



# **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>: 7<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-7<sup>th</sup> Edition

Application reference: PhIS & CPS v1.7.1



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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:

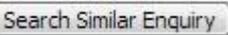
- Section 1 : Introduction
- Section 2 : Application Standard Features
- Section 3 : Drug Information & Consumer Education (DICE)
- Section 4 : Acronyms
- Section 5 : Link to IWP Modules

## 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

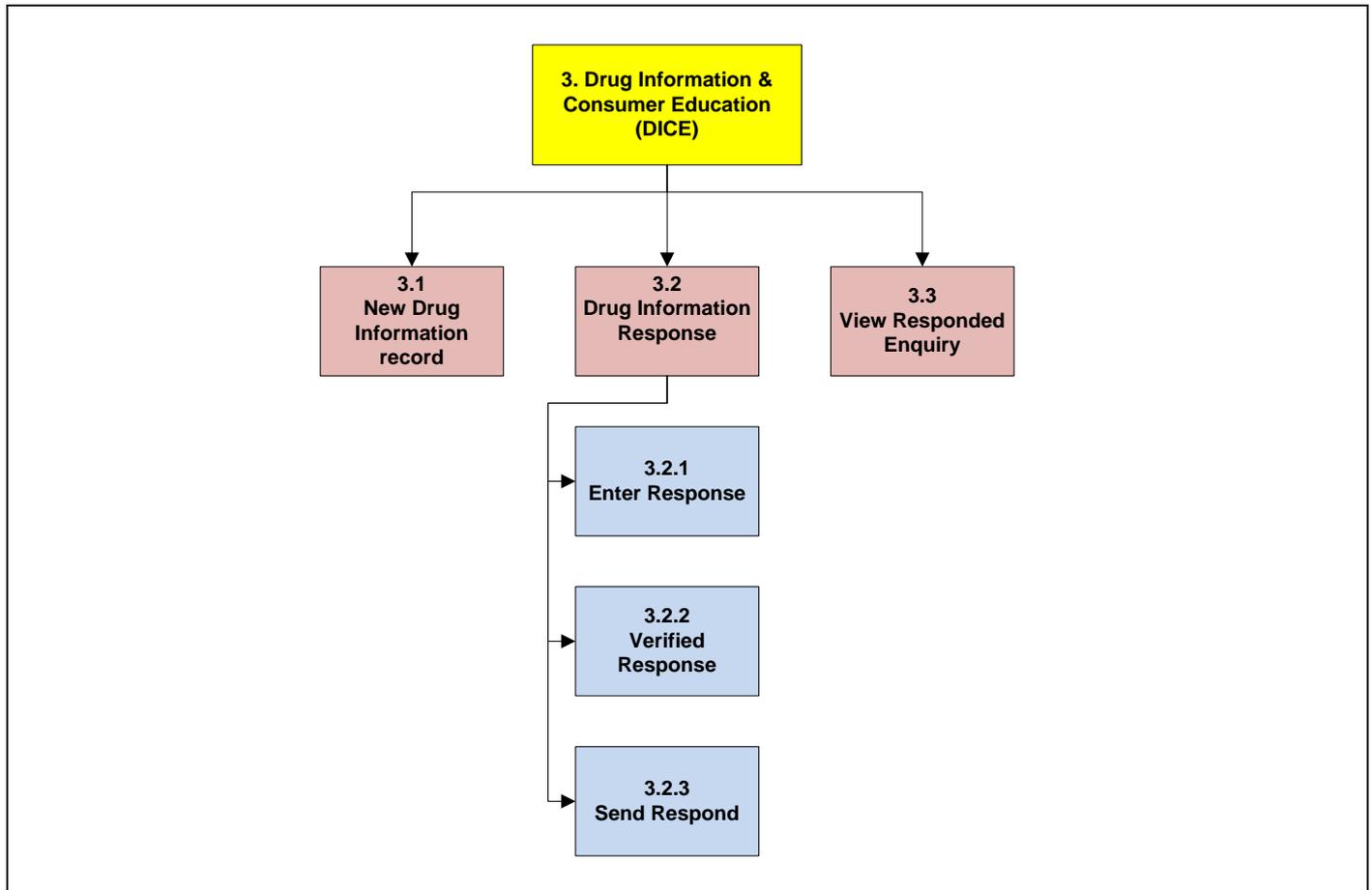


Figure 3.0



## 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).

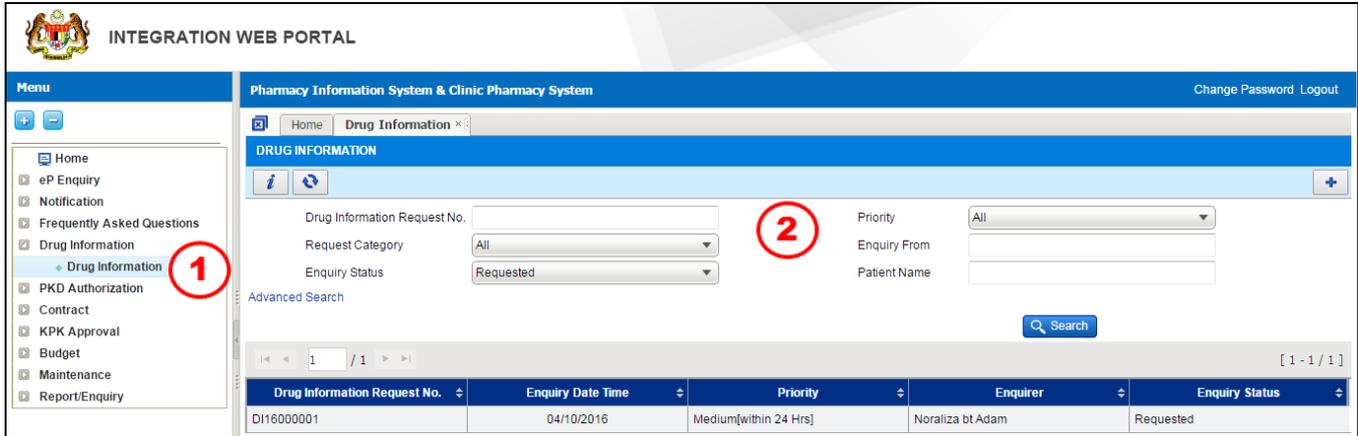


Figure 3.1.1-1 Drug Information Listing Page

#### 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:

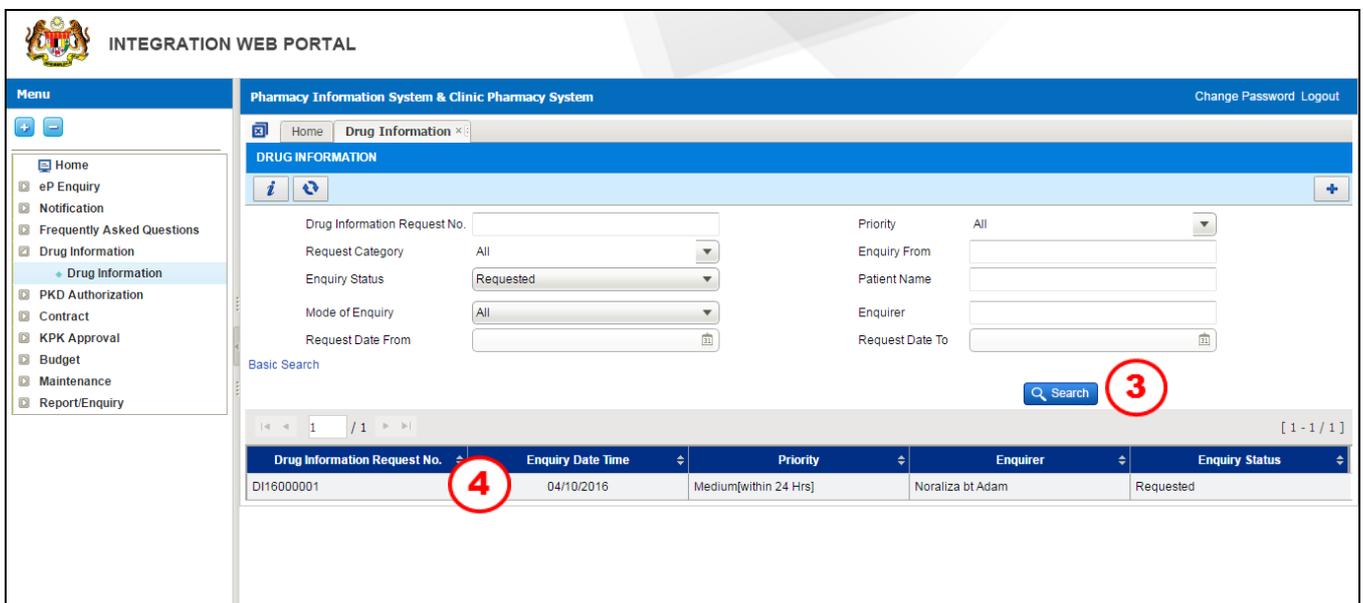
No	Field	Description	Remark
a	Drug Information Request No.	The number is generated when user saves a newly created Drug Information record	Enter partial or full criteria for Drug Information Request No.  Filter and search existing records based on the Drug Information Request No.
b	Priority	Select Priority 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 - Drug Formulation - Drug-Interaction - Drugs Compatibility	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>- 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



Pharmacy Information System & Clinic Pharmacy System

Change Password Logout

Home Drug Information

DRUG INFORMATION

Drug Information Request No.  Priority All

Request Category All  Enquiry From

Enquiry Status Requested  Patient Name

Mode of Enquiry All  Enquirer

Request Date From  Request Date To

Basic Search  3

Drug Information Request No.	Enquiry Date Time	Priority	Enquirer	Enquiry Status
DI16000001 4	04/10/2016	Medium[within 24 Hrs]	Noraliza bt Adam	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

**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

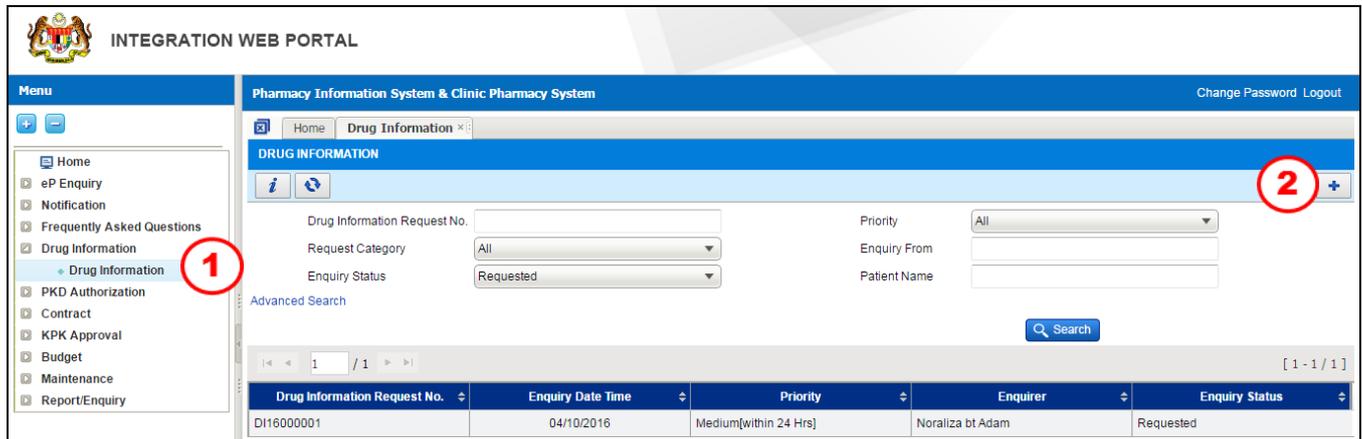
**Note**

*These 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.



The screenshot shows the 'INTEGRATION WEB PORTAL' interface. On the left is a 'Menu' sidebar with 'Drug Information' highlighted. The main content area is titled 'Pharmacy Information System & Clinic Pharmacy System' and contains a 'DRUG INFORMATION' form. The form includes fields for 'Drug Information Request No.', 'Request Category' (set to 'All'), 'Enquiry Status' (set to 'Requested'), 'Priority' (set to 'All'), 'Enquiry From', and 'Patient Name'. A 'Search' button is located below the form. At the bottom, a table displays a single record with the following data:

Drug Information Request No.	Enquiry Date Time	Priority	Enquirer	Enquiry Status
DI16000001	04/10/2016	Medium[within 24 Hrs]	Noraliza bt Adam	Requested

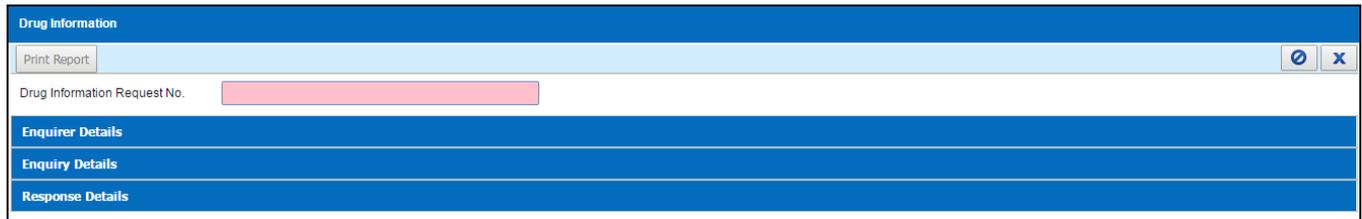
Figure 3.1.2-1 Create New Drug Information

#### STEP 1

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

#### STEP 2

Click on the  button and the Drug Information screen will be displayed as shown in Figure 3.1.2-2



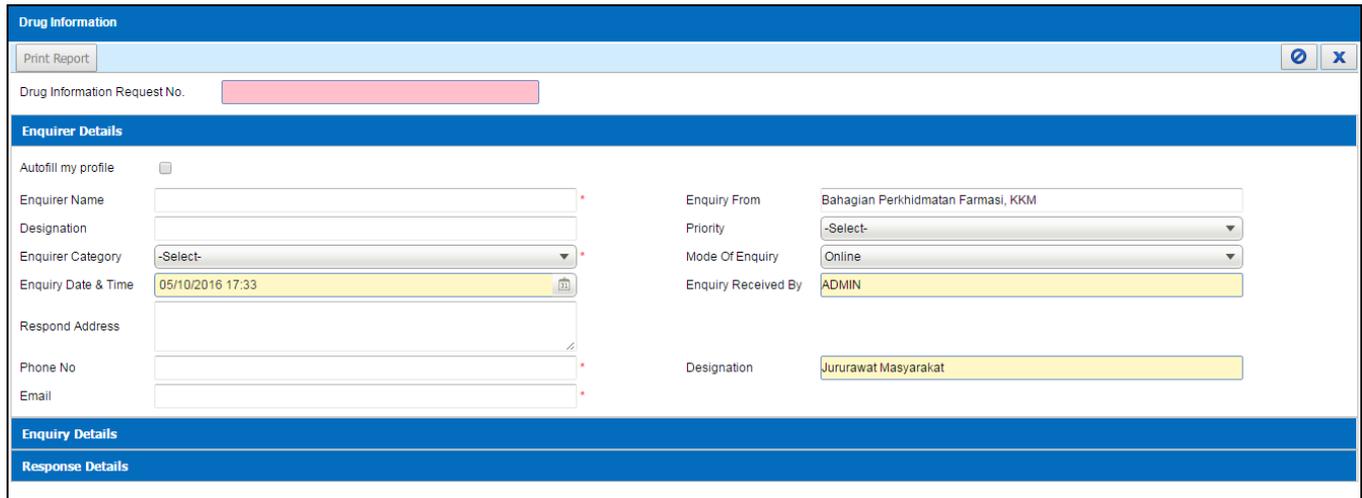
The screenshot shows the 'Drug Information' form with a 'Print Report' button at the top left. Below the form, there are three sections: 'Enquirer Details', 'Enquiry Details', and 'Response Details'. The 'Enquiry Details' section is currently empty.

Figure 3.1.2-2 Drug Information

#### Note

- There are three (3) sections that have to be filled in the Drug Information screen as show in Figure 3.1.2-2:
  - a) Enquirer Details
  - b) Patient Details
  - c) Enquiry Details

a) **Enquirer Details section**



**Drug Information**

Print Report

Drug Information Request No. [Redacted]

**Enquirer Details**

Autofill my profile

Enquirer Name [Empty]

Designation [Empty]

Enquirer Category [-Select-]

Enquiry Date & Time 05/10/2016 17:33

Respond Address [Empty]

Phone No [Empty]

Email [Empty]

Enquiry From Bahagian Perkhidmatan Farnasi, KKM

Priority [-Select-]

Mode Of Enquiry Online

Enquiry Received By ADMIN

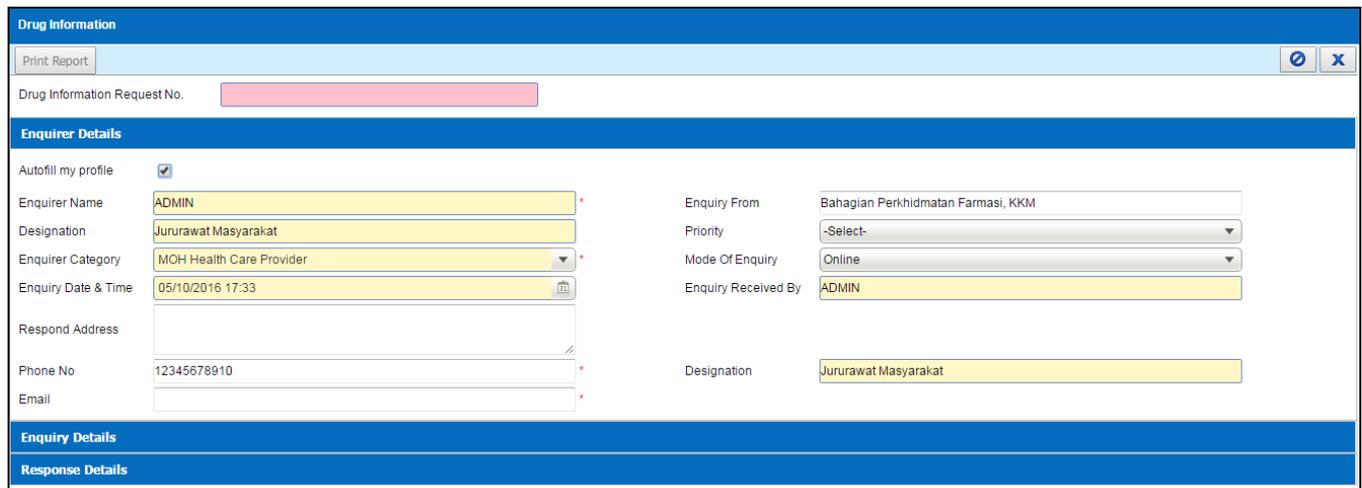
Designation Jururawat Masyarakat

**Enquiry Details**

**Response Details**

**Figure 3.1.2-3 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.



**Drug Information**

Print Report

Drug Information Request No. [Redacted]

**Enquirer Details**

Autofill my profile

Enquirer Name ADMIN

Designation Jururawat Masyarakat

Enquirer Category MOH Health Care Provider

Enquiry Date & Time 05/10/2016 17:33

Respond Address [Empty]

Phone No 12345678910

Email [Empty]

Enquiry From Bahagian Perkhidmatan Farnasi, KKM

Priority [-Select-]

Mode Of Enquiry Online

Enquiry Received By ADMIN

Designation Jururawat Masyarakat

**Enquiry Details**

**Response Details**

**Figure 3.1.2-4 Enquirer Details section**

**Note**

- Check the **Auto Fill My Profile** checkbox. These information will be captured based on the user login ID:
  - Enquirer Name
  - Designation
  - Enquirer Category
  - Enquirer Address
  - Phone No.
  - 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.

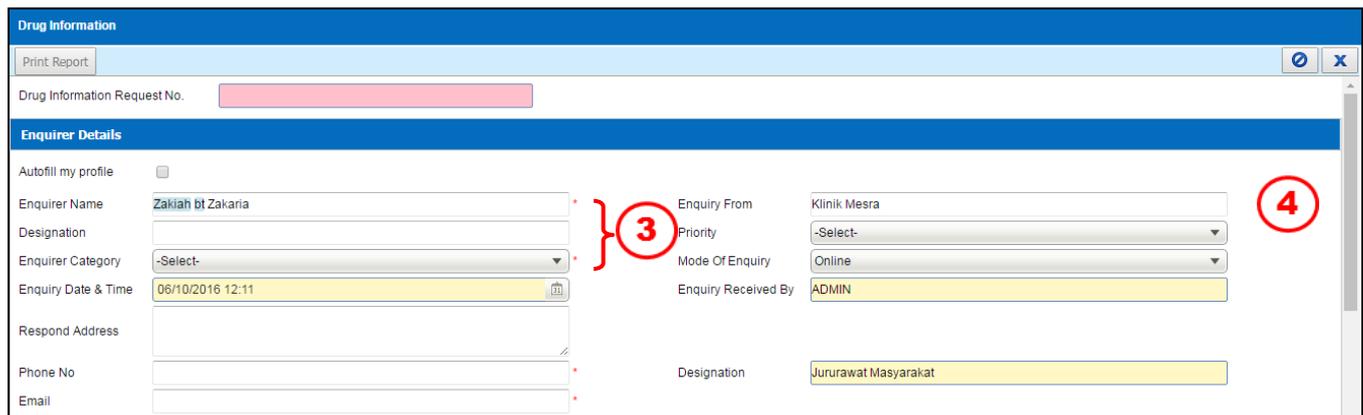


Figure 3.1.2-5 Enquirer Details section

**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**

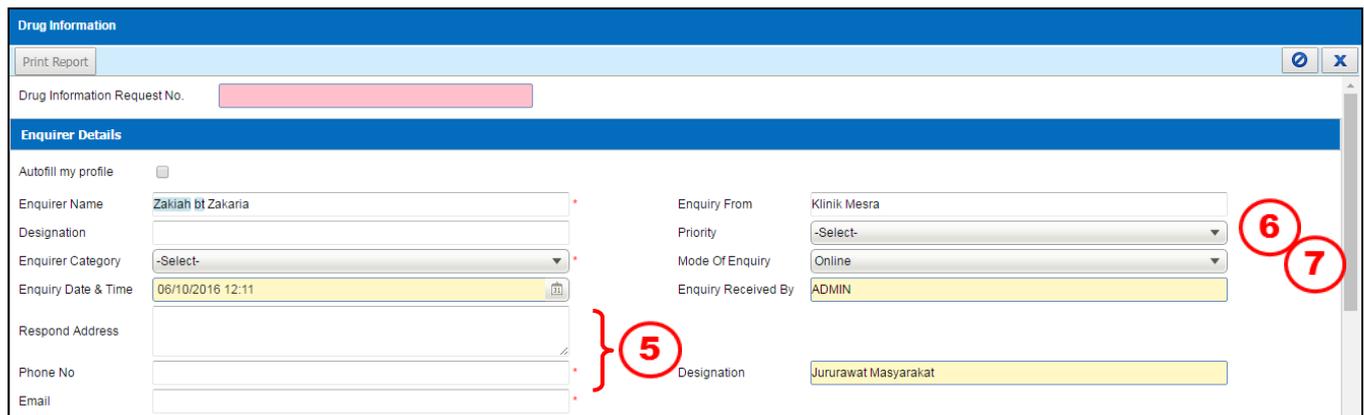
**OPTIONAL FIELDS – Enquirer Details Section**

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)



**Drug Information**

Print Report

Drug Information Request No. [Redacted]

**Enquirer Details**

Autofill my profile

Enquirer Name: Zakiah bt Zakaria

Designation: [Redacted]

Enquirer Category: -Select-

Enquiry Date & Time: 06/10/2016 12:11

Respond Address: [Redacted]

Phone No: [Redacted]

Email: [Redacted]

Enquiry From: Klinik Mesra

Priority: -Select- (6)

Mode Of Enquiry: Online (7)

Enquiry Received By: ADMIN

Designation: Jururawat Masyarakat (5)

Figure 3.1.2-6 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**

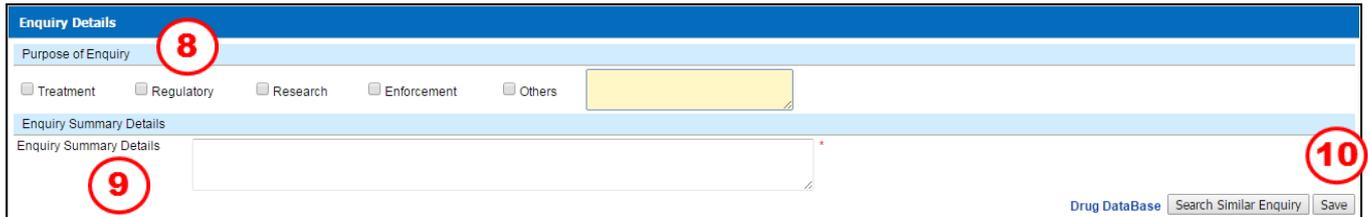


Figure 3.1.2-7 Enquiry Details section

**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

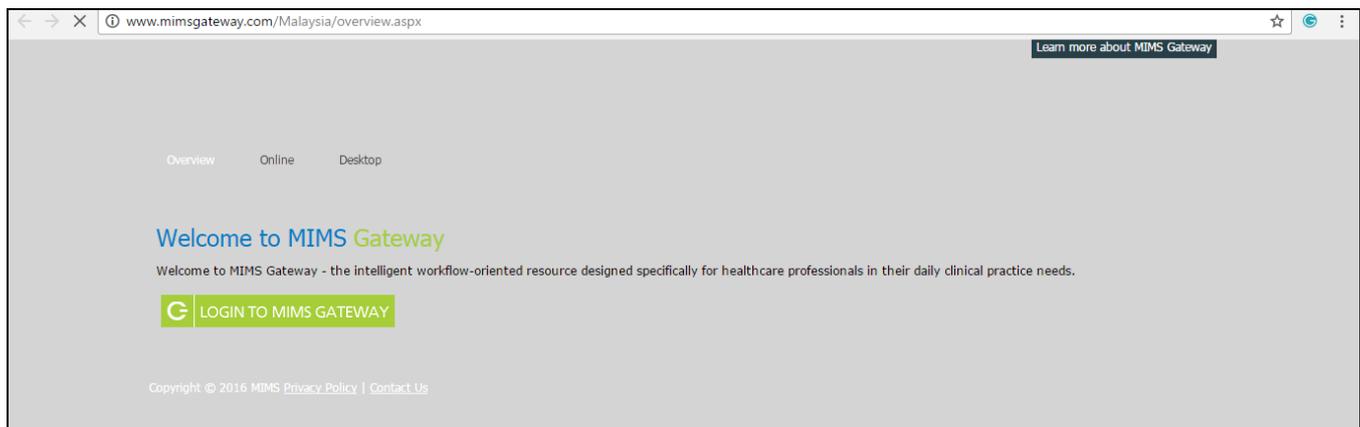
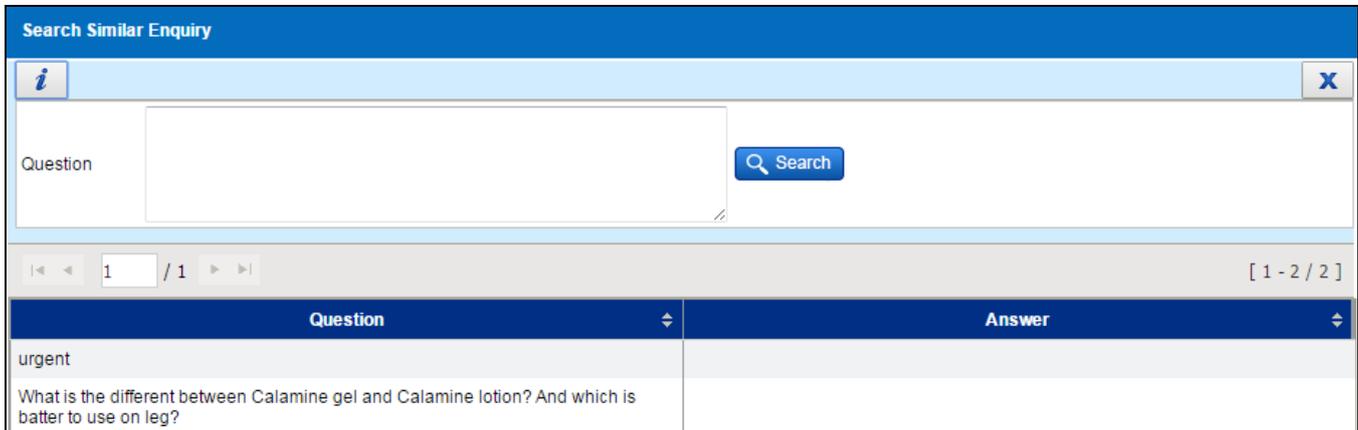


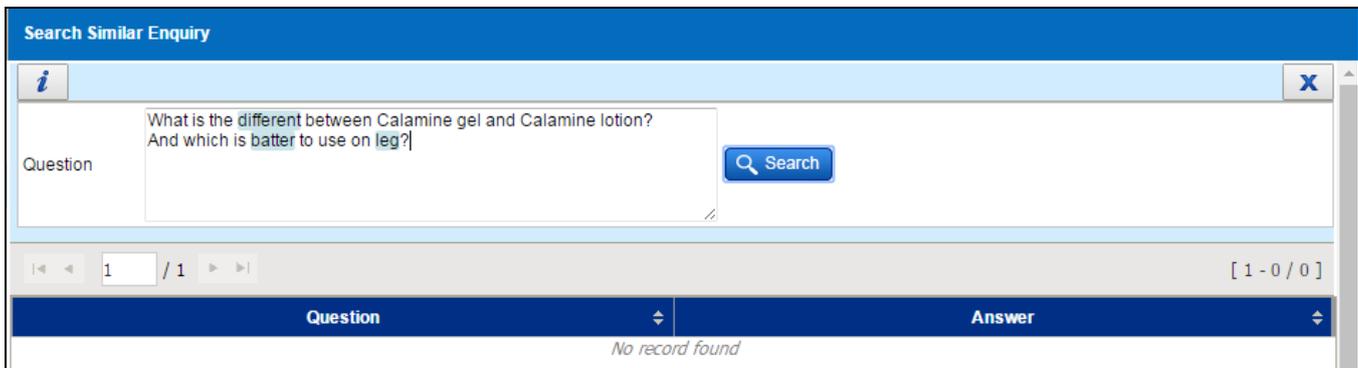
Figure 3.1.2-8 MIMS Website

- 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" with a search bar containing the text "What is the different between Calamine gel and Calamine lotion? And which is batter to use on leg?". A "Search" button is visible. Below the search bar, a table displays the search results. The table has 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 empty. The table is currently displaying 1 of 2 results.

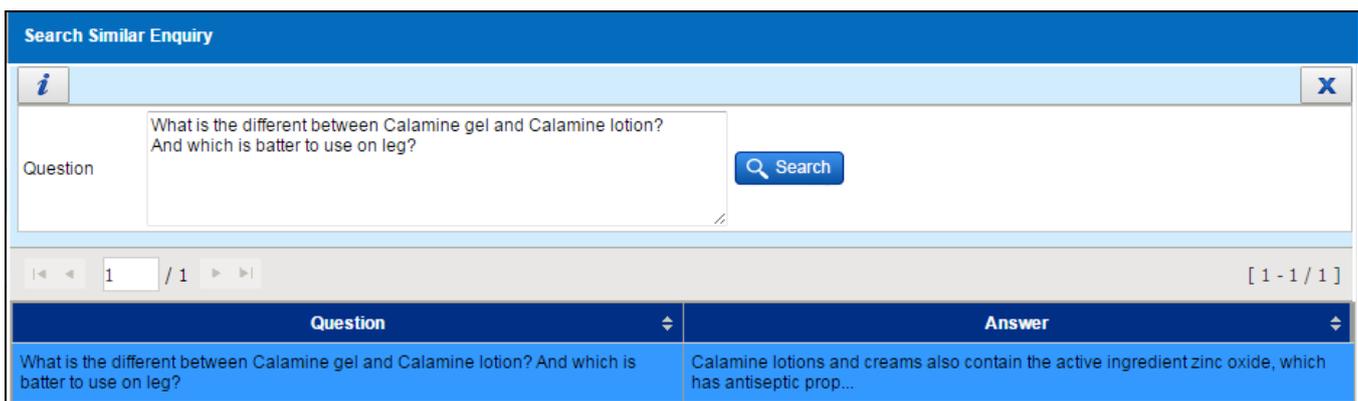
Figure 3.1.2-9 Search Similar Enquiry



The screenshot shows a window titled "Search Similar Enquiry" with a search bar containing the text "What is the different between Calamine gel and Calamine lotion? And which is batter to use on leg?". A "Search" button is visible. Below the search bar, a table displays the search results. The table has 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 "No record found". The table is currently displaying 1 of 0 results.

Figure 3.1.2-10 No Similar Enquiry found

- If there is are similar questions asked, the system will display a window as shown in Figure 3.2-11. 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" with a search bar containing the text "What is the different between Calamine gel and Calamine lotion? And which is batter to use on leg?". A "Search" button is visible. Below the search bar, a table displays the search results. The table has 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...". The table is currently displaying 1 of 1 results.

Figure 3.1.2-11 Similar Enquiry found

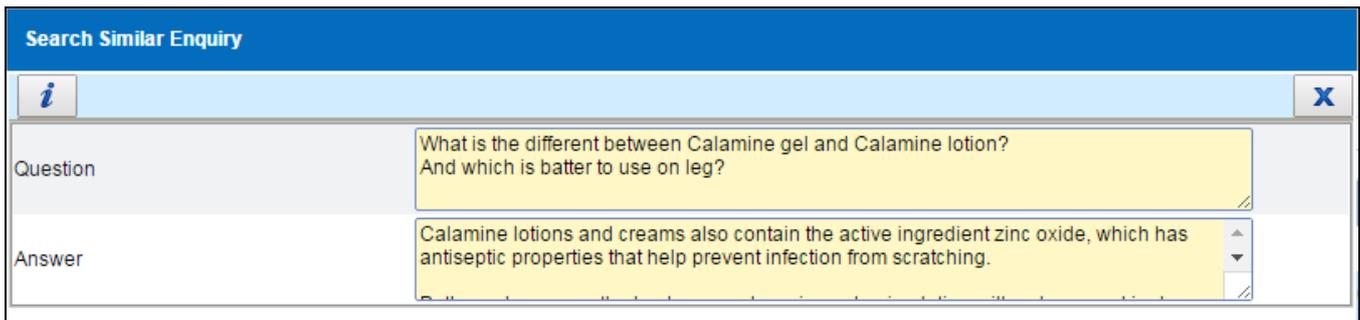


Figure 3.1.2-12 Similar Enquiry existed

#### 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 3.1.2-13 and Figure 3.1.2-14.

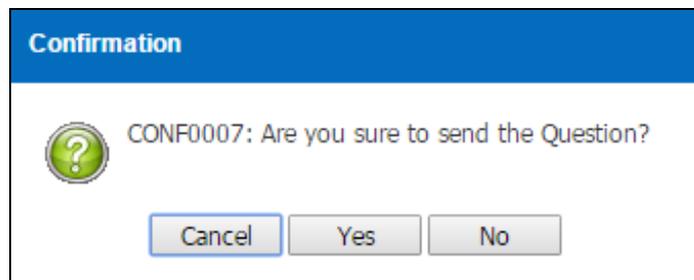


Figure 3.1.2-13 Confirmation Message

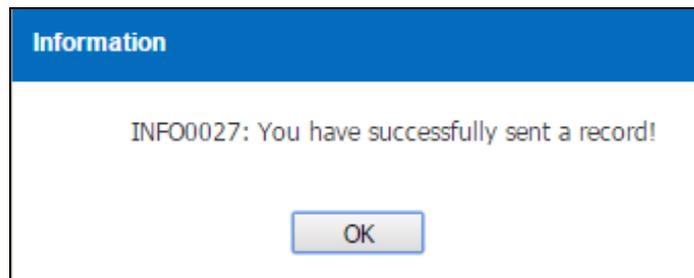
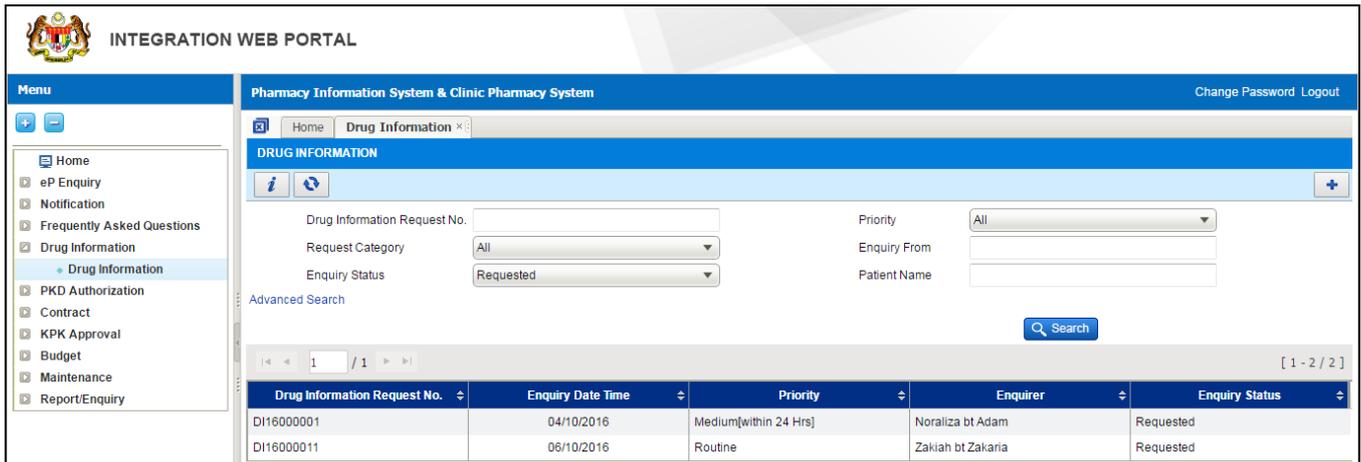


Figure 3.1.2-14 Information Message

- **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**

Drug Information Request No.  Priority

Request Category  Enquiry From

Enquiry Status  Patient Name

Advanced Search

Drug Information Request No.	Enquiry Date Time	Priority	Enquirer	Enquiry Status
DI16000001	04/10/2016	Medium[within 24 Hrs]	Noraliza bt Adam	Requested
DI16000011	06/10/2016	Routine	Zakiah bt Zakaria	Requested

Figure 3.1.2-15 Enquiry Status = Requested

**Ministry of Health, Malaysia**

**DRUG INFORMATION - ENQUIRY RESPONSE**

PEJABAT KESIHATAN DAERAH MUAR

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

**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 3.1.2-16 In Response Drug Information enquiry report

### 3.2 Drug Information Response

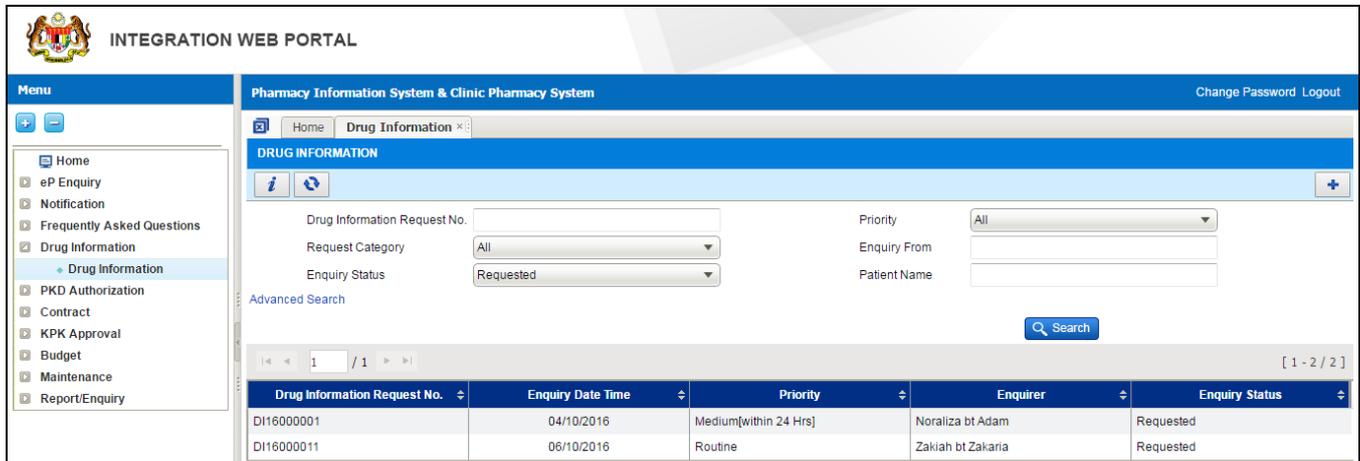
The Pharmacist will be able to see all the details entered by the enquirer with an additional section: **Response Details**

#### 3.2.1 Enter Response

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

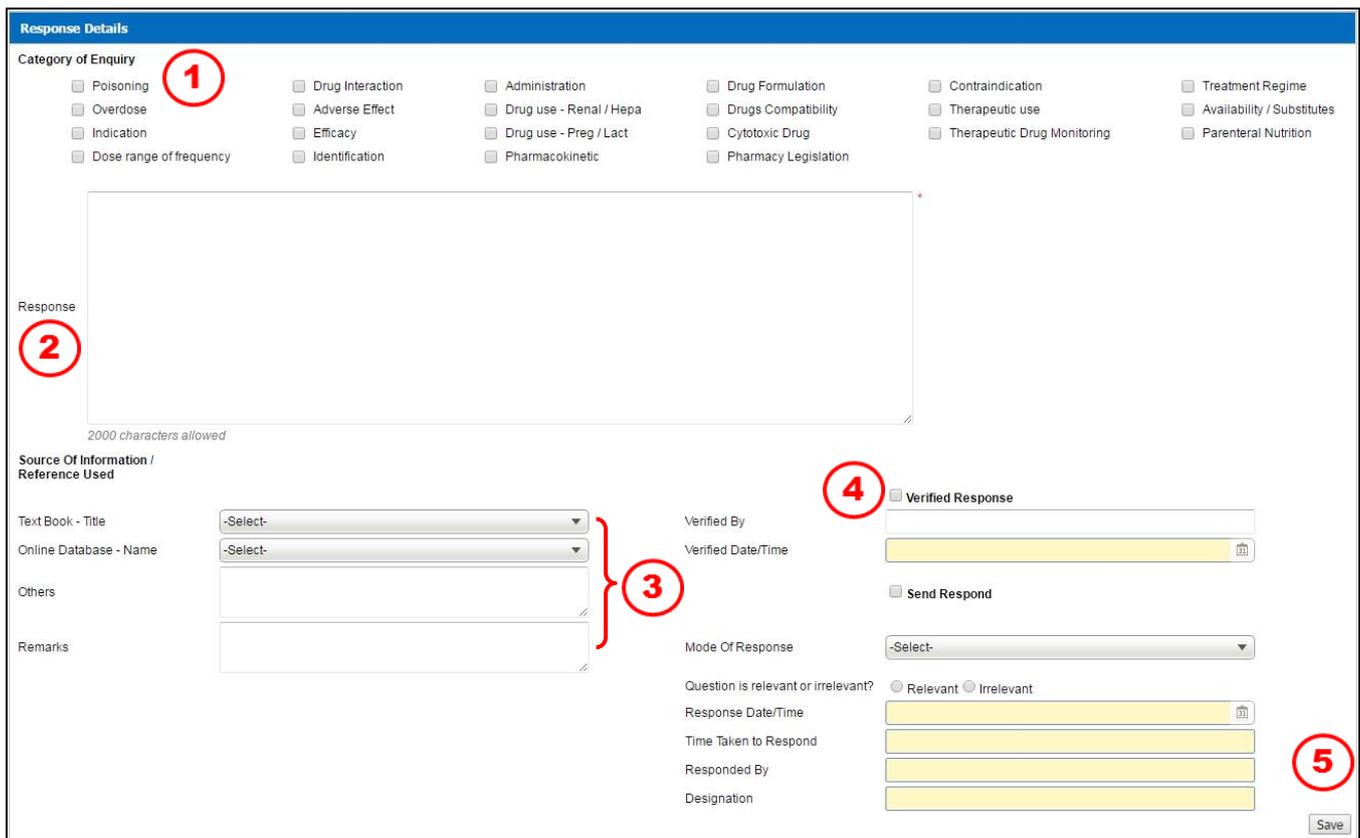
**Note**

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	Enquiry Status
DI16000001	04/10/2016	Medium[within 24 Hrs]	Noraliza bt Adam	Requested
DI16000011	06/10/2016	Routine	Zakiah bt Zakaria	Requested

Figure 3.2.1-1 Enquiry Status = Requested



**Response Details**

**Category of Enquiry** (1)

Poisoning     Drug Interaction     Administration     Drug Formulation     Contraindication     Treatment Regime  
 Overdose     Adverse Effect     Drug use - Renal / Hepa     Drugs Compatibility     Therapeutic use     Availability / Substitutes  
 Indication     Efficacy     Drug use - Preg / Lact     Cytotoxic Drug     Therapeutic Drug Monitoring     Parenteral Nutrition  
 Dose range of frequency     Identification     Pharmacokinetic     Pharmacy Legislation

**Response** (2)

2000 characters allowed

**Source Of Information / Reference Used**

Text Book - Title:     Verified By:  (4)  
Online Database - Name:     Verified Date/Time:   
Others:      Send Response  
Remarks:     Mode Of Response:   
Question is relevant or irrelevant?  Relevant  Irrelevant  
Response Date/Time:   
Time Taken to Respond:   
Responded By:   
Designation:  (5)

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

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

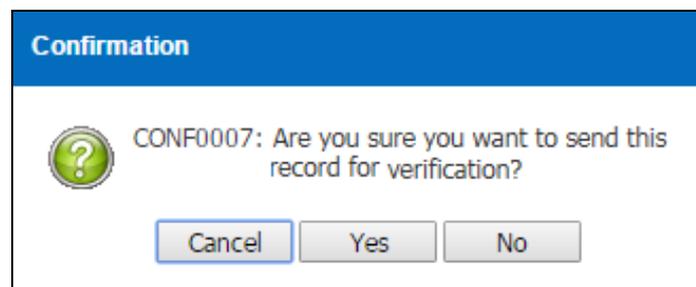


Figure 3.2.1-3 Confirmation Message

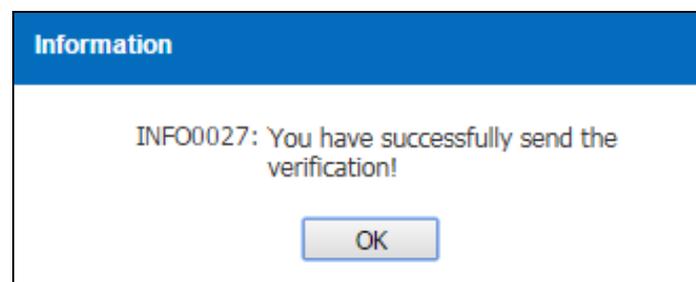


Figure 3.2.1-4 Information Message

- 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 4. New window will display as shown in Figure 3.2.3-1

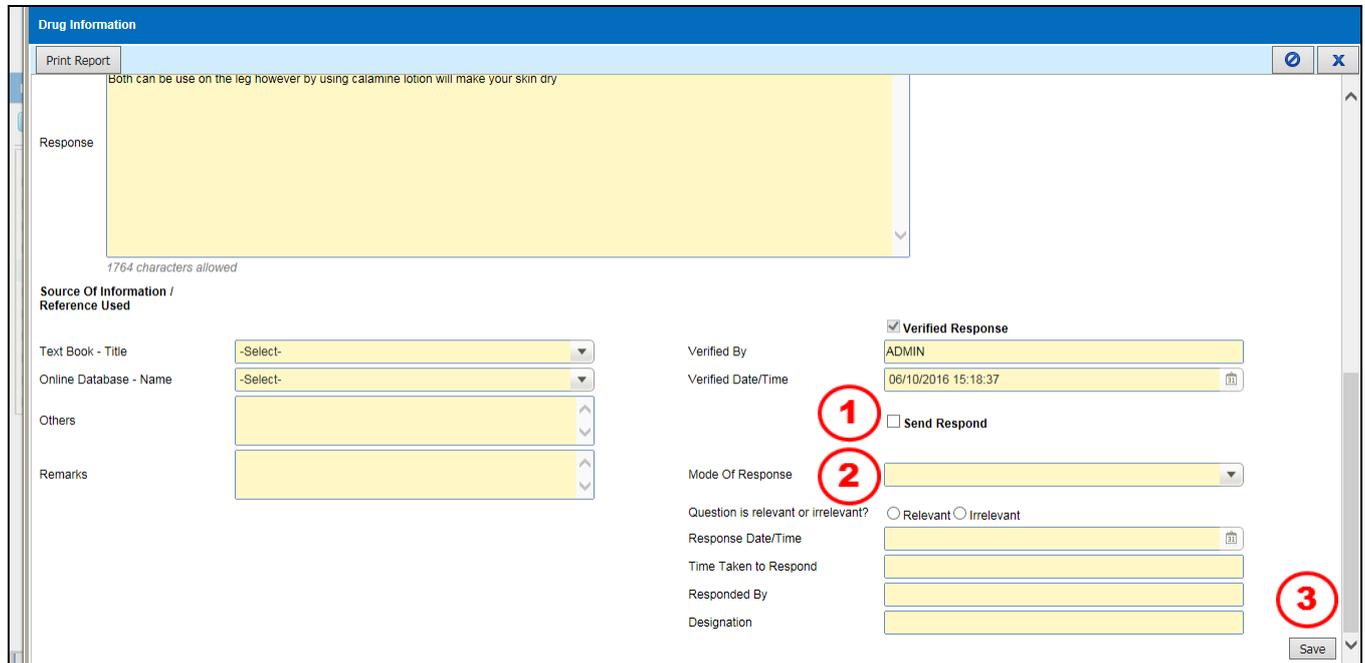


Figure 3.2.2-1 Send Respond

**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

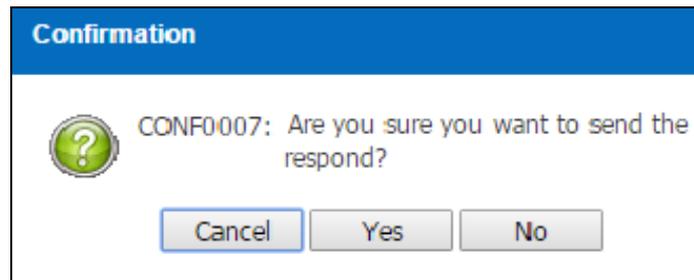


Figure 3.2.2-2 Confirmation Message

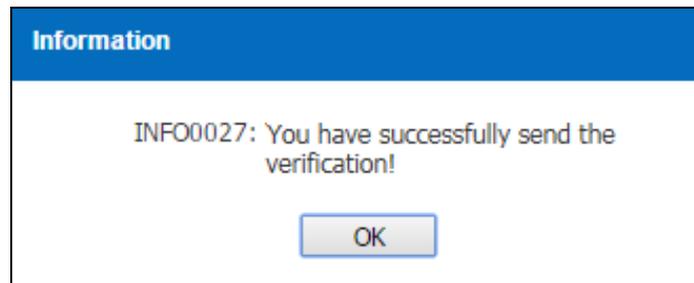


Figure 3.2.2-3 Information Message

**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>