



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

Pharmacy Based User Manual Drug Information & Consumer Education (DICE)

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Name	Role / Designation	Organization	Signature & Date
		Bahagian Perkhidmatan Farmasi (BPF), KKM	

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Version No	Reviewed / Verified By	List of changes from Previous Version
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1.1	Jenny Heng/Maxine Wong (QA)	Application interface changes (screen)
1.2	Michelle Foo (QA)	Application interface changes (screen)
1.3	Michelle Foo/Juridah Ayob (QA)	Update to v1.3 based on PhIS & CPS v1.3
1.4	Michelle Foo/Juridah Ayob (QA)	Change to latest update and screenshot version 1.4.1
1.5	Michelle Foo/Juridah Ayob (QA)	Change to latest update and screenshot version 1.5.1



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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

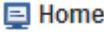
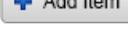
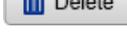
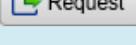
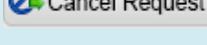
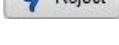
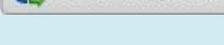
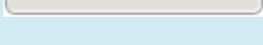
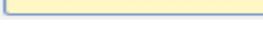
1.3. Organised Sections

These are the sections within this document:

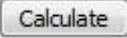
- Section 1 : Introduction
- Section 2 : Application Standard Features
- Section 3 : Drug Information & Consumer Education (DICE)
- Section 4 : Acronyms
- Section 5 : Links to Clinical Modules

2.0 Application Standard Features

2.1 PhIS 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



Module Legend			
	Recalculate buffer level		Overwrite previous buffer level record

Note

To learn more about Login Information, kindly click [Login Information](#) module for descriptive steps.

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

Doctor/Medical Assistant/Nurse/ Pharmacist. (subject to user assign by the facility)

Functional Diagram

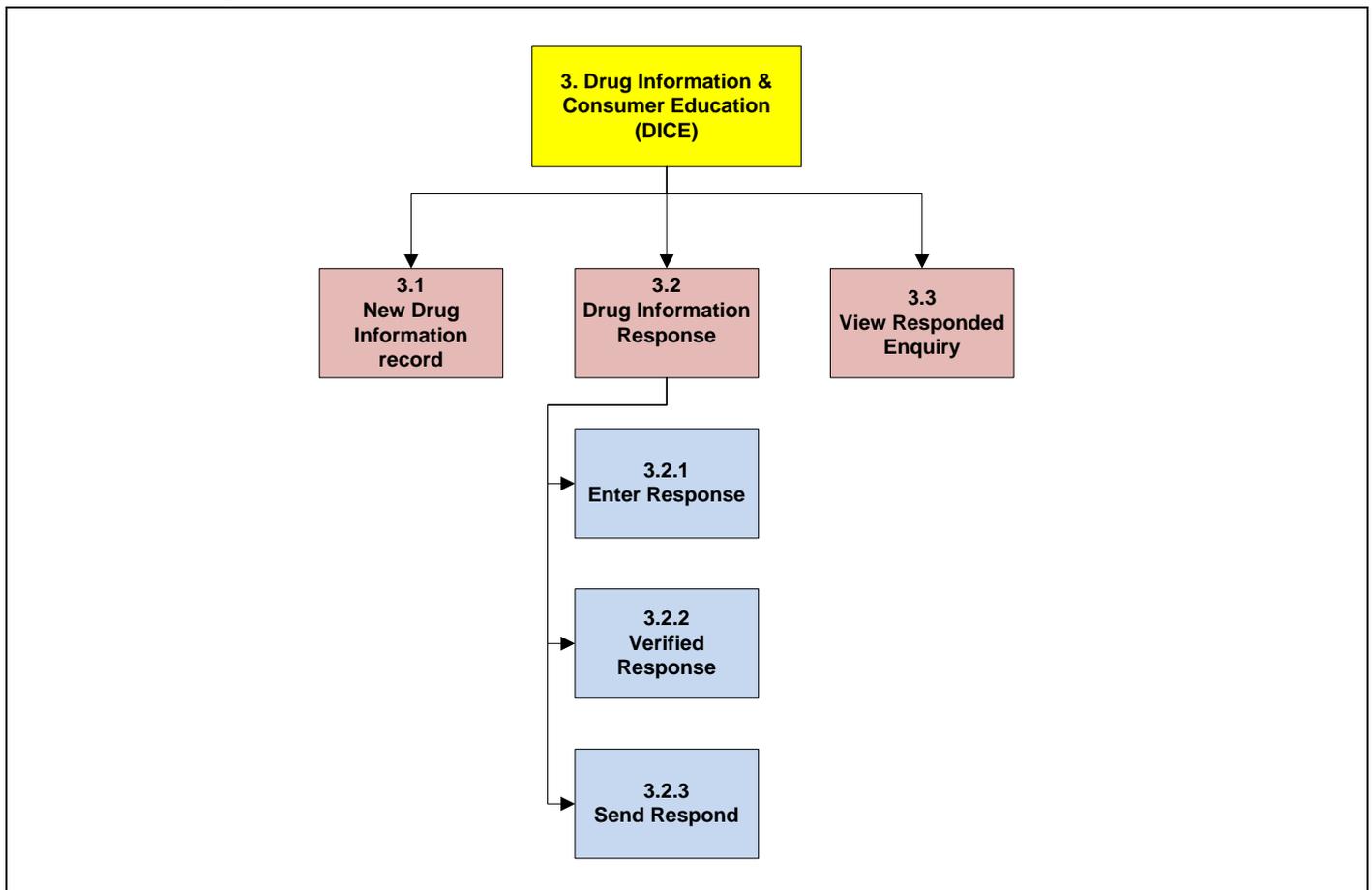


Figure 3.0



Functional Description

Drug Information & Consumer Education (DICE) 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).

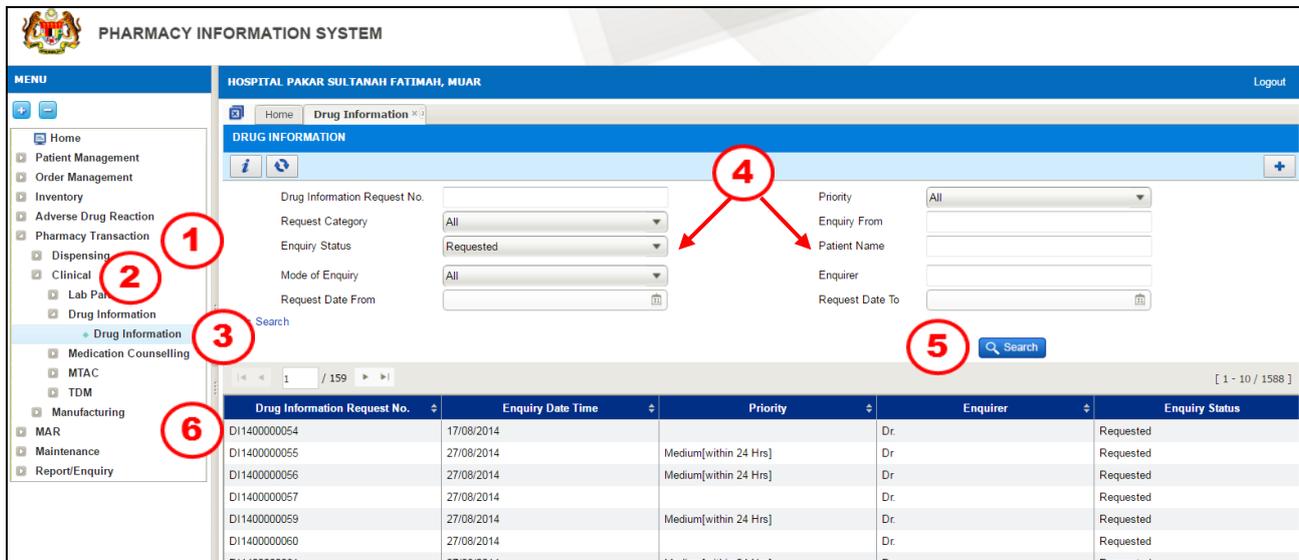


Figure 3.1.1-1 Drug Information Listing Page

Note

- This module will be used by all Healthcare Professional to record new enquiry about Drug Information and seek response from the DI Pharmacist in the facility.
- User is allowed to view a list of Drug Information records on the listing page depending on the user’s access rights:
 - Pharmacist – Able to view all Drug Information records logged by users
 - Other user – Only able to view the Drug Information record(s) submitted by themselves

STEP 1

Click on ‘Pharmacy Transaction’ Menu

STEP 2

Click on ‘Clinical’

STEP 3

Click on ‘Drug Information’ sub menu

STEP 4

To search for existing Drug Information transaction, user can search by criteria as follows:

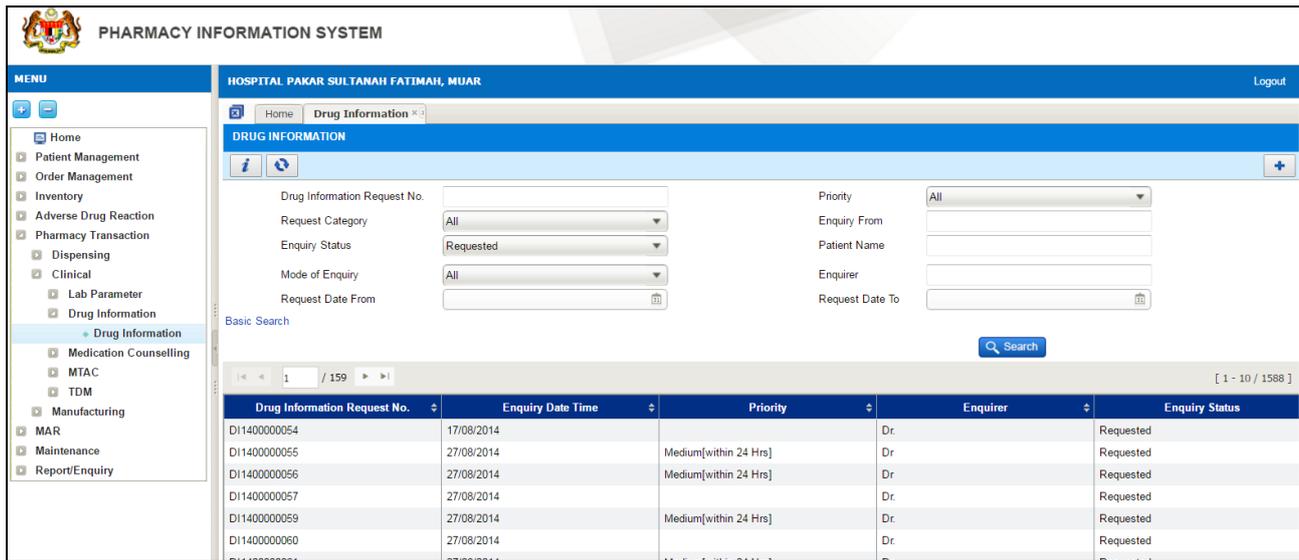
No	Field	Description	Remark
a	Drug Information Request No.	The number is generated when user saves a newly created Drug Information record	Enter partial or full criteria for Drug Information Request No. Filter and search existing records based on the Drug Information Request No.
b	Priority	Select Priority from the drop down menu: - All - Medium [within 24 Hours] - Routine	If the Priority is enter in a newly created Drug Information record, user will be able to search using Priority as the criteria

		- Urgent [within 2 Hours]	
c	Request Category	<p>Select Request Category from the drop down menu:</p> <ul style="list-style-type: none"> - All - Administration - Adverse Effect - Availability/Substitutes - Contraindication - Cytotoxic Drug - Dose range of frequency - Drug Formulation - Drug-Interaction - Drugs Compatibility - Drug use -Preg/Lact - Drug use - Renal / Hepa - Efficacy - Identification - Indication - Overdose - Parenteral Nutrition - Pharmacokinetic - Pharmacy Legislation - Poisoning - Therapeutic Drug Monitoring - Therapeutic use - Treatment Regime 	<p>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</p>
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"> • Select Status from the drop down menu if the logged in user is the Pharmacist: <ul style="list-style-type: none"> - All - Verified - Requested - Responded • Select Status from the drop down menu if the logged in user is other than the Pharmacist: <ul style="list-style-type: none"> - All - Requested - Responded 	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 below:



Drug Information Request No.	Enquiry Date Time	Priority	Enquirer	Enquiry Status
DI140000054	17/08/2014		Dr.	Requested
DI140000055	27/08/2014	Medium(within 24 Hrs)	Dr.	Requested
DI140000056	27/08/2014	Medium(within 24 Hrs)	Dr.	Requested
DI140000057	27/08/2014		Dr.	Requested
DI140000059	27/08/2014	Medium(within 24 Hrs)	Dr.	Requested
DI140000060	27/08/2014		Dr.	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"> - All - Drug Info for educational/counselling - E-mail - Fax - In person - Online - Telephone - Verbal/Walk in 	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 5

Click on the  button after input of criteria

STEP 6

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
- 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 access to PhIS. However, any PhIS user will be able to access, record and send the enquiry to the Pharmacist.

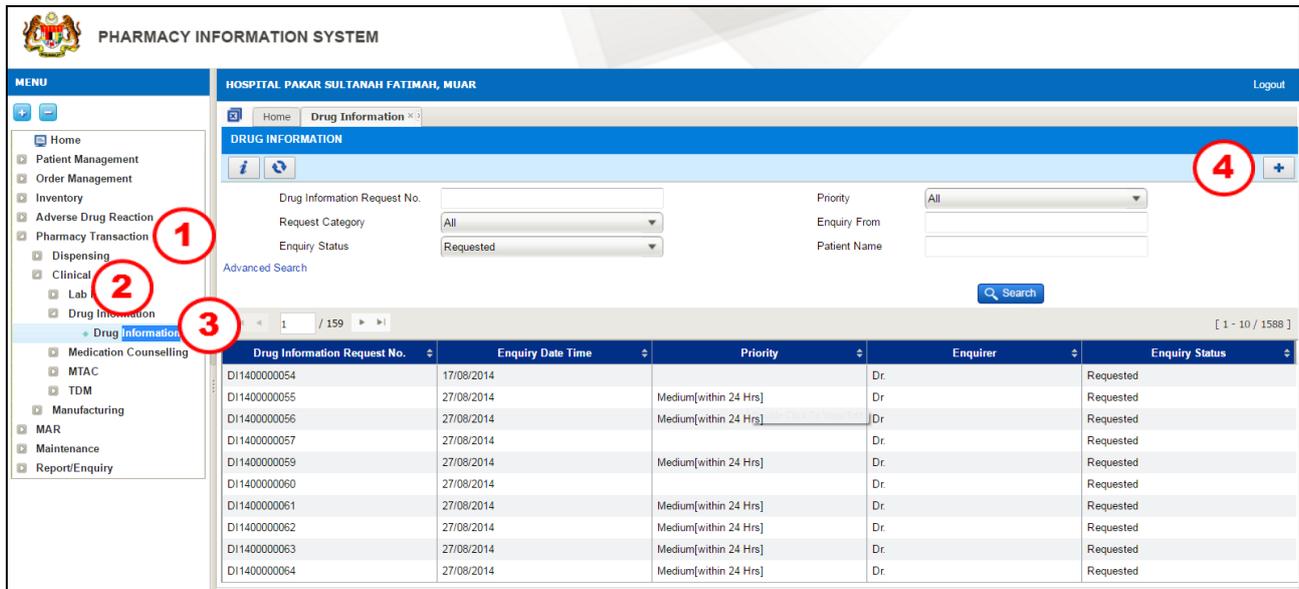


Figure 3.1.2-1 Create New Drug Information

STEP 1

Click on 'Pharmacy Transaction' Menu

STEP 2

Click on 'Clinical'

STEP 3

Click on 'Drug Information' sub menu

STEP 4

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

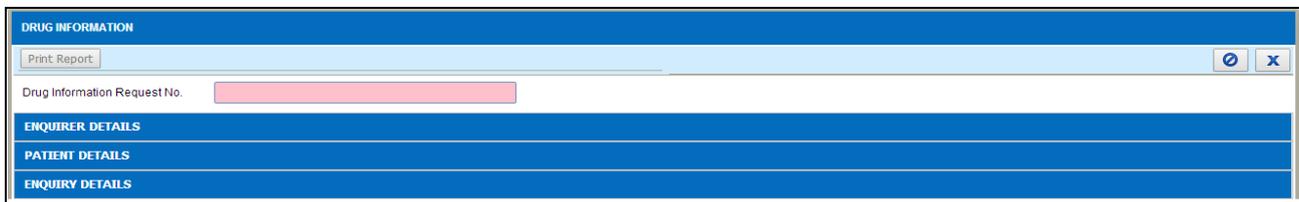


Figure 3.1.2-2 Drug Information

Note

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

a) **Enquirer Details section**

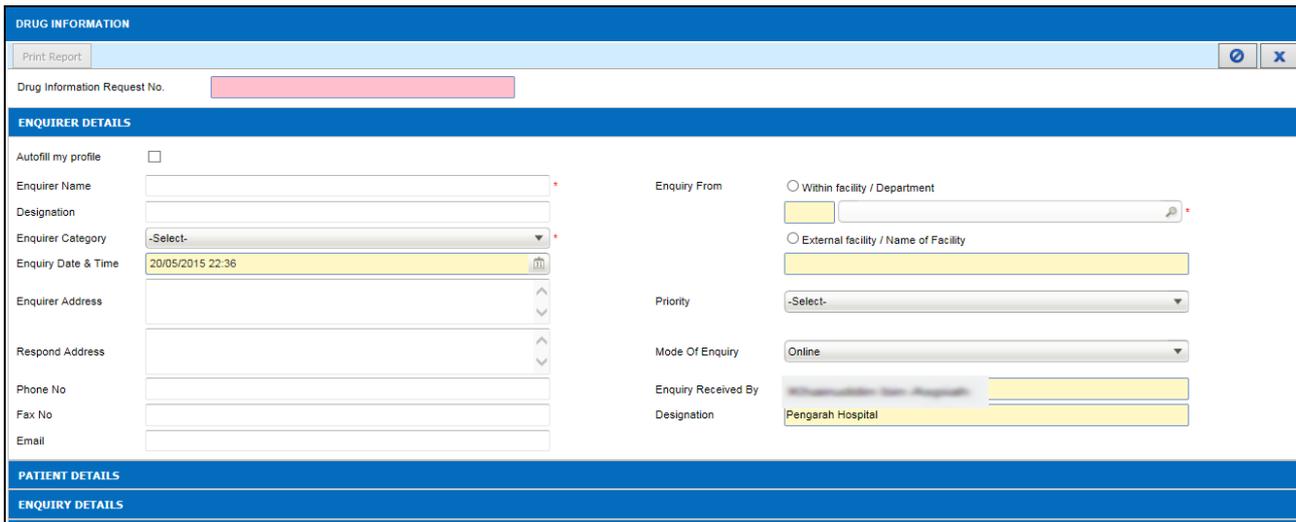


Figure 3.1.2-3 Enquirer Details section

- 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.
- Deselect **Auto Fill My Profile** checkbox if the person who is enquiring is different from the person who is logged into the system.

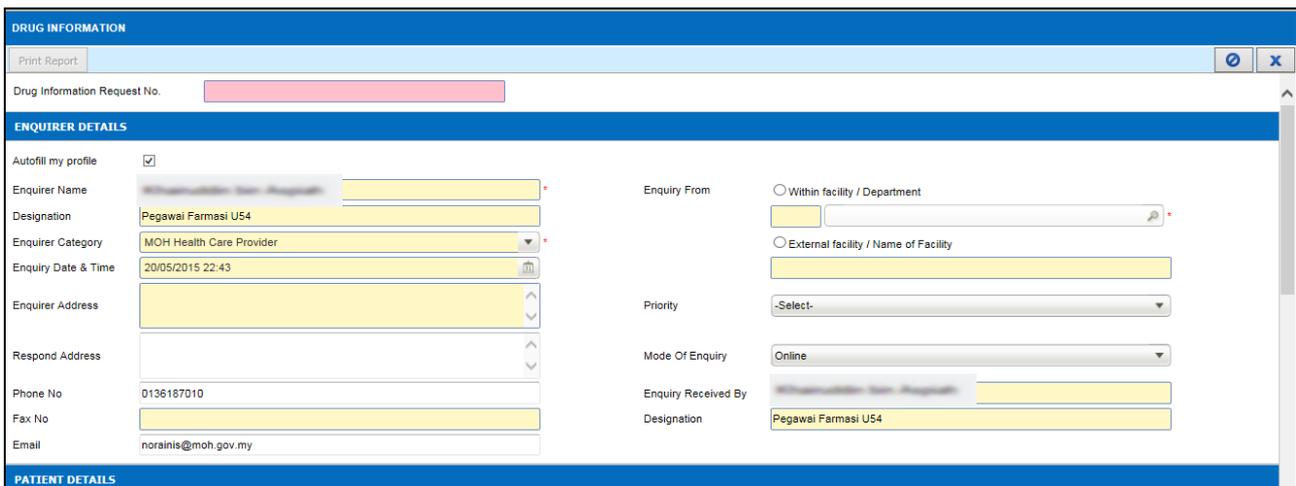


Figure 3.1.2-4 Enquirer Details section

Note

- Check the **Auto Fill My Profile** checkbox. This 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.

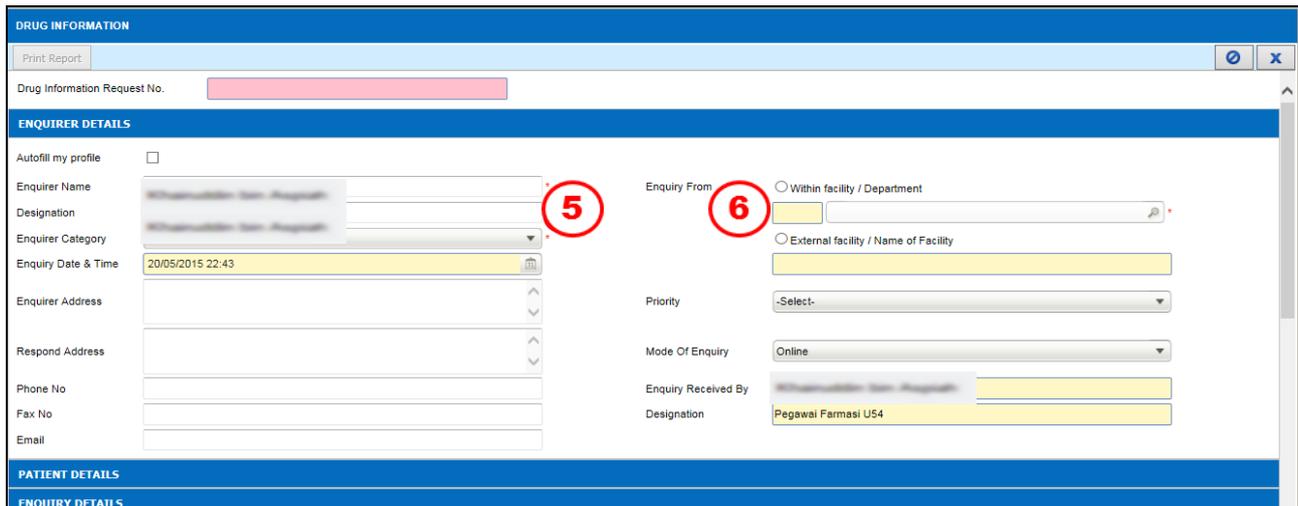


Figure 3.1.2-5 Enquirer Details section

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 5

Enter **Enquirer Name** and **Designation** (optional). then select **Enquirer Category** from the dropdown box

- MOH Health Care Provider
- Non MOH Health Care Provider
- Public

STEP 6

Select **Enquiry From** 'Within facility/Department' or 'External Facility/Name of facility' radio button (optional)

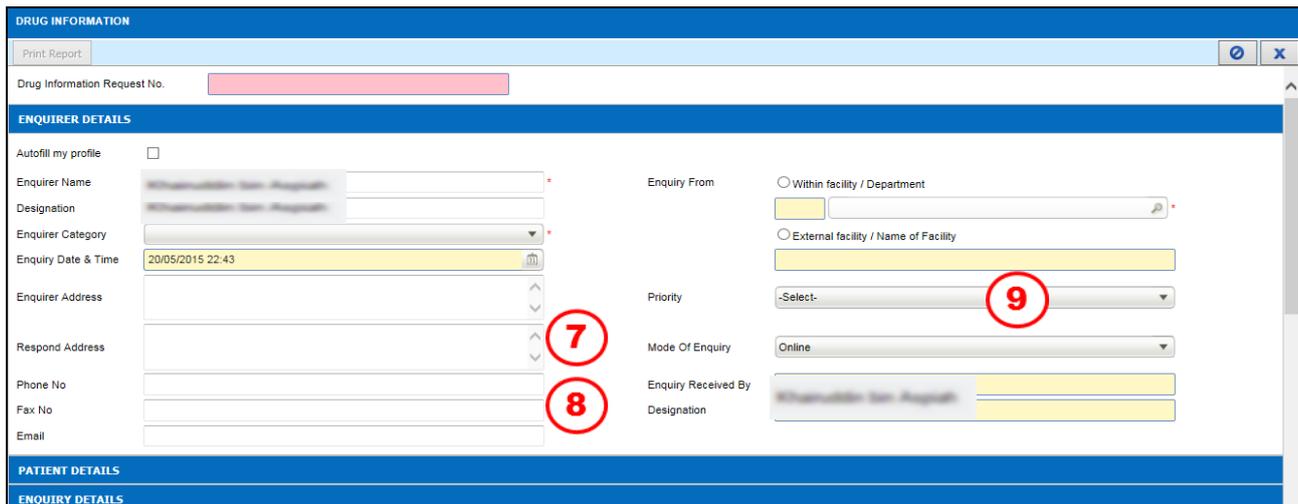
Note

- If '**Within facility/Department**' radio button is selected, select **Department** name from the dropdown box.
- If '**External Facility/Name of Facility**' radio button is selected, enter the **External Facility/Name of Facility**.

OPTIONAL FIELDS – Enquirer Details Section

Select and enter the below optional fields:

- **Designation** – Enter a free text for the enquirer's designation.
- **Enquirer Address** - Enter a free text for the enquirer's address.
- **Respond Address** - Enter a free text for the enquirer's respond address.
- **Fax No.** – Enter Fax No. if the respond is required to be faxed over to the enquirer.
- **Priority** - This is to indicate the urgency for the Pharmacist to respond to the enquiry. Select from the drop down menu:
 - Medium [within 24 Hours]
 - Routine
 - Urgent [within 2 Hours]
- Select **Mode of Enquiry** from the drop down menu:
 - Drug Info for educational/counseling
 - E-mail
 - Fax
 - In person
 - Online
 - Telephone
 - Verbal/Walk in



The screenshot shows a web-based form for 'ENQUIRER DETAILS'. The form is divided into several sections: 'DRUG INFORMATION' at the top with a 'Print Report' button and a 'Drug Information Request No.' field; 'ENQUIRER DETAILS' below, which includes an 'Autofill my profile' checkbox and various input fields for personal and professional information. The 'Respond Address' field is circled in red with the number 7. The 'Email' field is circled in red with the number 8. The 'Priority' dropdown menu is circled in red with the number 9. Below the 'ENQUIRER DETAILS' section are 'PATIENT DETAILS' and 'ENQUIRY DETAILS' sections, which are currently empty.

Figure 3.1.2-6 Enquirer Details

STEP 7

Enter information into these optional fields:

- a) **Enquirer Address**
- b) **Respond Address**
- c) **Fax No.**

STEP 8

Enter **Phone No.** and **Email**.

STEP 9

Select **Priority** from the dropdown box

- a) Medium [within 24 hrs]
- b) Routine
- c) Urgent [within 2 hrs]

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) **Patient Details section**

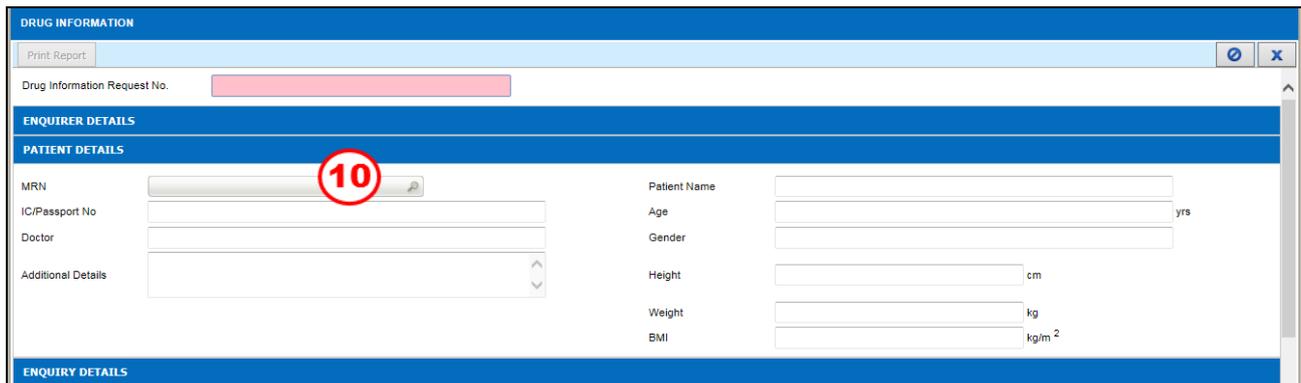


Figure 3.1.2-7 Patient Details section

STEP 10

Search **MRN**

Note

- This section is optional to be filled if the enquiry comes from the patient registered at the facility.
- All fields under the Patient Details section are optional to be selected and entered

OPTIONAL FIELDS – Patient Details Section

Select and enter the below optional fields:

- **MRN** – Search for patient’s Medical Record Number. **Patient Name, Age, Gender, Height, Weight, BMI, and Doctor** details will be displayed automatically from the selected MRN (If available)
- Enter **Additional Details** of the patient if applicable.

c) **Enquiry Details section**

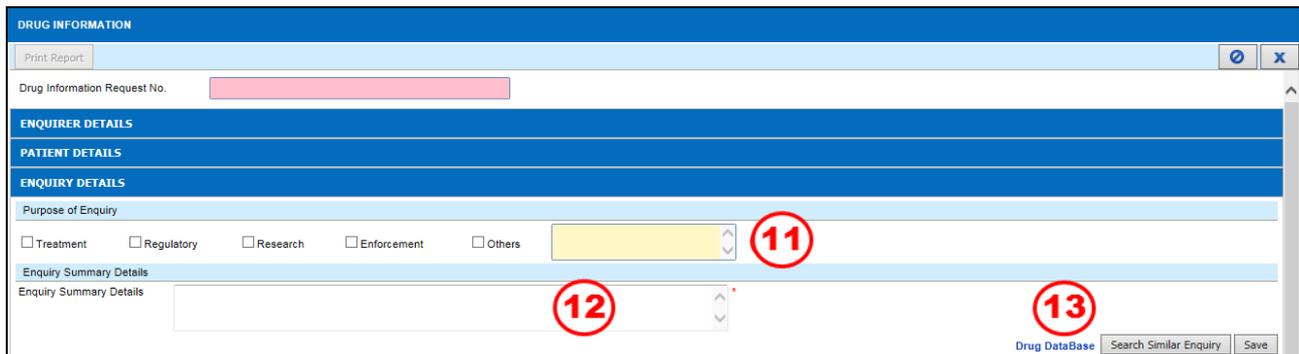


Figure 3.1.2-8 Enquiry Details section

Note

This section indicates information entered by the enquiry.

STEP 11

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.
- Alert message as shown in Figure 3.1.2-9 will be prompted if no **Purpose of Enquiry** check box is selected.

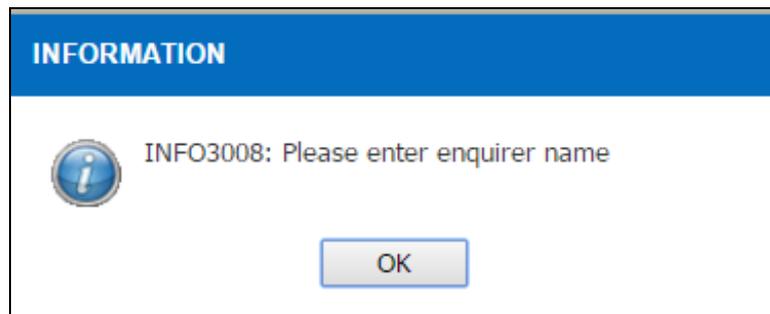


Figure 3.1.2-9 Select Purpose of Enquiry

STEP 12

Enter the **Enquiry Summary Details**

Note

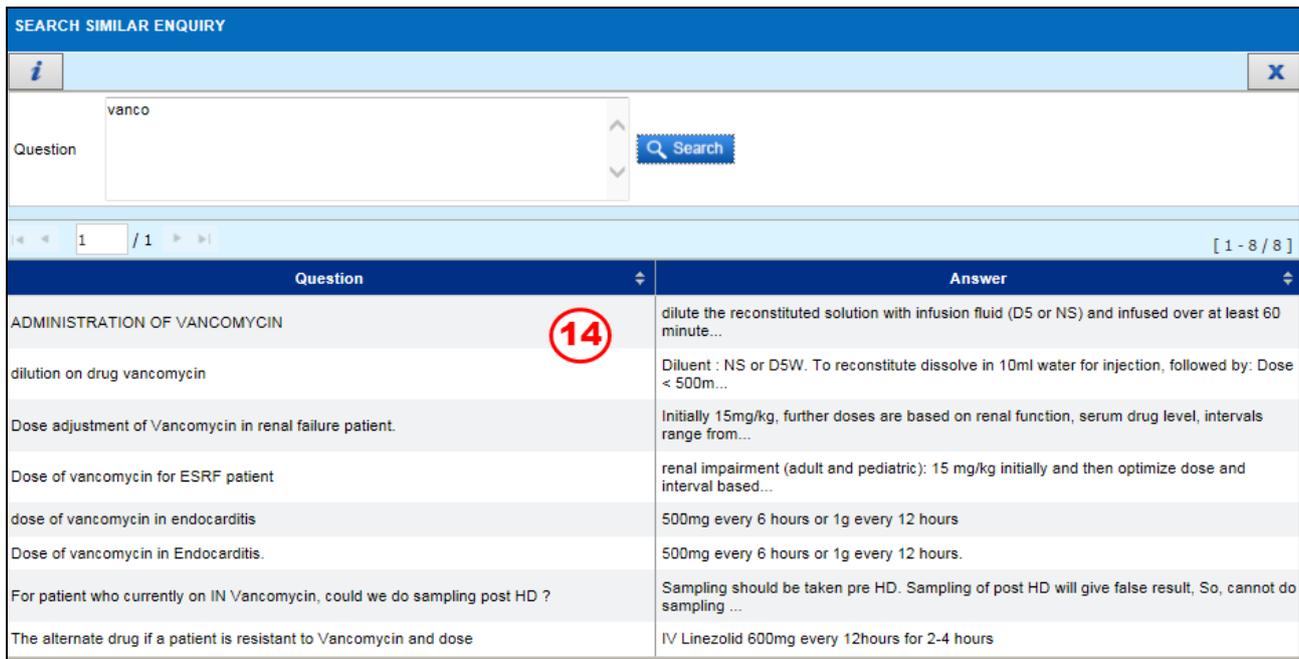
Enquirer will enter the summary of the enquiry information.

OPTIONAL FIELDS – Enquiry Details Section

Select and enter the below optional fields:

STEP 13

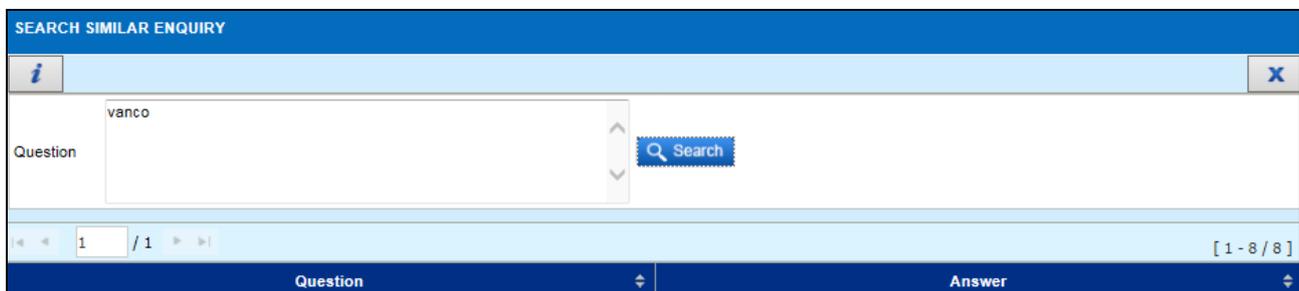
- a) Click on the **Drug Database** hyperlink to access MIMS
- b) Click on the **Search Similar Enquiry** button to search for similar enquiry asked.
- All the similar enquiry(s) will be listed on screen as show in Figure 3.2.1-10.
 - User can search by entering partial or full criteria and click on the  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 3.2.1-11.



The screenshot shows a search interface with a search bar containing 'vanco' and a 'Search' button. Below the search bar is a table with two columns: 'Question' and 'Answer'. The first row is highlighted and has a red circle with the number '14' next to it. The table contains the following data:

Question	Answer
ADMINISTRATION OF VANCOMYCIN	dilute the reconstituted solution with infusion fluid (D5 or NS) and infused over at least 60 minute...
dilution on drug vancomycin	Diluent : NS or D5W. To reconstitute dissolve in 10ml water for injection, followed by: Dose < 500m...
Dose adjustment of Vancomycin in renal failure patient.	Initially 15mg/kg, further doses are based on renal function, serum drug level, intervals range from...
Dose of vancomycin for ESRF patient	renal impairment (adult and pediatric): 15 mg/kg initially and then optimize dose and interval based...
dose of vancomycin in endocarditis	500mg every 6 hours or 1g every 12 hours
Dose of vancomycin in Endocarditis.	500mg every 6 hours or 1g every 12 hours.
For patient who currently on IN Vancomycin, could we do sampling post HD ?	Sampling should be taken pre HD. Sampling of post HD will give false result, So, cannot do sampling ...
The alternate drug if a patient is resistant to Vancomycin and dose	IV Linezolid 600mg every 12hours for 2-4 hours

Figure 3.1.2-10 Search Similar Enquiry



The screenshot shows the same search interface as Figure 3.1.2-10, but the search results table is empty, indicating that no similar enquiries were found for the search term 'vanco'.

Figure 3.1.2-11 No Similar Enquiry found

STEP 14

Double click on the answer from the Search Similar Enquiry section and new window will display as shown in Figure 3.1.2-12

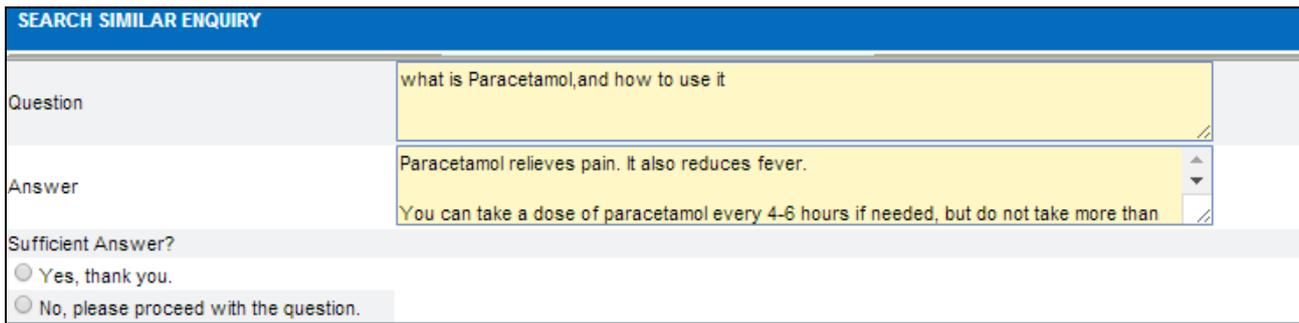


Figure 3.1.2-12 Similar Enquiry existed

Note

- If 'Yes' option is selected from the radio button for the field **Sufficient Answer?** The Drug Information screen will be closed and the user will be redirected to the Listing Page.
- If 'No' option is selected from the radio button for the field **Sufficient Answer?** The user will be redirected back to the Drug Information screen to submit the enquiry for response from the Pharmacist.



Figure 3.1.2-13 Enquiry Details section

STEP 15

Click on the  button to send the enquiry for response to the pharmacist

Note

- **Drug Information Request No** will be generated automatically for future reference.
- The enquiry **Status** will change to 'Requested' as shown in Figure 3.1.2-14
- As shown in Figure 3.1.2-14, Record with Status as 'Requested' cannot be opened if the Pharmacist does not verify the record. However, the report in PDF is available to be viewed/printed.

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR Logout

Home | Drug Information

DRUG INFORMATION

Drug Information Request No. Priority: All

Request Category: All Enquiry From:

Enquiry Status: Requested Patient Name:

Advanced Search

[1 - 10 / 1588]

Drug Information Request No.	Enquiry Date Time	Priority	Enquirer	Enquiry Status
DI140000054	17/08/2014		Dr.	Requested
DI140000055	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI140000056	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI140000057	27/08/2014		Dr.	Requested
DI140000059	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI140000060	27/08/2014		Dr.	Requested
DI140000061	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI140000062	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI140000063	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI140000064	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested

Figure 3.1.2-14 Enquiry Status = Requested

Ministry of Health, Malaysia
DRUG INFORMATION - ENQUIRY RESPONSE

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Jalan Salleh

069521901

Date of Reply/Response	None
Enquirer's Name/Designation	[REDACTED]
Enquirer's Contact details	0174104552
Enquiry Summary (Question)	
Respiratory	
Enquiry Response (Answer)	
None	

Figure 3.1.2-15 In Response Drug Information enquiry report

3.1.3 Record and Submit own Enquiry

This function is used to record the user's own enquiry to the Pharmacist.

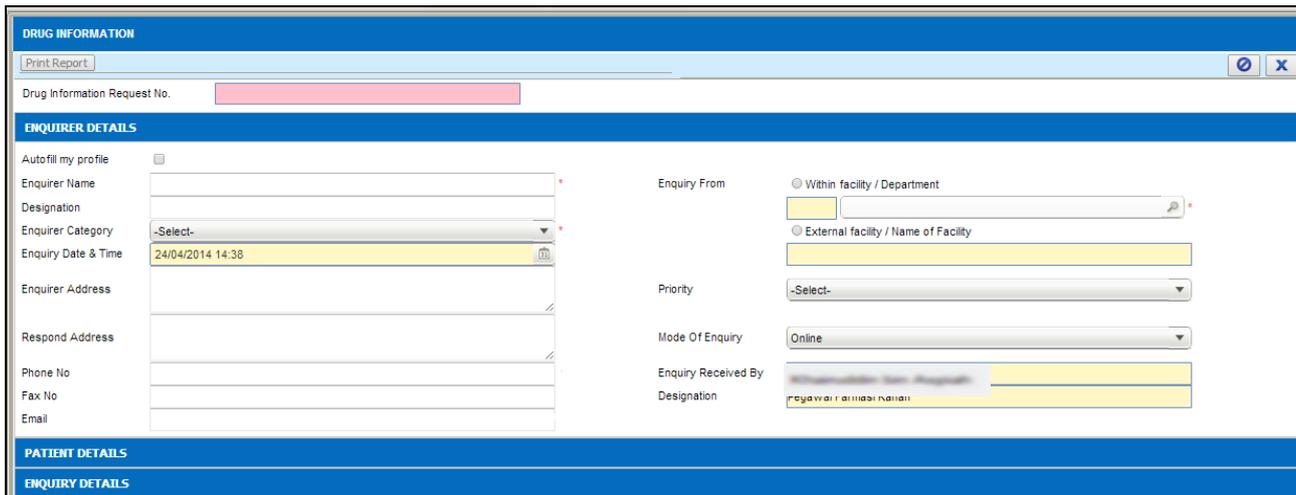
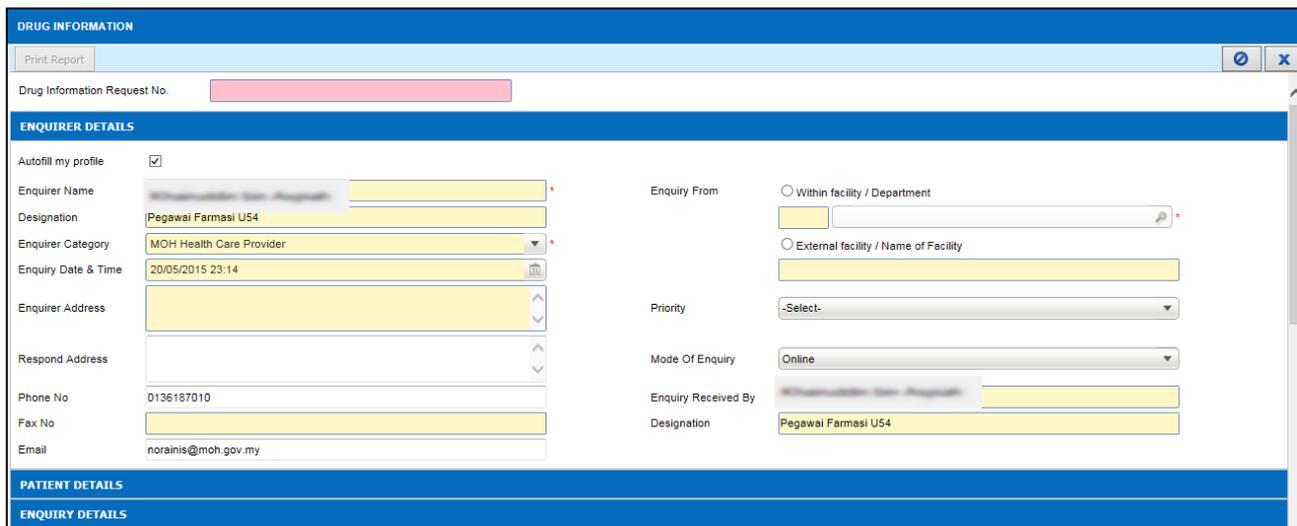


Figure 3.1.3-1 Enquirer Details section

Note

- Repeat **STEP 1** to **STEP 4** in [3.1.2 Record and Submit Enquiry received from Non-PhIS user](#) and system will display the screen as shown in the [Figure 3.1.3-1](#).
- Select the **Auto Fill My Profile** check box; this information will be recorded from the user login ID as shown in [Figure 3.1.3-2](#).
 - a) Enquirer Name
 - b) Designation
 - c) Enquirer Category
 - d) Enquirer Address
 - e) Phone No.
 - f) Email



The screenshot displays a web application interface for a Drug Information Request. The top section is titled "DRUG INFORMATION" and includes a "Print Report" button and a "Drug Information Request No." field. Below this is the "ENQUIRER DETAILS" section, which is divided into two columns of fields. The left column includes: "Autofill my profile" (checked), "Enquirer Name" (text field), "Designation" (text field with value "Pegawai Farmasi U54"), "Enquirer Category" (dropdown menu with value "MOH Health Care Provider"), "Enquiry Date & Time" (text field with value "20/05/2015 23:14"), "Enquirer Address" (text area), "Respond Address" (text area), "Phone No" (text field with value "0136187010"), "Fax No" (text field), and "Email" (text field with value "norainis@moh.gov.my"). The right column includes: "Enquiry From" (radio buttons for "Within facility / Department" and "External facility / Name of Facility"), "Priority" (dropdown menu with value "-Select-"), "Mode Of Enquiry" (dropdown menu with value "Online"), "Enquiry Received By" (text field), and "Designation" (text field with value "Pegawai Farmasi U54"). Below the "ENQUIRER DETAILS" section are sections for "PATIENT DETAILS" and "ENQUIRY DETAILS", which are currently empty.

Figure 3.1.3-2 Enquirer Details

OPTIONAL FIELDS – Enquirer Details Section

Select and enter the below optional fields:

- **Respond Address**
- **Enquiry From**
- **Priority**
- **Mode of Enquiry**

Note

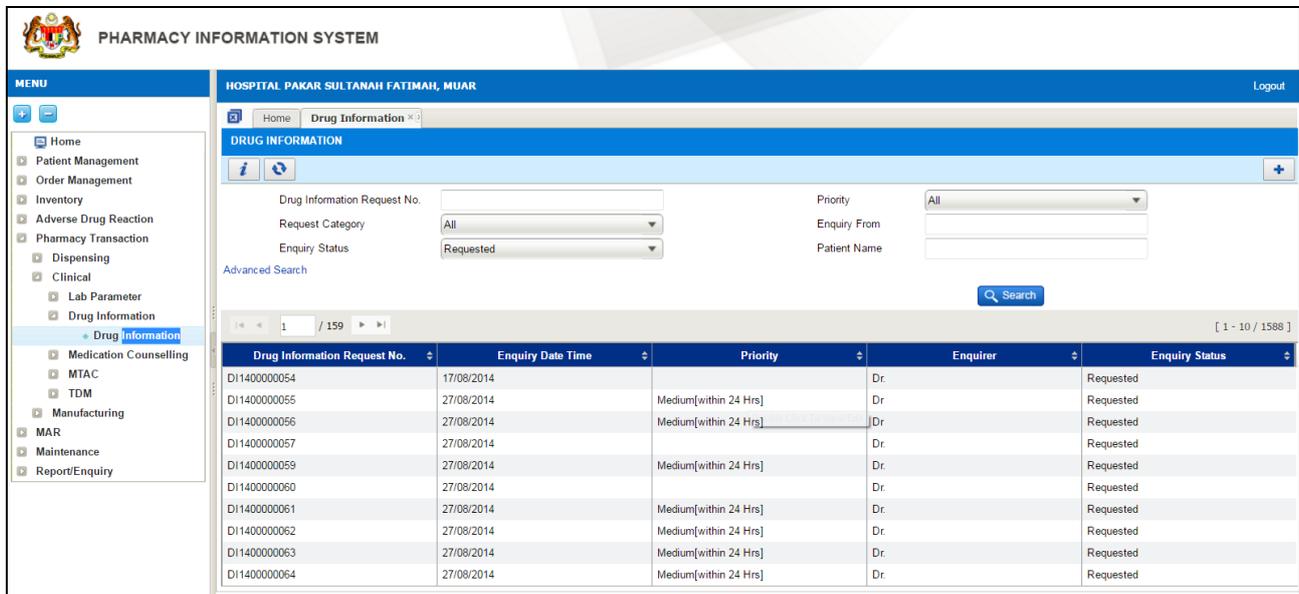
Follow the same step for the **b) Patient Details section** and **c) Enquiry Details section** in 3.1.2. Record and Submit Enquiry received from Non-PhIS user.

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



The screenshot displays the 'PHARMACY INFORMATION SYSTEM' interface for 'HOSPITAL PAKAR SULTANAH FATIMAH, MUAR'. The 'DRUG INFORMATION' section is active, showing a search filter for 'Requested' status. The main area contains a table of drug information requests.

Drug Information Request No.	Enquiry Date Time	Priority	Enquirer	Enquiry Status
DI1400000054	17/08/2014		Dr.	Requested
DI1400000055	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI1400000056	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI1400000057	27/08/2014		Dr.	Requested
DI1400000059	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI1400000060	27/08/2014		Dr.	Requested
DI1400000061	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI1400000062	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI1400000063	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI1400000064	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested

Figure 3.2.1-1 Enquiry Status = Requested

Note

Refer to section 3.1.1 Drug Information Listing Page to search for the 'Requested' Drug Information record.

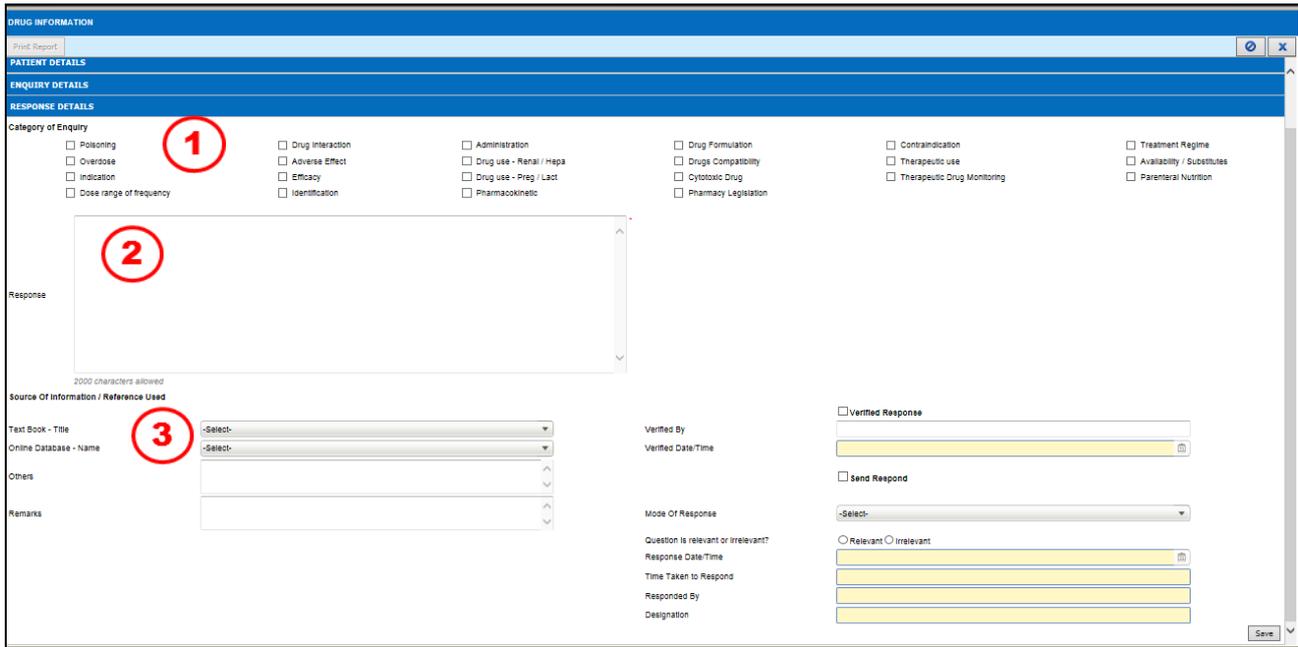


Figure 3.2.1-2 Response Details

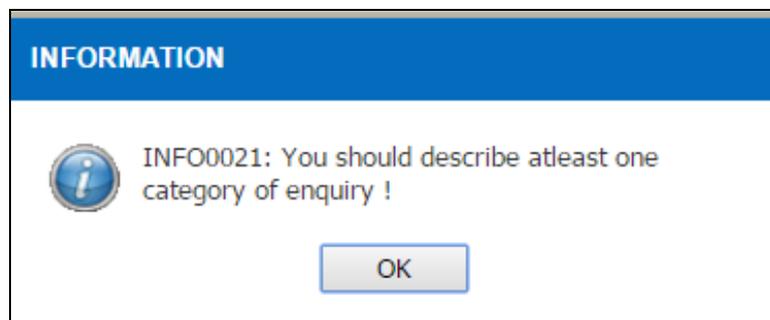


Figure 3.2.1-3 Select at least one Category of Enquiry

STEP 1

Select at least one of the **Category of Enquiry** checkbox as appropriate. The user can select more than one category.

Note

Alert message as shown in Figure 3.2.1-3 will be prompted if no **Category of Enquiry** check box is selected.

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

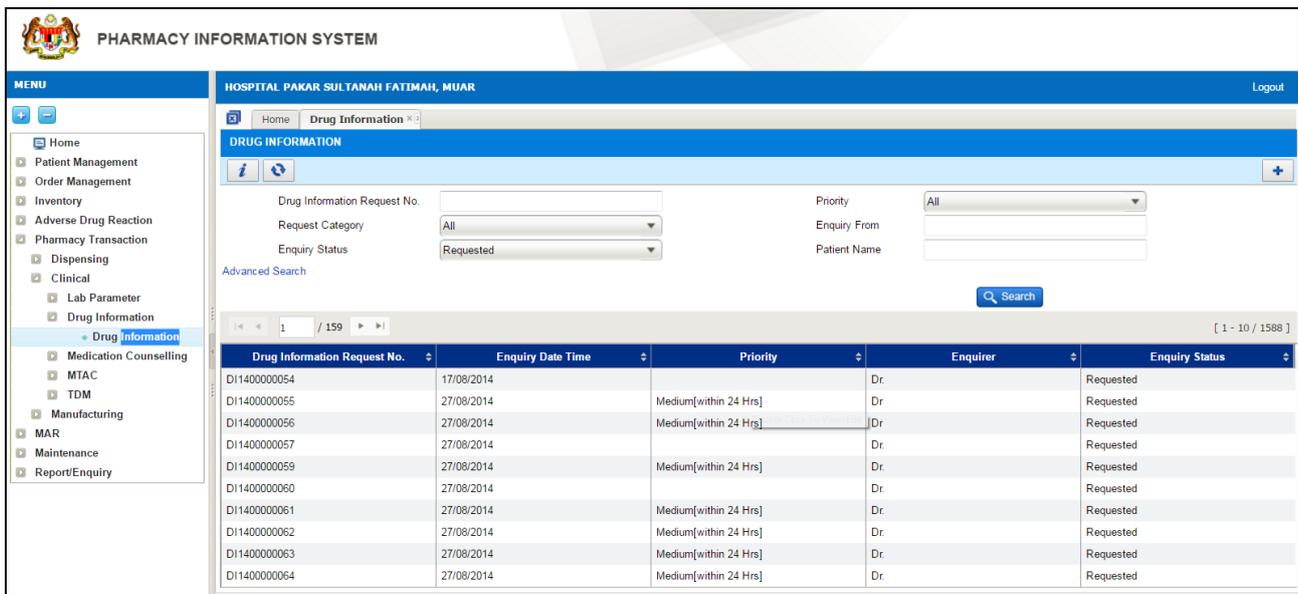
Click on the  button to save the response entered

Note

- Based on the user access granted to a login ID, the 'Response' entered has to be verified before the **Send Respond** check box can be selected.
- The **Status** of the Drug Information record will remain as 'Requested'.
- Records with Status Requested cannot be opened by the enquirer if the Pharmacist does not verify the record. However, the report in PDF format is available for viewing/printing.

3.2.2 Verify Respond

A Drug Information record that has been responded will be sent to the Pharmacist in charge to verify the accuracy of the response.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Drug Information

DRUG INFORMATION

Drug Information Request No. [] Priority [All]

Request Category [All] Enquiry From []

Enquiry Status [Requested] Patient Name []

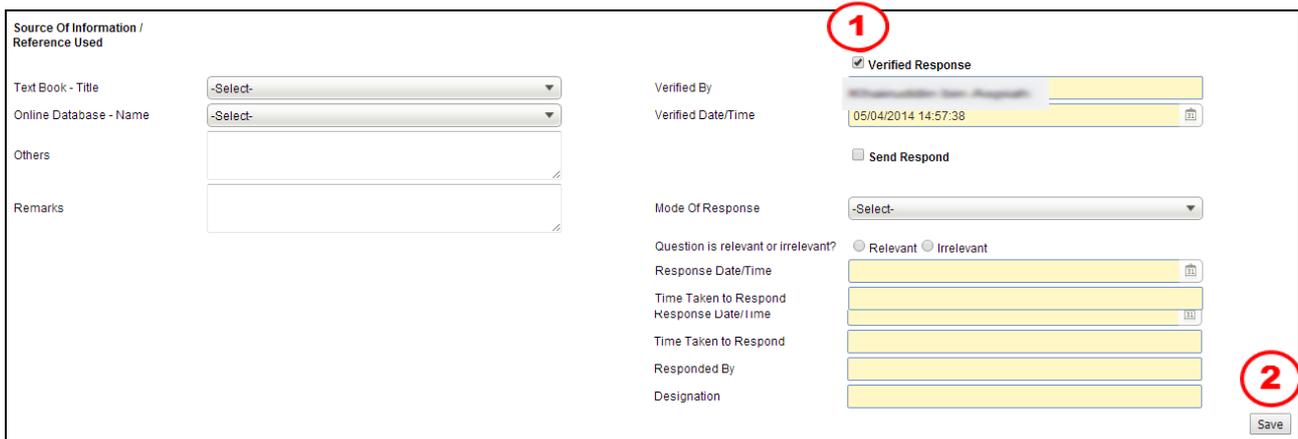
Advanced Search [Search]

Drug Information Request No.	Enquiry Date Time	Priority	Enquirer	Enquiry Status
DI140000054	17/08/2014		Dr.	Requested
DI140000055	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI140000056	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI140000057	27/08/2014		Dr.	Requested
DI140000059	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI140000060	27/08/2014		Dr.	Requested
DI140000061	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI140000062	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI140000063	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI140000064	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested

Figure 3.2.2-1 Enquiry Status = Requested

Note

- Refer to section 3.1.1 Drug Information Listing Page to search for the 'Requested' Drug Information record.
- To function is required to verify the response entered by the previous DI pharmacist.
- The pharmacist is allowed to amend the response entered if required.



Source Of Information / Reference Used

Text Book - Title [-Select-] Verified By [**1**]

Online Database - Name [-Select-] Verified Date/Time [05/04/2014 14:57:38]

Others []

Remarks []

Mode Of Response [-Select-]

Question is relevant or irrelevant? Relevant Irrelevant

Response Date/Time []

Time Taken to Respond []

Response Date/Time []

Time Taken to Respond []

Responded By []

Designation []

Verified Response

Send Respond

2 [Save]

Figure 3.2.2-2 Verify Response

STEP 1

Check on the **Verified Response** checkbox to confirm that the Response information entered is sufficient and accurate

Note

- System will record the **Verified By** based on from the user's Login ID.
- **Verified Date/Time** defaults to the system Date/Time.

STEP 2

Click on the **Save** button to save the record

3.2.3 Send Respond

This function is used to send the feedback to the enquirer after the Drug Information record has been verified.

The screenshot shows the 'DRUG INFORMATION' section of the PHARMACY INFORMATION SYSTEM. It features a search interface with fields for 'Drug Information Request No.', 'Request Category' (set to 'All'), 'Priority' (set to 'All'), 'Enquiry From', and 'Patient Name'. Below the search fields is a table listing drug information requests. The table has columns for 'Drug Information Request No.', 'Enquiry Date Time', 'Priority', 'Enquirer', and 'Enquiry Status'. The 'Enquiry Status' column for all listed items is 'Requested'.

Drug Information Request No.	Enquiry Date Time	Priority	Enquirer	Enquiry Status
DI140000054	17/08/2014		Dr.	Requested
DI140000055	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI140000056	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI140000057	27/08/2014		Dr.	Requested
DI140000059	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI140000060	27/08/2014		Dr.	Requested
DI140000061	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI140000062	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI140000063	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested
DI140000064	27/08/2014	Medium[within 24 Hrs]	Dr.	Requested

Figure 3.2.3-1 Enquiry Status = Verified

Note

- Refer to section 3.1.1 Drug Information Listing Page to search for the 'Verified' Drug Information record.
- This function is required to send the verified response to the enquirer and to submit the enquiry to HQ.

The screenshot shows the 'Send Respond' form. It includes fields for 'Text Book - Title', 'Online Database - Name', and 'Others'. The 'Verified By' field is populated with 'Pegawai Farmasi'. The 'Verified Date/Time' is '05/04/2014 14:57:38'. The 'Send Respond' checkbox is checked and circled with a red '1'. The 'Mode Of Response' dropdown is set to '-Select-' and circled with a red '2'. The 'Question is relevant or irrelevant?' section has the 'Relevant' radio button selected and circled with a red '3'. The 'Response Date/Time' is '05/04/2014 15:00:52'. The 'Time Taken to Respond' is '0 days 2 hrs 17 min'. The 'Responded By' field is populated with 'Pegawai Farmasi' and circled with a red '4'. A 'Save' button is located at the bottom right.

Figure 3.2.3-2 Send Respond

STEP 1

Select the **Send Respond** check box.

STEP 2

Select from the **Mode of Response** drop down box (Optional).

STEP 3

Select **Relevant** option from the **Question is relevant or irrelevant?**

Note

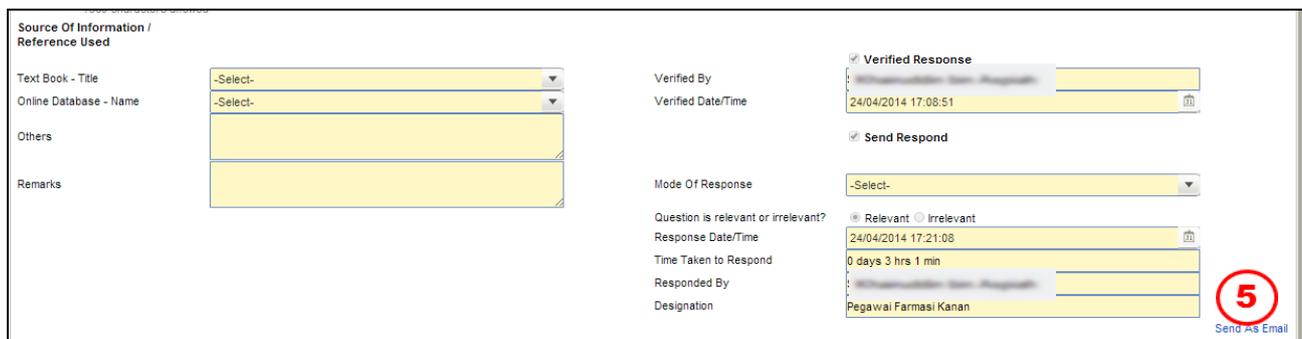
- **Response Date/Time** will be defaulted to showing the system Date/Time. It is editable and used to it will be calculating the '**Time Taken to Respond**'.
- The '**Responded By**' and the '**Designation**' will be recorded based on the user's Login ID.

STEP 4

Click on the  button to save the record.

Note

- The **Enquiry Status** will change to 'Responded'.
- 'Responded' Drug Information records will be submitted to HQ. HQ will be decided whether to publish the enquiry to Know Your Medicine (KYM) Portal and/or PhIS Portal.
- Know Your Medicine Portal can be accessed by the public. However, the PhIS Portal is only accessible by the PhIS Users.



Source Of Information / Reference Used		Verified By	<input checked="" type="checkbox"/> Verified Response
Text Book - Title	-Select-	Verified Date/Time	24/04/2014 17:08:51
Online Database - Name	-Select-		
Others		Mode Of Response	-Select-
Remarks		Question is relevant or irrelevant?	<input checked="" type="radio"/> Relevant <input type="radio"/> Irrelevant
		Response Date/Time	24/04/2014 17:21:08
		Time Taken to Respond	0 days 3 hrs 1 min
		Responded By	
		Designation	Pegawai Farmasi Kanan

Figure 3.2.3-3 Send as Email

STEP 5

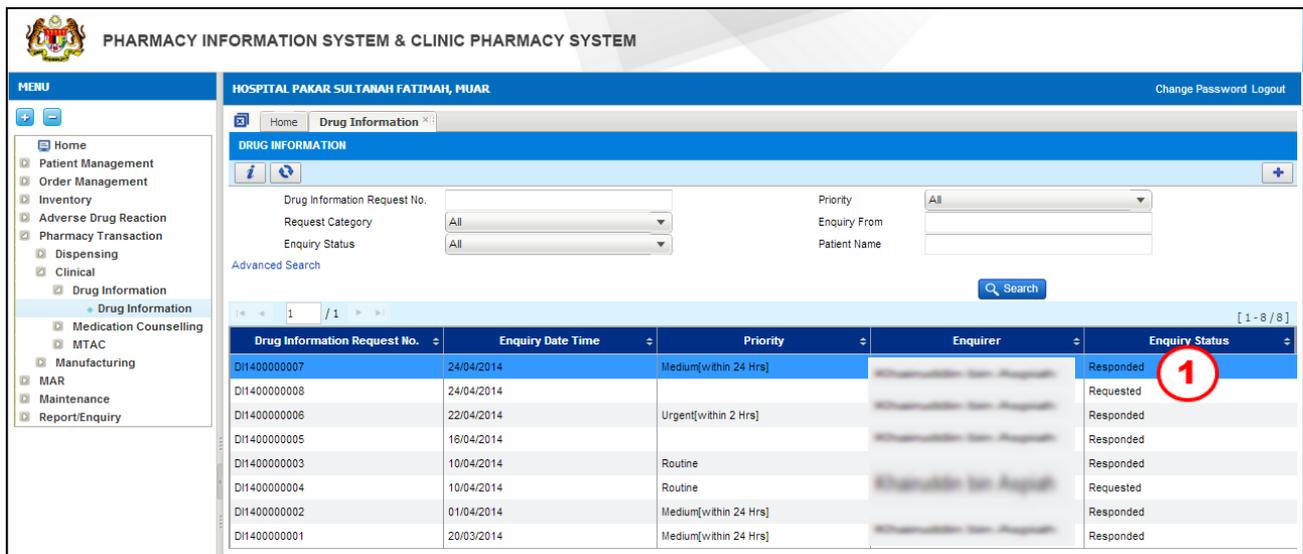
Click on the '**Send As Email**' hyperlink to send an email to the enquirer via Microsoft Outlook.

Note

Microsoft Outlook and Adobe Reader will be required for this function.

3.3 View Responded Enquiry

This function is used by the enquirer to view the answer responded by the Pharmacist.



The screenshot displays the 'DRUG INFORMATION' section of the system. It includes a search interface with filters for 'Drug Information Request No.', 'Request Category', 'Enquiry Status', 'Priority', 'Enquiry From', and 'Patient Name'. Below the search area is a table of enquiries. The table has columns for 'Drug Information Request No.', 'Enquiry Date Time', 'Priority', 'Enquirer', and 'Enquiry Status'. The first row, with request number DI1400000007 and status 'Responded', is highlighted in blue and has a red circle with the number '1' around the status cell.

Drug Information Request No.	Enquiry Date Time	Priority	Enquirer	Enquiry Status
DI1400000007	24/04/2014	Medium[within 24 Hrs]	Pharmacist [Name]	Responded
DI1400000008	24/04/2014		Pharmacist [Name]	Requested
DI1400000006	22/04/2014	Urgent[within 2 Hrs]	Pharmacist [Name]	Responded
DI1400000005	18/04/2014		Pharmacist [Name]	Responded
DI1400000003	10/04/2014	Routine	Pharmacist [Name]	Responded
DI1400000004	10/04/2014	Routine	Pharmacist [Name]	Requested
DI1400000002	01/04/2014	Medium[within 24 Hrs]	Pharmacist [Name]	Responded
DI1400000001	20/03/2014	Medium[within 24 Hrs]	Pharmacist [Name]	Responded

Figure 3.3-1 Enquiry Status = Responded

Note

- When a drug information record status is Responded, enquirer will be able to view the response provided in the PDF form.
- Refer to section 3.1.1 Drug Information Listing Page to search for the 'Responded' Drug Information record.

STEP 1

Double click on the record with status 'Responded' to view the response

Note

- Response in PDF format will be displayed as shown in Figure 3.3-2.
- The response entered and verified by the Pharmacist can be viewed in the Enquiry Response (Answer) field.

Ministry of Health, Malaysia
DRUG INFORMATION - ENQUIRY RESPONSE

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Jalan Salleh

069521901

Date of Reply/Response	24/Apr/2014
Enquirer's Name/Designation	[REDACTED]
Enquirer's Contact details	0174104552
Enquiry Summary (Question)	
Respiratory	
Enquiry Response (Answer)	
<p>The symptoms of a heart attack vary from one person to another. You may feel tightness, heaviness or pain in your chest. This may spread to your arms, neck, jaw, back or stomach. For some people, the pain or tightness is severe, while other people just feel uncomfortable.</p> <p>As well as having chest pain or discomfort you may become sweaty, feel light-headed or dizzy, or become short of breath. You may also feel nauseous or vomit.</p>	

Figure 3.3-2 Drug Information – Enquiry Response

4.0 Acronyms

Abbreviation	Definition
MOH	Ministry of Health
PhIS	Pharmacy Information System
CPS	Clinical Pharmacy System
DICE	Drug Information and Consumer Education
MRN	Medical Record Number

5.0 Link to Clinical Modules

No	Module	PDF Links	No	Module	PDF Links
1	<i>Inpatient</i>	Click Here	12	<i>CDR Dispensing</i>	Click Here
2	<i>CDR Order</i>	Click Here	13	<i>Methadone Dispensing</i>	Click Here
3	<i>TDM Order</i>	Click Here	14	<i>PN Dispensing</i>	Click Here
4	<i>PN Order</i>	Click Here	15	<i>Order Management</i>	Click Here
5	<i>IV Order</i>	Click Here	16	<i>Patient Management</i>	Click Here
6	<i>Prepacking</i>	Click Here	17	<i>Radiopharmaceuticals</i>	Click Here
7	<i>Galenical</i>	Click Here	18	<i>Outpatient</i>	Click Here
8	<i>MTAC</i>	Click Here	19	<i>Special Drug Request</i>	Click Here
9	<i>ADR & DAC</i>	Click Here	20	<i>MAR</i>	Click Here
10	<i>Medication Counselling</i>	Click Here	21	<i>DICE</i>	Click Here
11	<i>Ward Pharmacy</i>	Click Here	22		