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

User Manual
Integrated Web Portal (IWP)

Drug Information

Version	**: 10th EDITION**
Document ID	**: HQ_U. MANUAL_IWP_DRUG INFORMATION**

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Reference ID : HQ_U. MANUAL_ IWP_DRUG INFORMATION-10th EDITION

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

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1.0 Introduction

1.1. Overview of PhIS

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

There are 12 modules to assist service 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 Drug Information & Consumer Education (DICE) module and its key features and functionalities. The primary objective is to guide users through the process of completing PhIS application process.

User will understand the following activities in details:

- To place Enquiry or to record Enquiry Request received
- For the Pharmacist to verify and provide response to the enquirer

1.3. Organised Sections

These are the sections within this document:

- Section 1 : Introduction
- Section 2 : Application Standard Features
- Section 3 : Drug Information & Consumer Education (DICE)
- Section 4 : Acronyms
- Section 5 : Link to IWP Modules

2.0 Application Standard Features

2.1 PhIS Legend

Standard Legend			
LOGIN	Login	Change Password	Change Login Password
Logout	Logout		Reset Login screen
	Expand Menu	Archive	Display Archived Task List
	Collapse Menu		Show Help
	Refresh Screen		Add/Create New Record
	Search Icon		Calendar Icon
Search	Search Record		Cancel Data Entry
	Close Window	*	Mandatory Field
	Close All Open Tabs		Edit Record
	Close Screen		Save Record
	Radio Button		Delete Record
	Context Menu		Print Document
	Checkbox		

Module Legend			
Search Similar Enquiry	Search Similar Enquiry	Save	Save Drug Information record

Note

- *To learn more about Login Information, kindly click Login Information Modules for descriptive step.*

3.0 Drug Information & Consumer Education (DICE)

Overview

This module will provide a portal for the hospital community to share and acquire medical related information and advisory knowledge. It also allows user to record enquiries on drug issues and provides information back to the enquirer.

User Group

This module is intended for BPF users (subject to user assigned by the BPF)

Functional Diagram

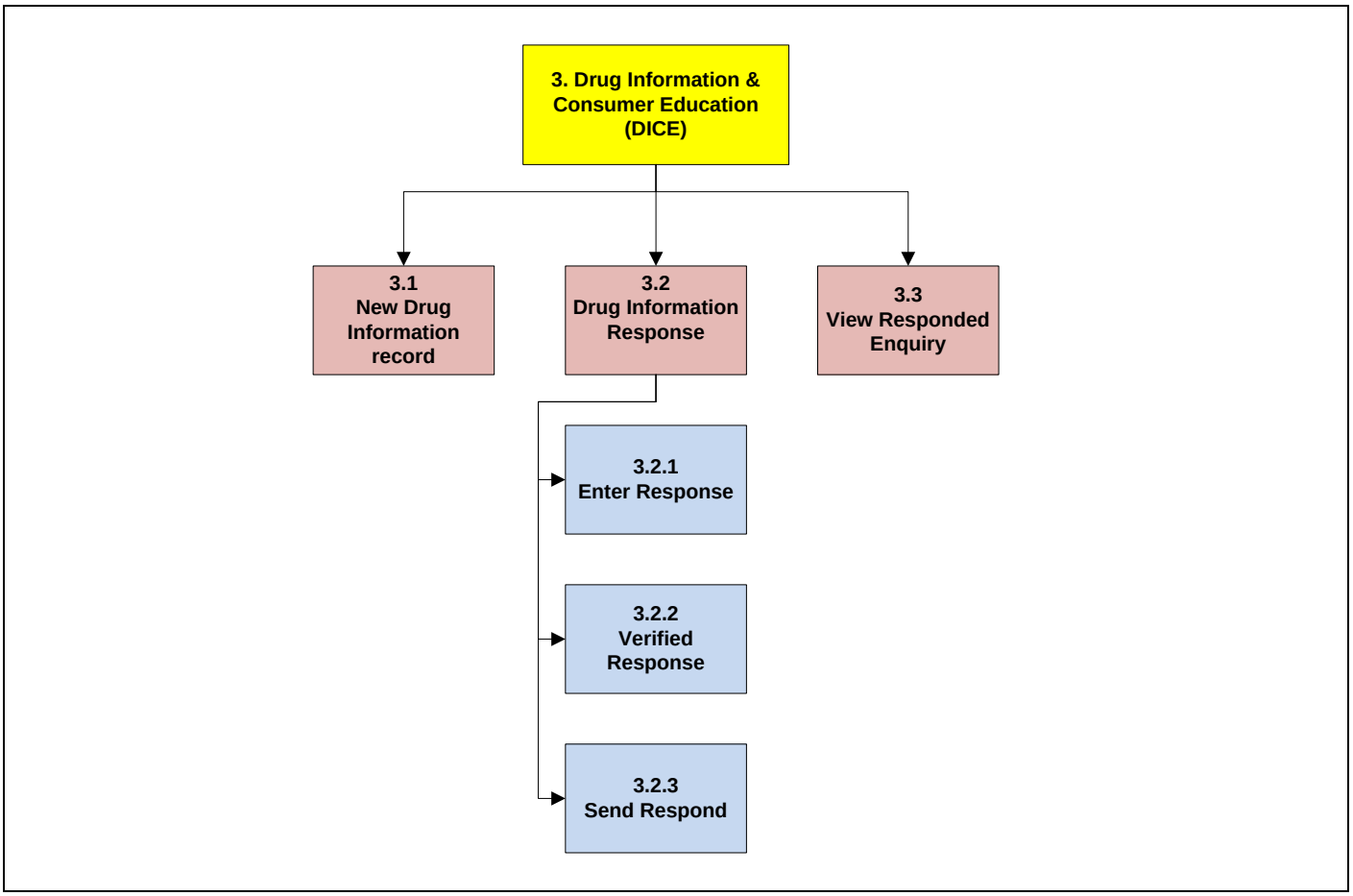

Figure 3.0

Functional Description

Drug Information comprise of three (3) main functions:

- **New Drug Information record**
  To log enquiry online from PhIS users or from the public regarding drugs such as therapeutics, adverse effects, pharmacokinetics, interactions, drug identification and availability, drug administration, pharmaceutics and pharmacy administration.

- **Drug Information Response**

  To enter and verify the response towards the enquiries received. All responded enquiries will be pushed to the HQ and to be submitted in KYM website or/and PhIS Portal.

- **View Responded Enquiry**
  Enquirer will be able to view the response from the Pharmacist regarding the enquiry made.

3.1 New Drug Information record

This function is used to create a new Drug Information record

3.1.1 Drug Information Listing Page

This function is used to display all the existing Drug Information transaction(s).

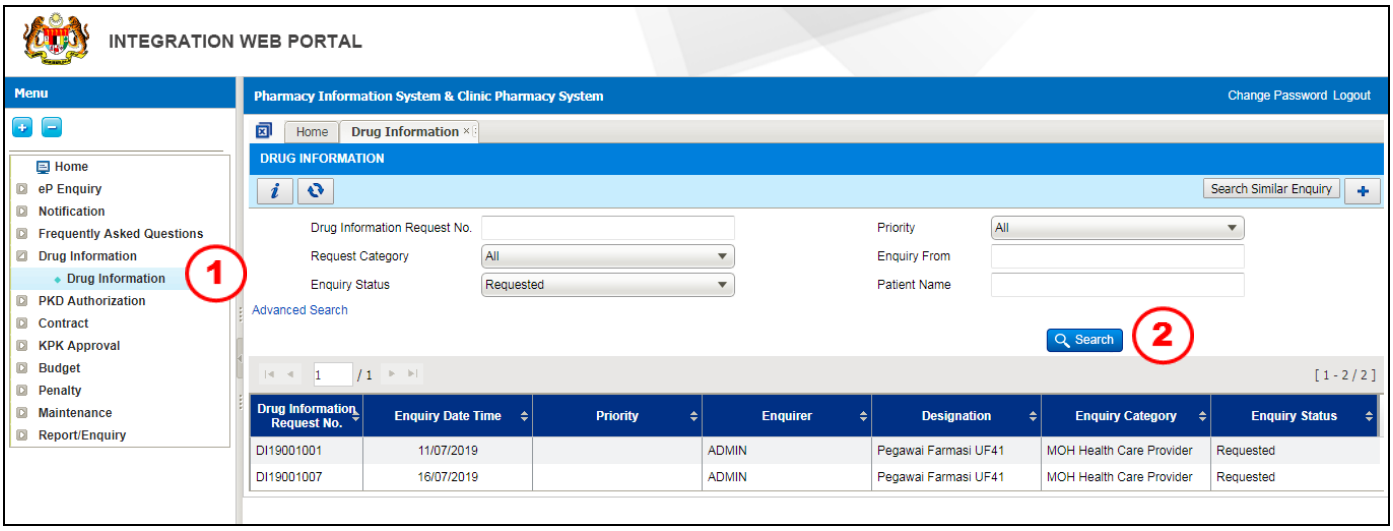

Figure 3.1.1-1 Drug Information Listing Page

Note

- *This module will be used by all the user with PhIS user ID*
- *User is allowed to view a list of Drug Information records on the listing page depending on the user's access rights*

STEP 1
Click on 'Drug Information' Menu then sub menu 'Drug Information'

STEP 2
To search for existing Drug Information transaction, user can search by criteria as follows:

No	Field	Description	Remark
a	Drug Information Request No.	The number is generated when user saves a newly created Drug Information record	Enter partial or full criteria for Drug Information Request No. Filter and search existing records based on the Drug Information Request No.
b	Priority	Select Priority from the drop down menu: - All - Medium [within 24 Hours] - Routine - Urgent [within 2 Hours]	If the Priority is enter in a newly created Drug Information record, user will be able to search using Priority as the criteria
c	Request Category	Select Request Category from the drop down menu: - All - Administration - Adverse Effect - Availability/Substitutes - Contraindication - Cytotoxic Drug - Dose range of frequency	If the Request Category is enter in a newly created Drug Information record, user will be able to search using Request Category as the criteria

		- Drug Formulation - Drug-Interaction - Drugs Compatibility - Drug use -Preg/Lact - Drug use - Renal / Hepa - Efficacy - Identification - Indication - Overdose - Parenteral Nutrition - Pharmacokinetic - Pharmacy Legislation - Poisoning - Therapeutic Drug Monitoring - Therapeutic use - Treatment Regime	
d	Enquiry From	Enter Department/Unit Name or Facility Name	Filter and search existing records based on the Enquiry From
e	Enquiry Status	• Select Status from the drop down menu if the logged in user is the Pharmacist: - All - Verified - Requested - Responded • Select Status from the drop down menu if the logged in user is other than the Pharmacist: - All - Requested - Responded	Filter and search existing records based on the Enquiry Status
f	Patient Name	Patient's name	Allow to search by patient full name or partial

Table 3.1.1-1

Note
*Click on the **Advanced Search** hyperlink for advance search. The system will display additional fields as per Figure 3.1.1-2 below*

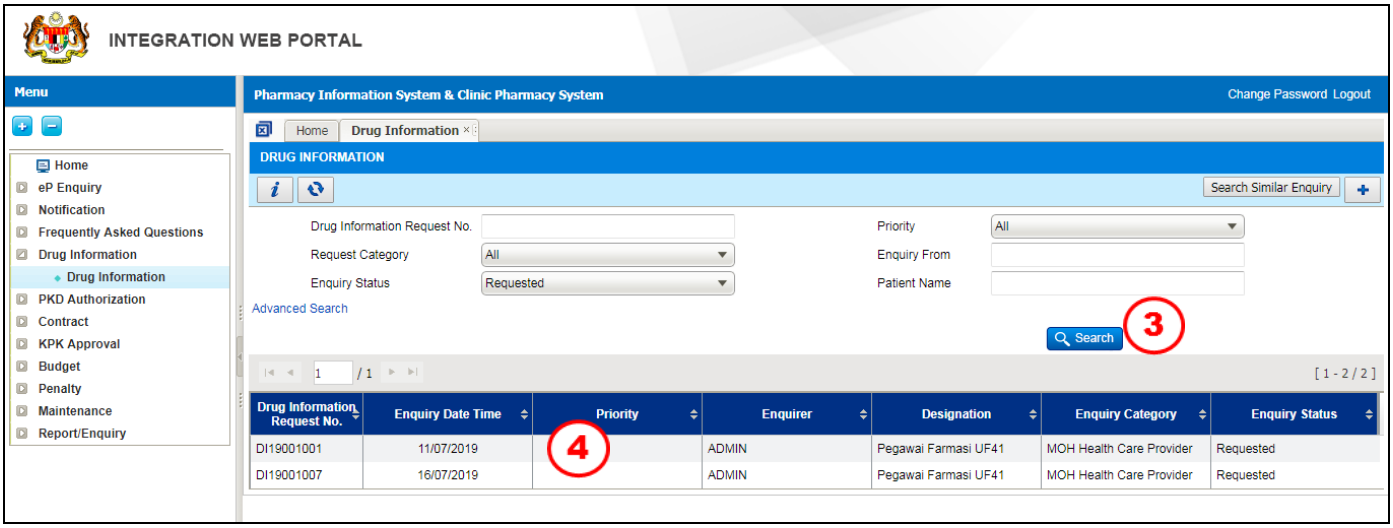

Figure 3.1.1-2 Drug Information Listing Page

No	Field	Description	Remark
a	Mode of Enquiry	Select Mode of Enquiry from the drop down menu: - All - Drug Info for educational/counselling - E-mail - Fax - In person - Online - Telephone - Verbal/Walk in	If the Mode of Enquiry is enter in a newly created Drug Information record, user will be able to search using Mode of Enquiry as the criteria
b	Enquirer	Enter Enquirer Name	Enter a partial or full criteria for Enquirer
c	Request Date From	Start date to be selected from calendar	Filter and search existing records based on the Request Date From
d	Request Date To	End date to be selected from calendar	Filter and search existing records based on the Request Date To

Table 3.1.1-2

STEP 3

Click on the

button after input of criteria

STEP 4

Double click on the selected record and the details of a Drug Information report in PDF form will be displayed

Note

This information will be automatically displayed based on the Drug Information record selected:

- *Drug Information Request No.*
- *Enquiry Date Time*
- *Priority*
- *Enquirer*
- *Enquiry Status*

3.1.2 Record and Submit Enquiry received from Non-PhIS user

Enquiry can be received from the patient, public or other medical staff from the facility who do not have user access to PhIS. However, any PhIS user will be able to access, record and send the enquiry to the Pharmacist.

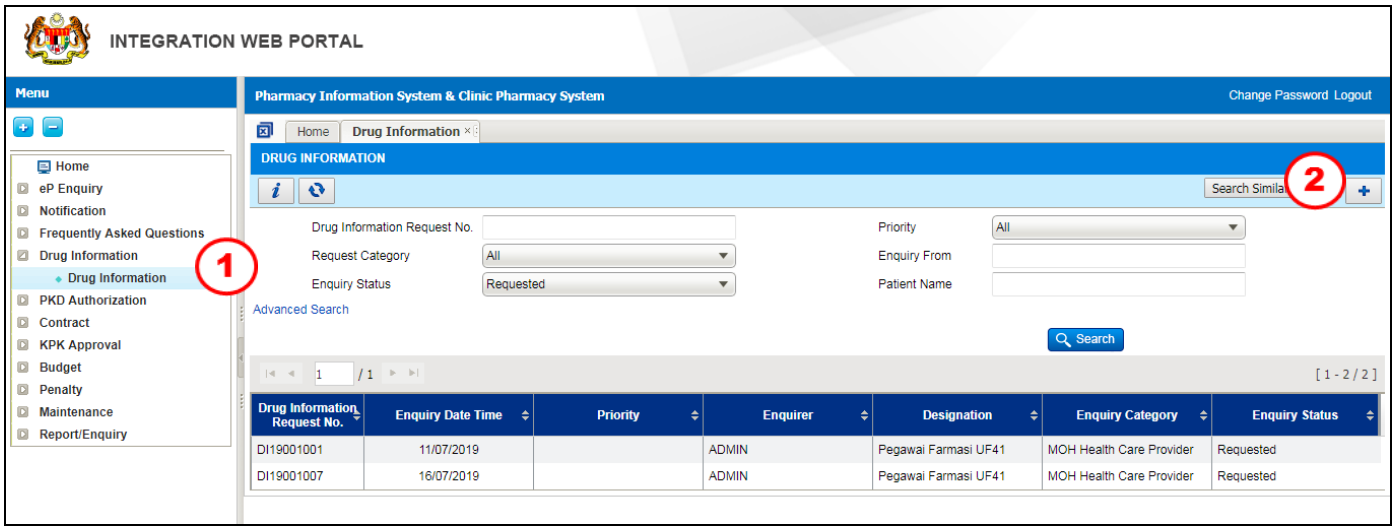

Figure 3.1.2-1 Create New Drug Information

STEP 1
Click on 'Drug Information' menu then click 'Drug Information' sub menu

STEP 2

Click on the search similar enquiry button to find out previous similar enquiry as shown in Figure 3.1.2-2

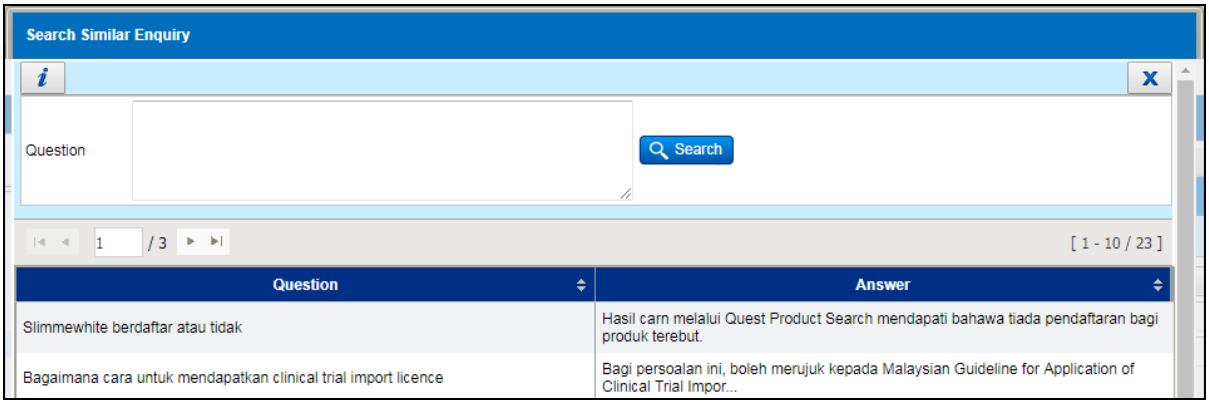

Figure 3.1.2-2 Similar Enquiry

Click on the button and the Drug Information screen will be displayed as shown in Figure 3.1.2-3

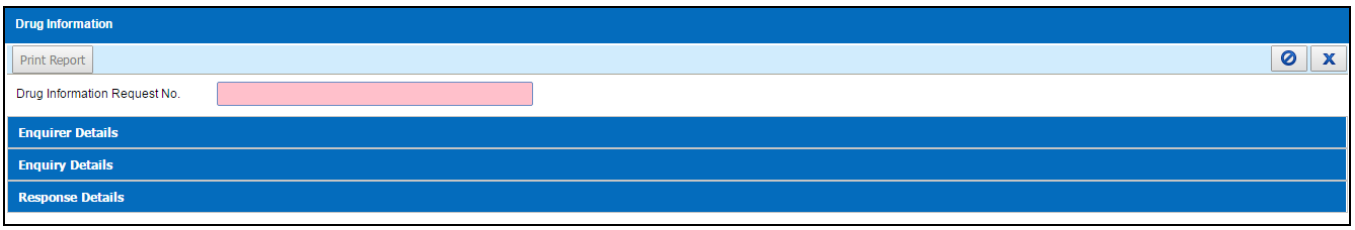

Figure 3.1.2-3 Drug Information

Note

- *There are three (3) sections that have to be filled in the Drug Information screen as show in Figure 3.1.2-3:*
  - *a) Enquirer Details*
  - *b) Patient Details*
  - *c) Enquiry Details*

a) Enquirer Details section

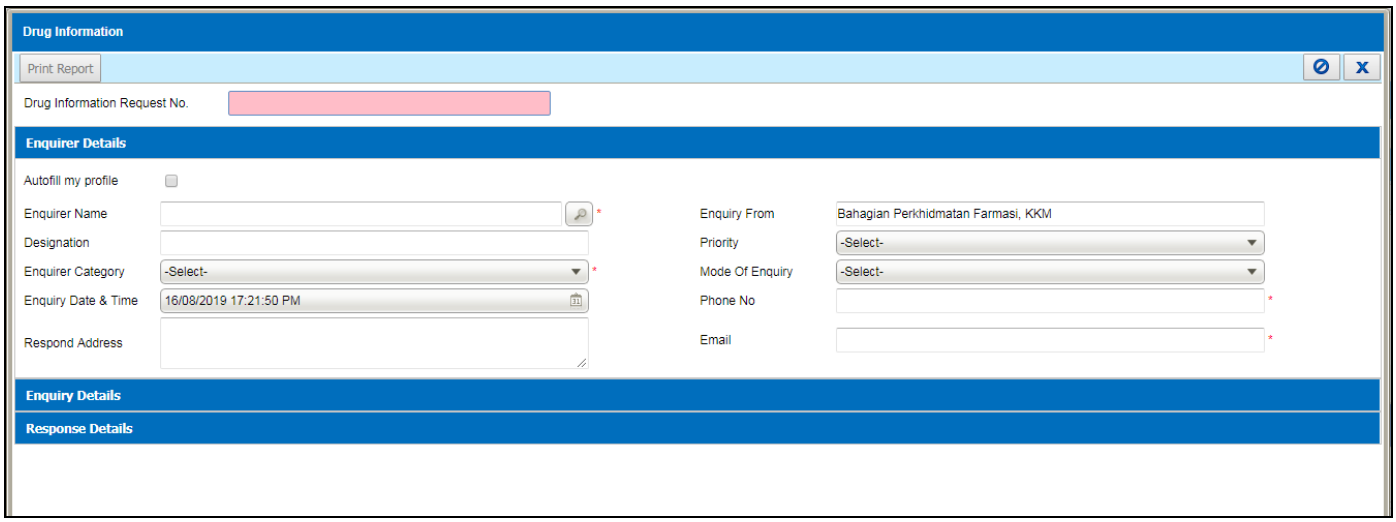

Figure 3.1.2-4 Enquirer Details section

- *This section will record the enquirer's details.*
- ***Enquiry Date & Time** will be defaulted to the system Date and Time.*
- ***Enquiry Received By** will be based on the user Login ID.*
- ***Designation** will be based on the user Login ID.*

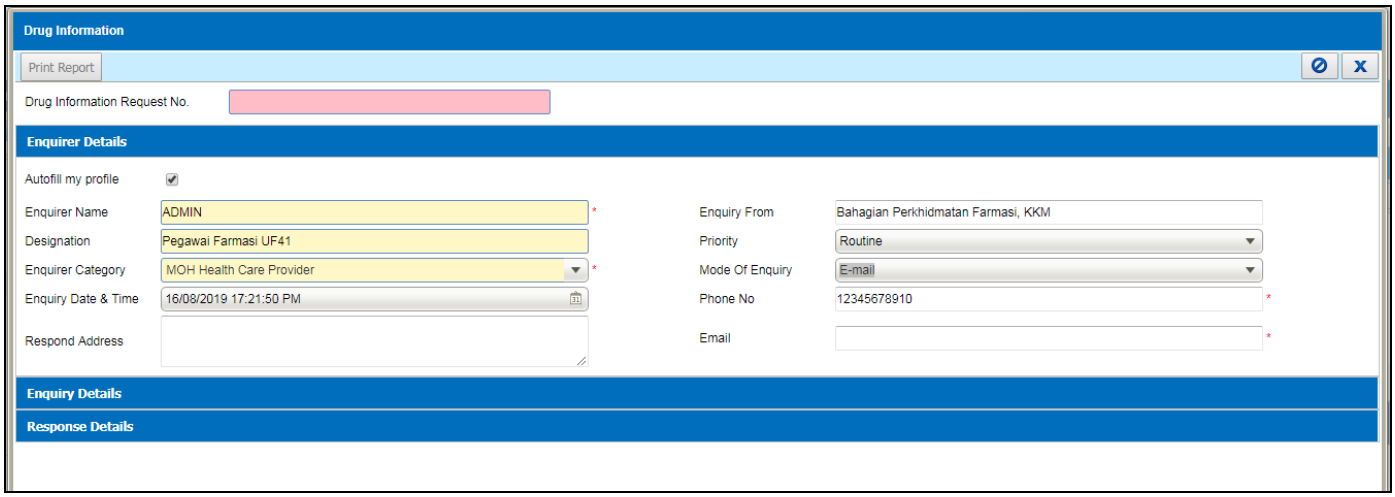

Figure 3.1.2-5 Enquirer Details section

Note

- *Check the **Auto Fill My Profile** checkbox. This information will be captured based on the user login ID:*
  - *a) Enquirer Name*
  - *b) Designation*
  - *c) Enquirer Category*
  - *d) Enquirer Address*
  - *e) Phone No.*
  - *f) Email*

- *Select **MOH Healthcare Provider** if the enquirer is a MOH staff.*
- *Select **Non MOH Health Care Provider** if the enquirer is not a MOH staff.*
- *Select **Public** if the enquirer is from the public.*

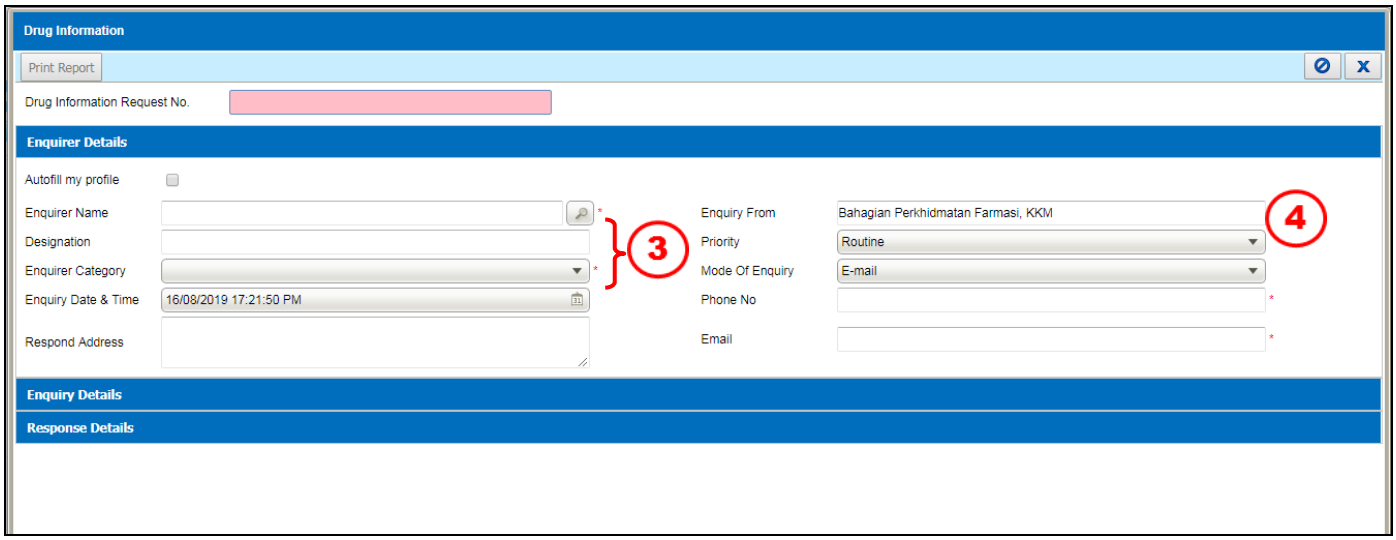

Figure 3.1.2-6 Enquirer Details section

Note

*Uncheck the **Auto Fill My Profile** checkbox if the person enquiring and the person who is logged-in to the system are not the same person*

STEP 3

Enter ***Enquirer Name*** and ***Designation*** (optional). then select ***Enquirer Category*** from the dropdown box

- *MOH Health Care Provider*
- *Non MOH Health Care Provider*
- *Public*

Note

OPTIONAL FIELDS – Enquirer Details Section

Select and enter the below optional fields:

- ***Designation** – Enter a free text for the enquirer's designation.*
- ***Enquiry From** – Enter a free text as the enquiry could be from public.*
- ***Enquirer Address** - Enter a free text for the enquirer's address.*
- ***Respond Address** - Enter a free text for the enquirer's respond address.*
- ***Phone No.** – Enter Phone No. for record or any clarification required from the enquirer*
- ***Priority** - This is to indicate the urgency for the Pharmacist to respond to the enquiry. Select from the drop down menu:*
  - *a) Medium [within 24 Hours]*
  - *b) Routine*
  - *c) Urgent [within 2 Hours]*

- *Select **Mode of Enquiry** from the drop down menu:*
  - *a) Drug Info for educational/counseling*
  - *b) E-mail*
  - *c) Fax*
  - *d) In person*
  - *e) Online*
  - *f) Telephone*
  - *g) Verbal/Walk in*

STEP 4
Select ***Enquiry From*** (optional)

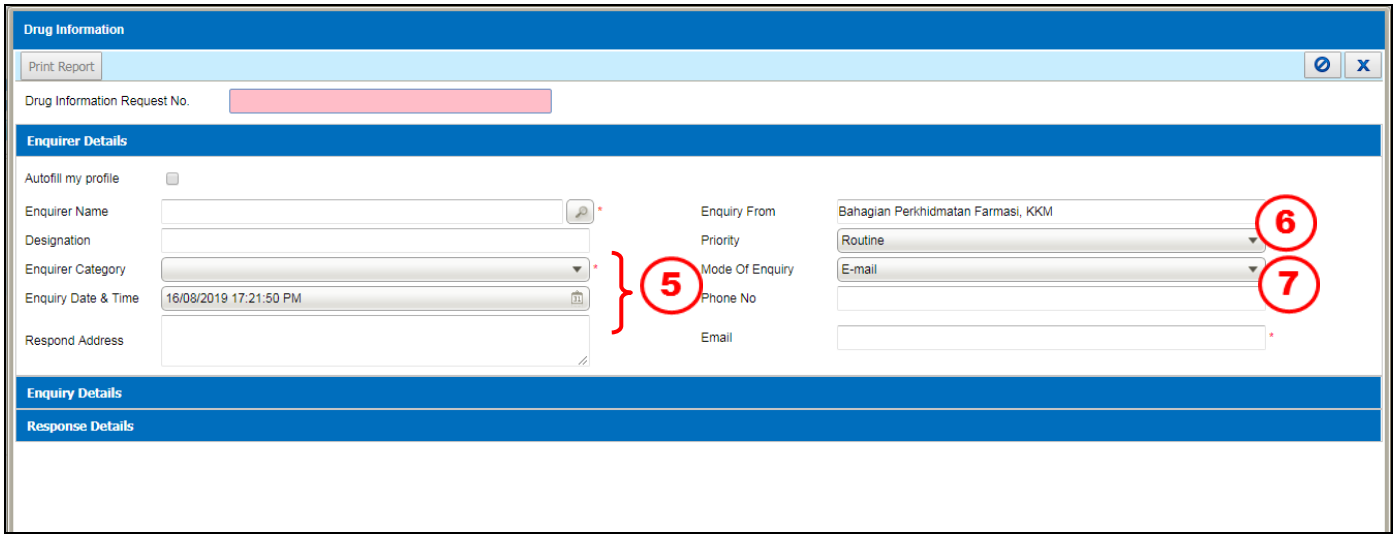

Figure 3.1.2-7 Enquirer Details

STEP 5
Enter information into these optional fields:

a) Respond Address
b) Phone No.
c) Email

STEP 6
Select ***Priority*** from the dropdown box

a) Medium [within 24 hrs]
b) Routine
c) Urgent [within 2 hrs]

STEP 7
Select ***Mode of Enquiry*** from the dropdown box (Optional)

a) Drug Info for educational/counseling
b) E-mail
c) Fax
d) In person
e) Online
f) Telephone
g) Verbal/Walk in

b) *Enquiry Details section*

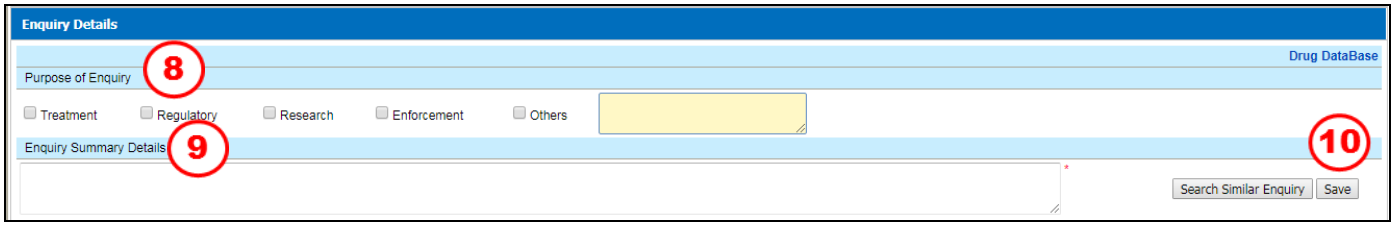

Figure 3.1.2-8 Enquiry Details section

STEP 8
Select the ***Purpose of Enquiry*** checkbox as appropriate
- Treatment
- Research
- Regulatory
- Enforcement
- Others

Note
- *User can select more than one (1) checkbox.*
- *If more than one (1) checkbox is selected, a field will be enabled for the user to enter remarks.*

STEP 9
Enter the ***Enquiry Summary Details***

Note
- *Enquirer will enter the summary of the enquiry information.*
- *User have an option before saving the transaction.*

a) Click on the ***Drug Database*** hyperlink to access MIMS

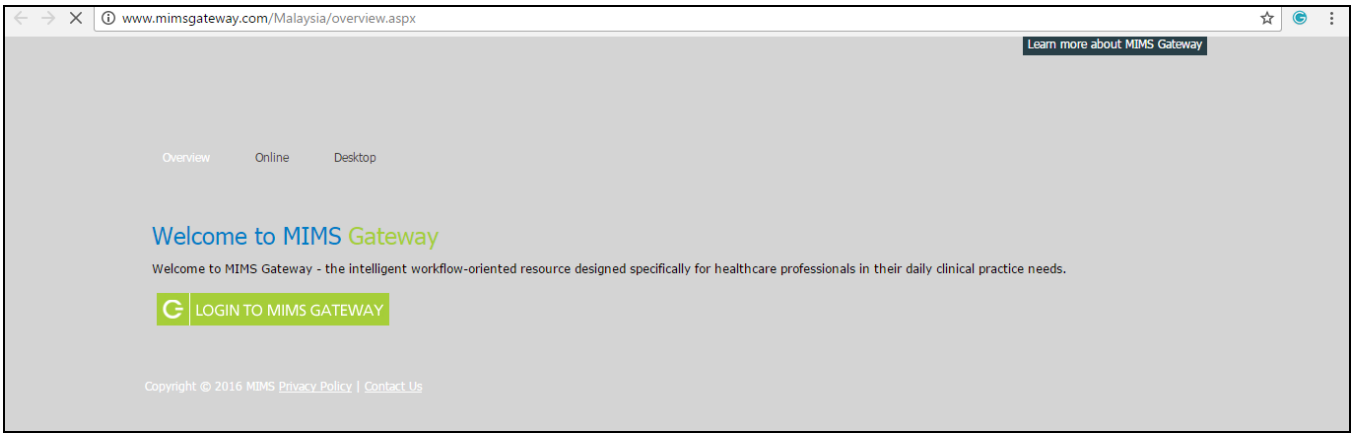

Figure 3.1.2-9 MIMS Website

b) Click on the Search Similar Enquiry button to search for similar enquiry asked.

- *All the similar enquiry(s) will be listed on screen as show in Figure 3.2.1-9.*
- *User can search by entering partially or full criteria and click on the* Search *button. System will list down all the answer(s) related to the searched question.*
- *If the search is not matched, no results will be displayed as shown in Figure 3.2.1-10.*

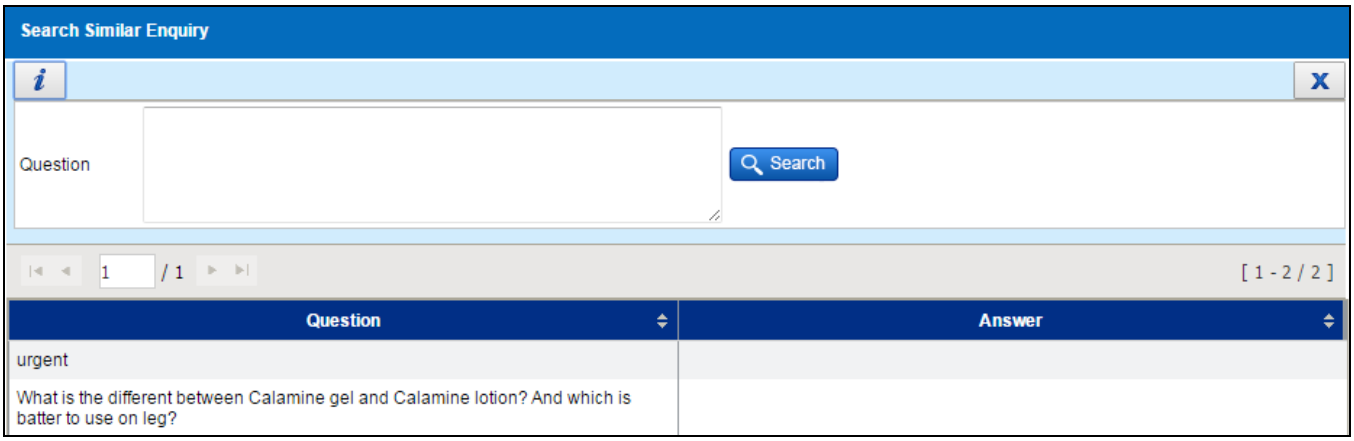

Figure 3.1.2-10 Search Similar Enquiry

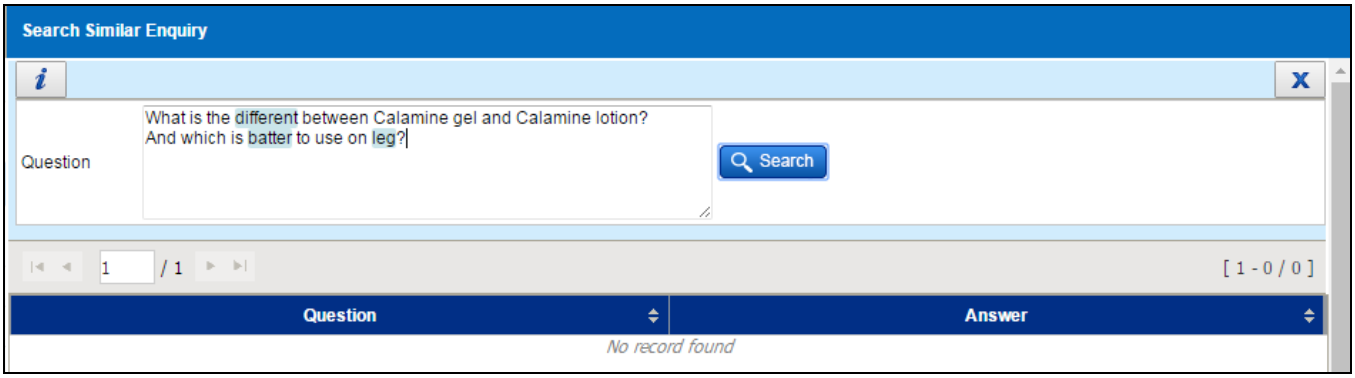

Figure 3.1.2-11 No Similar Enquiry found

- *If there is are similar questions asked, the system will display a window as shown in Figure 3.2-12. Double click on the answer from the Search Similar Enquiry section and new window will display as shown in Figure 3.2.1-12*

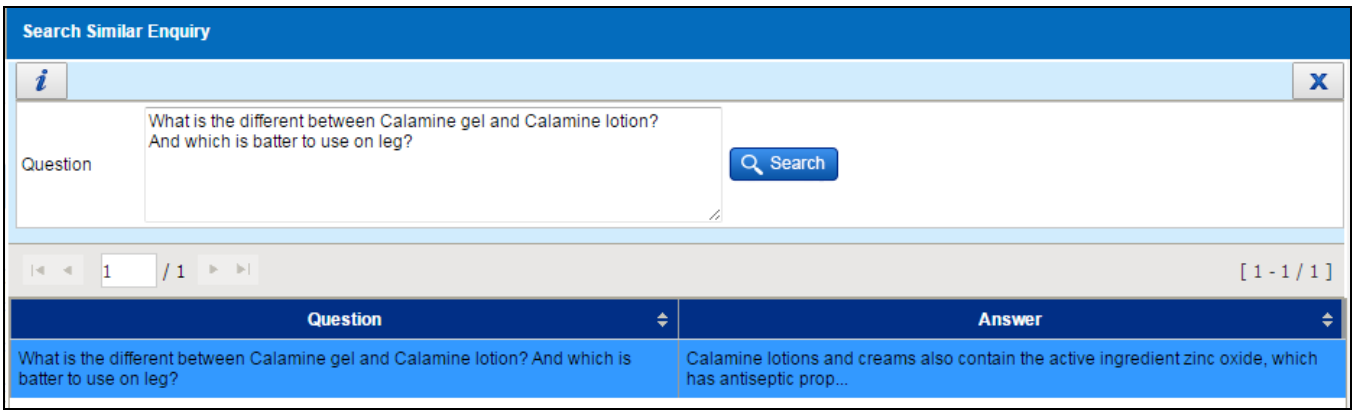

Figure 3.1.2-12 Similar Enquiry found

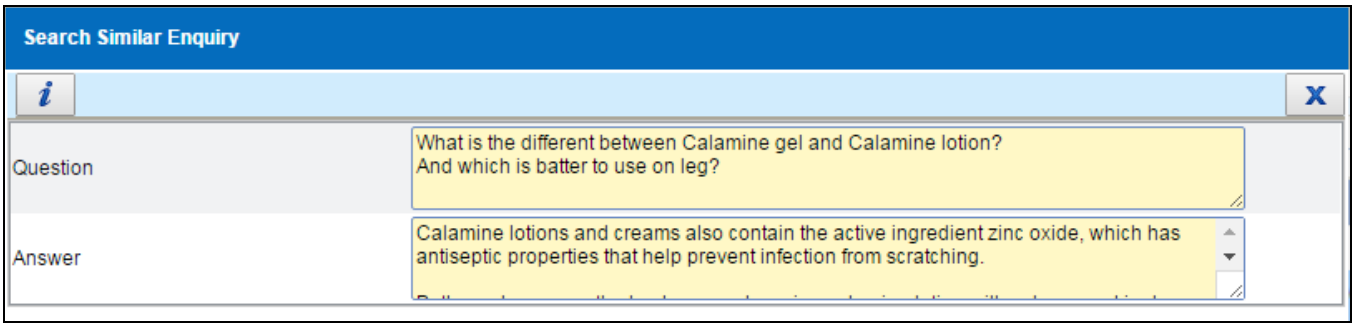

Figure 3.1.2-13 Similar Enquiry existed

STEP 10

Click on the Save button to send the enquiry for response to the pharmacist

Note
After clicking save, alert message will be displayed as per Figure 3.1.2-14 and Figure 3.1.2-15.

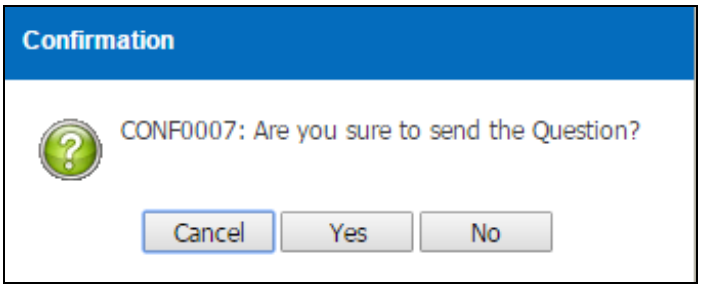

Figure 3.1.2-14 Confirmation Message

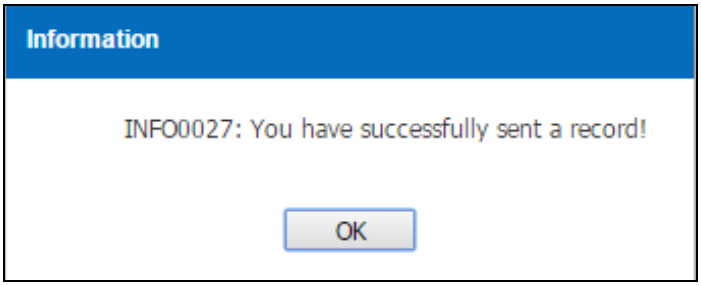

Figure 3.1.2-15 Information Message

- ***Drug Information Request No*** *will be automatically generated for future reference.*
- *The enquiry* ***Status*** *will change to 'Requested'*

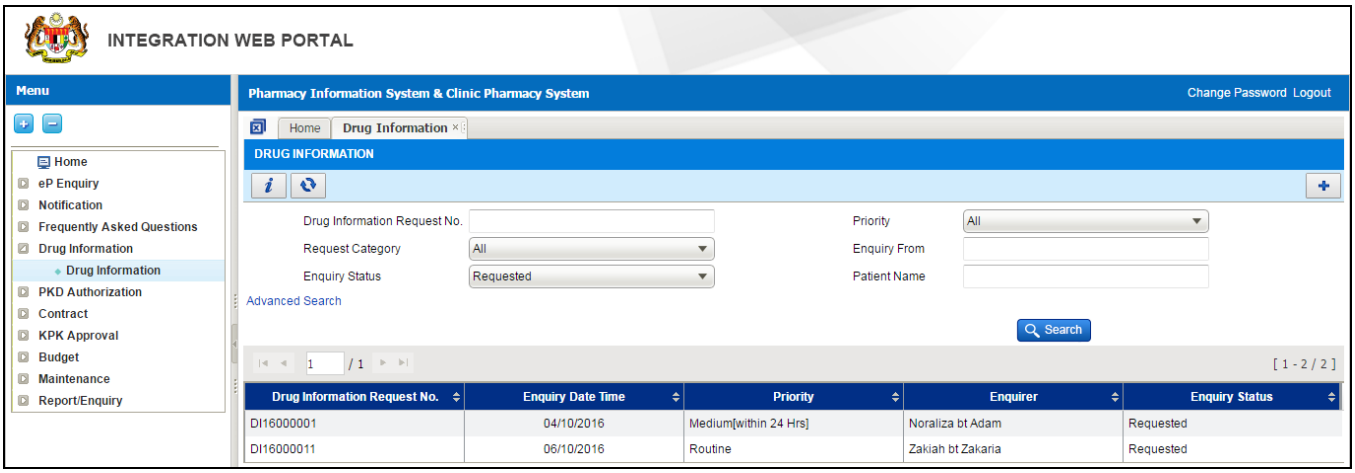

Figure 3.1.2-16 Enquiry Status = Requested

Ministry of Health, Malaysia

DRUG INFORMATION - ENQUIRY RESPONSE

PEJABAT KESIHATAN DAERAH MUAR

Date of Reply/Response	None
Enquirer's Name/Designation	**Zakiah bt Zakaria/Jururawat Masyarakat**
Enquirer's Contact details	**0198465678**

Enquiry Summary (Question)
What is the different between Calamine gel and Calamine lotion? And which is batter to use on leg?

Enquiry Response (Answer)
None

Figure 3.1.2-17 In Response Drug Information enquiry report

3.2 Drug Information Response

The Pharmacist will be able to see all the details entered by the enquirer with an additional section: **Response Details**

3.2.1 Enter Response

The DI Pharmacist/Assistant Pharmacist will be responsible to receive enquiries

Note

Refer to section 3.1.1 Drug Information Listing Page to search for the 'Requested' Drug Information record. Repeat STEP 1 to STEP 4. New window will display as shown in Figure 3.2.1-2

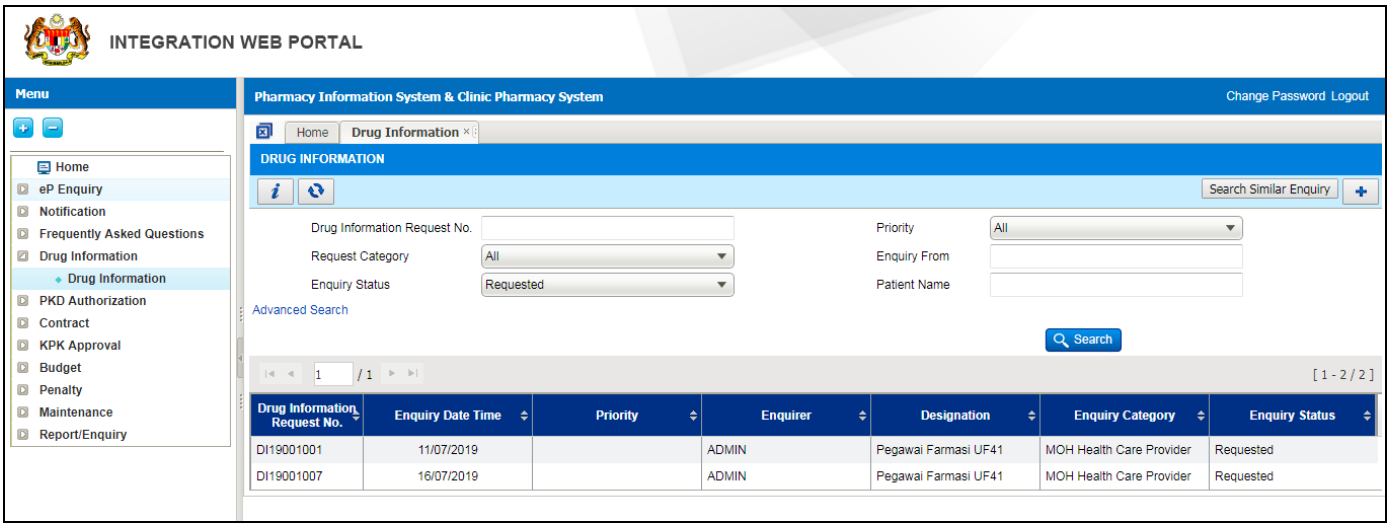

Figure 3.2.1-1 Enquiry Status = Requested

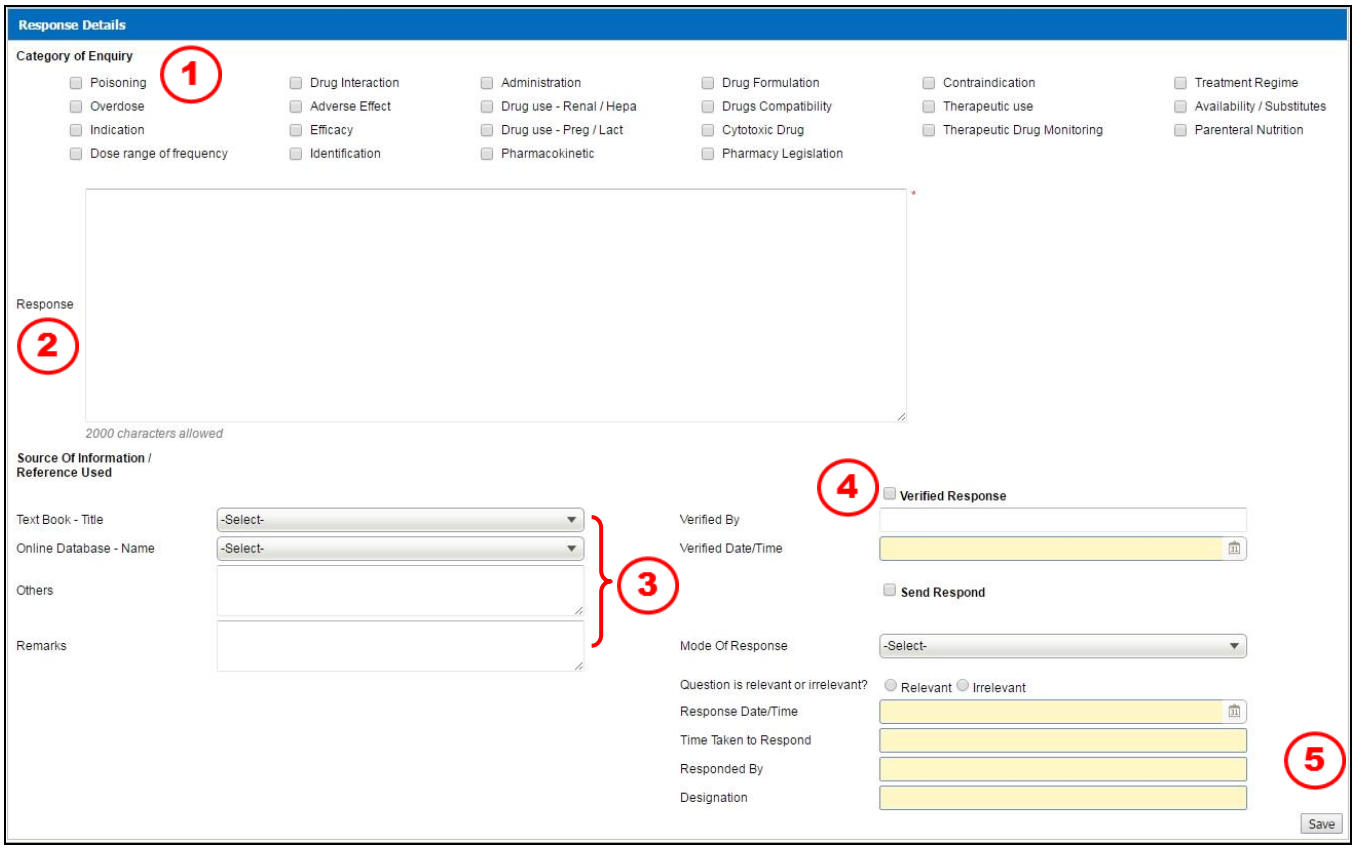

Figure 3.2.1-2 Response Details

STEP 1
Select at least one of the ***Category of Enquiry*** checkbox as appropriate. The user can select more than one

STEP 2
Enter the answer/respond for the enquiry received in the ***Response field***

STEP 3
Select and enter for ***Source of Information/Reference Used*** (Optional)
Select ***Text Book – Title***
Select ***Online Database – Name***
Insert ***Other*** and ***Remarks*** Field

STEP 4
Click on the ***Verified Response*** checkbox if the Response entered is sufficient

Note
a) *The system will capture the **Verified By** from the user's login ID.*

b) ***Verified Date/Time*** *is defaulted to the system Date/Time.*

STEP 5
Click on the [Save] button to save the response entered

Note
After clicking save, alert message will be displayed as per Figure 3.2.1-3 and Figure 3.2.1-4

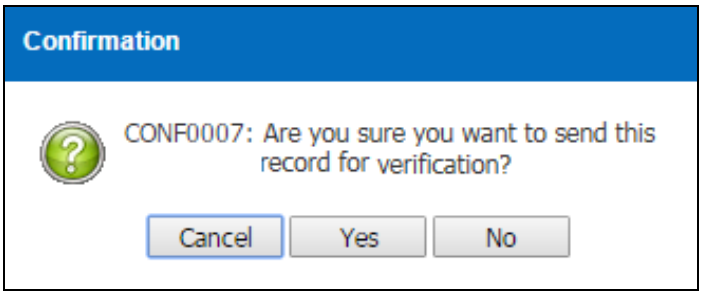

Figure 3.2.1-3 Confirmation Message

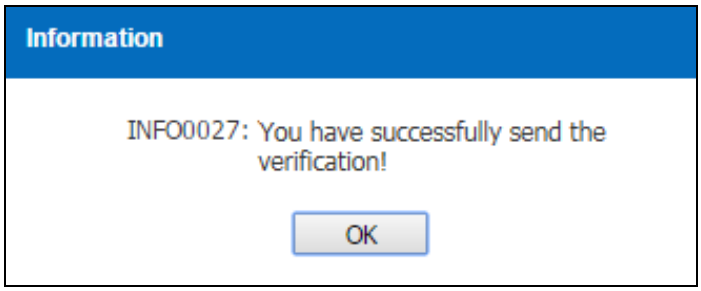

Figure 3.2.1-4 Information Message

- *The enquiry **Status** will change to 'Verified'*

3.2.2 Send Respond

This function is used to send the feedback to the enquirer after the Drug Information record has been verified.

Note
Refer to section 3.1.1 Drug Information Listing Page to search for the 'Verified' Drug Information record.
Repeat STEP 1 to STEP 3. New window will display as shown in Figure 3.2.2-1

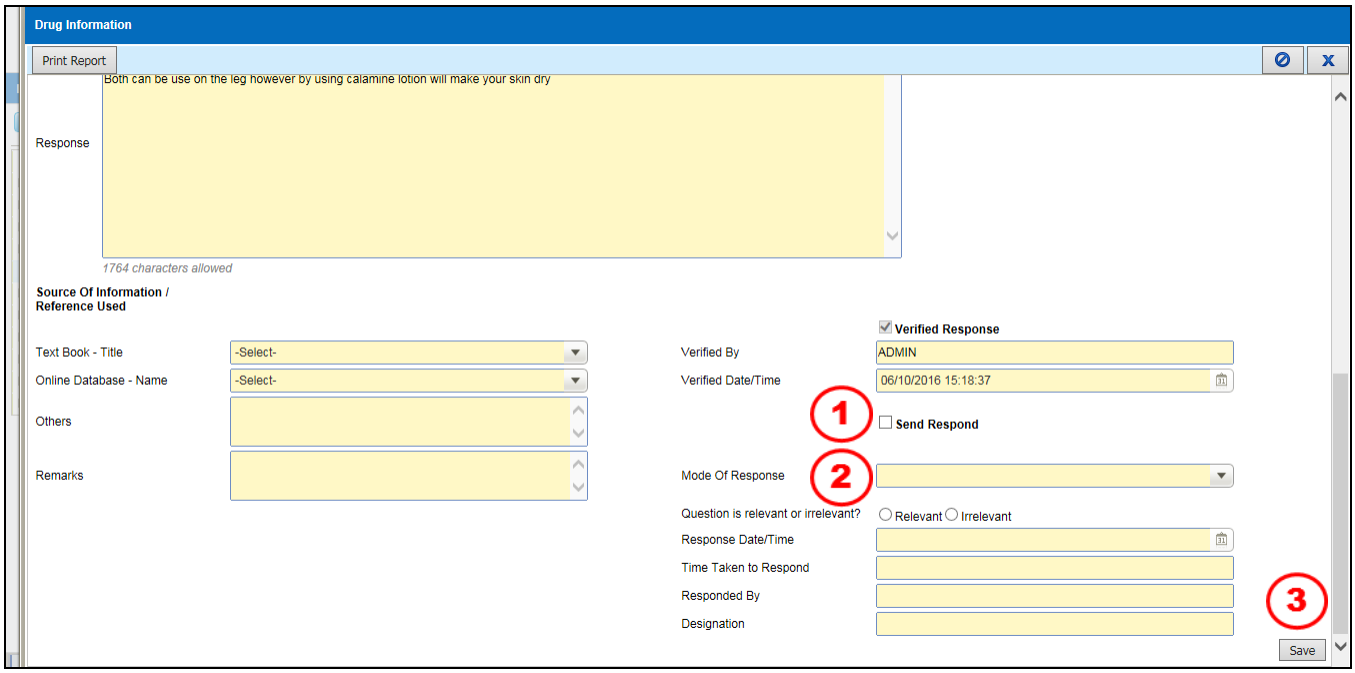

Figure 3.2.2-1 Send Respond

STEP 1
Select the ***Send Respond*** check box.

Note

- ***Response Date/Time, Time Taken to Respond, Responded By and Designation*** *will be automatically display*
- By default system will choose 'Irrelevant' for the ***Question is relevant or irrelevant?*** Section.

STEP 2
Select from the ***Mode of Response*** drop down box (Optional).

- Drug Info
- E-mail
- Fax
- In Person
- Online
- Telephone

STEP 3

Click on the [Save] button to save the record.

Note
After clicking save, alert message will be displayed as per Figure 3.2.2-2 and Figure 3.2.2-3

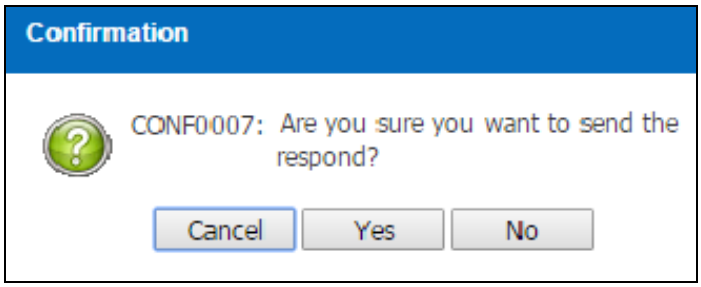

Figure 3.2.2-2 Confirmation Message

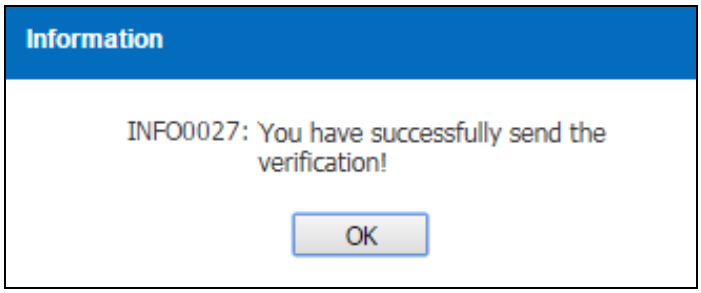

Figure 3.2.2-3 Information Message

Note

- *The **Enquiry Status** will change to 'Responded'.*
- *'Responded' Drug Information records will be send to FAQ section and user will then decide whether to publish the enquiry to Know Your Medicine (KYM) Portal and/or PhIS Portal.*
- *Know Your Medicine Portal can be access by the public. However, the PhIS Portal is only accessible by the PhIS Users.*

4.0 Acronyms

Abbreviation	Definition
MOH	Ministry of Health
KKM	Kementerian Kesihatan Malaysia
PhIS	Pharmacy Information System
CPS	Clinical Pharmacy System
PKU	Packaging Keeping Unit
SKU	Store Keeping Unit
BPF	Bahagian Perkhidmatan Farmasi
NPRA	National Pharmaceutical Regulatory Agency

5.0 Links to IWP Modules

No	*Module*	*PDF Links*
1	*Notification*	*Click Here*
2	*Frequency Asked Question*	*Click Here*
3	*Drug Information*	*Click Here*
4	*Contract*	*Click Here*
5	*KPK Approval*	*Click Here*
6	*Maintenance – Pharmacy*	*Click Here*
7	*Maintenance – Inventory*	*Click Here*
8	*Maintenance – General*	*Click Here*
9	*Maintenance – HQ Security*	*Click Here*