' sub menu

Note

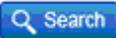
Various search criteria are provided as below:

Basic Search			
No	Field	Description	Remark
a	Show All		Able to view all patient record
b	Dispensing Location	Dispensing location. (It will list down all active location)	Able to filter and search patient's record by dispensing location
c	Order Type	-All -Normal -SPUB -Discharge	Able to filter and search patient's record by order type
d	Mode of Services	All -Appointment Card -Email and Take -Fax and Take -Normal Collection -SMS and Take -Telephone and Take -UMP -Others	Able to filter and search patient's record by mode of services
e	Patient Name	Name of patient	Able to filter and search by patient's name

f	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: <i>Example: HPSF00001234 or "1234"</i>
g	Order Status	-All -New Order -Partial Supply	Able to filter and search patient's record by order status
Advanced Search			
a	Order Location	Order location. (It will list down all active location)	Able to filter and search patient's record by order location
b	Order Location Type	-All -Clinic -Day Care -ER -Nursing Unit -Pharmacy	Able to filter and search patient's record by order location type
c	Order Date from	Order Date from	Able to filter and search patient's record by order date from
d	Order Date To	Order Date To	Able to filter and search patient's record by order date to
e	Queue Date	Queue Date	Able to filter and search patient's record by queue date
f	Queue Series	-All -Normal -Express -Special -Others	Able to filter and search p patient's record by queue series
g	Queue No	Queue No	Able to filter and search patient's record by queue no

Table 3.1.1-1

STEP 2

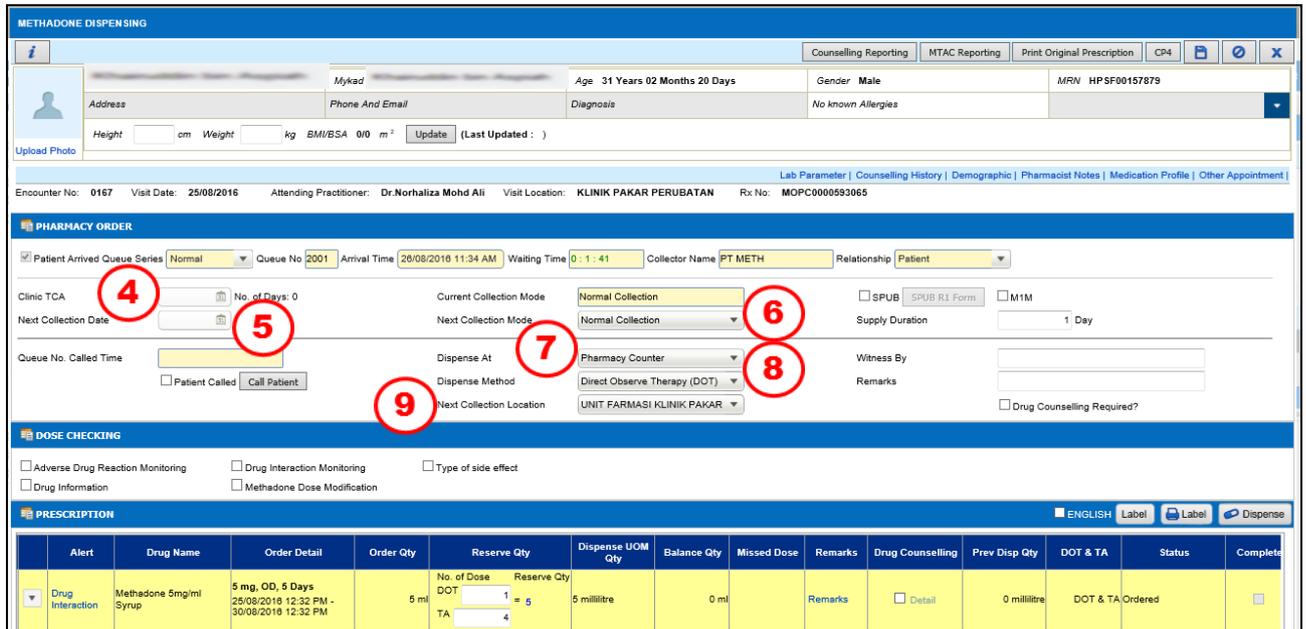
Click on the  button to search the patient

Note

- Search result of current order patient list will be displayed:
 - Queue No
 - MRN
 - Patient Name
 - Order Date Time
 - Order Location
 - Current Collection Mode
 - Prescription Status
 - Arrival Time
 - Waiting Time
- Acknowledge patient arrival as in [Outpatient Pharmacy Section 3.1 Acknowledgement](#).
- User can also order drugs from methadone dispensing screen by clicking on the  button. User will be diverted to medication order screen. Refer to [Medication Order module](#).

STEP 3

Double click on the selected patient and patient detail information will be shown as per **Figure 3.4.1-1**



METHADONE DISPENSING

Encounter No: 0167 Visit Date: 25/08/2016 Attending Practitioner: Dr.Norhaliza Mohd Ali Visit Location: KLINIK PAKAR PERUBATAN Rx No: MOPC000593065

PHARMACY ORDER

Patient Arrived Queue Series: Normal Queue No: 2001 Arrival Time: 26/08/2016 11:34 AM Waiting Time: 0:1:41 Collector Name: PT METH Relationship: Patient

Clinic TCA: **4** No. of Days: 0 Current Collection Mode: Normal Collection **6**

Next Collection Date: **5** Next Collection Mode: Normal Collection

Queue No. Called Time: **9** Dispense At: Pharmacy Counter **7** Witness By:

Dispense Method: Direct Observe Therapy (DOT) **8**

Next Collection Location: UNIT FARMASI KLINIK PAKAR

DOSE CHECKING

Adverse Drug Reaction Monitoring Drug Interaction Monitoring Type of side effect
 Drug Information Methadone Dose Modification

PRESCRIPTION

Alert	Drug Name	Order Detail	Order Qty	Reserve Qty	Dispense UOM Qty	Balance Qty	Missed Dose	Remarks	Drug Counselling	Prev Disp Qty	DOT & TA	Status	Complete
Drug Interaction	Methadone 5mg/ml Syrup	5 mg, OD, 5 Days 25/08/2016 12:32 PM - 30/08/2016 12:32 PM	5 ml	No. of Dose: 1 Reserve Qty: 5 DOT: 1 TA: 4	5 millilitre	0 ml		Remarks	<input type="checkbox"/> Detail	0 millilitre	DOT & TA, Ordered	Ordered	<input type="checkbox"/>

Figure 3.1.1-2 Methadone Dispensing Screen

STEP 4

Select date from the **Clinic TCA** calendar

STEP 5

Select date from the **Next Collection Date** calendar

STEP 6

Select the **Next Collection Mode** from the drop down:

- SMS and Take
- Fax and Take
- Email and Take
- Appointment Card
- UMP
- Telephone and Take
- Others
- Normal Collection

STEP 7

Select the **Dispense at** from the drop down:

- Lock Up
- Others
- Pharmacy Counter
- Ward

STEP 8

Select the **Dispense Method** from the drop down:

- Direct Observe Therapy (DOT)
- Direct Observe Therapy (DOT) and Take Away (TA)
- Take Away (TA)

STEP 9

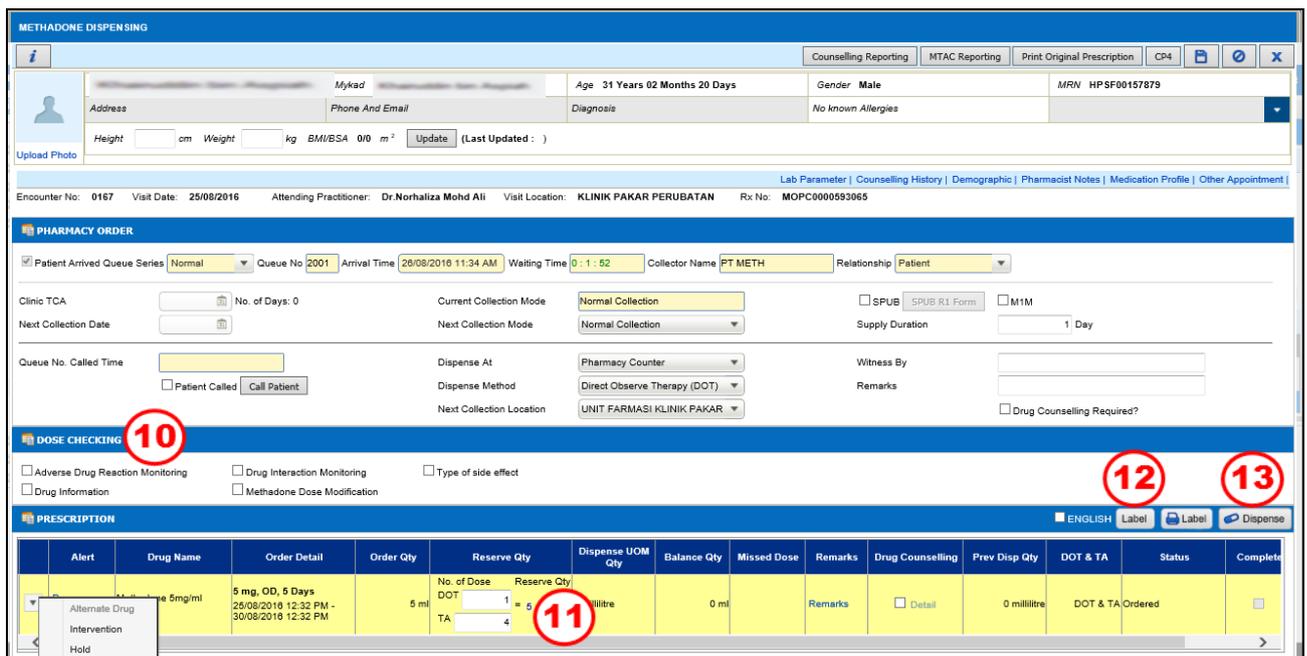
Select the **Next Collection Location** from the drop down

Note

- Changes on the **Next Collection Date** will not affect the **Clinic TCA**. **Total patient** is the number of patients scheduled on the selected date.
- The **Supply Duration** is default to 1 day yet editable

STEP 10

Select the **Dose Checking** if applicable



The screenshot shows the 'METHADONE DISPENSING' interface. At the top, there are tabs for 'Counselling Reporting', 'MTAC Reporting', 'Print Original Prescription', and 'CP4'. Below this is a patient information section with fields for 'Mykad', 'Age', 'Gender', 'MRN', 'Address', 'Phone And Email', 'Diagnosis', and 'No known Allergies'. There are also fields for 'Height', 'Weight', and 'BMI/BSA'. A 'PHARMACY ORDER' section contains fields for 'Patient Arrived Queue Series', 'Queue No', 'Arrival Time', 'Waiting Time', 'Collector Name', and 'Relationship'. It also includes 'Clinic TCA', 'Next Collection Date', 'Current Collection Mode', 'Next Collection Mode', 'Supply Duration', 'Dispense At', 'Dispense Method', 'Next Collection Location', 'Witness By', and 'Remarks'. A 'DOSE CHECKING' section has checkboxes for 'Adverse Drug Reaction Monitoring', 'Drug Interaction Monitoring', 'Type of side effect', 'Drug Information', and 'Methadone Dose Modification'. A 'PRESCRIPTION' table is at the bottom with columns for 'Alert', 'Drug Name', 'Order Detail', 'Order Qty', 'Reserve Qty', 'Dispense UOM Qty', 'Balance Qty', 'Missed Dose', 'Remarks', 'Drug Counselling', 'Prev Disp Qty', 'DOT & TA', 'Status', and 'Complete'. A table row shows '5 mg, OD, 5 Days' with 'Reserve Qty' of 5 and 'Dispense UOM Qty' of 0 ml. A 'Label' button is visible in the bottom right corner.

Figure 3.1.1-3 Methadone Dispensing Screen

STEP 11

Allocate the **No. of Dose** in the Reserve Quantity

Note

- SPUB check box is for user to refer the prescription to other facility. If SPUB is checked, next collection mode is not required to be filled in. User can also refer to M1M by selecting the M1M checkbox.
- User can also perform other functions such as Intervention and Hold/Resume. Refer steps in [Outpatient Pharmacy module](#).

STEP 12

Click on the  button to preview and print the drug label as per **Figure 3.1.1-4**

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR (Tel: 069521901)		
PT METH		
HPSF00157879	KLINIK PAKAR PERUBATAN	850606126433
1 ml	Diambil	
1 Kali Sehari		
Boleh diambil sebelum atau selepas makan		
Methadone 5mg/ml Syrup		
-		
26/08/16-27/08/16 [1 hari]	1 ml	RM1.00
UBAT TERKAWAL JAUHI DARIPADA KANAK-KANAK		29/08/2016 10:17 AM

Figure 3.1.1-4 Methadone Drug Label

Note

- The **Dispense UOM Qty** will be calculated automatically when user entered value into DOT and TA as per **Figure 3.1.1-5**.
- Example:
 - **DOT = 1** means 1 serving (5mg/ml)
 - **TA = 2** means 2 serving (10mg/ml)

PRESCRIPTION									
	Alert	Drug Name	Order Detail	Order Qty	Reserve Qty		Dispense UOM Qty	Balance Qty	Missed Dose
	Drug Interaction	Methadone 5mg/ml Syrup	5 mg, OD, 5 Days 11/10/2016 12:39 PM - 16/10/2016 12:39 PM	5 ml	No. of Dose	Reserve Qty	3 millilitre	2 ml	
					DOT	1 = 3			
					TA	2			

Figure 3.1.1-5 Reserve Quantity Column

- Set the **Next Collection Date** as it will be used to calculate the **Missed Dose** if the patient did not collect the Methadone drug.

PRESCRIPTION									
	Alert	Drug Name	Order Detail	Order Qty	Reserve Qty		Dispense UOM Qty	Balance Qty	Missed Dose
	Drug Interaction	Methadone 5mg/ml Syrup	5 mg, OD, 5 Days 11/10/2016 12:39 PM - 16/10/2016 12:39 PM	5 ml	No. of Dose DOT	Reserve Qty TA	3 millilitre	2 ml	
					1	2			

Figure 3.1.1-6 Missed Dose Column

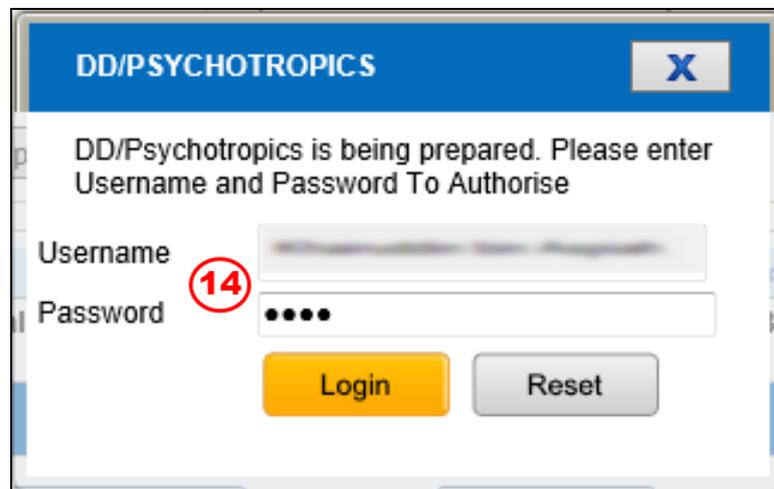
- Missed Dose** as in Figure 3.1.1-6 is calculated by using this formula:
 - Current Date - Next Collection Date** last record.
 - (Duration x Frequency)**
- Once the drug is allocated, user will be able to dispense the drug without going through the Verification and Preparation process.

STEP 13

Click on the  button to dispense

STEP 14

Enter the **Username** and **Password** to authorize



The dialog box is titled "DD/PSYCHOTROPICS" and contains the following text: "DD/Psychotropics is being prepared. Please enter Username and Password To Authorise". Below the text are two input fields: "Username" and "Password". The "Password" field has a red circle with the number "14" next to it. At the bottom of the dialog are two buttons: "Login" (yellow) and "Reset" (grey).

Figure 3.1.1-7 Authorization Alert Message

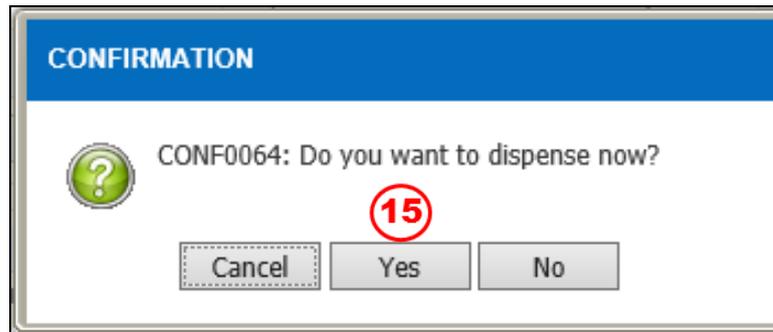


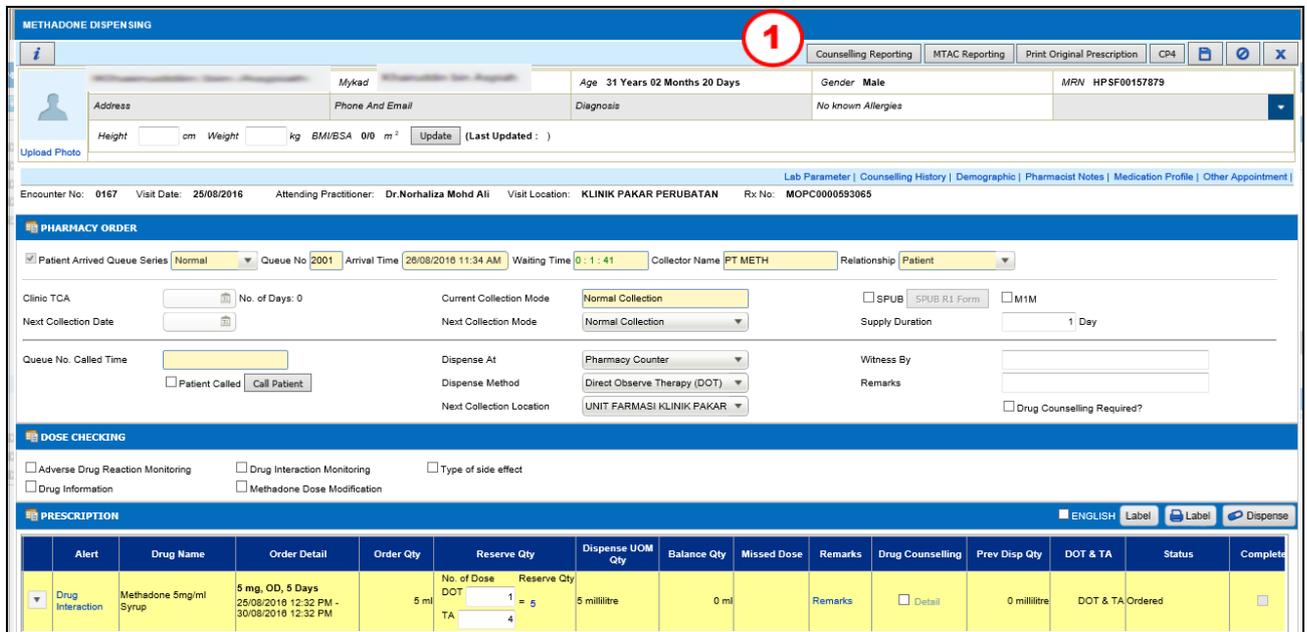
Figure 3.1.1-8 Authorization Alert Message

STEP 16

Click on the  button to confirm

3.2 Methadone Counseling Reporting

The Medication Counseling 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.



METHADONE DISPENSING

Navigation: Counselling Reporting | MTAC Reporting | Print Original Prescription | CP4

Encounter No: 0167 | Visit Date: 25/08/2016 | Attending Practitioner: Dr.Norhaliza Mohd Ali | Visit Location: KLINIK PAKAR PERUBATAN | Rx No: MOPC000593065

PHARMACY ORDER

Patient Arrived Queue Series: Normal | Queue No: 2001 | Arrival Time: 25/08/2016 11:34 AM | Waiting Time: 0:1:41 | Collector Name: PT METH | Relationship: Patient

Clinic TCA: [] No. of Days: 0 | Current Collection Mode: Normal Collection | SPUB | M1M
 Next Collection Date: [] | Next Collection Mode: Normal Collection | Supply Duration: 1 Day

Queue No. Called Time: [] | Dispense At: Pharmacy Counter | Witness By: []
 Patient Called | | Dispense Method: Direct Observe Therapy (DOT) | Remarks: []
 Next Collection Location: UNIT FARMASI KLINIK PAKAR | Drug Counselling Required?

DOSE CHECKING

Adverse Drug Reaction Monitoring | Drug Interaction Monitoring | Type of side effect
 Drug Information | Methadone Dose Modification

PRESCRIPTION [ENGLISH] [Label] [Label] [Dispense]

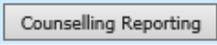
Alert	Drug Name	Order Detail	Order Qty	Reserve Qty	Dispense UOM Qty	Balance Qty	Missed Dose	Remarks	Drug Counselling	Prev Disp Qty	DOT & TA	Status	Complete
Drug Interaction	Methadone 5mg/ml Syrup	5 mg, OD, 5 Days 25/08/2016 12:32 PM - 30/08/2016 12:32 PM	5 ml	No. of Dose DOT: 1 = 5 TA: 4	5 millilitre	0 ml		Remarks	<input type="checkbox"/> Detail	0 millilitre	DOT & TA Ordered		<input type="checkbox"/>

Figure 3.1.2-1 Methadone Dispensing

Note

Repeat step 1 and 3 as [Section 3.1.1 Methadone Dispensing](#) before performs Methadone Counseling Reporting.

STEP 1

Click on the  button and the medication counseling reporting screen will appear as per **Figure 3-1-2-2**

MEDICATION COUNSELLING REPORTING (INDIVIDUAL)

Lab Parameter CP1 CP4 ⓘ ✕

Age 74 Years 03 Months 09 Days

Gender Female

MRN TPC100013

Address

Phone And Email

Diagnosis

⚠ Known Allergies

Height cm

Weight kg

BMI/BSA 0/0 m²

(Last Updated :)

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

Encounter No: 0911 Visit Date: 15/02/2016 Attending Practitioner: Visit Location: KLINIK PAKAR PERUBATAN

Counselling No MC1600003270
Counselling Location Methadone Pharmacy
Counselling Topics: Methadone Replacement Therapy

ASSESSMENT

Body Weight:

Social History

Smoking

Yes Sticks/Day For

No

Ex-smoker

Pregnancy

Yes

No

Planning To Get Pregnant

Alcohol Drinking

Yes Amount

No

Drug Abuse

Yes

No

Diet & Lifestyle

Education Level

Family History

Marital Status

No. Of Children

Lives With

Family History Of Illness

Medical History

Figure 3.1.2-2 Medication Counselling Reporting Screen

Note

- User may proceed the medication counseling as usual. Refer steps in [Medication Counseling module](#).
- Enter the required information and save the information in every section.

3.3 Methadone MTAC Reporting

The MTAC module emphasis on medication management to improve quality and safety. Implementing safe, organized, and efficient drug-dispensing systems is essential to control costs and assuring that the medical prescription is safely followed as requested and within the relevant deadline. An appropriate dispensing system and cost-effectiveness of patient care. MTAC is operated to drug therapy monitoring and patient’s education in improving their ability to successfully manage disease condition and reducing medication error.

The screenshot displays the 'METHADONE DISPENSING' software interface. At the top, there are navigation tabs: 'Counselling Reporting', 'MTAC Reporting', 'Print Original Prescription', and 'CP4'. Below this, patient information is shown, including name 'Mykad', age '31 Years 02 Months 20 Days', gender 'Male', and MRN 'HPSF00157879'. A red circle with the number '1' highlights the 'MTAC Reporting' button. The interface is divided into sections: 'PHARMACY ORDER' with fields for patient arrival, queue number, arrival time, waiting time, collector name, and relationship; 'DOSE CHECKING' with checkboxes for monitoring; and 'PRESCRIPTION' which includes a table of drug orders.

Alert	Drug Name	Order Detail	Order Qty	Reserve Qty	Dispense UOM Qty	Balance Qty	Missed Dose	Remarks	Drug Counselling	Prev Disp Qty	DOT & TA	Status	Complete
Drug Interaction	Methadone 5mg/ml Syrup	5 mg, OD, 5 Days 25/08/2016 12:32 PM - 30/08/2016 12:32 PM	5 ml	No. of Dose DOT 1 = 5 TA 4	5 millilitre	0 ml		Remarks	<input type="checkbox"/> Detail	0 millilitre	DOT & TA Ordered		<input type="checkbox"/>

Figure 3.1.3-1 Methadone Dispensing

Note

Repeat step 1 to 3 as [Section 3.1.1 Methadone Dispensing](#) before performs MTAC Reporting

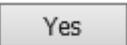
STEP 1

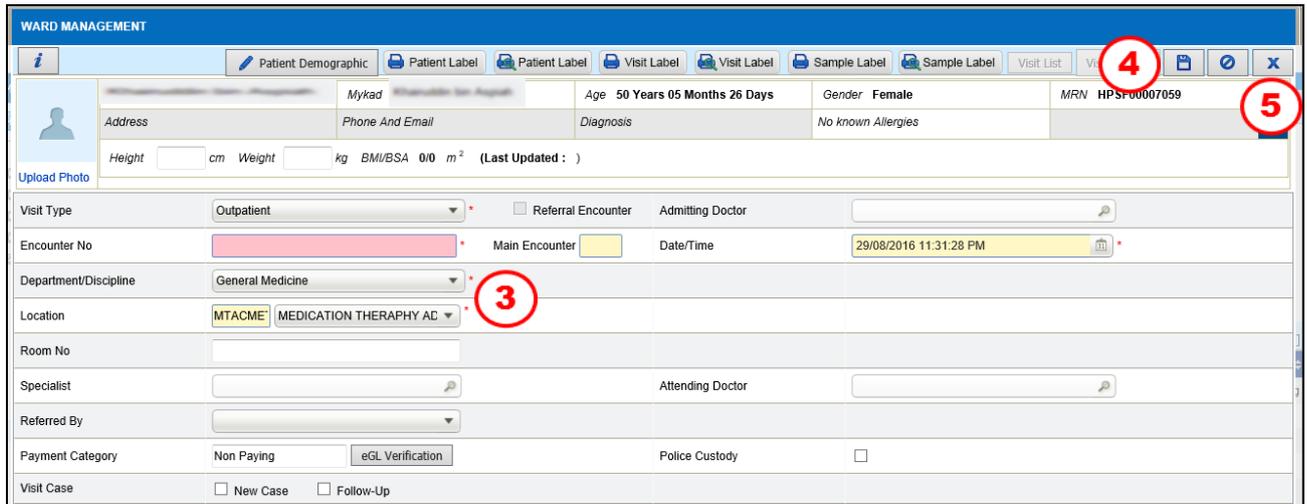
Click on the  button and an alert message to create the patient visit as per **Figure 3.1.2-1** will appear if the patient does not have current MTAC visit.

The dialog box has a blue header with the word 'CONFIRMATION'. Below the header is a question mark icon in a green circle. The main text says 'CONF7256: Patient dont have any visit number. Please record patient visit first.' At the bottom, there are two buttons: 'Yes' and 'No'. A red circle with the number '2' highlights the 'Yes' button.

Figure 3.1.3-2 Confirmation Alert Message

STEP 2

Click on the  button to create visit



WARD MANAGEMENT

Mykad: [Redacted] Age: 50 Years 05 Months 26 Days Gender: Female MRN: HPSP00007059

Address: [Redacted] Phone And Email: [Redacted] Diagnosis: [Redacted]

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

Visit Type: Outpatient Referral Encounter Admitting Doctor: [Redacted]

Encounter No: [Redacted] Main Encounter: Date/Time: 29/08/2016 11:31:28 PM

Department/Discipline: General Medicine **3**

Location: MTACME MEDICATION THERAPY AD

Room No: [Redacted]

Specialist: [Redacted] Attending Doctor: [Redacted]

Referred By: [Redacted]

Payment Category: Non Paying Police Custody:

Visit Case: New Case Follow-Up

Figure 3.1.3-3 Ward Management Screen

STEP 3

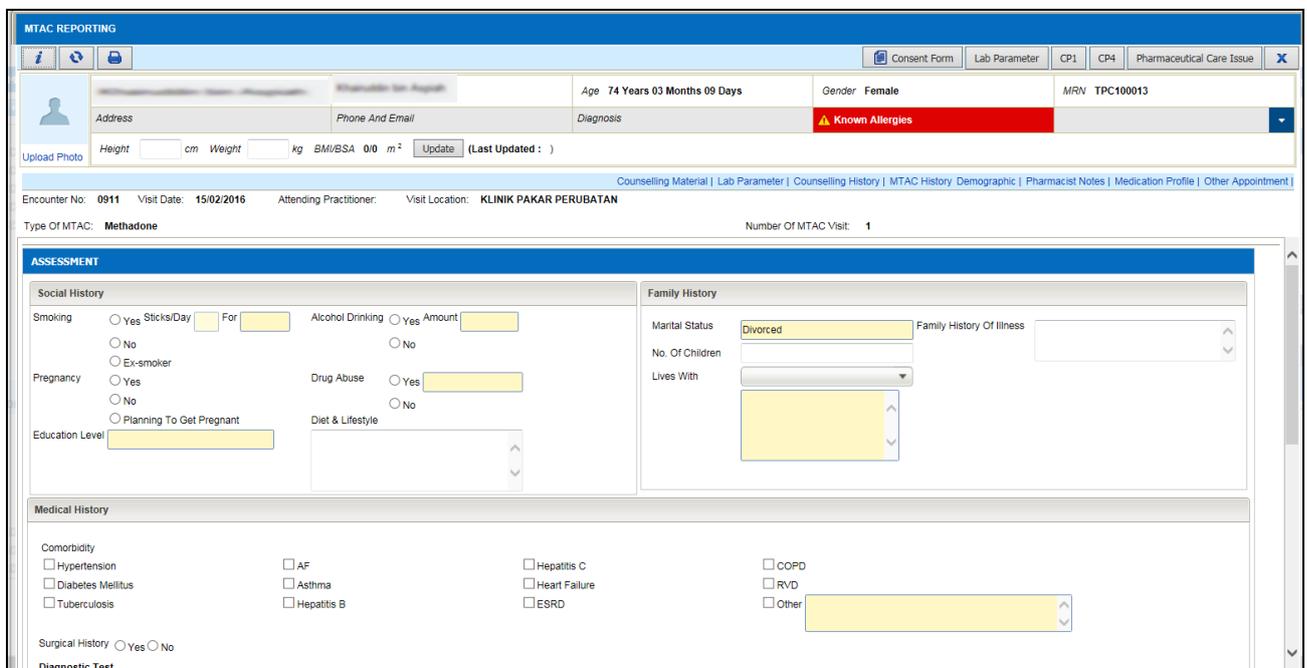
Select the **Department/Discipline** and **Location** to create MTAC visit

STEP 4

Click on the  button to save the visit

STEP 5

Click on the  button and the MTAC Reporting screen will appear as per **Figure 3.1.3-4**



MTAC REPORTING

Mykad: [Redacted] Age: 74 Years 03 Months 09 Days Gender: Female MRN: TPC100013

Address: [Redacted] Phone And Email: [Redacted] Diagnosis: [Redacted] **Known Allergies**

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

Encounter No: 0911 Visit Date: 15/02/2016 Attending Practitioner: [Redacted] Visit Location: KLINIK PAKAR PERUBATAN

Type of MTAC: Methadone Number of MTAC Visit: 1

ASSESSMENT

Social History
 Smoking: Yes Sticks/Day [Redacted] For [Redacted] No Ex-smoker
 Alcohol Drinking: Yes Amount [Redacted] No
 Pregnancy: Yes No Planning To Get Pregnant
 Drug Abuse: Yes [Redacted] No
 Education Level: [Redacted] Diet & Lifestyle: [Redacted]

Family History
 Marital Status: Divorced Family History Of Illness: [Redacted]
 No. Of Children: [Redacted]
 Lives With: [Redacted]

Medical History
 Comorbidity: Hypertension Diabetes Mellitus Tuberculosis AF Asthma Hepatitis B Hepatitis C Heart Failure ESRD COPD RVD Other [Redacted]
 Surgical History: Yes No
 Diagnostic Test: [Redacted]

Figure 3.1.3-4 MTAC Reporting Screen

Note

- If MTAC visit already created, user will be diverted directly to **MTAC Reporting Screen** as per **Figure 3.1.3-4**
- In this MTAC Reporting screen, user will be able to create the MTAC report for methadone.
- Fill in the information as required. Each section has  button.
- Refer [MTAC module](#) for further details.

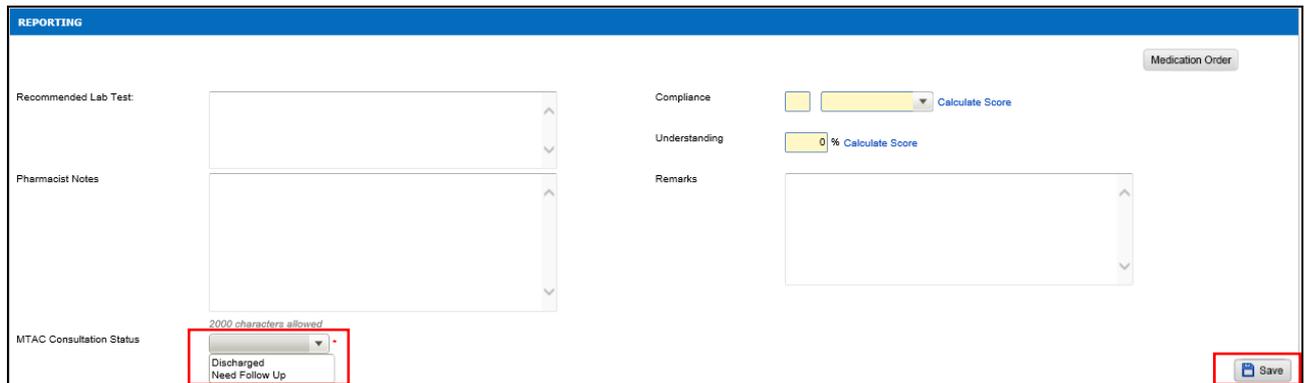


Figure 3.1.3-4 MTAC Reporting Screen

Note

- On the last section (**Reporting**) of this report, always select **“Need Follow Up”** in order to reopen the report for next visit.
- After choose MTAC report status as **Need Follow up**, user can click on the  button.
- This information will appear automatically when the user open back the MTAC report for the same patient.

3.0 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
OP	Outpatient Pharmacy
MOH	Ministry of Health

4.0 Links to Clinical Modules

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