



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

User Manual Integrated Web Portal (IWP) Frequently Ask Question (FAQ)

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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)

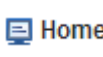
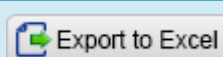
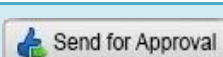
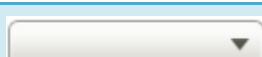
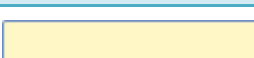
1.3. Organised Sections

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 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
	Add Item to the list		Delete Item from the list
	Request for Approval		Cancel the Request
	Approve Transaction		Reject Transaction
	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

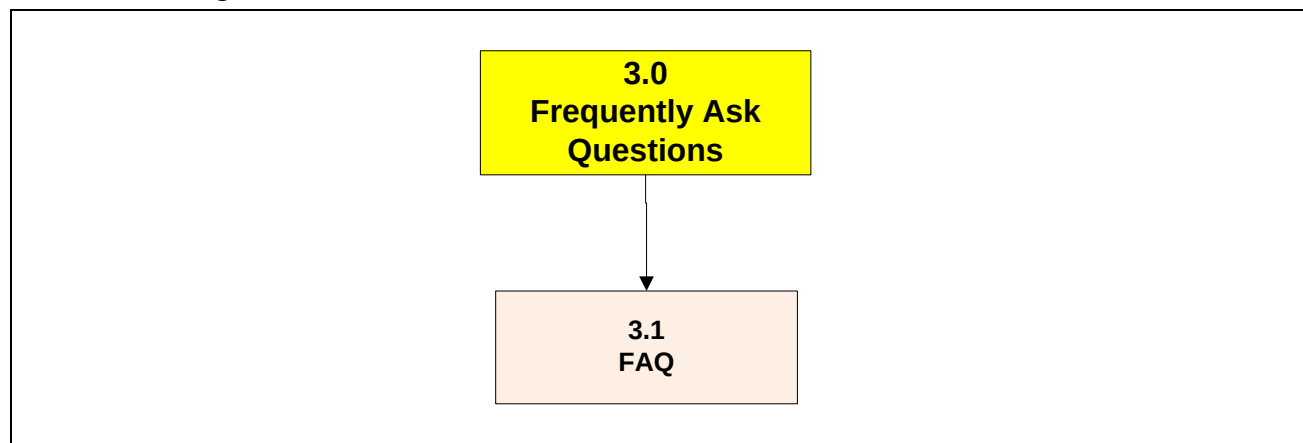


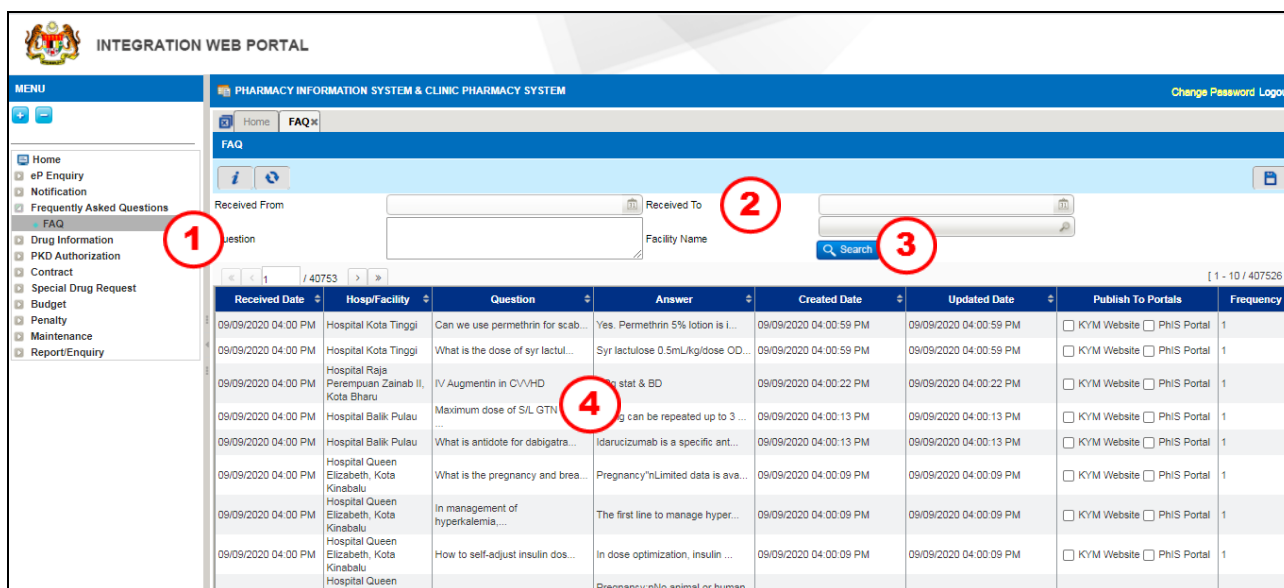
Figure 3.0-1

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:



Integration Web Portal

PHARMACY INFORMATION SYSTEM & CLINIC PHARMACY SYSTEM

FAQ

Received From: [Date Picker] Received To: [Date Picker] Facility Name: [Text Field] Search: [Search Button]

Received Date	Hosp/Facility	Question	Answer	Created Date	Updated Date	Publish To Portals	Frequency
09/09/2020 04:00 PM	Hospital Kota Tinggi	Can we use permethrin for scab...	Yes. Permethrin 5% lotion is L...	09/09/2020 04:00:59 PM	09/09/2020 04:00:59 PM	☐ KYM Website ☐ PhIS Portal	1
09/09/2020 04:00 PM	Hospital Kota Tinggi	What is the dose of syr lactul...	Syr lactulose 0.5mL/kg/dose OD...	09/09/2020 04:00:59 PM	09/09/2020 04:00:59 PM	☐ KYM Website ☐ PhIS Portal	1
09/09/2020 04:00 PM	Hospital Raja Perempuan Zainab II, Kota Bharu	IV Augmentin in C/V/H/D	... stat & BD	09/09/2020 04:00:22 PM	09/09/2020 04:00:22 PM	☐ KYM Website ☐ PhIS Portal	1
09/09/2020 04:00 PM	Hospital Balik Pulau	Maximum dose of S/L GTN...	...g can be repeated up to 3 ...	09/09/2020 04:00:13 PM	09/09/2020 04:00:13 PM	☐ KYM Website ☐ PhIS Portal	1
09/09/2020 04:00 PM	Hospital Balik Pulau	What is antidote for dabigatra...	Idarucizumab is a specific ant...	09/09/2020 04:00:13 PM	09/09/2020 04:00:13 PM	☐ KYM Website ☐ PhIS Portal	1
09/09/2020 04:00 PM	Hospital Queen Elizabeth, Kota Kinabalu	What is the pregnancy and brea...	Pregnancy nLimited data is ava...	09/09/2020 04:00:09 PM	09/09/2020 04:00:09 PM	☐ KYM Website ☐ PhIS Portal	1
09/09/2020 04:00 PM	Hospital Queen Elizabeth, Kota Kinabalu	In management of hyperkalemia...	The first line to manage hyper...	09/09/2020 04:00:09 PM	09/09/2020 04:00:09 PM	☐ KYM Website ☐ PhIS Portal	1
09/09/2020 04:00 PM	Hospital Queen Elizabeth, Kota Kinabalu	How to self-adjust insulin dos...	In dose optimization, insulin ...	09/09/2020 04:00:09 PM	09/09/2020 04:00:09 PM	☐ KYM Website ☐ PhIS Portal	1
09/09/2020 04:00 PM	Hospital Queen Elizabeth, Kota Kinabalu	Pregnancy nNo animal or human				☐ KYM Website ☐ PhIS Portal	1

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

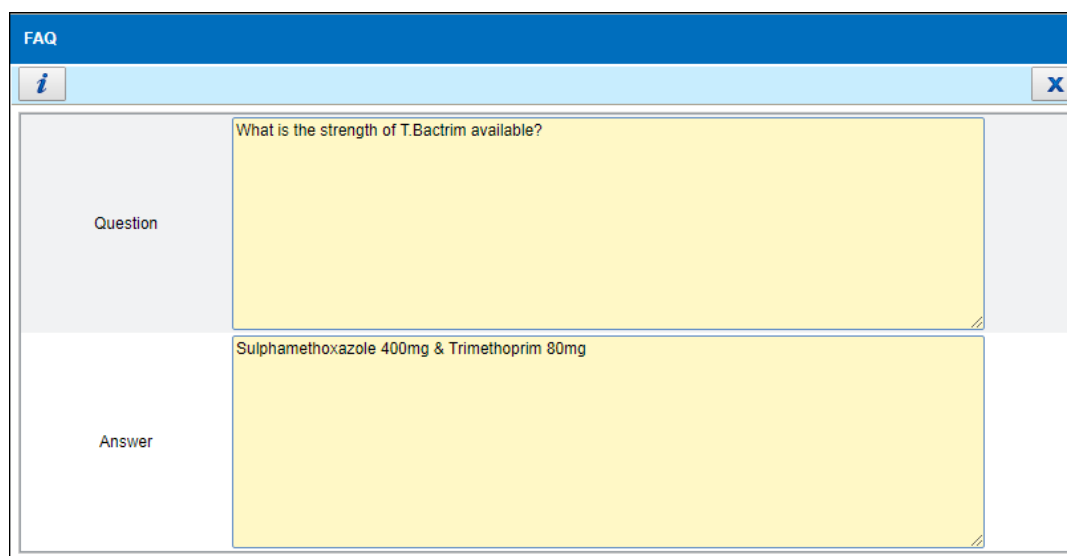
Table 3.1-1

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

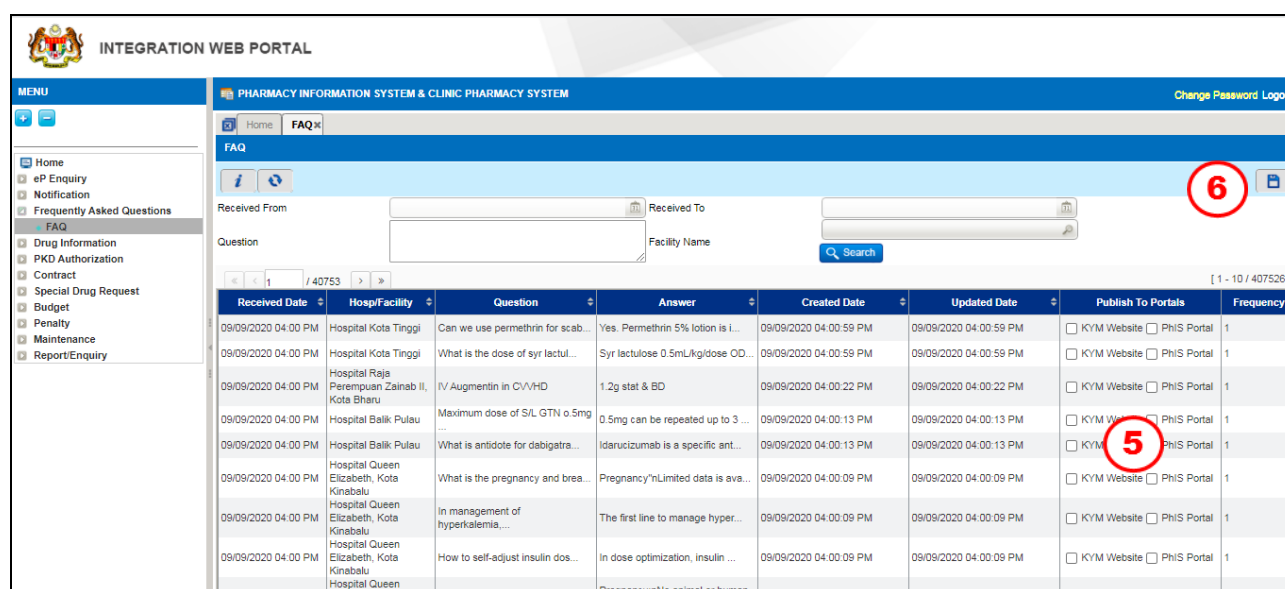


The FAQ modal window displays a question and its corresponding answer. The question is "What is the strength of T.Bactrim available?" and the answer is "Sulphamethoxazole 400mg & Trimethoprim 80mg".

Figure 3.1-2 FAQ

Note

Click on the  to close the FAQ screen



The screenshot shows the Integration Web Portal interface. The left sidebar contains a menu with options like Home, eP Enquiry, Notification, Frequently Asked Questions, and FAQ. The main content area displays the FAQ section with a search bar and a table of frequently asked questions. The table has columns for Received Date, Hosp/Facility, Question, Answer, Created Date, Updated Date, Publish To Portals, and Frequency. The 'Publish To Portals' column includes checkboxes for KYM Website and PhIS Portal. A red circle with the number 5 highlights the 'Publish To Portals' column, and a red circle with the number 6 highlights the 'Frequency' column.

Received Date	Hosp/Facility	Question	Answer	Created Date	Updated Date	Publish To Portals	Frequency
09/09/2020 04:00 PM	Hospital Kota Tinggi	Can we use permethrin for scab...	Yes. Permethrin 5% lotion is l...	09/09/2020 04:00:59 PM	09/09/2020 04:00:59 PM	☐ KYM Website ☐ PhIS Portal	1
09/09/2020 04:00 PM	Hospital Kota Tinggi	What is the dose of syr lactul...	Syr lactulose 0.5mL/kg/dose OD...	09/09/2020 04:00:59 PM	09/09/2020 04:00:59 PM	☐ KYM Website ☐ PhIS Portal	1
09/09/2020 04:00 PM	Hospital Raja Perempuan Zainab II, Kota Bharu	IV Augmentin in C/V/H/D	1.2g stat & BD	09/09/2020 04:00:22 PM	09/09/2020 04:00:22 PM	☐ KYM Website ☐ PhIS Portal	1
09/09/2020 04:00 PM	Hospital Balik Pulau	Maximum dose of SIL GTN o.5mg ...	0.5mg can be repeated up to 3 ...	09/09/2020 04:00:13 PM	09/09/2020 04:00:13 PM	☐ KYM Website ☐ PhIS Portal	1
09/09/2020 04:00 PM	Hospital Balik Pulau	What is antidote for dabigatra...	Idarucizumab is a specific ant...	09/09/2020 04:00:13 PM	09/09/2020 04:00:13 PM	☐ KYM Website ☐ PhIS Portal	1
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09/09/2020 04:00 PM	Hospital Queen Elizabeth, Kota Kinabalu	In management of hyperkalemia...	The first line to manage hyper...	09/09/2020 04:00:09 PM	09/09/2020 04:00:09 PM	☐ KYM Website ☐ PhIS Portal	1
09/09/2020 04:00 PM	Hospital Queen Elizabeth, Kota Kinabalu	How to self-adjust insulin dos...	In dose optimization, insulin ...	09/09/2020 04:00:09 PM	09/09/2020 04:00:09 PM	☐ KYM Website ☐ PhIS Portal	1
09/09/2020 04:00 PM	Hospital Queen Elizabeth, Kota Kinabalu	Pregnancy'nNo animal or human				☐ KYM Website ☐ PhIS Portal	1

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