



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

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## **User Manual Integrated Web Portal (IWP)**

### **Drug Information**

<b>Version</b>	<b>: 13<sup>th</sup> Edition</b>
<b>Document ID</b>	<b>: HQ_U.MANUAL_IWP_DRUG INFORMATION</b>



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Reference ID : HQ\_U.MANUAL\_ IWP\_DRUG INFORMATION-13<sup>th</sup> E

Application reference: PhIS & CPS v2.6.1



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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. 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

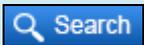
### 1.3. Organised Sections

These are the sections within this document:

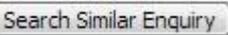
- Section 1 : Introduction
- Section 2 : Application Standard Features
- Section 3 : Drug Information & Consumer Education (DICE)
- Section 4 : Acronyms
- Section 5 : Link to IWP Modules

## 2.0 Application Standard Features

### 2.1 PhIS Legend

Standard Legend			
	Login		Change Login Password
	Logout		Reset Login screen
	Expand Menu		Display Archived Task List
	Collapse Menu		Show Help
	Refresh Screen		Add/Create New Record
	Search Icon		Calendar Icon
	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		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

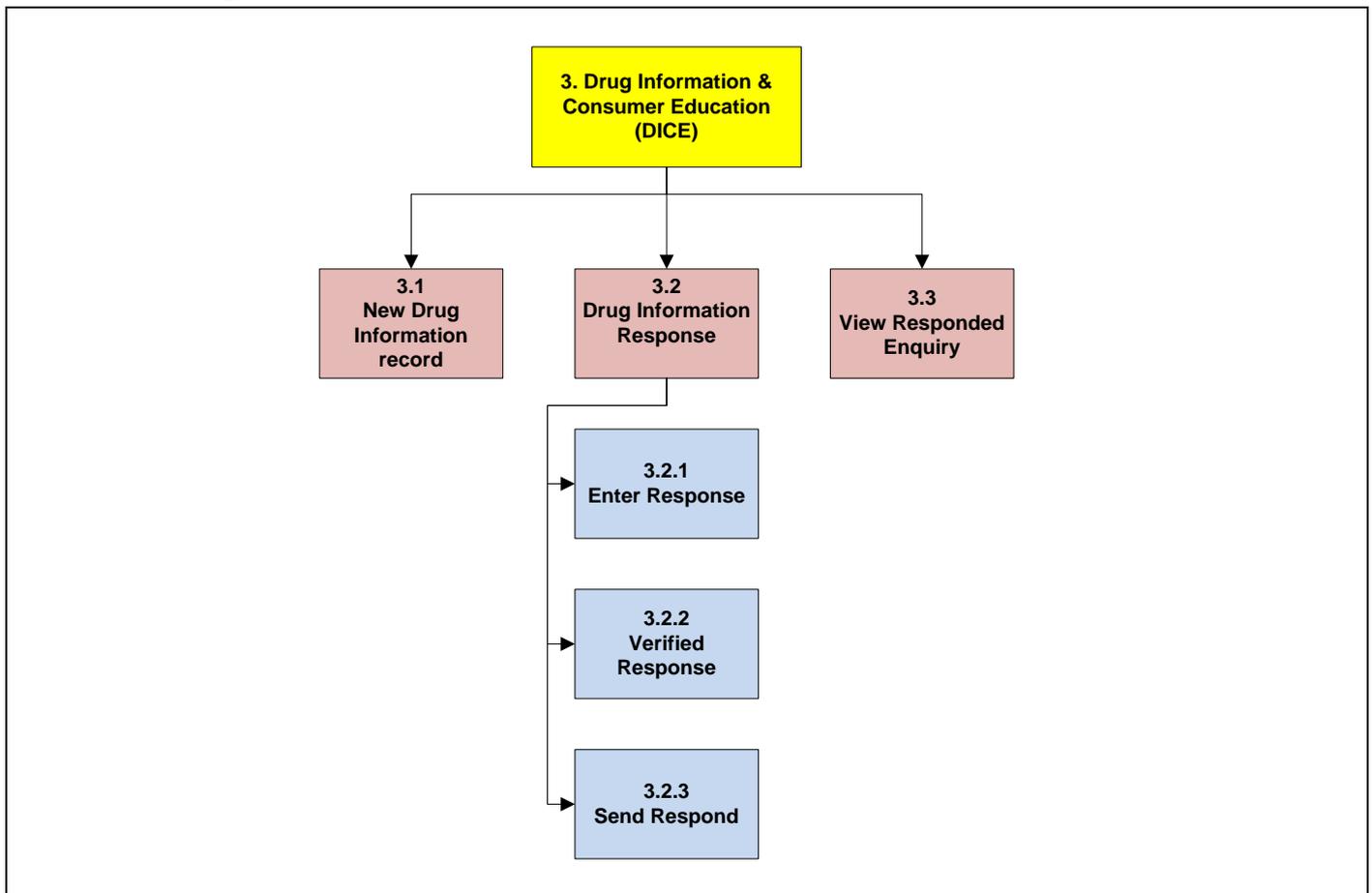


Figure 3.0



## 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, pharmaceuticals 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).

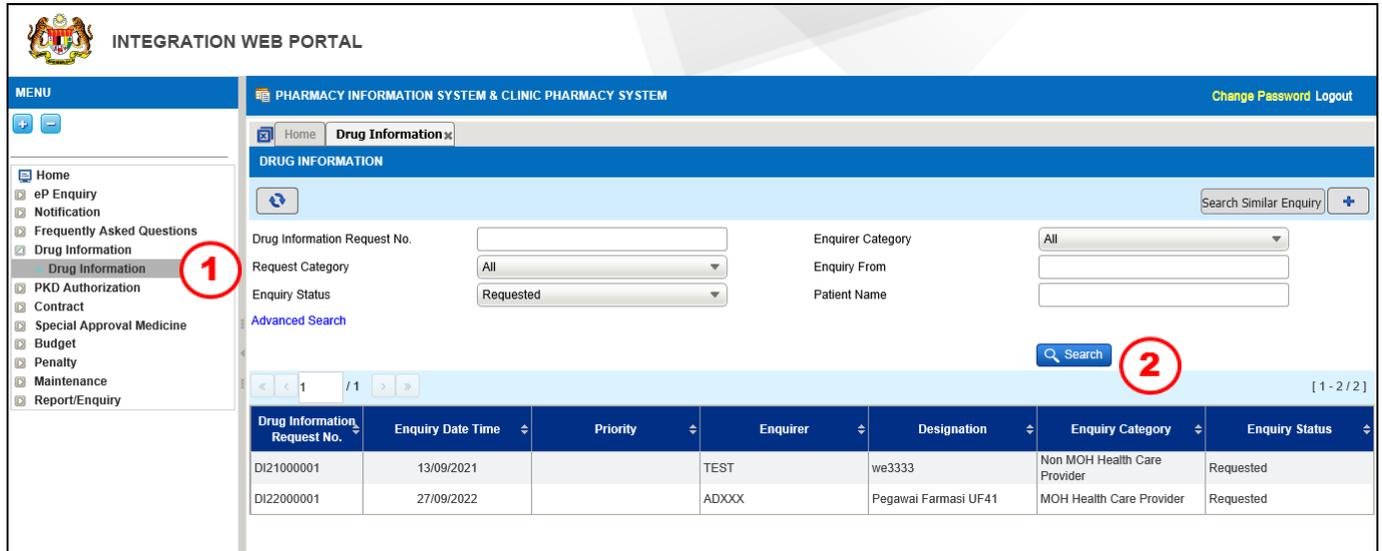


Figure 3.1.1-1 Drug Information Listing Page

**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:

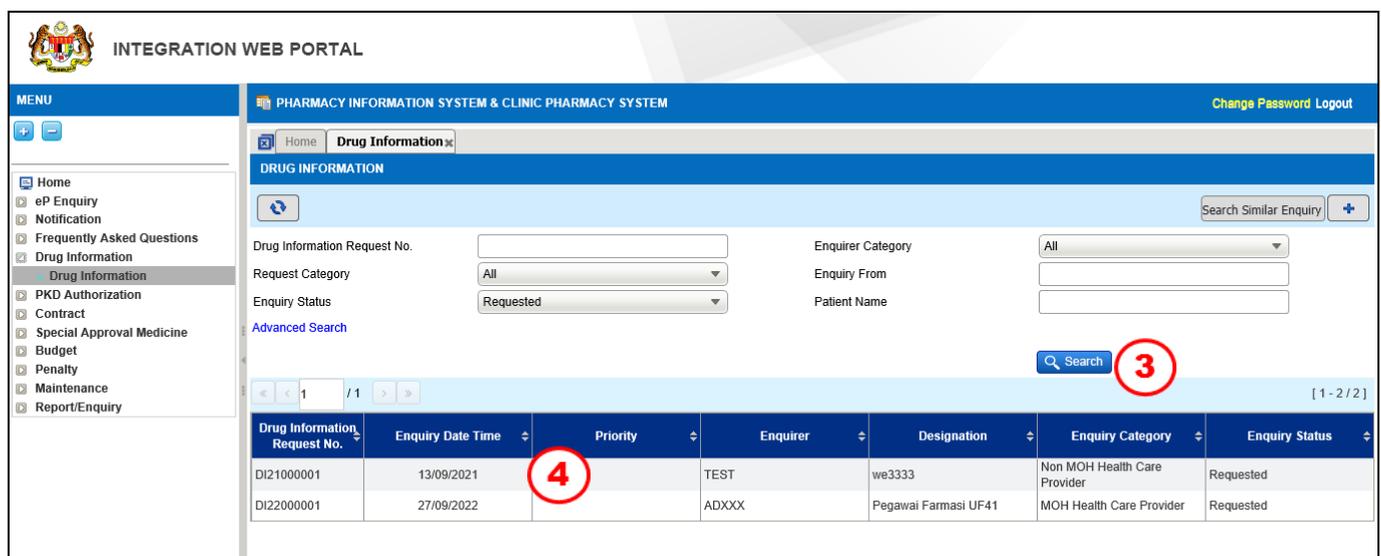
No	Field	Description	Remark
a	Drug Information Request No.	The number is generated when user saves a newly created Drug Information record	Enter partial or full criteria for Drug Information Request No.  Filter and search existing records based on the Drug Information Request No.
b	Enquirer Category	Select Enquirer Category from the dropdown menu: - All - MOH Health Care Provider - Non MOH Health Care Provider - Public	Filter and search records based on the enquirer category
c	Request Category	Select Request Category from the drop down menu: - All - Administration - Adverse Effect - Availability/Substitutes - Contraindication - Cytotoxic Drug	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

		<ul style="list-style-type: none"> <li>- Dose range of frequency</li> <li>- Drug Formulation</li> <li>- Drug-Interaction</li> <li>- Drugs Compatibility</li> <li>- Drug use -Preg/Lact</li> <li>- Drug use - Renal / Hepa</li> <li>- Efficacy</li> <li>- Identification</li> <li>- Indication</li> <li>- Overdose</li> <li>- Parenteral Nutrition</li> <li>- Pharmacokinetic</li> <li>- Pharmacy Legislation</li> <li>- Poisoning</li> <li>- Therapeutic Drug Monitoring</li> <li>- Therapeutic use</li> <li>- Treatment Regime</li> </ul>	
d	Enquiry From	Enter Department/Unit Name or Facility Name	Filter and search existing records based on the Enquiry From
e	Enquiry Status	<ul style="list-style-type: none"> <li>• Select Status from the drop down menu if the logged in user is the Pharmacist: <ul style="list-style-type: none"> <li>- All</li> <li>- Verified</li> <li>- Requested</li> <li>- Responded</li> </ul> </li> <li>• Select Status from the drop down menu if the logged in user is other than the Pharmacist: <ul style="list-style-type: none"> <li>- All</li> <li>- Requested</li> <li>- Responded</li> </ul> </li> </ul>	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



INTEGRATION WEB PORTAL

PHARMACY INFORMATION SYSTEM & CLINIC PHARMACY SYSTEM

Change Password Logout

Home Drug Information

DRUG INFORMATION

Search Similar Enquiry +

Drug Information Request No.  Enquirer Category

Request Category  Enquiry From

Enquiry Status  Patient Name

Advanced Search

Search 3

[ 1 - 2 / 2 ]

Drug Information Request No.	Enquiry Date Time	Priority	Enquirer	Designation	Enquiry Category	Enquiry Status
DI21000001	13/09/2021	4	TEST	we3333	Non MOH Health Care Provider	Requested
DI22000001	27/09/2022		ADXXX	Pegawai Farmasi UF41	MOH Health Care Provider	Requested

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: <ul style="list-style-type: none"> <li>- All</li> <li>- Drug Info for educational/counselling</li> <li>- E-mail</li> <li>- Fax</li> <li>- In person</li> <li>- Online</li> <li>- Telephone</li> <li>- Verbal/Walk in</li> </ul>	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
e	Priority	Select priority from dropdown menu: <ul style="list-style-type: none"> <li>- Medium[within 24 Hrs]</li> <li>- Routine</li> <li>- Urgent[within 2 Hrs]</li> </ul>	Filter and search records based on the enquirer category
f	Designation	Designation	Filter and search records based on the designation

**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
- Designation
- Enquiry Category
- 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.

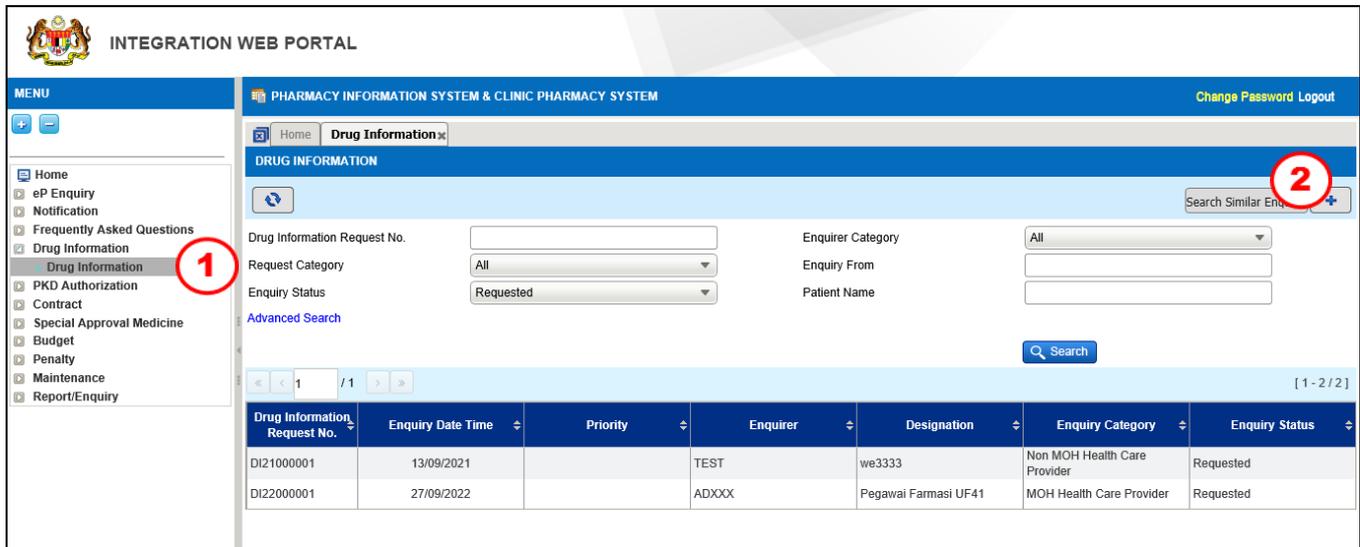


Figure 3.1.2-1 Create New Drug Information

#### 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

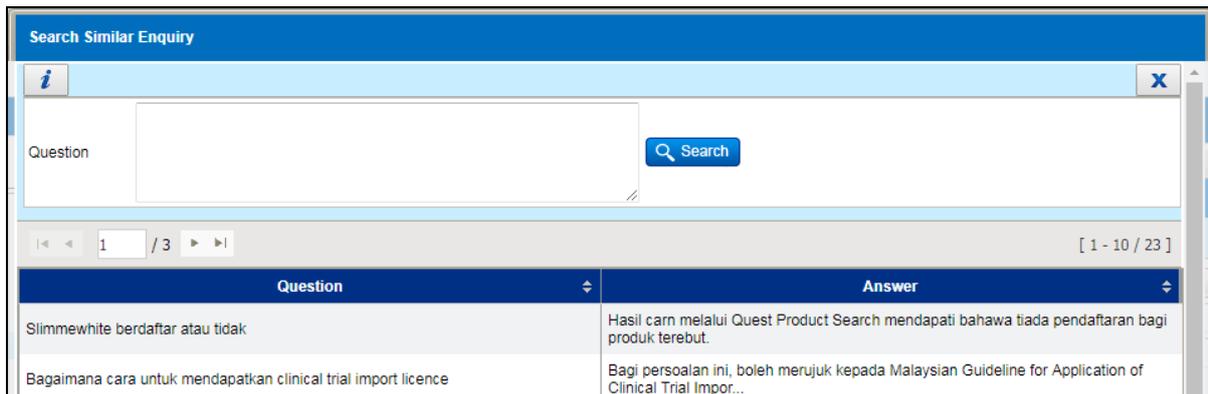


Figure 3.1.2-2 Similar Enquiry

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

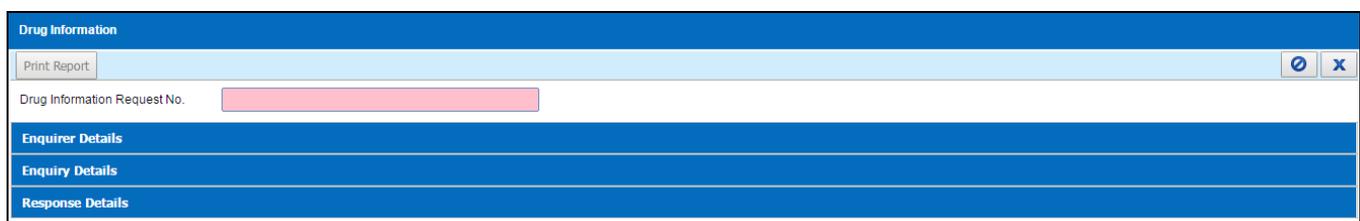
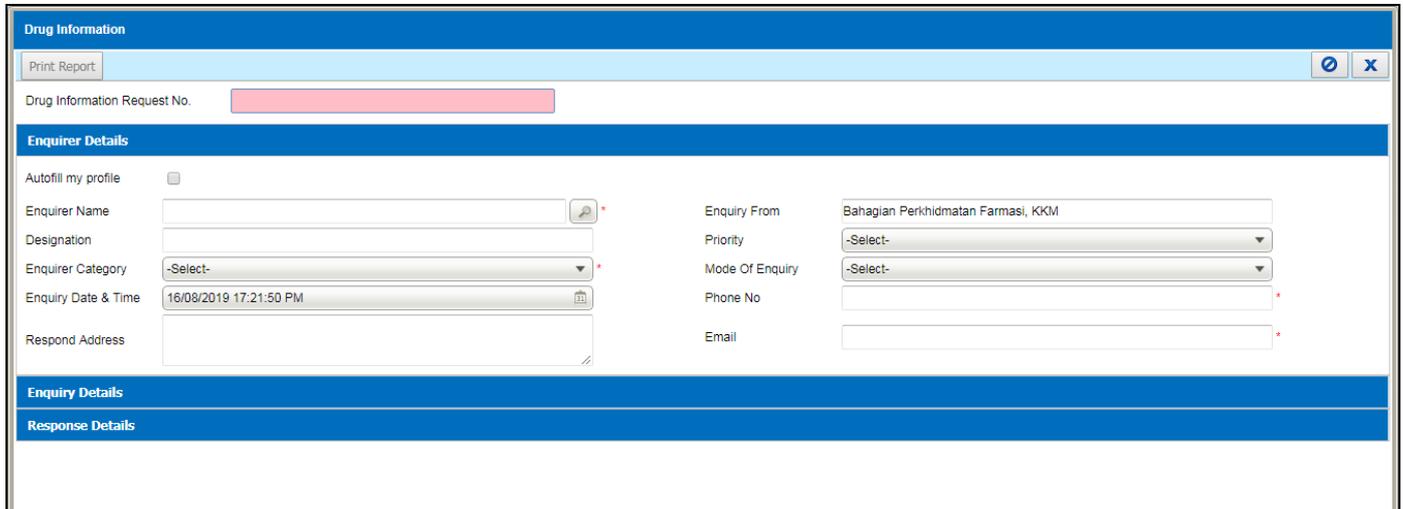


Figure 3.1.2-3 Drug Information

**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**

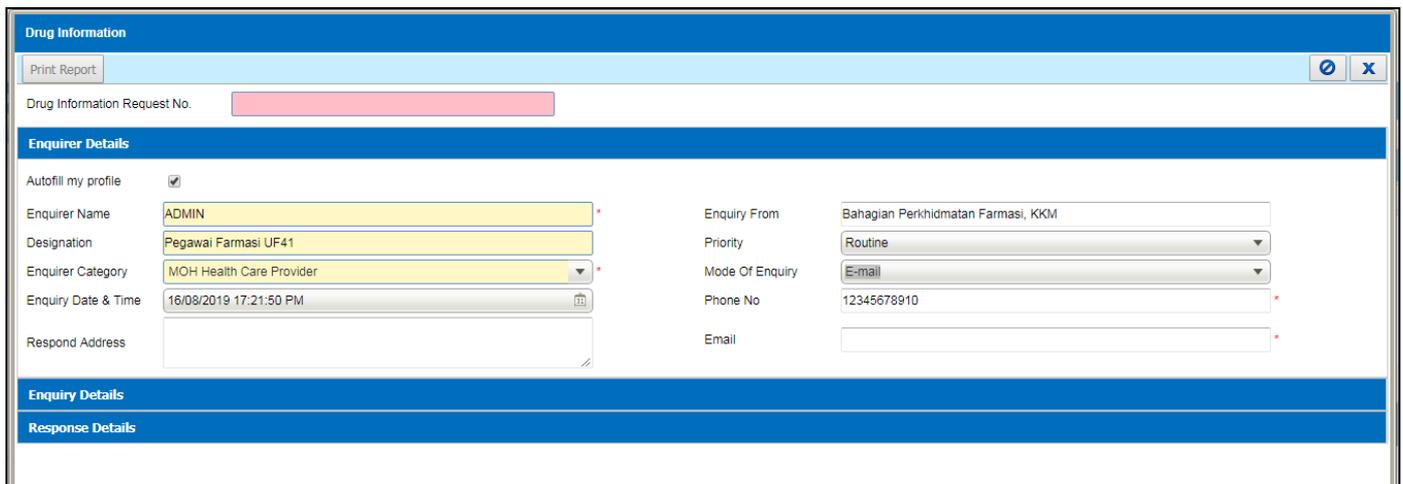


The screenshot shows the 'Drug Information' window with the 'Enquirer Details' section. The 'Autofill my profile' checkbox is unchecked. The form fields are as follows:

Enquirer Name		Enquiry From	Bahagian Perkhidmatan Farmasi, KKM
Designation		Priority	-Select-
Enquirer Category	-Select-	Mode Of Enquiry	-Select-
Enquiry Date & Time	16/08/2019 17:21:50 PM	Phone No	
Respond Address		Email	

**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.



The screenshot shows the 'Drug Information' window with the 'Enquirer Details' section. The 'Autofill my profile' checkbox is checked. The form fields are populated with the following data:

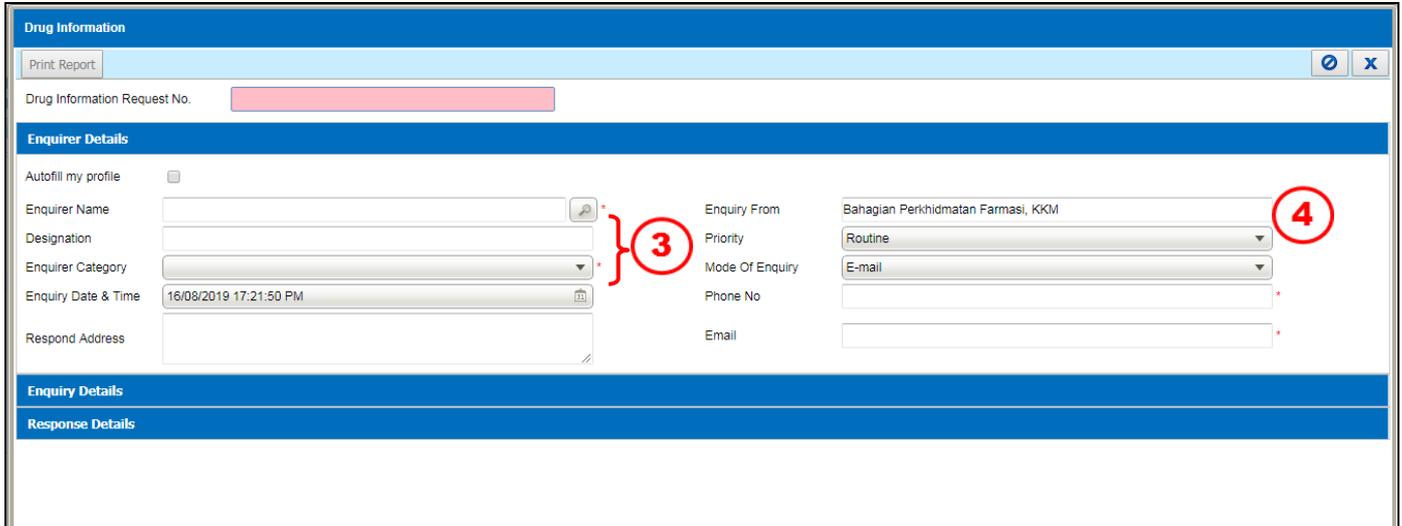
Enquirer Name	ADMIN	Enquiry From	Bahagian Perkhidmatan Farmasi, KKM
Designation	Pegawai Farmasi UF41	Priority	Routine
Enquirer Category	MOH Health Care Provider	Mode Of Enquiry	E-mail
Enquiry Date & Time	16/08/2019 17:21:50 PM	Phone No	12345678910
Respond Address		Email	

**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.



The screenshot shows the 'Drug Information' window with the 'Enquirer Details' section. The 'Enquiry From' dropdown menu is highlighted with a red circle labeled '4'. A red bracket labeled '3' groups the 'Enquirer Name', 'Designation', and 'Enquirer Category' fields.

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)

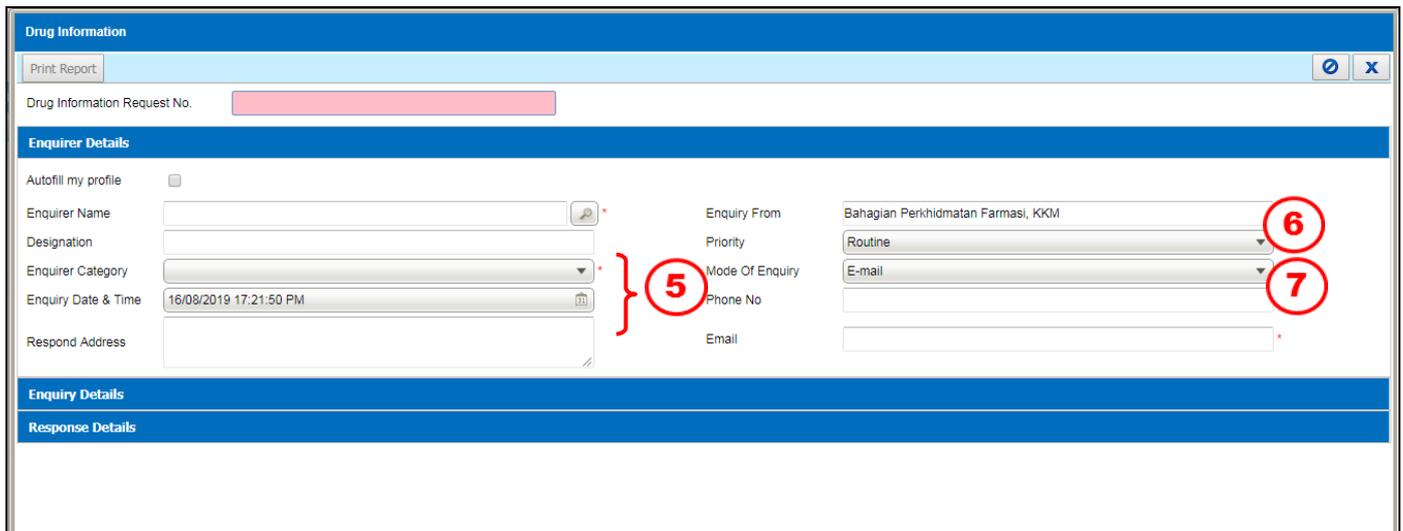


Figure 3.1.2-7 Enquirer Details

#### 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

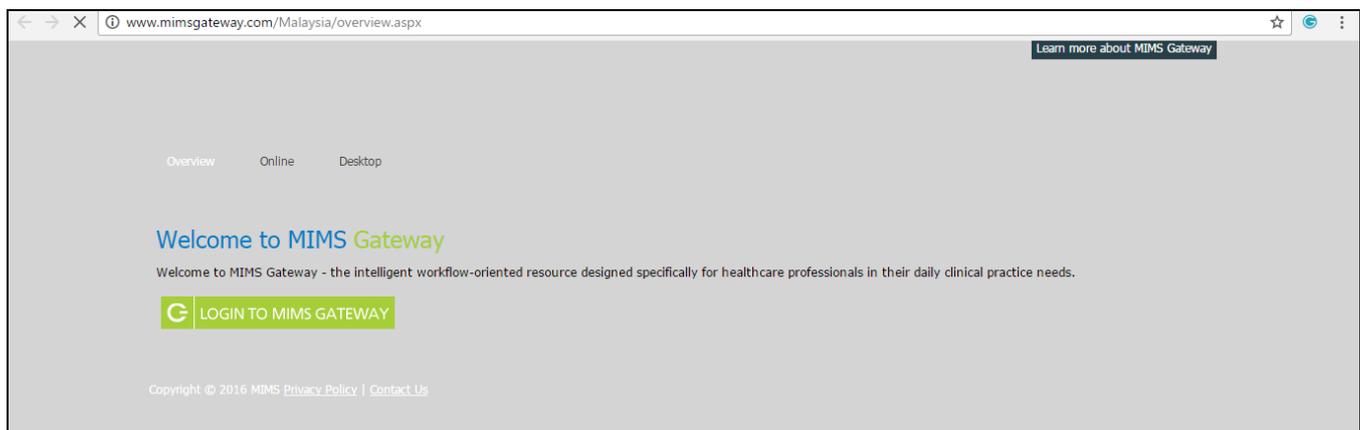
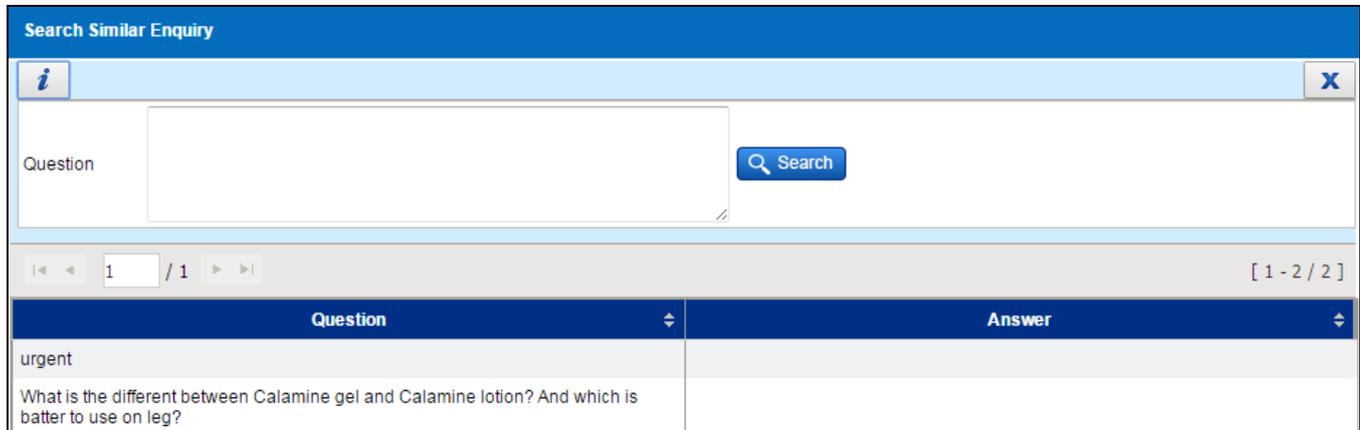


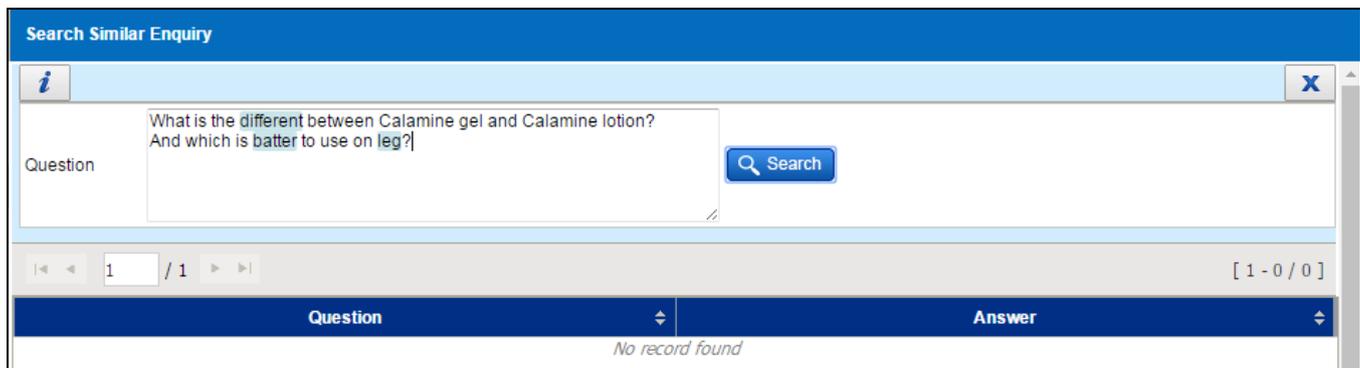
Figure 3.1.2-9 MIMS Website

- 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.



The screenshot shows a window titled "Search Similar Enquiry". At the top, there is an information icon (i) and a close button (X). Below this is a search input field labeled "Question" containing the text "What is the different between Calamine gel and Calamine lotion? And which is batter to use on leg?". To the right of the input field is a "Search" button. Below the search bar is a pagination control showing "1 / 1" and "[ 1 - 2 / 2 ]". The main content area is a table with two columns: "Question" and "Answer". The "Question" column contains the text "What is the different between Calamine gel and Calamine lotion? And which is batter to use on leg?". The "Answer" column is currently empty.

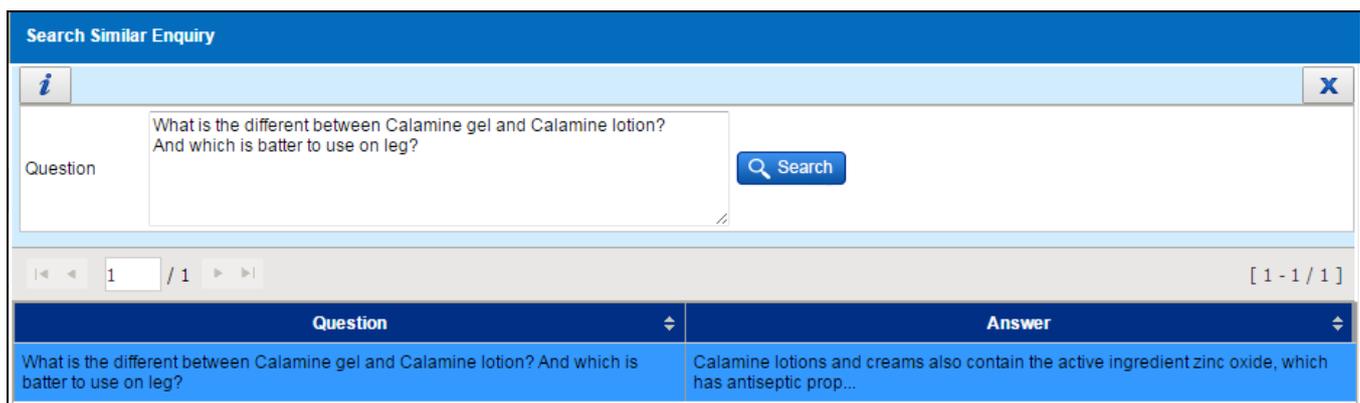
**Figure 3.1.2-10 Search Similar Enquiry**



The screenshot shows a window titled "Search Similar Enquiry". At the top, there is an information icon (i) and a close button (X). Below this is a search input field labeled "Question" containing the text "What is the different between Calamine gel and Calamine lotion? And which is batter to use on leg?". To the right of the input field is a "Search" button. Below the search bar is a pagination control showing "1 / 1" and "[ 1 - 0 / 0 ]". The main content area is a table with two columns: "Question" and "Answer". Below the table headers, the text "No record found" is displayed.

**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



The screenshot shows a window titled "Search Similar Enquiry". At the top, there is an information icon (i) and a close button (X). Below this is a search input field labeled "Question" containing the text "What is the different between Calamine gel and Calamine lotion? And which is batter to use on leg?". To the right of the input field is a "Search" button. Below the search bar is a pagination control showing "1 / 1" and "[ 1 - 1 / 1 ]". The main content area is a table with two columns: "Question" and "Answer". The "Question" column contains the text "What is the different between Calamine gel and Calamine lotion? And which is batter to use on leg?". The "Answer" column contains the text "Calamine lotions and creams also contain the active ingredient zinc oxide, which has antiseptic prop...".

**Figure 3.1.2-12 Similar Enquiry found**

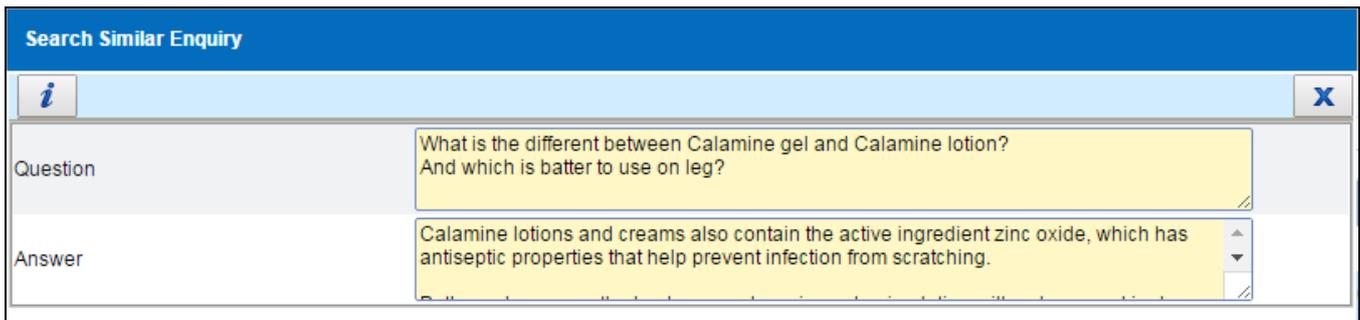


Figure 3.1.2-13 Similar Enquiry existed

#### STEP 10

Click on the  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.

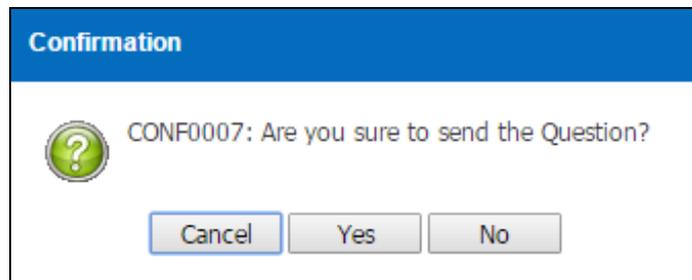


Figure 3.1.2-14 Confirmation Message

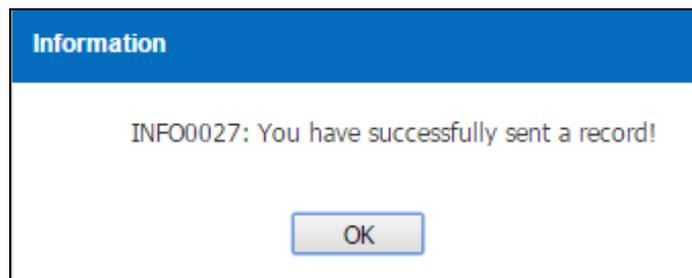


Figure 3.1.2-15 Information Message

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

**INTEGRATION WEB PORTAL**

PHARMACY INFORMATION SYSTEM & CLINIC PHARMACY SYSTEM Change Password Logout

Home Drug Information

**DRUG INFORMATION**

Search Similar Enquiry +

Drug Information Request No.  Enquirer Category

Request Category  Enquiry From

Enquiry Status  Patient Name

Advanced Search

[ 1 - 2 / 2 ]

Drug Information Request No.	Enquiry Date Time	Priority	Enquirer	Designation	Enquiry Category	Enquiry Status
DI21000001	13/09/2021		TEST	we3333	Non MOH Health Care Provider	Requested
DI22000001	27/09/2022		ADXXX	Pegawai Farmasi UF41	MOH Health Care Provider	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?

<b>Enquiry Response (Answer)</b>
None

Figure 3.1.2-17 In Response Drug Information enquiry report

### 3.2 Drug Information Response

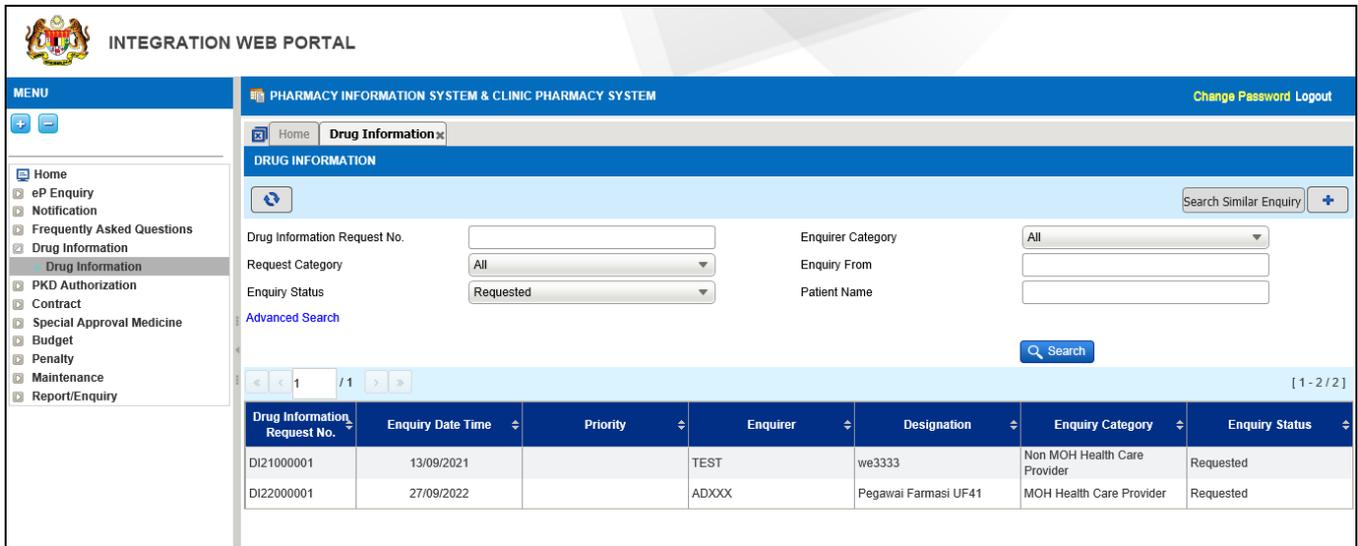
The Pharmacist will be able to see all the details entered by the enquirer with an additional section: **Response Details**

#### 3.2.1 Enter Response

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

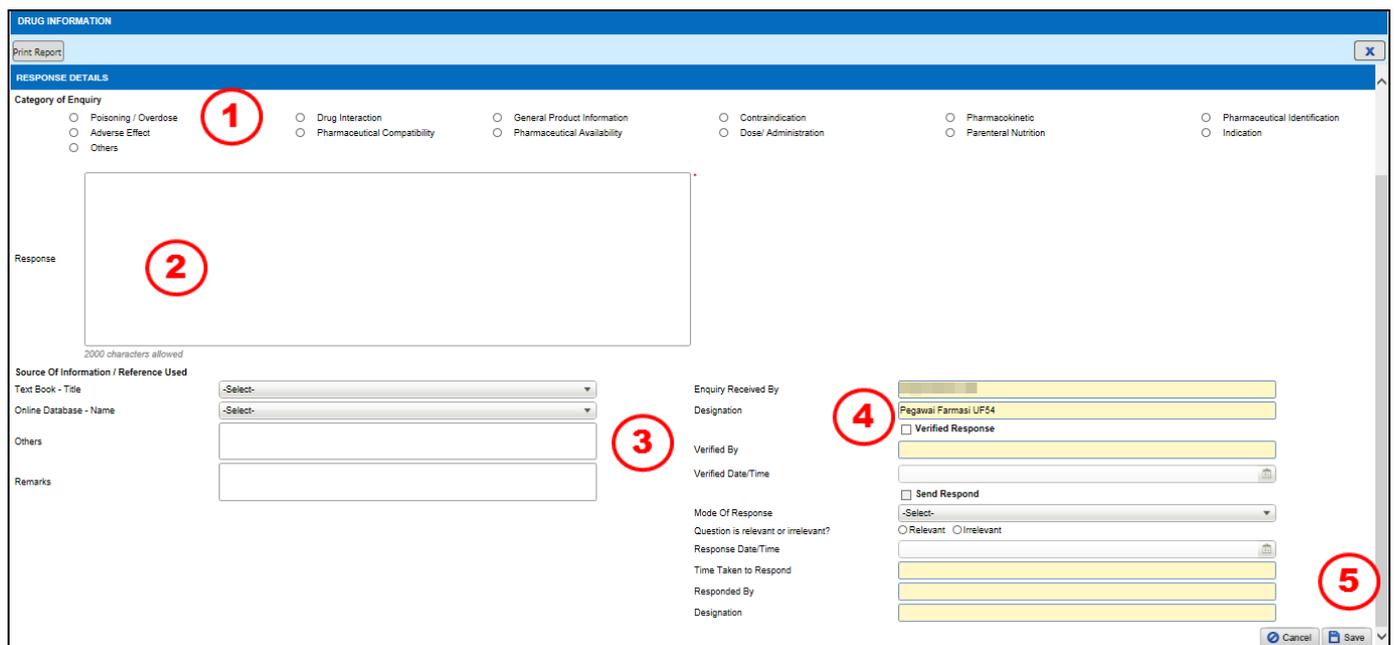
**Note**

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



Drug Information Request No.	Enquiry Date Time	Priority	Enquirer	Designation	Enquiry Category	Enquiry Status
DI21000001	13/09/2021		TEST	we3333	Non MOH Health Care Provider	Requested
DI22000001	27/09/2022		ADXXX	Pegawai Farmasi UF41	MOH Health Care Provider	Requested

Figure 3.2.1-1 Enquiry Status = Requested



**Category of Enquiry**

Poisoning / Overdose **1**     Drug Interaction     General Product Information     Contraindication     Pharmacokinetics     Pharmaceutical Identification

Adverse Effect     Pharmaceutical Compatibility     Pharmaceutical Availability     Dose/ Administration     Parenteral Nutrition     Indication

Others

**Response** **2**

2000 characters allowed

Source Of Information / Reference Used

Text Book - Title:

Online Database - Name:

Others:

Remarks:

Enquiry Received By:

Designation:  Pegawai Farmasi UF24

Verified Response **4**

Send Response

Mode Of Response:

Question is relevant or irrelevant?  Relevant  Irrelevant

Response Date/Time:

Time Taken to Respond:

Responded By:

Designation:

**5**

Cancel Save

Figure 3.2.1-2 Response Details

**STEP 1**

Select the **Category of Enquiry** by clicking at the radio button

**Note**

User able to select only 1 category from the radio button options given

**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** radiocheckbox if the Response entered is sufficient

**Note**

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

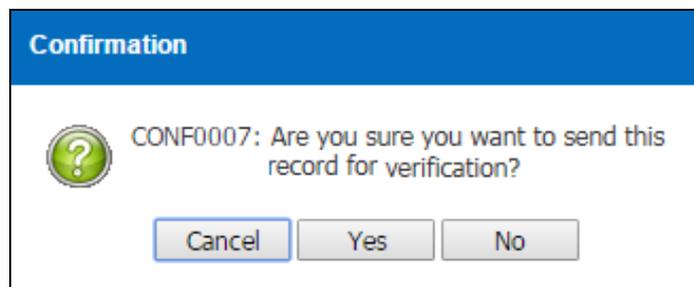
b) **Verified Date/Time** is defaulted to the system Date/Time.

**STEP 5**

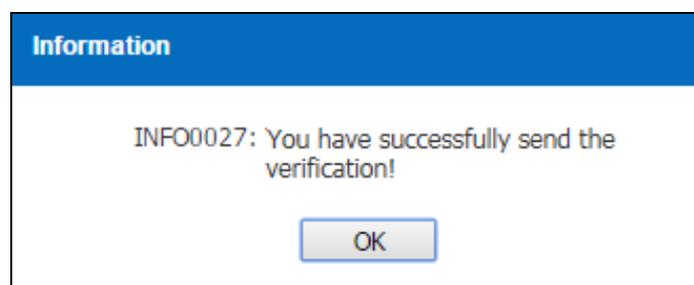
Click on the  button to save the response entered

**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

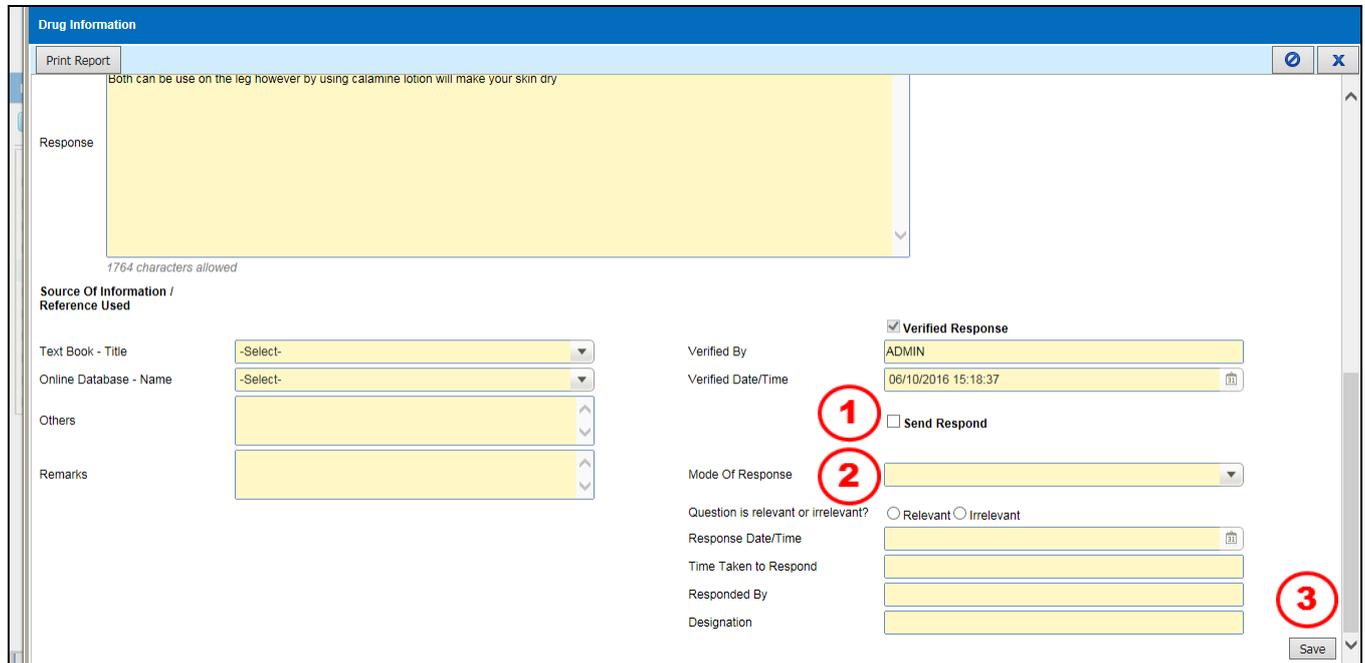


Figure 3.2.2-1 Send Respond

**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  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

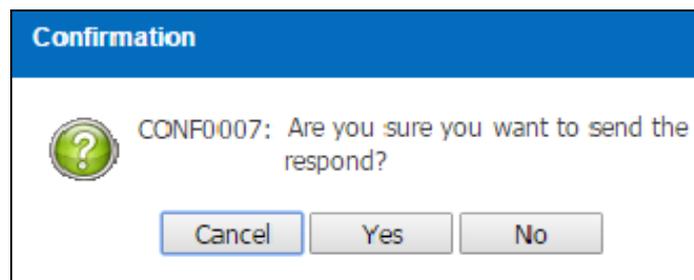


Figure 3.2.2-2 Confirmation Message

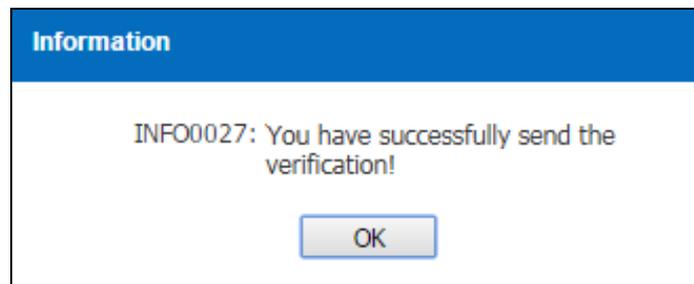


Figure 3.2.2-3 Information Message

**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	<i>Notification</i>	<a href="#">Click Here</a>
2	<i>Frequency Asked Question</i>	<a href="#">Click Here</a>
3	<i>Drug Information</i>	<a href="#">Click Here</a>
4	<i>Contract</i>	<a href="#">Click Here</a>
5	<i>KPK Approval</i>	<a href="#">Click Here</a>
6	<i>Maintenance – Pharmacy</i>	<a href="#">Click Here</a>
7	<i>Maintenance – Inventory</i>	<a href="#">Click Here</a>
8	<i>Maintenance – General</i>	<a href="#">Click Here</a>
9	<i>Maintenance – HQ Security</i>	<a href="#">Click Here</a>