



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

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

Version	: 8th EDITION
Document ID	: HQ_U.MANUAL_IWP_FAQ



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Application reference: PhIS & CPS v1.8.1



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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)

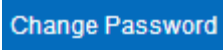
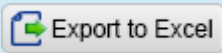
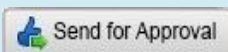
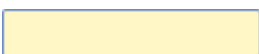
1.3. Organised Sections

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

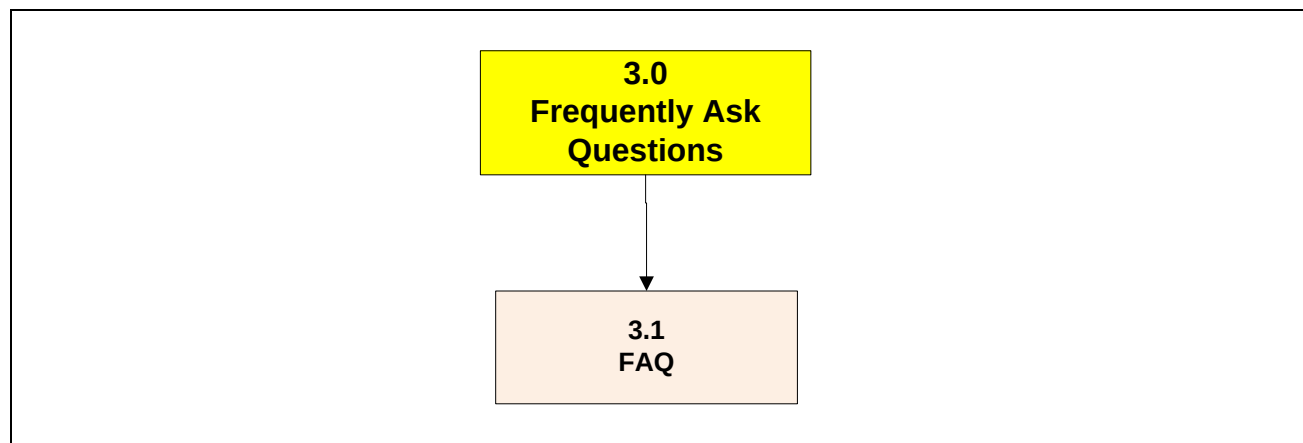


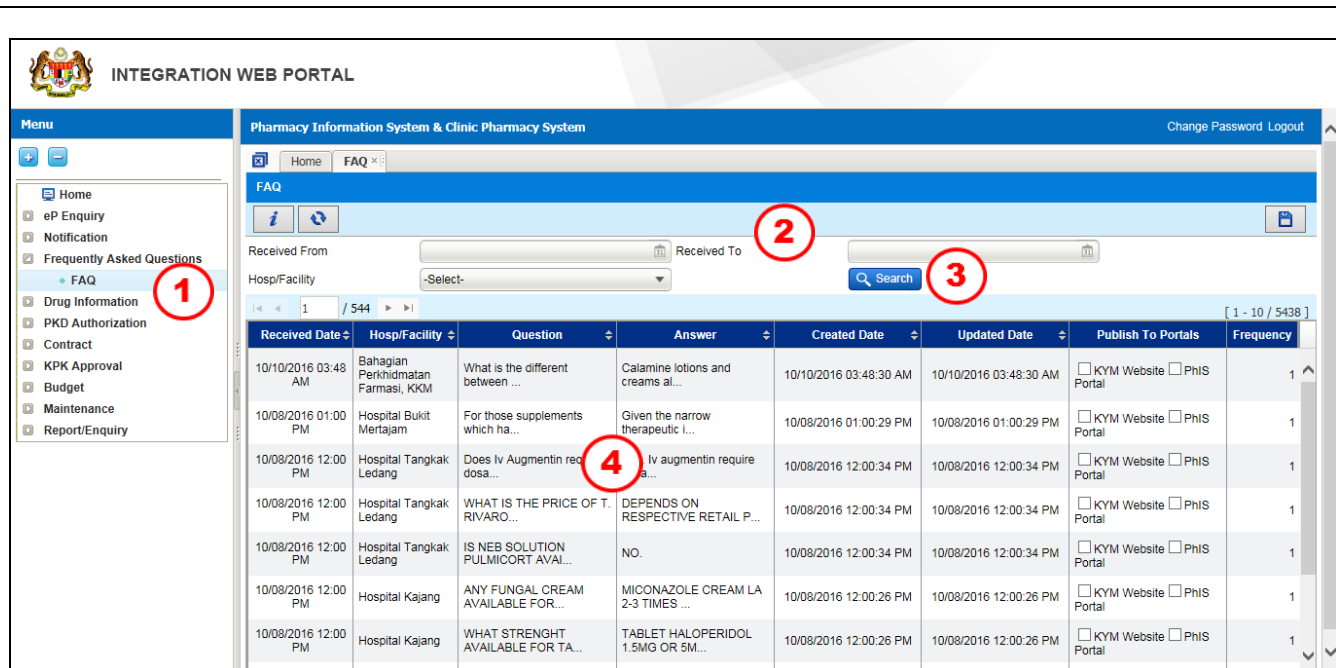
Figure 3.0-1

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

Menu: Home, eP Enquiry, Notification, Frequently Asked Questions (FAQ), Drug Information, PKD Authorization, Contract, KPK Approval, Budget, Maintenance, Report/Enquiry.

Pharmacy Information System & Clinic Pharmacy System

FAQ

Received From: [] Received To: [] Search: []

Hosp/Facility: [-Select-]

1 / 544

Received Date	Hosp/Facility	Question	Answer	Created Date	Updated Date	Publish To Portals	Frequency
10/10/2016 03:48 AM	Bahagian Perkhidmatan Farmasi, KKM	What is the different between ...	Calamine lotions and creams al...	10/10/2016 03:48:30 AM	10/10/2016 03:48:30 AM	☐ KYM Website ☐ PhIS Portal	1
10/08/2016 01:00 PM	Hospital Bukit Mertajam	For those supplements which ha...	Given the narrow therapeutic i...	10/08/2016 01:00:29 PM	10/08/2016 01:00:29 PM	☐ KYM Website ☐ PhIS Portal	1
10/08/2016 12:00 PM	Hospital Tangkak Ledang	Does iv Augmentin require...	iv augmentin require...	10/08/2016 12:00:34 PM	10/08/2016 12:00:34 PM	☐ KYM Website ☐ PhIS Portal	1
10/08/2016 12:00 PM	Hospital Tangkak Ledang	WHAT IS THE PRICE OF T. RIVARO...	DEPENDS ON RESPECTIVE RETAIL P...	10/08/2016 12:00:34 PM	10/08/2016 12:00:34 PM	☐ KYM Website ☐ PhIS Portal	1
10/08/2016 12:00 PM	Hospital Tangkak Ledang	IS NEB SOLUTION FULMICORT AVAIL...	NO.	10/08/2016 12:00:34 PM	10/08/2016 12:00:34 PM	☐ KYM Website ☐ PhIS Portal	1
10/08/2016 12:00 PM	Hospital Kajang	ANY FUNGAL CREAM AVAILABLE FOR...	MICONAZOLE CREAM LA 2-3 TIMES ...	10/08/2016 12:00:26 PM	10/08/2016 12:00:26 PM	☐ KYM Website ☐ PhIS Portal	1
10/08/2016 12:00 PM	Hospital Kajang	WHAT STRENGTH AVAILABLE FOR TA...	TABLET HALOPERIDOL 1.5MG OR 5M...	10/08/2016 12:00:26 PM	10/08/2016 12:00:26 PM	☐ 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

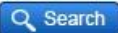
STEP 2

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	Hosp/Facility	Select facility	List of facility using PhIS

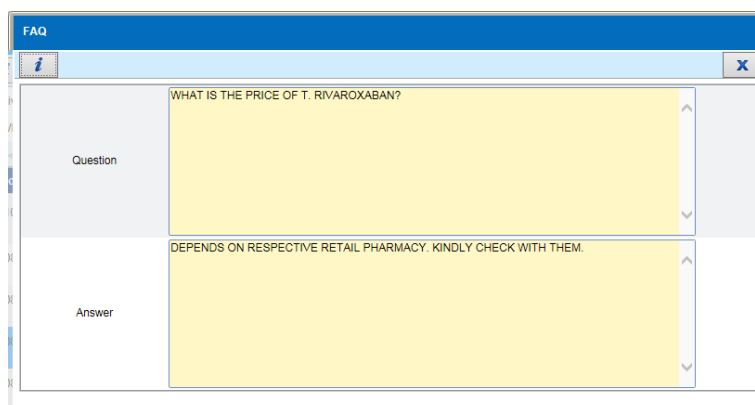
Table 3.1-1

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



FAQ

Question: WHAT IS THE PRICE OF T. RIVAROXABAN?

Answer: DEPENDS ON RESPECTIVE RETAIL PHARMACY. KINDLY CHECK WITH THEM.

Figure 3.1-2 FAQ

Note

Click on the  to close the FAQ screen


INTEGRATION WEB PORTAL

Pharmacy Information System & Clinic Pharmacy System
[Change Password](#)
[Logout](#)

[Home](#)
[FAQ](#)

FAQ

Received From: Received To:

Hosp/Facility:

1 / 544 [1 - 10 / 5438]

Received Date	Hosp/Facility	Question	Answer	Created Date	Updated Date	Publish To Portals	Frequency
10/10/2016 03:48 AM	Bahagian Perkhidmatan Farmasi, KKM	What is the different between ...	Calamine lotions and creams al...	10/10/2016 03:48:30 AM	10/10/2016 03:48:30 AM	☐ KYM Website ☒ PhIS	1
10/08/2016 01:00 PM	Hospital Bukit Mertajam	For those supplements which ha...	Given the narrow therapeutic i...	10/08/2016 01:00:29 PM	10/08/2016 01:00:29 PM	☐ KYM Website ☐ PhIS	1
10/08/2016 12:00 PM	Hospital Tangkak Ledang	Does Iv Augmentin require dosa...	Yes. Iv augmentin require dosa...	10/08/2016 12:00:34 PM	10/08/2016 12:00:34 PM	☐ KYM Website ☐ PhIS	1
10/08/2016 12:00 PM	Hospital Tangkak Ledang	WHAT IS THE PRICE OF T. RIVARO...	DEPENDS ON RESPECTIVE RETAIL P...	10/08/2016 12:00:34 PM	10/08/2016 12:00:34 PM	☐ KYM Website ☐ PhIS	1
10/08/2016 12:00 PM	Hospital Tangkak Ledang	IS NES SOLUTION PULMICORT AVAIL...	NO.	10/08/2016 12:00:34 PM	10/08/2016 12:00:34 PM	☐ KYM Website ☐ PhIS	1
10/08/2016 12:00 PM	Hospital Kajang	ANY FUNGAL CREAM AVAILABLE FOR...	MICONAZOLE CREAM LA 2-3 TIMES ...	10/08/2016 12:00:26 PM	10/08/2016 12:00:26 PM	☐ KYM Website ☐ PhIS	1
10/08/2016 12:00 PM	Hospital Kajang	WHAT STRENGHT AVAILABLE FOR TA...	TABLET HALOPERIDOL 1.5MG OR 5M...	10/08/2016 12:00:26 PM	10/08/2016 12:00:26 PM	☐ KYM Website ☐ PhIS	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