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

User Manual
Integrated Web Portal (IWP)

Frequently Ask Question (FAQ)

Version	**: 10th EDITION**
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1 Introduction

1.1. Overview of IWP

Integrated Web Portal or better known as IWP is the HQ Application where it served various of function which is :

1. HQ Master Maintenance
2. HQ Master Distribution
3. HQ Transaction (Contract HQ, Special Request KPK)
4. HQ ePerolehan Enquiry
5. ePerolehan Integration (Procurement)
6. Synchronize between existing PIWP and New PIWP
7. PKD Approval (Budget, Payment, Year-End, Task List)
8. Integration Gateway (SPUB, Outsource, External, Notification)
9. Notification Distribution (Product Recall, Message)
10. Log Dashboard & Enquiry (for Administration)

1.2. Purpose and Objectives

This user manual outlines the Integrated Web Portal (IWP) Frequency Ask Question (FAQ) sub-module and its key features and functionalities. The primary objective is to guide users through the process of completing IWP application process.

User will understand the following activities in details:

- Frequently Ask Questions (FAQ)

1.3. Organised Sections

These are the sections within this document:

- Section 1 : Introduction
- Section 2 : Application Standard Features
- Section 3 : Notification
- Section 4 : Acronyms
- Section 5 : Link to IWP Modules

2 Application Standard Features

2.1. IWP Legend

Standard Legend			
LOGIN	Login to PhIS	Logout	Logout from PhIS
Change Password	Change Login Password		Reset Login Screen
	Expand Menu		Collapse Menu
Home	Display Home Tab		Expand Module
	Collapse Module		Close All Open Tabs
	Refresh Screen	Search	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 to Excel	Export and Open Report in Excel Format
Add Item	Add Item to the list	Delete	Delete Item from the list
Request	Request for Approval	Cancel Request	Cancel the Request
Approve	Approve Transaction	Reject	Reject Transaction
Send for Approval	Send for Approval		Dropdown Box
	Automatically Display/Retrieve Box		Empty Text Box

Note

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

3 Frequently Ask Questions (FAQ)

Overview

The Frequently Ask Question (FAQ) is a listed questions and answer related to healthcare where the information will be share through portal.

User Group

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

Functional Diagram

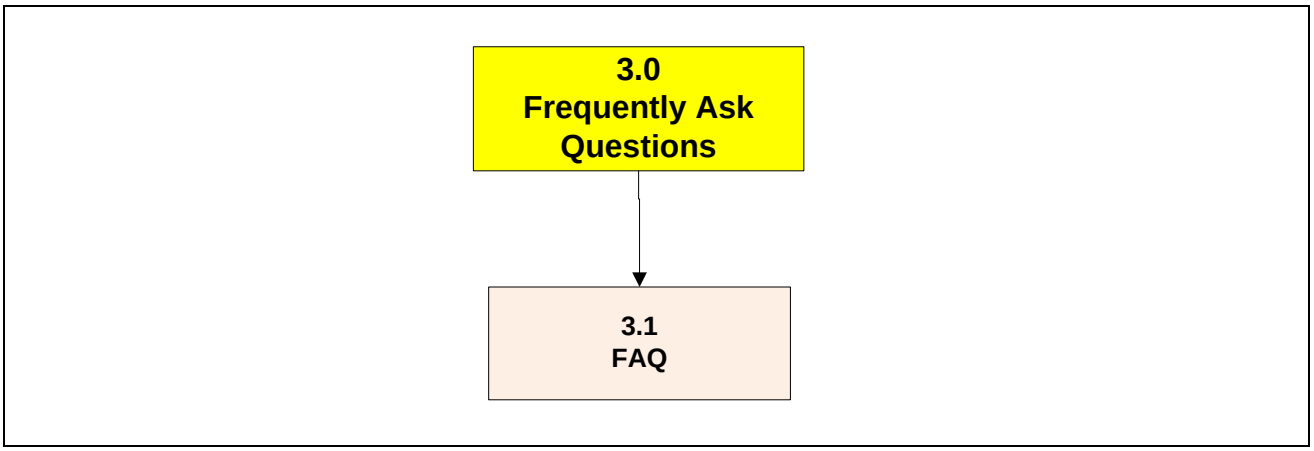


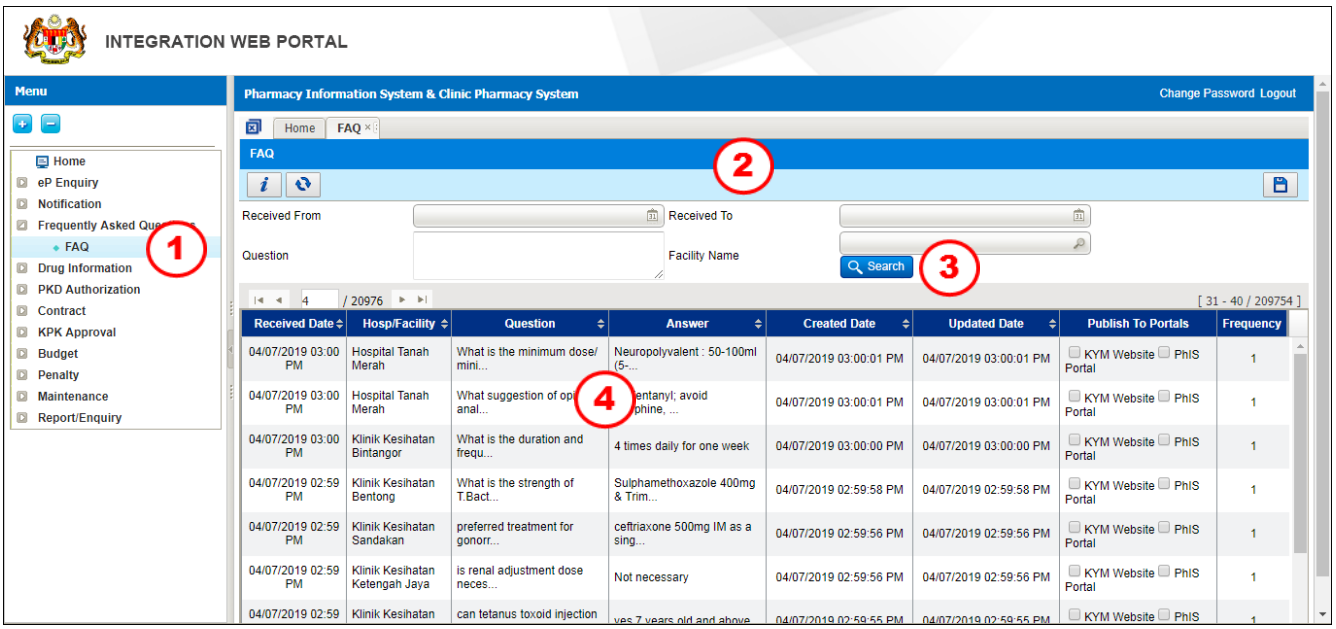
Figure 3.0-1

Functional Description

Drug Information (FAQ) module is use by HQ Users to do approval and distribute and publish content to Public Portal or Knowledge Base Portal.

3.1. Frequently Ask Questions (FAQ)

To view Frequently Ask Questions (FAQ) records, perform the steps below:



3.1-1 Frequently Ask Questions (FAQ)

STEP 1
Go to 'Frequently Ask Questions' Menu, and click on the 'FAQ' sub-menu

STEP 2
To search for existing Frequently Ask Questions record(s), user may search by criteria as follows:

No	Field	Description	Remarks
a	Received From	Select start date from the calendar	Format field (dd/mm/yy)
b	Received To	Select end date from the calendar	Format field (dd/mm/yy)
c	Facility Name	Select facility	List of facility using PhIS
d	Question	Select specific question	Search by question entered

Table 3.1-1

STEP 3
Click on the button after key in criteria

STEP 4
Double click on the selected record and the FAQ screen will be displayed as Figure 3.1-2

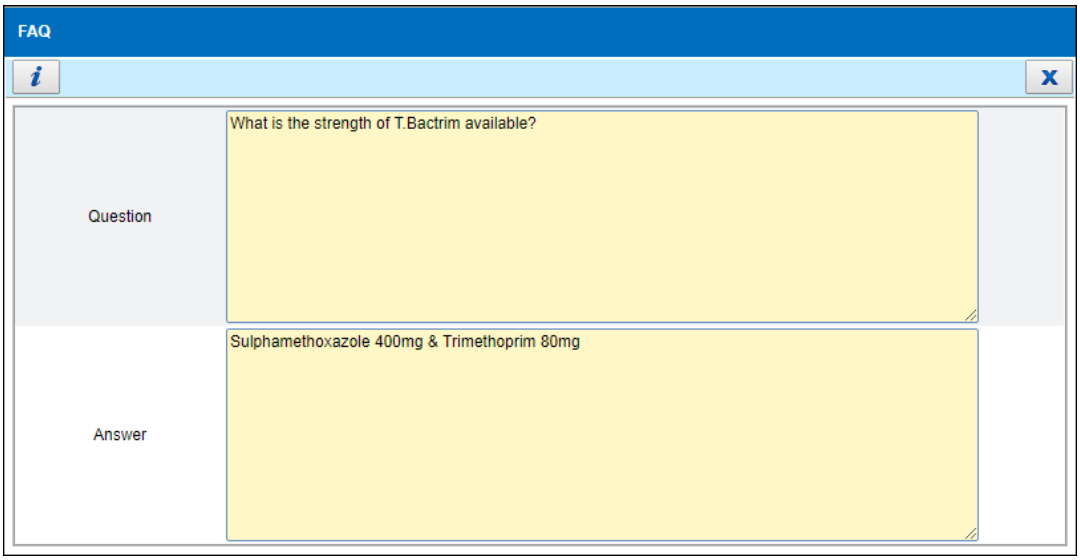
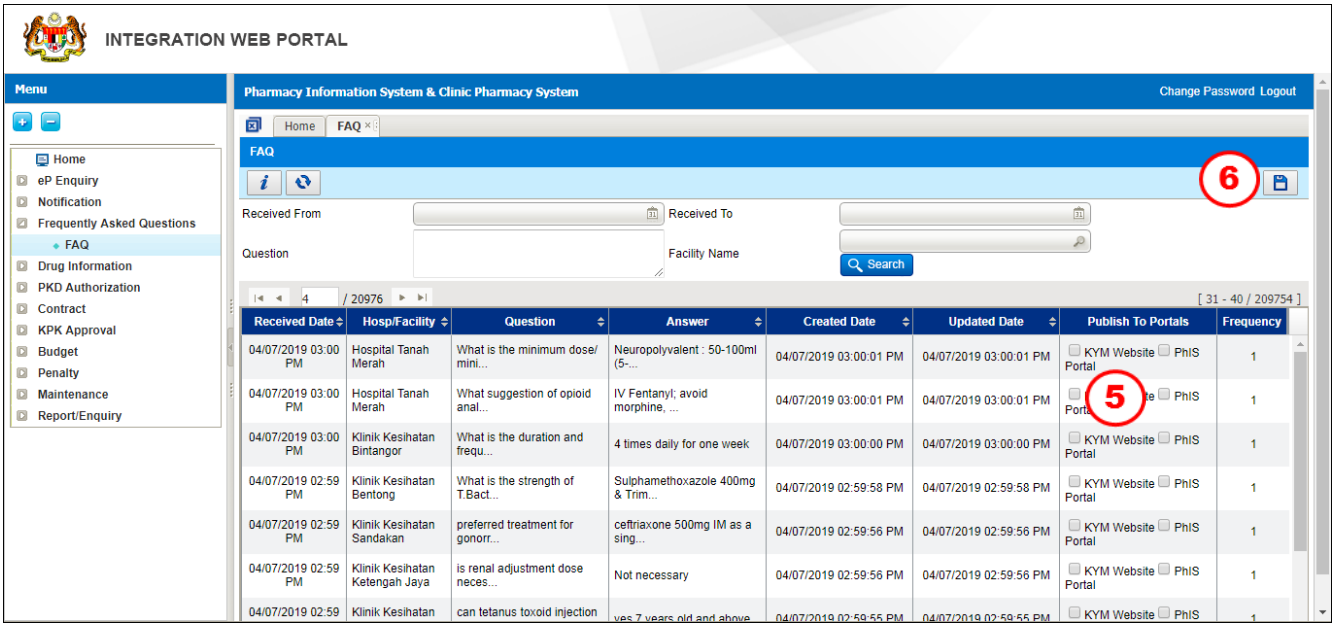


Figure 3.1-2 FAQ

Note

Click on the *to close the FAQ screen*



3.1-3 Frequently Ask Questions (FAQ)

STEP 5

Click on the ***KYM Website*** ☐ and/or ***PhIS Portal*** ☐ checkbox

STEP 6

Click on the button

4. 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. Link 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*