



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

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## **Pharmacy Based User Manual Medication Counseling**

|                    |                                             |
|--------------------|---------------------------------------------|
| <b>Version</b>     | <b>: 9<sup>th</sup> EDITION</b>             |
| <b>Document ID</b> | <b>: PB_U.MANUAL_MEDICATION COUNSELLING</b> |



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Reference ID : PB\_U. MANUAL\_MEDICATION COUNSELLING-9<sup>th</sup> EDITION

Application reference: PhIS& CPS v2.0.1

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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. PhIS implementation would transform most of current manual process to electronic system would benefit facility end user in the health care sector.

There are 12 modules to assist services 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 Medication Counselling sub-module and its key features and functionalities. The primary objective is to help guide user through the process of completing PhIS application process.

User will understand the following activities in details:

- Order
- Reporting
- Counselling Material

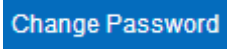
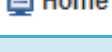
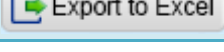
### 1.3 Organized Sections

These are the sections within this document:

- Section 1 : Introduction
- Section 2 : Application Standard Features
- Section 3 : Medication Counselling
- 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 |

### Medication Counselling Module Legend

|                                                                                                        |                      |                                                                                                   |                      |
|--------------------------------------------------------------------------------------------------------|----------------------|---------------------------------------------------------------------------------------------------|----------------------|
|  Upload               | Upload               |  Confirm         | Confirm              |
|  Schedule Time        | Schedule Time        |  Save & Continue | Save & Continue      |
|  Add/Update           | Add / Update         |  Delete          | Delete               |
|  Expand button        | Expand button        |  Malay           | Print Malay language |
|  Proceed To Reporting | Proceed to Reporting |  Order Details   | Order Details        |
|                                                                                                        |                      |                                                                                                   |                      |

### **Note**

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

## 2.2 Latest Enhancement and Updates

| Latest Functions                                                                              | Page                                              |
|-----------------------------------------------------------------------------------------------|---------------------------------------------------|
| Appointment date adjustable (backdated up to 5 days only)                                     | <a href="#">page 12</a> , <a href="#">page 15</a> |
| Compliance <a href="#">Calculate Score</a> hyperlink enable after confirmation                | <a href="#">page 43</a>                           |
| 'MC' in Clinical Summary rename to 'Medication Counselling'                                   | Refer Patient Management module                   |
| Remove menu for Medication Counselling Order. Combine listing of Order & Reporting Assessment |                                                   |
| Add Second-hand Smoker at Smoking radio button selection                                      |                                                   |

### 3.0 Medication Counselling

#### Overview

The Medication Counselling module is provided to all the patients. The ultimate goal to be achieved during patient medication counseling is to provide information directed at encouraging safe and appropriate use of medication.

#### User Group

This module is intended for pharmacist and assistant pharmacist (subject to user assign by the facility)

#### Functional Diagram

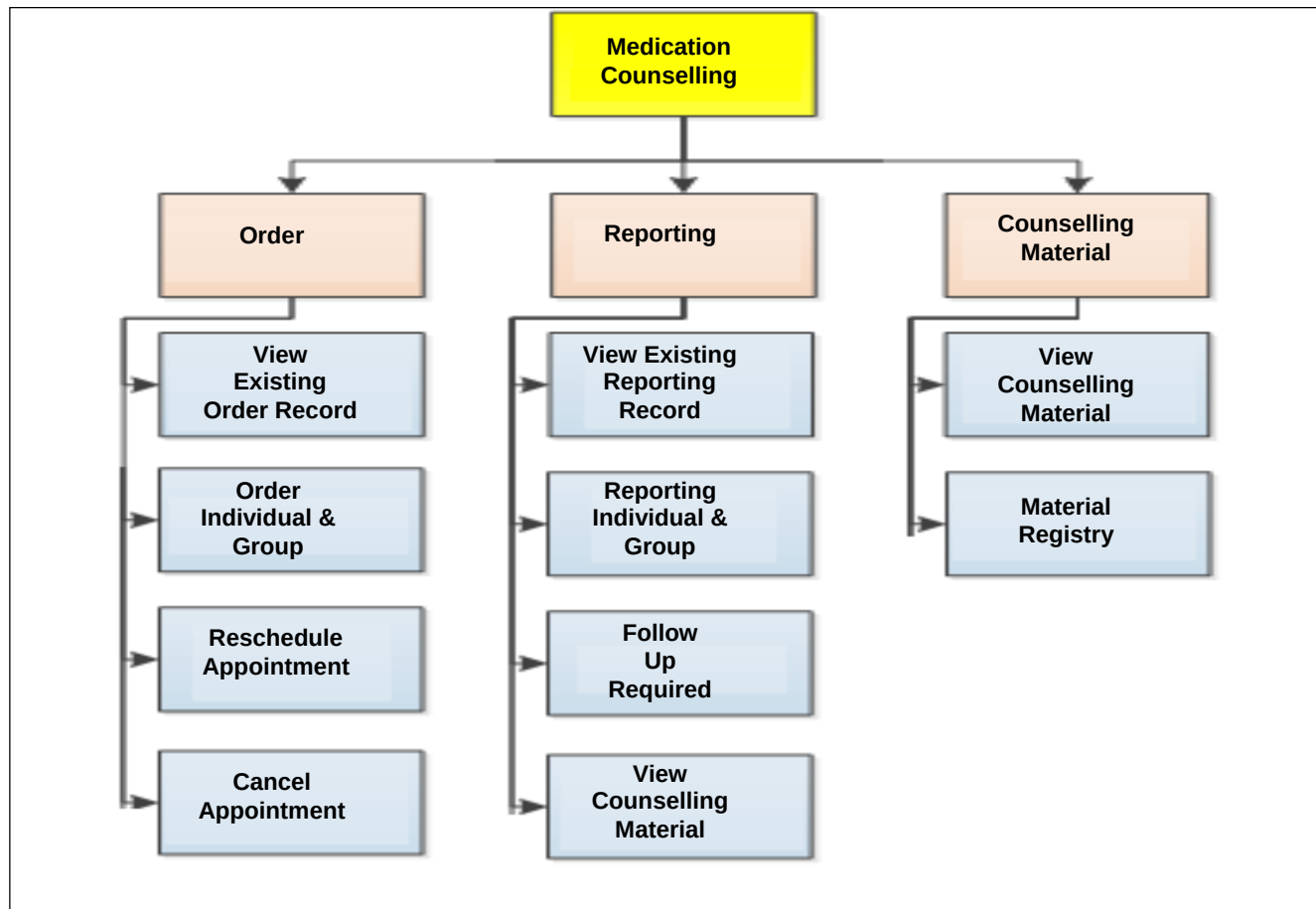


Figure 3.0-1

#### Functional Description

Medication Counselling comprises of three (3) main functions:

- **Order**

This function enables user to capture individual and group order and schedule appointment date and time.

- **Reporting**

This function enables user to perform reporting for individual and group. It also supports the viewing and printing of counselling material.

- **Material**

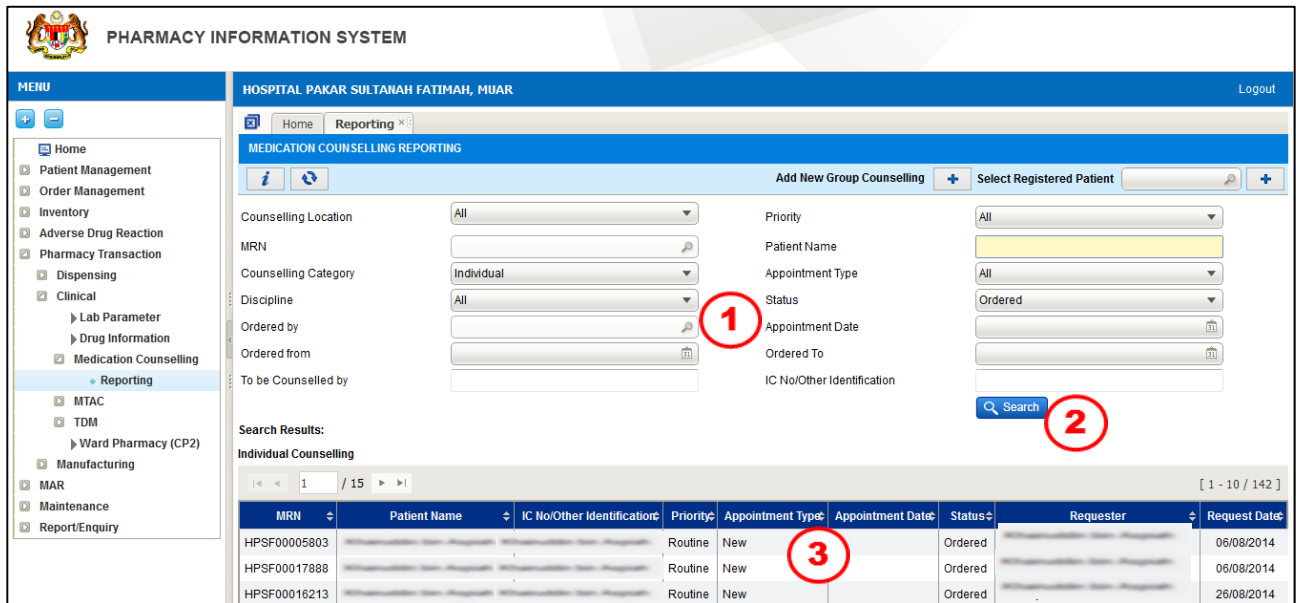
This function provides user the capability to view and download counselling material.



### 3.1 View Order Record

#### 3.1.1 View Individual OrderRecord

This function is used to retrieve and view individual order.



**PHARMACY INFORMATION SYSTEM**

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Logout

Home Reporting

MEDICATION COUNSELLING REPORTING

Add New Group Counselling Select Registered Patient

Counselling Location: All Priority: All

MRN: Patient Name:

Counselling Category: Individual Appointment Type: All

Discipline: All Status: Ordered

Ordered by: Appointment Date:

Ordered from: Ordered To:

To be Counselling by: IC No/Other Identification:

Search

Search Results:

Individual Counselling

1 / 15

| MRN          | Patient Name | IC No/Other Identification | Priority | Appointment Type | Appointment Date | Status  | Requester | Request Date |
|--------------|--------------|----------------------------|----------|------------------|------------------|---------|-----------|--------------|
| HPSF00005803 |              |                            | Routine  | New              |                  | Ordered |           | 06/08/2014   |
| HPSF00017888 |              |                            | Routine  | New              |                  | Ordered |           | 06/08/2014   |
| HPSF00016213 |              |                            | Routine  | New              |                  | Ordered |           | 26/08/2014   |

Figure 3.1.1-1 Order Listing Page

#### Note

- PhIS Screen menu/sub menu will be displayed according to user access rights
- To view individual order record select counselling category as 'Individual'
- User is also able to edit ordered status and schedule the appointment date at medication counselling order screen

#### STEP 1

Search for patient record by below criteria:-

| No | Field                | Description                                                   | Remark                                                                                                                                          |
|----|----------------------|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| a  | Counselling Location | Counselling Location (It will list down all active locations) | Able to filter and search patient name by counselling location                                                                                  |
| b  | MRN                  | Patient Medical Record Number                                 | Search option: <ul style="list-style-type: none"> <li>Type the MRN either full in or partially:<br/>Example : HPSF00001234 or "1234"</li> </ul> |
| c  | Counselling Category | -Group<br>-Individual                                         | Able to filter and search patient name by counselling category                                                                                  |
| d  | Discipline           | Discipline (It will list down all active disciplines)         | Able to filter and search patient name by discipline                                                                                            |
| e  | Ordered by           | Ordered person name                                           | Able to filter and search patient name by name of person who ordered counselling                                                                |
| f  | Ordered from         | Date                                                          | Able to filter and search patient name by ordered from date                                                                                     |
| g  | To be counselled by  | Counsellor name                                               | Able to filter and search by Counsellor name                                                                                                    |
| h  | Priority             | -All<br>-Routine<br>-Urgent                                   | Able to filter and search patient name by priority                                                                                              |

|   |                            |                                      |                                                                        |
|---|----------------------------|--------------------------------------|------------------------------------------------------------------------|
| i | Patient Name               | Patient's name                       | Allow to search by full or partial patient name                        |
| j | Appointment Type           | -All<br>-New<br>-Follow Up           | Able to filter and search patient name by appointment type             |
| k | Status                     | -Ordered<br>-Scheduled<br>-Cancelled | Able to filter and search patient name by status                       |
| l | Appointment Date           | Date                                 | Able to filter and search patient name by appointment date             |
| m | Ordered To                 | Patient Name                         | Allow to search by patient full name or partial                        |
| n | IC No/Other Identification | -IC Number<br>-Other Number          | Allow to filter and search by IC Number or other Identification Number |

**Table 3.1.1-1**

## STEP 2

Click on  button to search for patient

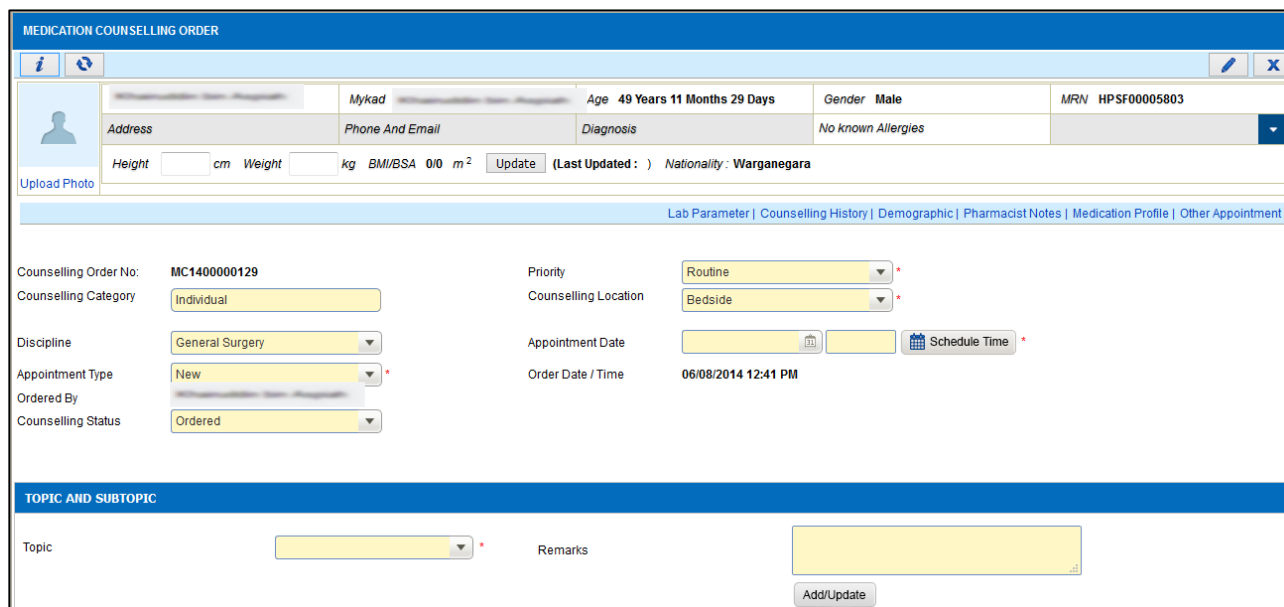
### Note

Search results of current registered patient list will display:

- MRN
- Patient Name
- IC No/Other Identification
- Priority
- Appointment Type
- Appointment Date
- Status
- Requester
- Request Date

## STEP 3

Double click on the selected patient listed as shown in Figure 3.1.1-1. Patient detailed information will displayed as Figure 3.1.1-2



The screenshot shows the 'MEDICATION COUNSELLING ORDER' form. At the top, there's a patient summary bar with fields for Mykad, Age (49 Years 11 Months 29 Days), Gender (Male), and MRN (HPSF00005803). Below this, there's a section for Address, Phone And Email, Diagnosis, and No known Allergies. A 'Height' and 'Weight' section is also present with units (cm, kg) and a BMI/BSA calculation. A 'Nationality' field is set to 'Warganegara'. Below the patient information, there's a navigation bar with links: Lab Parameter, Counselling History, Demographic, Pharmacist Notes, Medication Profile, and Other Appointment. The main form area contains several dropdown menus and text fields: Counselling Order No (MC1400000129), Counselling Category (Individual), Discipline (General Surgery), Appointment Type (New), Ordered By, Counselling Status (Ordered), Priority (Routine), Counselling Location (Bedside), Appointment Date, and Order Date / Time (06/08/2014 12:41 PM). At the bottom, there's a 'TOPIC AND SUBTOPIC' section with a 'Topic' dropdown and a 'Remarks' text area, with an 'Add/Update' button.

**Figure 3.1.1-2 Medication Counseling Order**

### **Note**

- Once user clicks on the selected patient name, the summary of patient information will be displayed in the patient banner. The patient banner will be displayed at the specific screen with required patient information. Below is the list of patient information:
  - Patient Name
  - Patient Address
  - Patient IC Number
  - Patient Phone and Email
  - Patient Diagnosis
  - Patient Age
  - Patient Allergy
  - Patient Gender
  - Patient MRN
- Below options are provided for user to view additional patient information. Click on the hyperlink as below:
  - a) **Lab Parameter**
    - Patient's laboratory test results
  - b) **Counselling History**
    - Medication Counselling history records
  - c) **Demographic**
    - Patient's demographic details
  - d) **Pharmacist Notes**
    - Pharmacy notes such as MTAC, Ward Pharmacy etc.
  - e) **Medication Profile**
    - This hyperlink will show the patient's current medication and previous medication history
  - f) **Other Appointments**
    - This screen provides information if there are any other appointments recorded for the patient
- Current visit information will be displayed as below:
  - a) Visit number
  - b) Attending practitioner
  - c) Visit date
  - d) Visit location
  - e) Room No / Bed No
  - f) Rx No
- Order details
- Topic and Subtopic
- Search Results

### 3.1.2 Order - Individual

This function will allow user to order counselling for individual and add details such as counselling topics, appointment type, counselling location and schedule appointment dates.

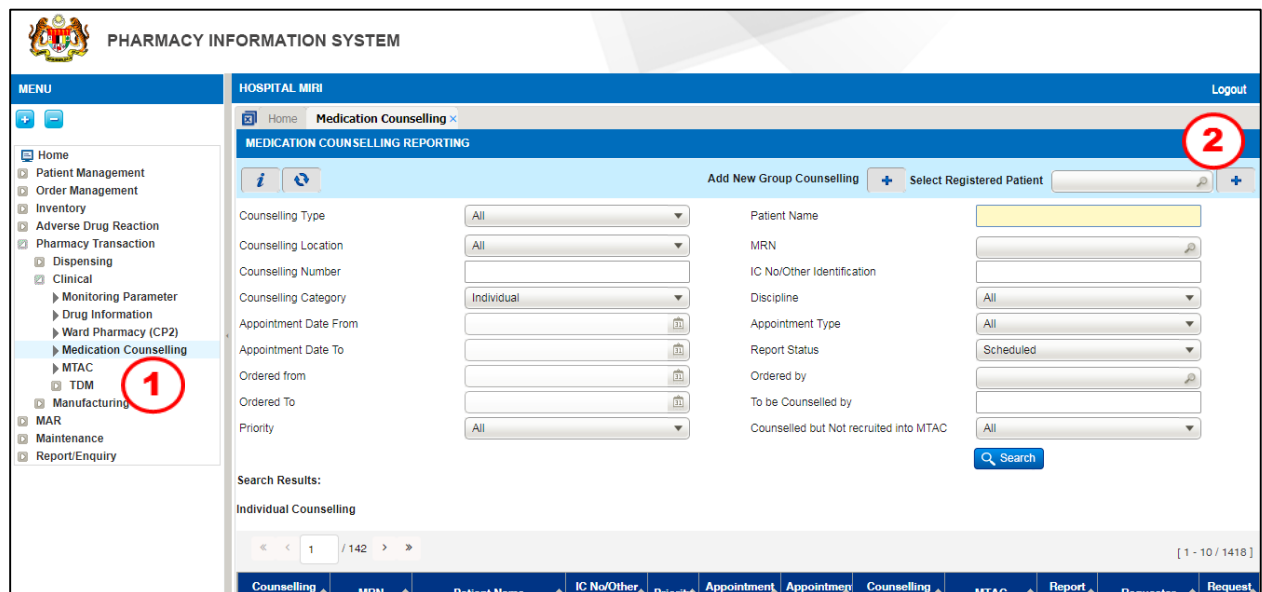


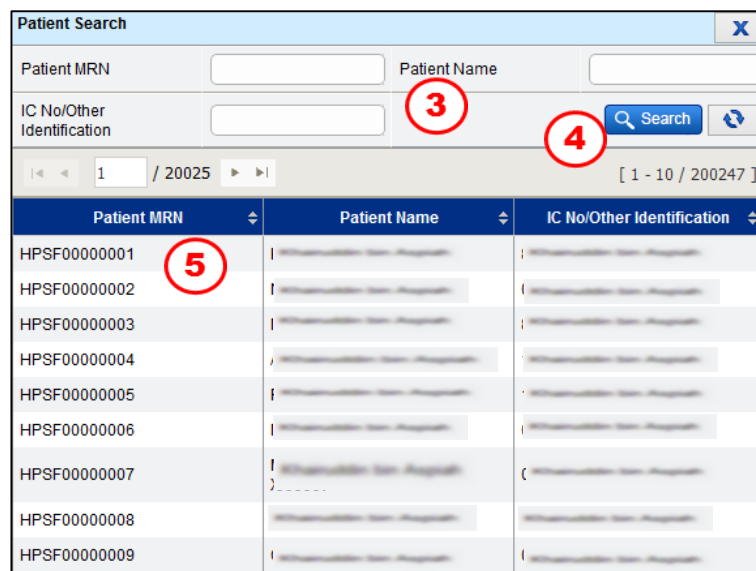
Figure 3.1.2-1 Medication Counselling - Order Listing Page

#### STEP 1

Click on 'Reporting' sub menu

#### STEP 2

Click on the  button to search for registered patient at the **Select Registered Patient** field



| Patient MRN  | Patient Name | IC No/Other Identification |
|--------------|--------------|----------------------------|
| HPSF00000001 | [Redacted]   | [Redacted]                 |
| HPSF00000002 | [Redacted]   | [Redacted]                 |
| HPSF00000003 | [Redacted]   | [Redacted]                 |
| HPSF00000004 | [Redacted]   | [Redacted]                 |
| HPSF00000005 | [Redacted]   | [Redacted]                 |
| HPSF00000006 | [Redacted]   | [Redacted]                 |
| HPSF00000007 | [Redacted]   | [Redacted]                 |
| HPSF00000008 | [Redacted]   | [Redacted]                 |
| HPSF00000009 | [Redacted]   | [Redacted]                 |

Figure 3.1.2-2 Patient Search

### Note

- Search MRN screen will be displayed as shown in Figure 3.1.2-2.
- On this screen, user will be able to search existing Patient records by:
  - Patient MRN
  - Patient Name
  - ID No

### STEP 3

Search for patient record by below criteria :-

| No | Field        | Description                   | Remark                                                                                                                                                   |
|----|--------------|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| a  | Patient MRN  | Patient Medical Record Number | Search option: <ul style="list-style-type: none"> <li>• Type the MRN either in full or partially:<br/><i>Example : HPSF00001234 or "1234"</i></li> </ul> |
| b  | ID No        | Identification Number         | Allow to search by full or partial ID Number                                                                                                             |
| c  | Patient Name | Patient's name                | Allow to search by full or partial patient name                                                                                                          |

Table 3.1.2-1

### STEP 4

Click on the  button to search for patient

### STEP 5

Double click on the selected patient's name

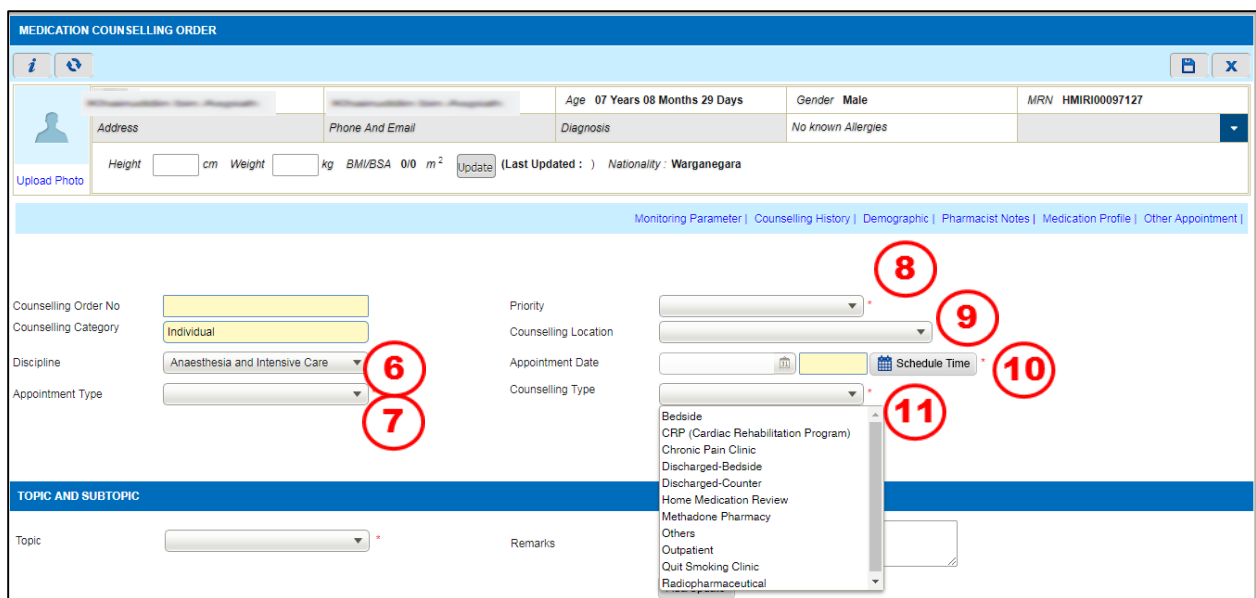


Figure 3.1.2-3 Medication Counselling Order

### Note

- Once user clicks on the selected patient name, the Medication Counselling Order Screen will be displayed as shown in Figure 3.1.2-3.
- **Counselling Category** will be automatically defaulted as Individual.

### STEP 6

Select **Discipline** from the drop down box

#### STEP 7

Select **Appointment Type** from the dropdown box

- Follow Up
- New

#### STEP 8

Select **Priority** from the dropdown box

- Routine
- Urgent

#### STEP 9

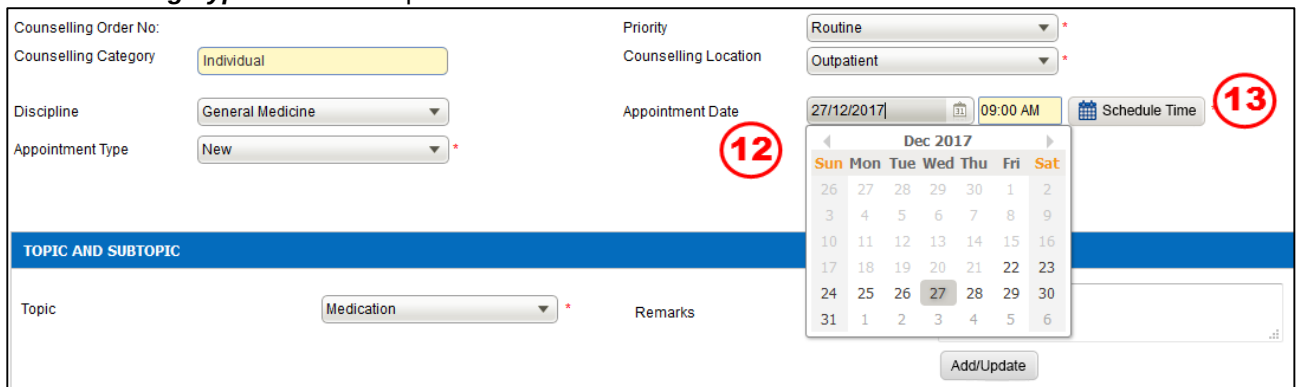
Select **Counselling Location** from the dropdown box to select patients visit location

#### STEP 10

Click on the  button to select **Appointment Date** and calendar will be appear as shown in Figure 3.1.2-4

#### STEP 11

Select **Counselling Type** from the dropdown box



TOPIC AND SUBTOPIC

Topic: Medication

Remarks:

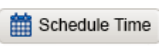
Add/Update

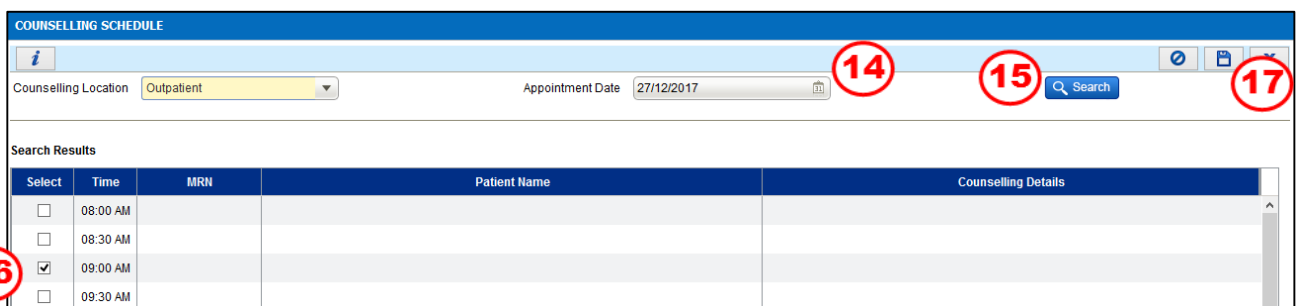
Figure 3.1.2-4 Select Medication Counselling Order

#### STEP 12

Select **Appointment Date** and time from the calendar. User can select the date from 5 days back as shown in Figure 3.1.2-4.

#### STEP 13

Click on the  button and system will display the Counselling Schedule screen as shown in Figure 3.1.2-5



COUNSELLING SCHEDULE

Counselling Location: Outpatient

Appointment Date: 27/12/2017

Search

Search Results

| Select                              | Time     | MRN | Patient Name | Counselling Details |
|-------------------------------------|----------|-----|--------------|---------------------|
| <input type="checkbox"/>            | 08:00 AM |     |              |                     |
| <input type="checkbox"/>            | 08:30 AM |     |              |                     |
| <input checked="" type="checkbox"/> | 09:00 AM |     |              |                     |
| <input type="checkbox"/>            | 09:30 AM |     |              |                     |

Figure 3.1.2-5 Counselling Schedule

#### STEP 14

Click on the  button and select **Appointment Date** for counseling. User can select the date from 5 days back as shown in Figure 3.1.2-5

#### STEP 15

Click on the  button to search the time for appointment date that has been selected

#### STEP 16

Click on time slot  checkbox to select time for counselling

#### STEP 17

Click on the  button to save record

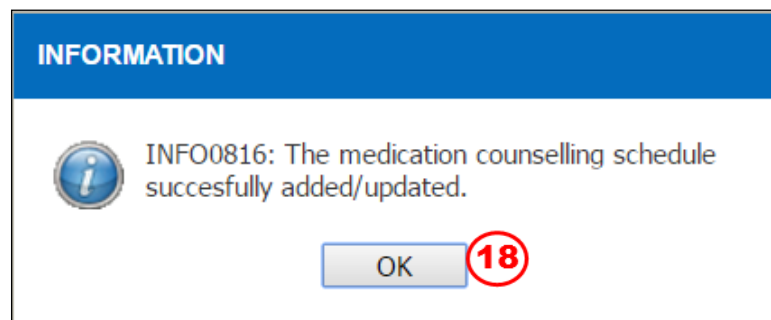
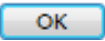
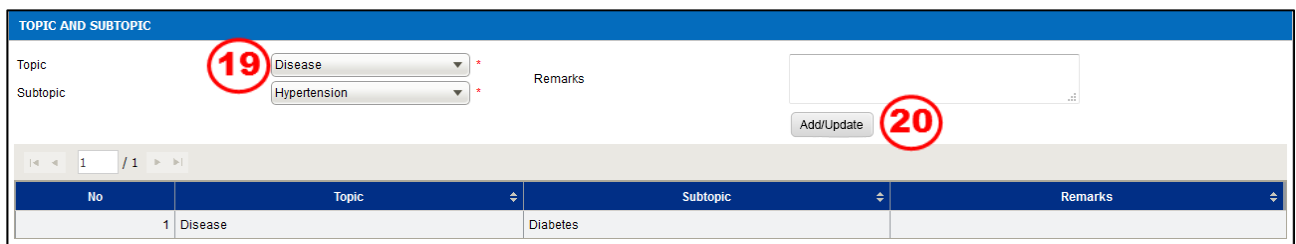


Figure 3.1.2-6 Information alert message

#### STEP 18

Click on the  button to confirm save record



The screenshot shows the "TOPIC AND SUBTOPIC" section of the application. It includes two dropdown menus: "Topic" (with "Disease" selected) and "Subtopic" (with "Hypertension" selected). Both dropdowns have a red circle with the number "19" next to them. To the right of these dropdowns is a "Remarks" text area. Below the dropdowns is a table with columns: "No", "Topic", "Subtopic", and "Remarks". The table contains one row with "1" in the "No" column, "Disease" in the "Topic" column, and "Diabetes" in the "Subtopic" column. To the right of the table is an "Add/Update" button with a red circle and the number "20" next to it.

Figure 3.1.2-7 Topic and Subtopic section

#### STEP 19

Select **Topic** from the dropdown box

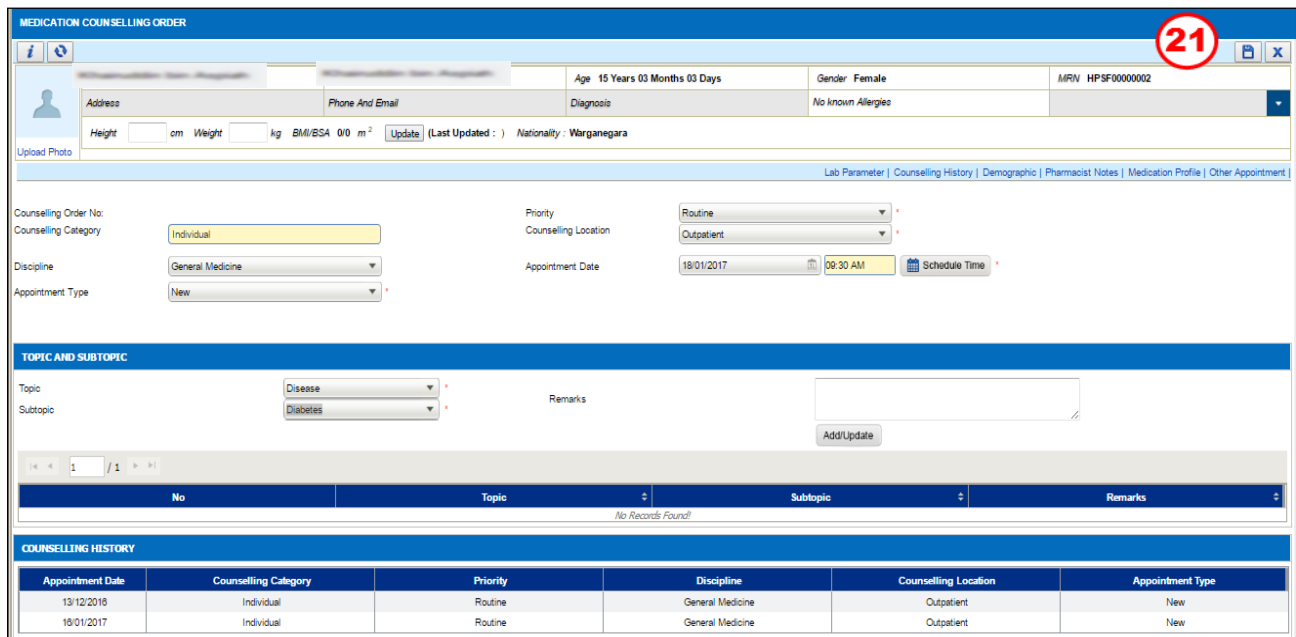
- Device
- Disease
- Radiopharmaceutical
- Chemotherapy
- Medication
- Methadone Replacement Therapy
- Smoking Casselton

#### Note

*Subtopic only appears if user selects topic Device, Disease or Radiopharmaceutical as topic.*

## STEP 20

Click on the **Add/Update** button to add record as shown in Figure 3.1.2-7



**MEDICATION COUNSELLING ORDER**

Address: [Field] Phone And Email: [Field] Age: 15 Years 03 Months 03 Days Gender: Female MRN: HPSF00000002

Height: [Field] cm Weight: [Field] kg BMI/BSA: 0/0 m<sup>2</sup> Update (Last Updated: ) Nationality: Warganegara

Upload Photo

Lab Parameter | Counselling History | Demographic | Pharmacist Notes | Medication Profile | Other Appointment

Counselling Order No.: [Field] Priority: Routine

Counselling Category: Individual Counselling Location: Outpatient

Discipline: General Medicine Appointment Date: 18/01/2017 09:30 AM Schedule Time

Appointment Type: New

**TOPIC AND SUBTOPIC**

Topic: Disease Subtopic: Diabetes Remarks: [Field]

Add/Update

No / 1

| No               | Topic | Subtopic | Remarks |
|------------------|-------|----------|---------|
| No Records Found |       |          |         |

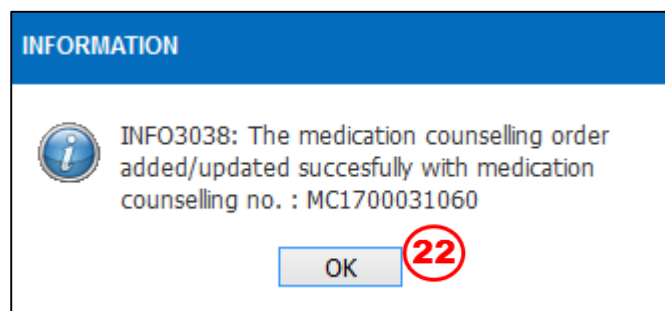
**COUNSELLING HISTORY**

| Appointment Date | Counselling Category | Priority | Discipline       | Counselling Location | Appointment Type |
|------------------|----------------------|----------|------------------|----------------------|------------------|
| 13/12/2016       | Individual           | Routine  | General Medicine | Outpatient           | New              |
| 18/01/2017       | Individual           | Routine  | General Medicine | Outpatient           | New              |

Figure 3.1.2-8 Select Medication Counselling Order

## STEP 21

Click on the  button to save record as shown in Figure 3.1.2-8



**INFORMATION**

INFO3038: The medication counselling order added/updated successfully with medication counselling no. : MC1700031060

OK

Figure 3.1.2-9 Order successfully added/updated

## STEP 22

Click on the **OK** button to confirm save record

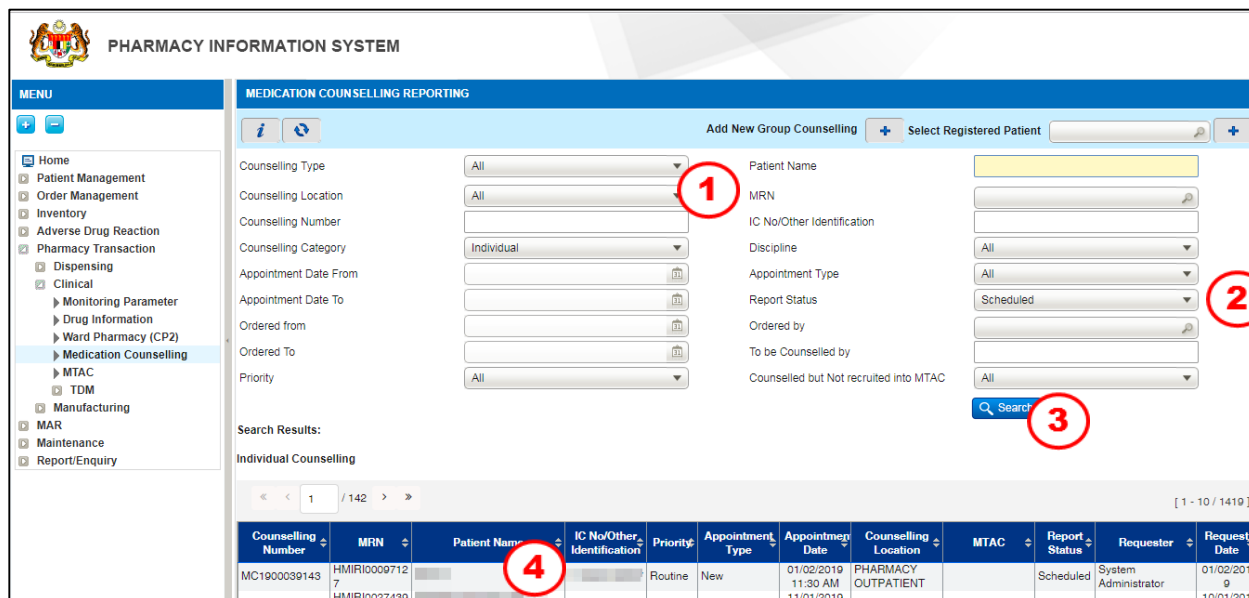
### Note

- Medication Counselling No. Will be automatically generated for future reference.
- User can click **Proceed To Reporting** button to proceed to reporting of that current individual



### 3.1.3 Individual Order – Reschedule Appointment

This function is used to edit Medication Counselling order and to reschedule appointment to another date and time. Reschedule appointment only can be perform before reporting stage.



**PHARMACY INFORMATION SYSTEM**

**MEDICATION COUNSELLING REPORTING**

Add New Group Counselling + Select Registered Patient

Counselling Type: All (1) Patient Name: [Search]

Counselling Location: All (1) MRN: [Search]

Counselling Number: [Search] IC No/Other Identification: [Search]

Counselling Category: Individual Discipline: All (2)

Appointment Date From: [Search] Appointment Type: All (2)

Appointment Date To: [Search] Report Status: Scheduled (2)

Ordered from: [Search] Ordered by: [Search]

Ordered To: [Search] To be Counselling by: [Search]

Priority: All Counselling but Not recruited into MTAC: All (2)

Search: [Search] (3)

Search Results:

Individual Counselling

< 1 / 142 >

| Counselling Number | MRN           | Patient Name | IC No/Other Identification | Priority | Appointment Type | Appointment Date    | Counselling Location | MTAC | Report Status | Requester            | Request Date          |
|--------------------|---------------|--------------|----------------------------|----------|------------------|---------------------|----------------------|------|---------------|----------------------|-----------------------|
| MC1900039143       | HMIRI00097127 | [Name]       | [IC No]                    | Routine  | New              | 01/02/2019 11:30 AM | PHARMACY OUTPATIENT  |      | Scheduled     | System Administrator | 01/02/2019 10/01/2019 |

Figure 3.1.3-1 Search Patient

#### STEP 1

Search for the patient

#### STEP 2

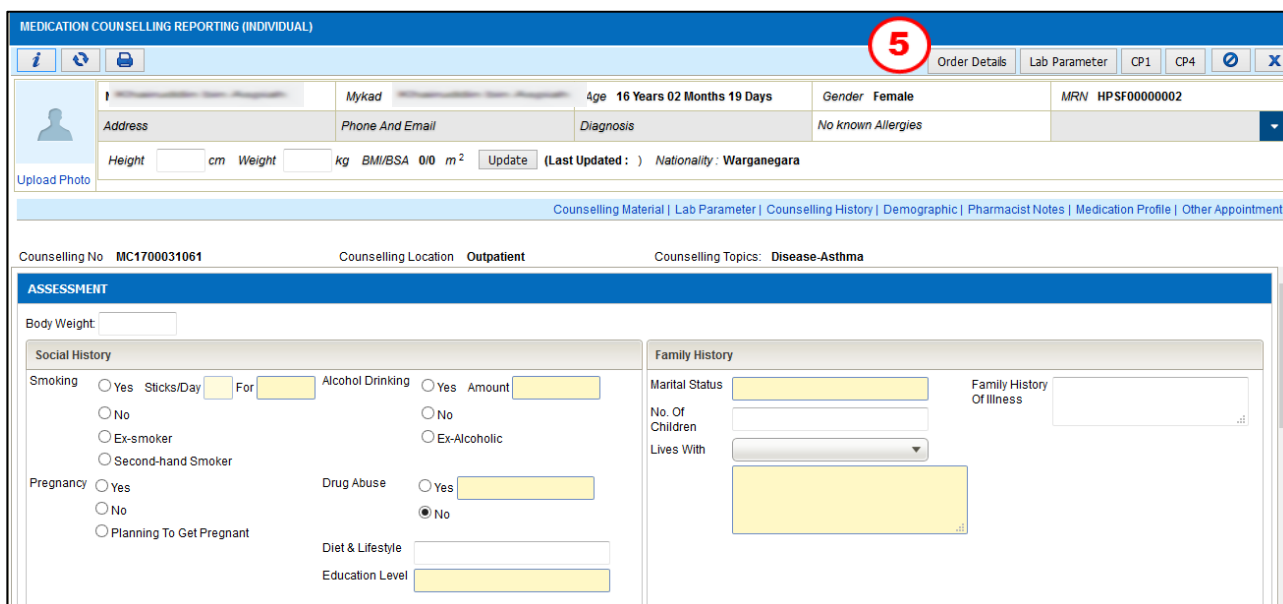
Change the status to Scheduled to find the records faster

#### STEP 3

Click on  button

#### STEP 4

Double click on the selected patient's name



**MEDICATION COUNSELLING REPORTING (INDIVIDUAL)**

Order Details | Lab Parameter | CP1 | CP4 | [X]

Mykad: [Name] Age: 16 Years 02 Months 19 Days Gender: Female MRN: HPSF00000002

Address: [Address] Phone And Email: [Phone] Diagnosis: [Diagnosis] No Known Allergies: [Allergies]

Height: [Height] cm Weight: [Weight] kg BMI/BSA: 0/0 m<sup>2</sup> Update (Last Updated: ) Nationality: Warganegara

Counselling Material | Lab Parameter | Counselling History | Demographic | Pharmacist Notes | Medication Profile | Other Appointment

Counselling No: MC1700031061 Counselling Location: Outpatient Counselling Topics: Disease-Asthma

**ASSESSMENT**

Body Weight: [Weight]

**Social History**

Smoking: ☐ Yes Sticks/Day: [Sticks/Day] For: [For] ☐ No ☐ Ex-smoker ☐ Second-hand Smoker

Pregnancy: ☐ Yes ☐ No ☐ Planning To Get Pregnant

Alcohol Drinking: ☐ Yes Amount: [Amount] ☐ No ☐ Ex-Alcoholic

Drug Abuse: ☐ Yes ☒ No

Diet & Lifestyle: [Diet & Lifestyle] Education Level: [Education Level]

**Family History**

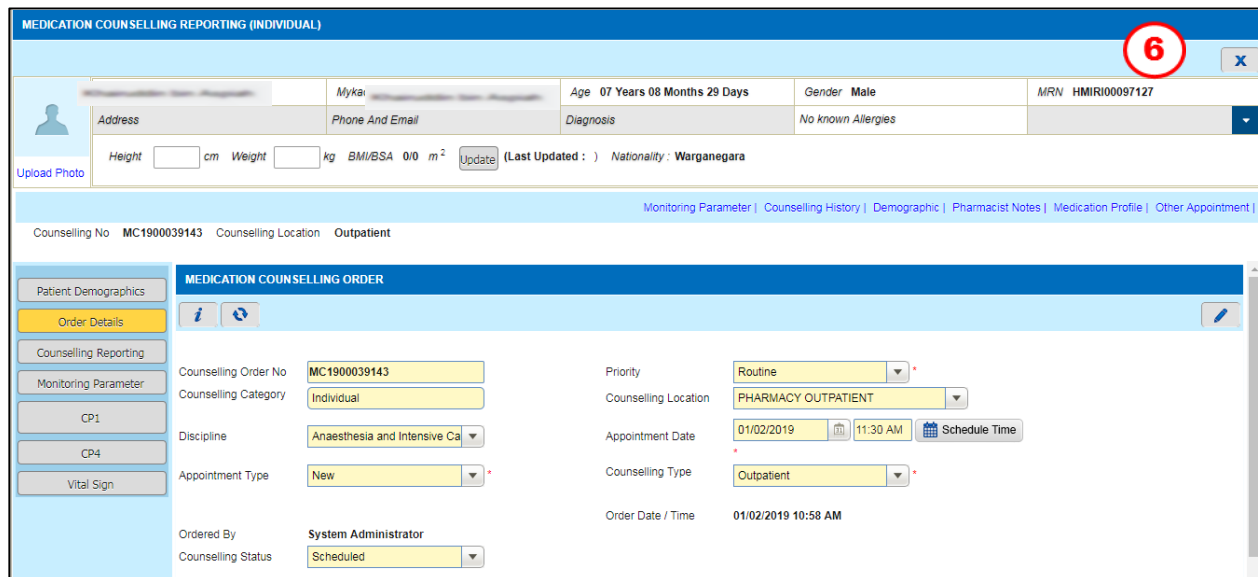
Marital Status: [Marital Status] Family History Of Illness: [Family History Of Illness]

No. Of Children: [No. Of Children] Lives With: [Lives With]

Figure 3.1.3-2 Medication Counselling – Order

### STEP 5

Click on **Order Details** button



**MEDICATION COUNSELLING REPORTING (INDIVIDUAL)**

Age: 07 Years 08 Months 29 Days | Gender: Male | MRN: HMIRI00097127

Address: [Redacted] | Phone And Email: [Redacted] | Diagnosis: [Redacted] | No known Allergies

Height: [Redacted] cm | Weight: [Redacted] kg | BMI/BSA: 0/0 m<sup>2</sup> | Update (Last Updated: ) | Nationality: Warganegara

Counselling No: MC1900039143 | Counselling Location: Outpatient

**MEDICATION COUNSELLING ORDER**

Order Details | Patient Demographics | Counselling Reporting | Monitoring Parameter | CP1 | CP4 | Vital Sign

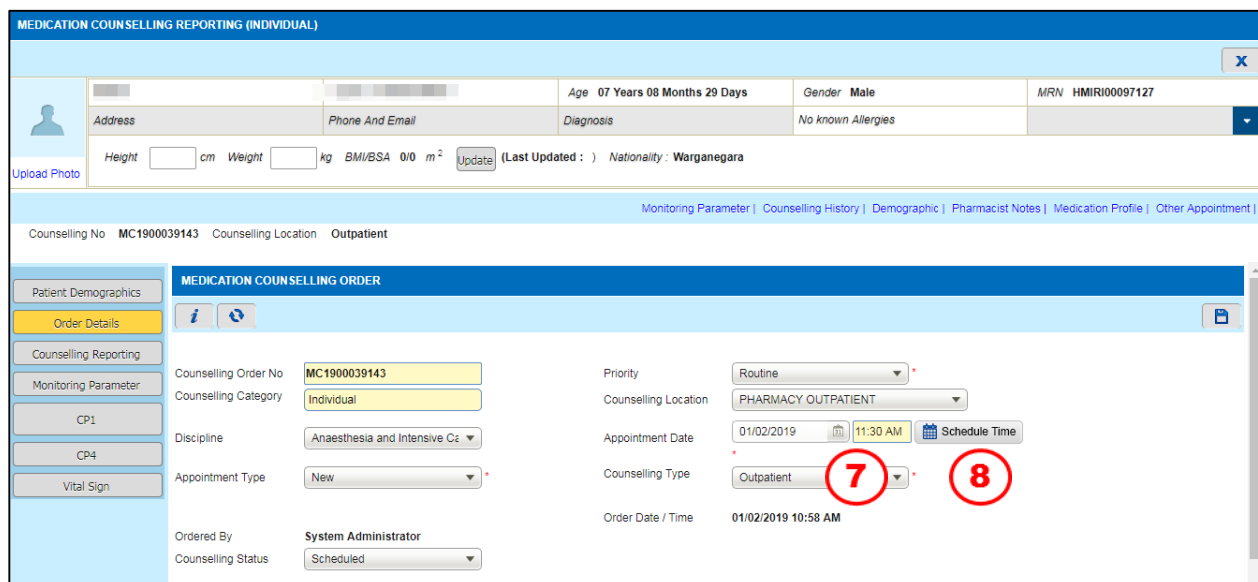
Counselling Order No: MC1900039143 | Priority: Routine | Counselling Location: PHARMACY OUTPATIENT | Appointment Date: 01/02/2019 11:30 AM | Schedule Time | Counselling Type: Outpatient | Order Date / Time: 01/02/2019 10:58 AM

Discipline: Anaesthesia and Intensive Care | Appointment Type: New | Ordered By: System Administrator | Counselling Status: Scheduled

**Figure 3.1.3-3 Edit Order Details**

### STEP 6

Click on the  button to proceed to reschedule process. Editable fields will be enabled



**MEDICATION COUNSELLING REPORTING (INDIVIDUAL)**

Age: 07 Years 08 Months 29 Days | Gender: Male | MRN: HMIRI00097127

Address: [Redacted] | Phone And Email: [Redacted] | Diagnosis: [Redacted] | No known Allergies

Height: [Redacted] cm | Weight: [Redacted] kg | BMI/BSA: 0/0 m<sup>2</sup> | Update (Last Updated: ) | Nationality: Warganegara

Counselling No: MC1900039143 | Counselling Location: Outpatient

**MEDICATION COUNSELLING ORDER**

Order Details | Patient Demographics | Counselling Reporting | Monitoring Parameter | CP1 | CP4 | Vital Sign

Counselling Order No: MC1900039143 | Priority: Routine | Counselling Location: PHARMACY OUTPATIENT | Appointment Date: 01/02/2019 11:30 AM | Schedule Time | Counselling Type: Outpatient | Order Date / Time: 01/02/2019 10:58 AM

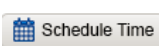
Discipline: Anaesthesia and Intensive Care | Appointment Type: New | Ordered By: System Administrator | Counselling Status: Scheduled

**Figure 3.1.3-4 Change Schedule date and time**

### STEP 7

Click  to change the date, if applicable

### STEP 8

Click on the  button and system will display the Counselling Schedule screen as shown in Figure 3.1.3-5

### Note

Schedule Time button will not be able to click if the Appointment Date is out of range (5 days before current date)

**COUNSELLING SCHEDULE**

Counselling Type: Outpatient

Appointment Date: 01/02/2019

10

---

**Search Results**

| Select | Time     | MRN           | Patient Name | Counselling Details |
|--------|----------|---------------|--------------|---------------------|
|        | 08:00 AM |               |              |                     |
|        | 08:30 AM |               |              |                     |
|        | 09:00 AM |               |              |                     |
|        | 09:30 AM |               |              |                     |
|        | 10:00 AM |               |              |                     |
|        | 10:30 AM |               |              |                     |
|        | 11:00 AM |               |              |                     |
| ✓      | 11:30 AM | HMIRI00097127 |              | Device              |
|        | 12:00 PM |               |              |                     |
|        | 12:30 PM |               |              |                     |
|        | 01:00 PM |               |              |                     |
|        | 01:30 PM |               |              |                     |
|        | 02:00 PM |               |              |                     |
|        | 02:30 PM |               |              |                     |
|        | 03:00 PM |               |              |                     |
|        | 03:30 PM |               |              |                     |

9

### Figure 3.1.3-5 Counselling Schedule

## STEP 9

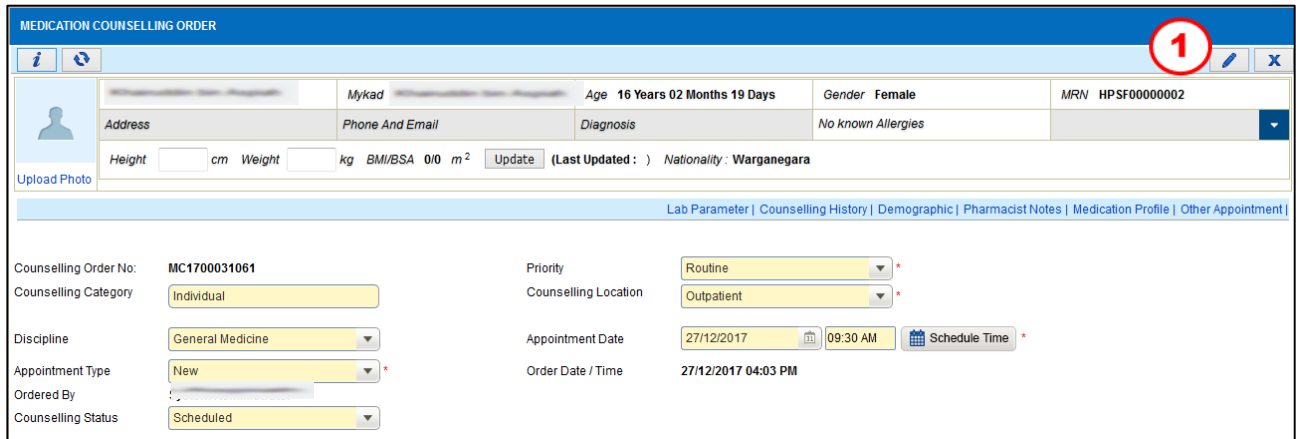
Click on time slot  checkbox to select time for counselling

## STEP 10

Click on the  button to save record

### 3.1.4 Individual Order – Cancel Appointment

This function is used to cancel appointment for individual counseling.



**MEDICATION COUNSELLING ORDER**

Mykad: [Redacted] Age: 16 Years 02 Months 19 Days Gender: Female MRN: HPSF00000002

Address: [Redacted] Phone And Email: [Redacted] Diagnosis: [Redacted] No known Allergies

Height: [Redacted] cm Weight: [Redacted] kg BMI/BSA: 0/0 m<sup>2</sup> Update (Last Updated: ) Nationality: Warganegara

Lab Parameter | Counselling History | Demographic | Pharmacist Notes | Medication Profile | Other Appointment

Counselling Order No: MC1700031061 Priority: Routine

Counselling Category: Individual Counselling Location: Outpatient

Discipline: General Medicine Appointment Date: 27/12/2017 09:30 AM Schedule Time

Appointment Type: New Order Date / Time: 27/12/2017 04:03 PM

Ordered By: [Redacted] Counselling Status: Scheduled

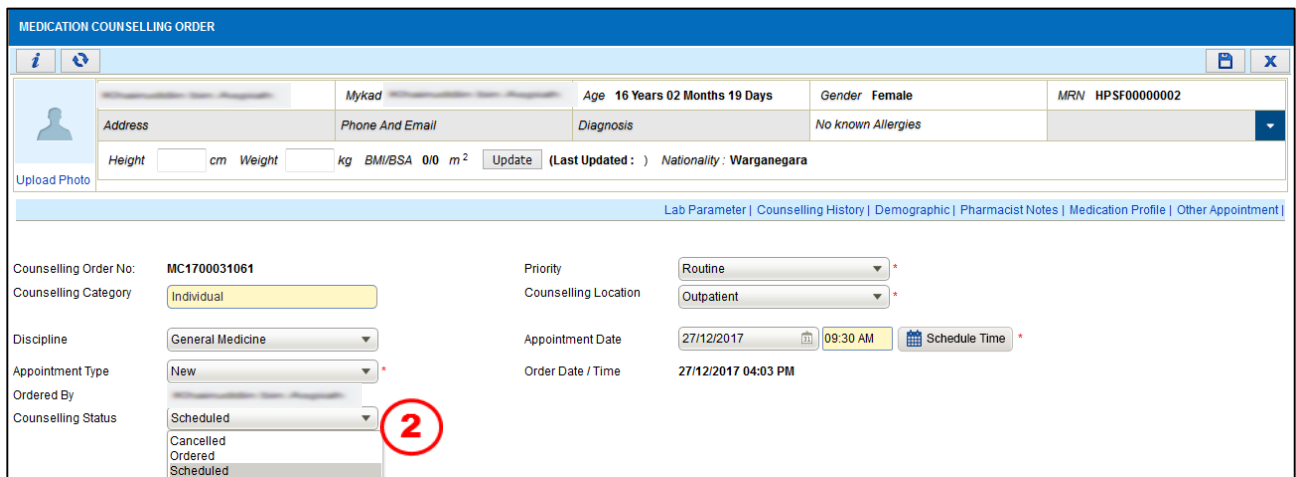
Figure 3.1.4-1 Medication Counselling Order

#### Note

**Repeat step 1 to 5** as in Individual Order – Reschedule Appointment before performing Individual Order – Cancel Appointment steps.

#### STEP 1

Click on the  button to edit counseling order



**MEDICATION COUNSELLING ORDER**

Mykad: [Redacted] Age: 16 Years 02 Months 19 Days Gender: Female MRN: HPSF00000002

Address: [Redacted] Phone And Email: [Redacted] Diagnosis: [Redacted] No known Allergies

Height: [Redacted] cm Weight: [Redacted] kg BMI/BSA: 0/0 m<sup>2</sup> Update (Last Updated: ) Nationality: Warganegara

Lab Parameter | Counselling History | Demographic | Pharmacist Notes | Medication Profile | Other Appointment

Counselling Order No: MC1700031061 Priority: Routine

Counselling Category: Individual Counselling Location: Outpatient

Discipline: General Medicine Appointment Date: 27/12/2017 09:30 AM Schedule Time

Appointment Type: New Order Date / Time: 27/12/2017 04:03 PM

Ordered By: [Redacted] Counselling Status: Scheduled

Cancelled  
Ordered  
Scheduled

Figure 3.1.4-2 Medication Counselling Order

#### STEP 2

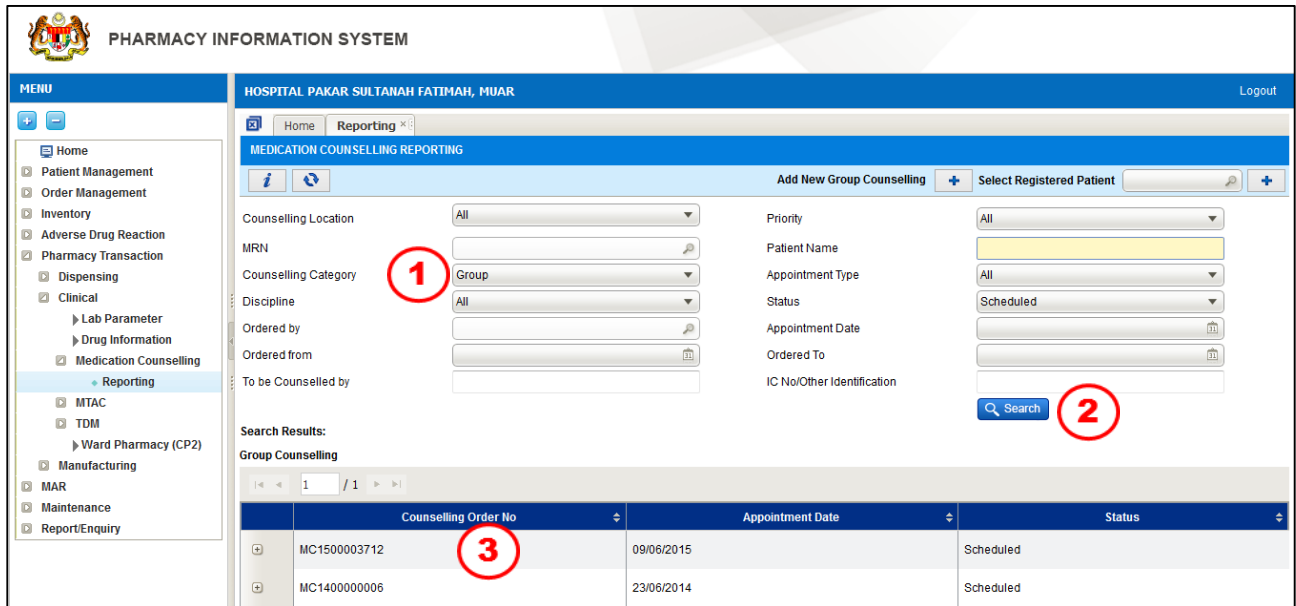
Select **Counselling Status** as Cancelled from the dropdown box

#### STEP 3

Click on the  button to save record

### 3.1.5 View Existing Group Order

This function is used to view existing group order.



**PHARMACY INFORMATION SYSTEM**

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Logout

Home Reporting

MEDICATION COUNSELLING REPORTING

Add New Group Counselling + Select Registered Patient

Counselling Location: All

MRN:

Counselling Category: **1** Group

Discipline: All

Ordered by:

Ordered from:

To be Counselling by:

Priority: All

Patient Name:

Appointment Type: All

Status: Scheduled

Appointment Date:

Ordered To:

IC No/Other Identification:

Search **2**

Search Results:

Group Counselling

| Counselling Order No  | Appointment Date | Status    |
|-----------------------|------------------|-----------|
| MC1500003712 <b>3</b> | 09/06/2015       | Scheduled |
| MC1400000006          | 23/06/2014       | Scheduled |

Figure 3.1.5-1 Medication Counselling – Order Landing Screen

#### Note

- To view group order records select counselling category as 'Group'
- If there are no results in the search, change Status to other options
- User also able to edit ordered status and schedule the appointment date at medication counselling order screen.

#### STEP 1

Search for patient record by below criteria :-

| No | Field                | Description                                                   | Remark                                                                                                                                          |
|----|----------------------|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| a  | Counselling Location | Counselling Location (It will list down all active locations) | Able to filter and search patient name by counselling location                                                                                  |
| b  | MRN                  | Patient Medical Record Number                                 | Search option: <ul style="list-style-type: none"> <li>Type the MRN either full in or partially:<br/>Example : HPSF00001234 or "1234"</li> </ul> |
| c  | Counselling Category | -Group<br>-Individual                                         | Able to filter and search patient name by counselling category                                                                                  |
| d  | Discipline           | Discipline (It will list down all active disciplines)         | Able to filter and search patient name by discipline                                                                                            |
| e  | Ordered by           | Ordered person name                                           | Able to filter and search patient name by name of person who ordered counselling                                                                |
| f  | Ordered from         | Date                                                          | Able to filter and search patient name by ordered from date                                                                                     |
| g  | To be counselled by  | Counsellor name                                               | Able to filter and search by Counsellor name                                                                                                    |
| h  | Priority             | -All<br>-Routine<br>-Urgent                                   | Able to filter and search patient name by priority                                                                                              |
| i  | Patient Name         | Patient's name                                                | Allow to search by full or partial patient name                                                                                                 |

|   |                            |                                      |                                                                        |
|---|----------------------------|--------------------------------------|------------------------------------------------------------------------|
| j | Appointment Type           | -All<br>-New<br>-Follow Up           | Able to filter and search patient name by appointment type             |
| k | Status                     | -Ordered<br>-Scheduled<br>-Cancelled | Able to filter and search patient name by status                       |
| l | Appointment Date           | Date                                 | Able to filter and search patient name by appointment date             |
| m | Ordered To                 | Patient Name                         | Allow to search by patient full name or partial                        |
| n | IC No/Other Identification | -IC Number<br>-Other Number          | Allow to filter and search by IC Number or other Identification Number |

**Table 3.1.5-1 Patient Search Criteria**

## STEP 2

Click on  button to search for patient

### Note

- Search results of current registered patient list will display:
  - Counselling Order No
  - Appointment Date
  - Status
- Click on the  button to expand and view patient MRN and patient name for group counselling
- User is also able to perform individual order by double clicking on the patient name and individual order screen will be displayed.

## STEP 3

Double click on the selected counselling order no. as shown in Figure 3.1.5-1, patient detailed information will appear as shown in per Figure 3.1.5-2

MEDICATION COUNSELLING REPORTING (GROUP)

i
refresh
save

Drug Database
Counselling Material

Date Of Counselling: 27/09/2017 12:00
Discipline: General Medicine

Counselling Topics: Cardiac Rehabilitation

Patient Registration List

| MRN          | Patient Name | Attend                                                       |
|--------------|--------------|--------------------------------------------------------------|
| HPSF00199629 | [REDACTED]   | Yes <input type="checkbox"/> Caregivers <input type="text"/> |
| HPSF00022267 | [REDACTED]   | Yes <input type="checkbox"/> Caregivers <input type="text"/> |

Total numbers of patients: 2
Total patient attended: 2
Total attendance: 2

Pharmacist Notes
Counselled ptn on the indication, dose, frequency of medications. advised compliance on medications.
Material and Technique Used

Counselled By
Tan Wan Xian

Figure 3.1.5-2 Medication Counselling Order

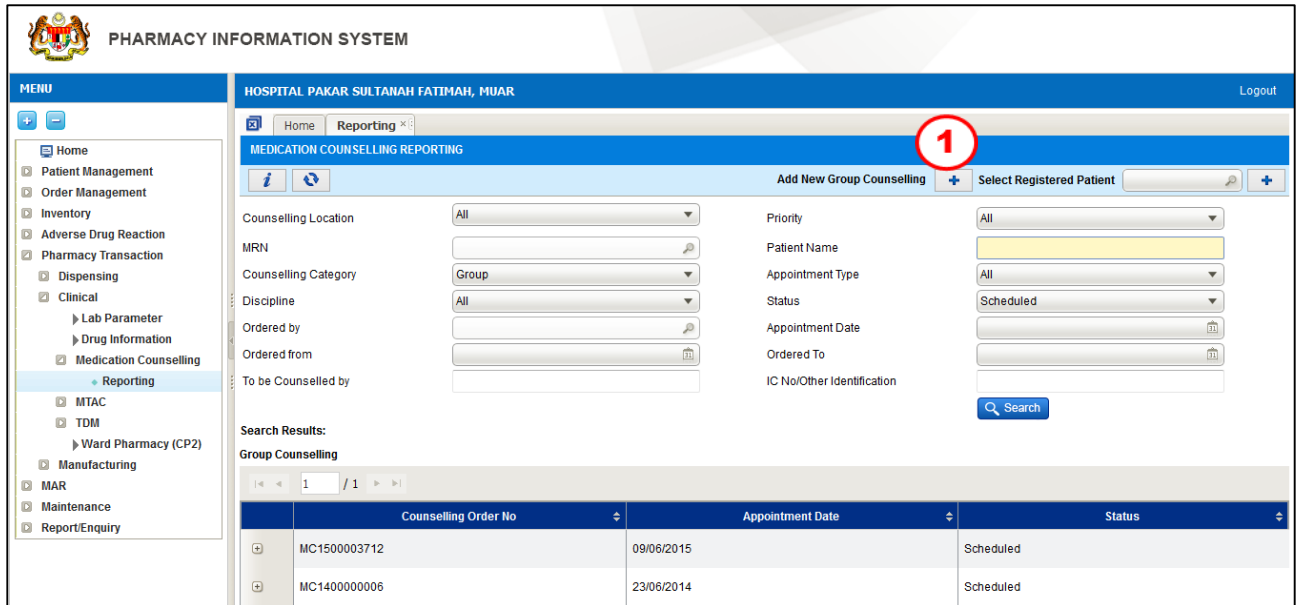
**Note**

Once user doubleclicks on the selected counselling order no., the group counselling information will be displayed as below:

- Date of counselling
- Counselling Topics
- Discipline
- Patient Registration List (MRN, Patient Name, Attend)
- Total number of patients
- Total patient attended
- Total attendance
- Pharmacist Notes
- Material and Technique Used
- Counselling By

### 3.1.6 Order - Group

This function allows user to order Medication Counselling Order by group.



| Counselling Order No | Appointment Date | Status    |
|----------------------|------------------|-----------|
| MC1500003712         | 09/06/2015       | Scheduled |
| MC1400000006         | 23/06/2014       | Scheduled |

Figure 3.1.6-1 Medication Counselling – Order Listing Page

#### STEP 1

Click on the  button to **Add New Group Counselling**

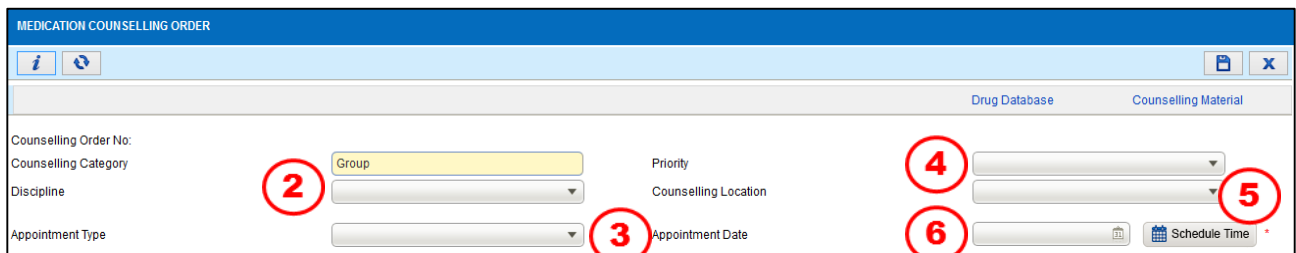


Figure 3.1.6-2 Medication Counselling Order

#### Note

Medication Counselling Order screen will be displayed as shown in Figure 3.1.6-2.

#### STEP 2

Select **Discipline** from the dropdown box

#### STEP 3

Select **Appointment Type** from the dropdown box

- Follow Up
- New

#### STEP 4

Select **Priority** from the dropdown box

- Routine
- Urgent



## STEP 5

Select **Counselling Location** from the dropdown box

## STEP 6

Click on the  button and calendar appear as shown in Figure 3.1.6-3

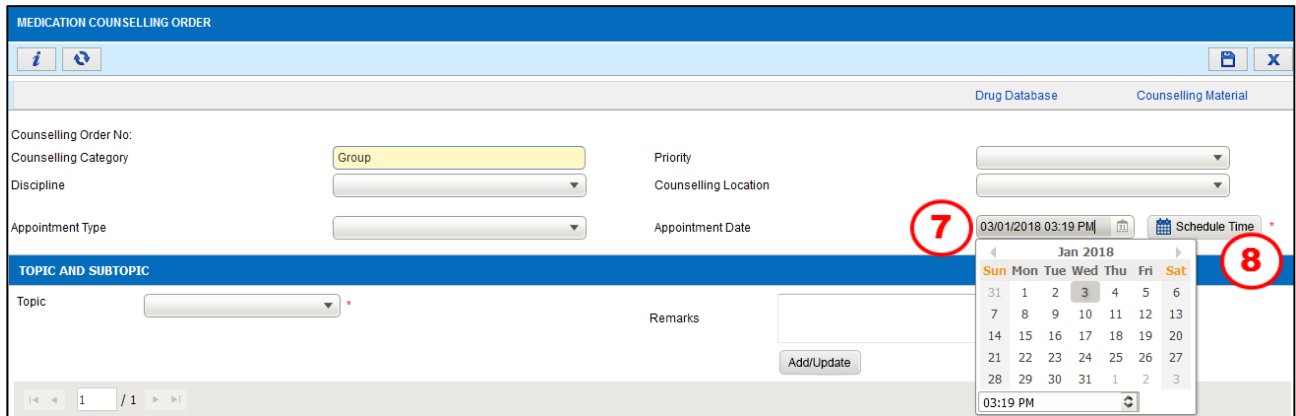


Figure 3.1.6-3 Medication Counselling Order

## STEP 7

Select **Appointment Date** and time from the calendar. User can set appointment for 5 days backdated.

## STEP 8

Click on the  **Schedule Time** button and system will display the Counselling Schedule screen as shown in Figure 3.1.6-4

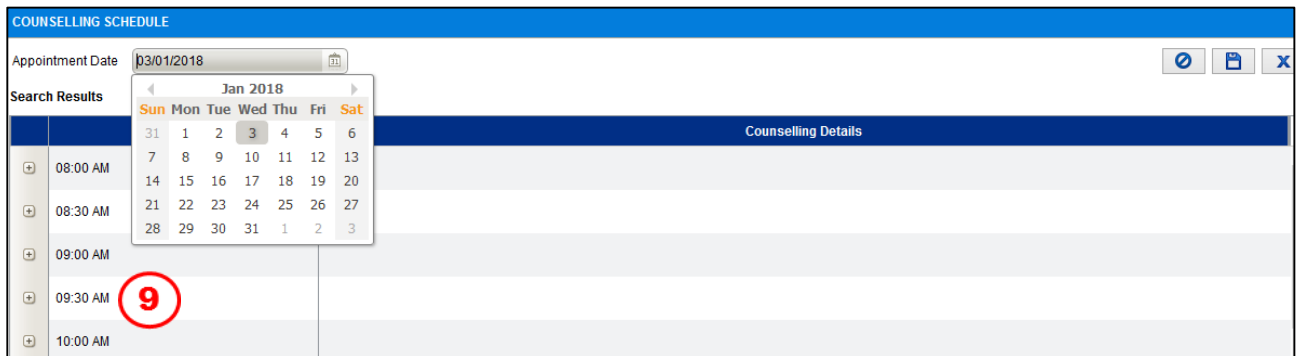


Figure 3.1.6-4 Counselling Schedule

## STEP 9

Double click on time slot to select time for counselling. User can select the date from 5 days back as shown in Figure 3.1.6-4

## Note

User can select Appointment Date from the calendar at the Counselling Schedule screen.

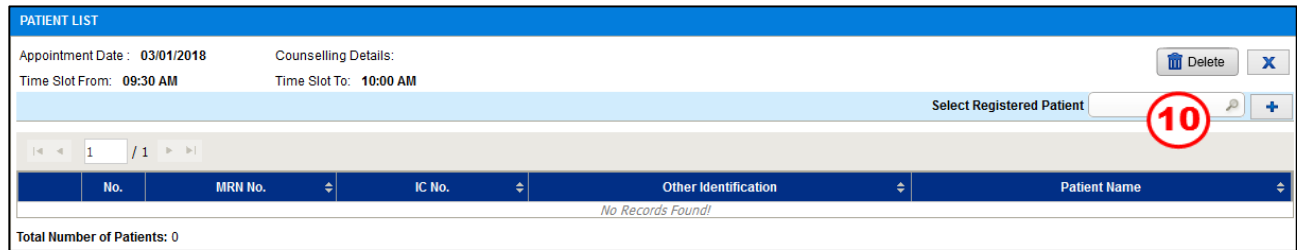


Figure 3.1.6-5 Patient List

**Note**

Patient will be displayed as shown in Figure 3.1.6-5.

**STEP 10**

Click on the  button to search for patient



Figure 3.1.6-6 Patient List

**STEP 11**

Search for patient record by below criteria:-

| No | Field                      | Description                   | Remark                                                                                                   |
|----|----------------------------|-------------------------------|----------------------------------------------------------------------------------------------------------|
| a  | Patient MRN                | Patient Medical Record Number | Search option:<br>• Type the MRN either in full or partially:<br><i>Example : HPSF00001234 or "1234"</i> |
| b  | IC No/Other Identification | Identification Number         | Allow to search by full or partial ID Number                                                             |
| c  | Patient Name               | Patient's name                | Allow to search by full or partial patient name                                                          |

Table 3.1.6-1

**STEP 12**

Click on the  button to search for patient

**STEP 13**

Double click on the selected patient's name

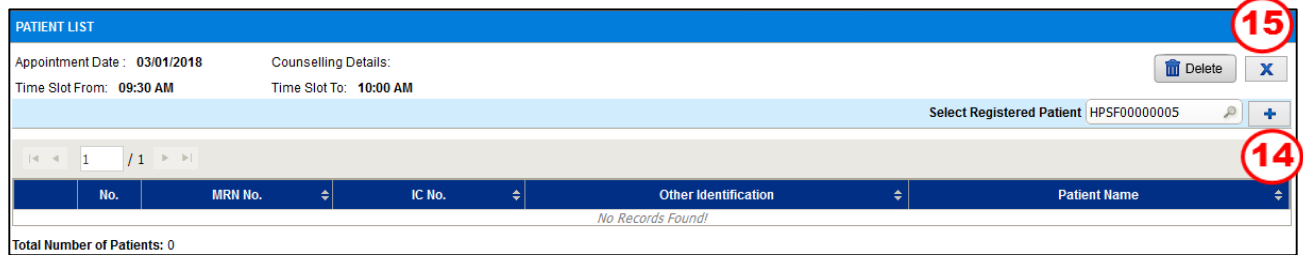


Figure 3.1.6-7 Patient List

#### STEP 14

Click on the  button to add patient for counselling

#### Note

- Patient List will display:
  - a) Appointment Date
  - b) Counselling Details
  - c) Time Slot From
  - d) Time Slot To
  - e) MRN No
  - f) IC No
  - g) Other Identification
  - h) Patient Name
  - i) Total Number of Patients
- User can add more than one patient name for group counseling by repeating step 10 to step 14.
- Click on check box of patient on the list and click on the  button to delete patient from the list.

#### STEP 15

Click on the  button to close the window after adding more than one patient

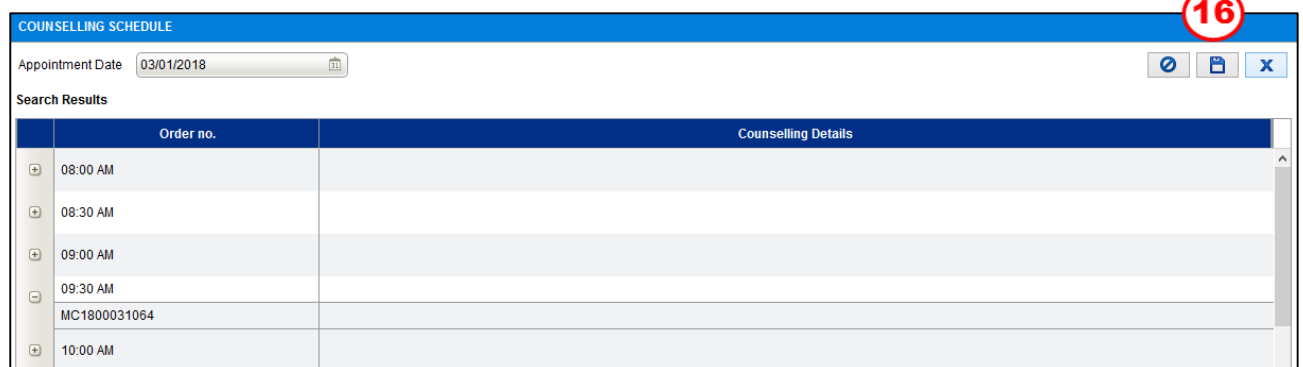


Figure 3.1.6-8 Counselling Schedule

#### Note

Counselling Order No. will be automatically generated and displayed at the counselling schedule window

#### STEP 16

Click on the  button to save record

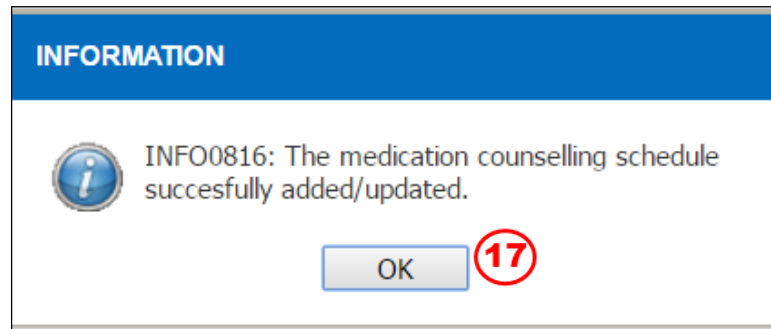
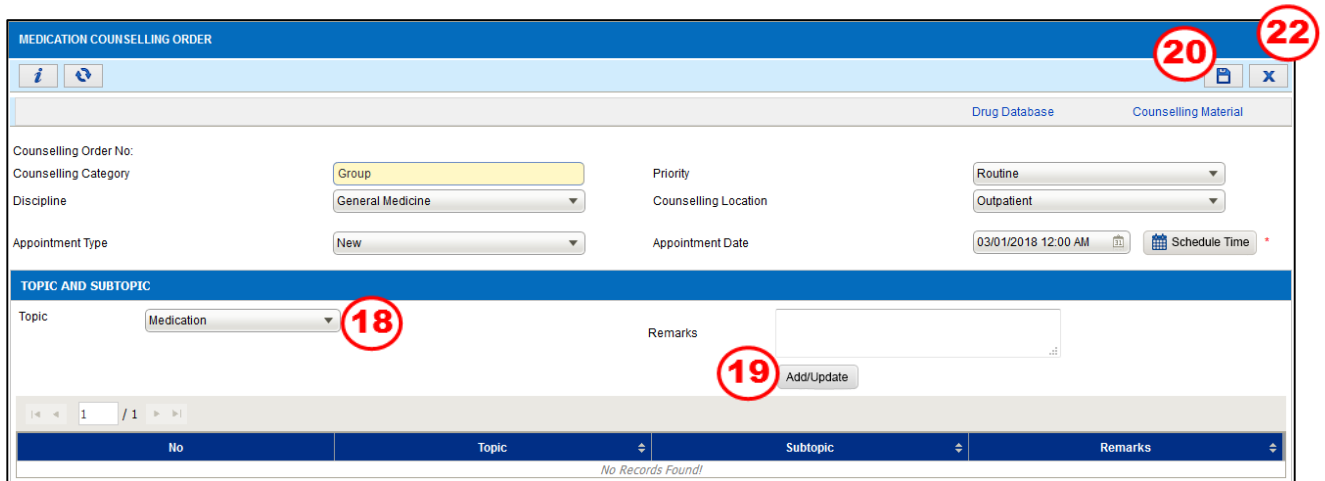


Figure 3.1.6-9 Information alert message

#### STEP 17

Click on the  button to confirm save record



The form is titled "MEDICATION COUNSELLING ORDER". It has a blue header bar with a search icon and a close icon. Below the header, there are two tabs: "Drug Database" and "Counselling Material". The form contains several fields and dropdown menus:

- Counselling Order No: (text field)
- Counselling Category: (dropdown menu, currently showing "Group")
- Discipline: (dropdown menu, currently showing "General Medicine")
- Appointment Type: (dropdown menu, currently showing "New")
- Priority: (dropdown menu, currently showing "Routine")
- Counselling Location: (dropdown menu, currently showing "Outpatient")
- Appointment Date: (text field, currently showing "03/01/2018 12:00 AM")
- Schedule Time: (button with a calendar icon)

Below these fields is a section titled "TOPIC AND SUBTOPIC". It contains a "Topic" dropdown menu (currently showing "Medication") and a "Remarks" text area. A red circle with the number "18" is placed over the "Topic" dropdown menu. Below the "Remarks" text area is an "Add/Update" button. A red circle with the number "19" is placed over the "Add/Update" button. At the bottom of the form, there is a table with columns: "No", "Topic", "Subtopic", and "Remarks". The table is currently empty, and a message "No Records Found!" is displayed below it. A red circle with the number "20" is placed over the "Add/Update" button, and a red circle with the number "22" is placed over the close icon in the top right corner of the form.

Figure 3.1.6-10 Medication Counselling Order

#### STEP 18

Select **Topic** from the dropdown box

- Device
- Disease
- Radiopharmaceutical
- Chemotherapy
- Medication
- Methadone Replacement Therapy
- Smoking Cessation

#### Note

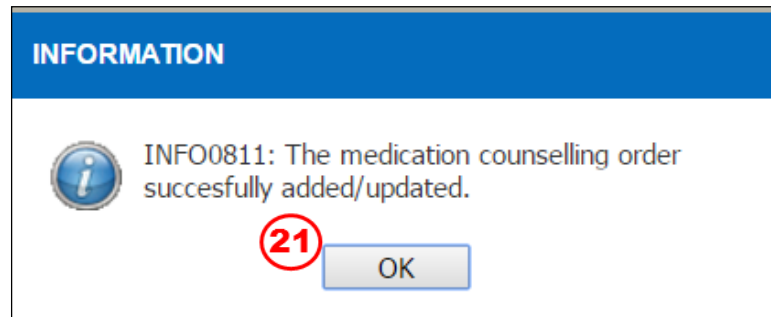
**Subtopic** only appears if user selects Device, Disease or Radiopharmaceutical as Topic.

#### STEP 19

Click on the  button to add record as shown in Figure 3.1.6-10

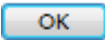
#### STEP 20

Click on the  button to save record



**Figure 3.1.6-11**Information alert message

**STEP 21**

Click on the  button to confirm save record

**STEP 22**

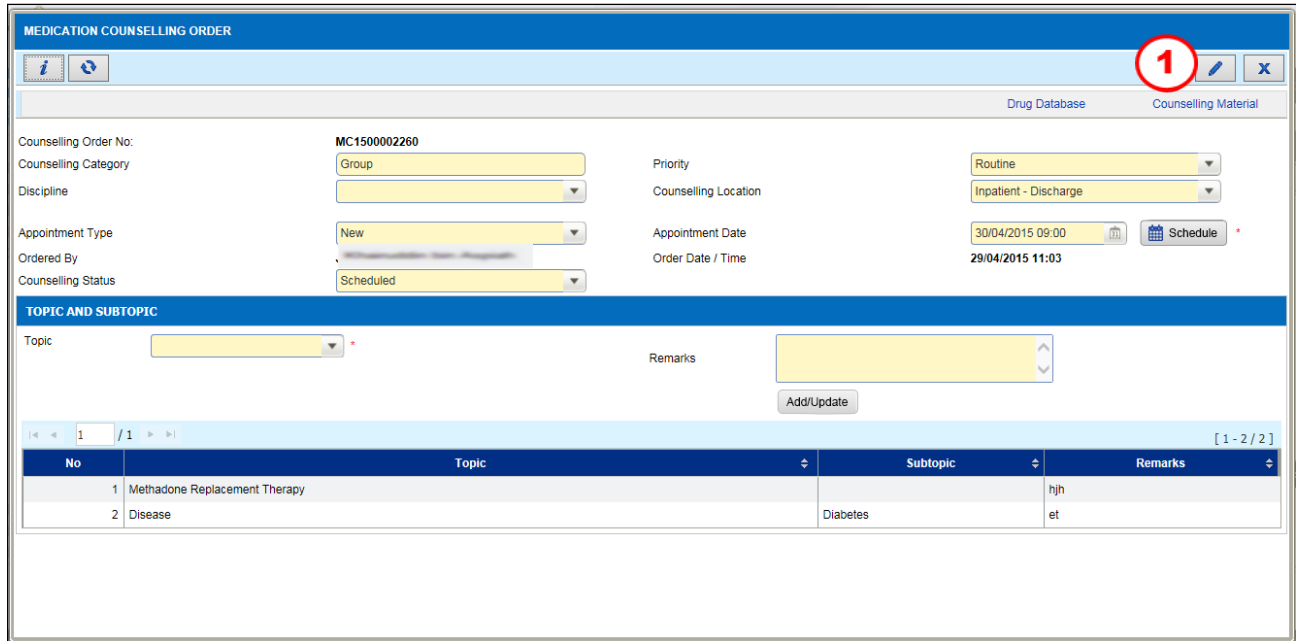
Click on the  button to close record

**Note**

*Order records will be displayed at the counselling order listing page and at the reporting listing page.*

### 3.1.7 Group Order – Reschedule Appointment, Add & Delete patient for Counselling

This function is used to edit Medication Counselling order and to reschedule appointment to another date and time. It can also be used to add and delete patient from order.



The screenshot shows the 'MEDICATION COUNSELLING ORDER' form. At the top right, there is a red circle with the number '1' around the 'Add/Update' button. The form contains fields for Counselling Order No. (MC1500002260), Counselling Category (Group), Discipline, Appointment Type (New), Ordered By, Counselling Status (Scheduled), Priority (Routine), Counselling Location (Inpatient - Discharge), Appointment Date (30/04/2015 09:00), and Order Date / Time (29/04/2015 11:03). Below these fields is a 'TOPIC AND SUBTOPIC' section with a 'Topic' dropdown, a 'Remarks' text area, and an 'Add/Update' button. At the bottom, there is a table with columns: No, Topic, Subtopic, and Remarks. The table contains two rows: 1. Methadone Replacement Therapy, 2. Disease. The 'Remarks' column for row 2 contains 'et'.

Figure 3.1.7-1 Medication Counselling Order

#### Note

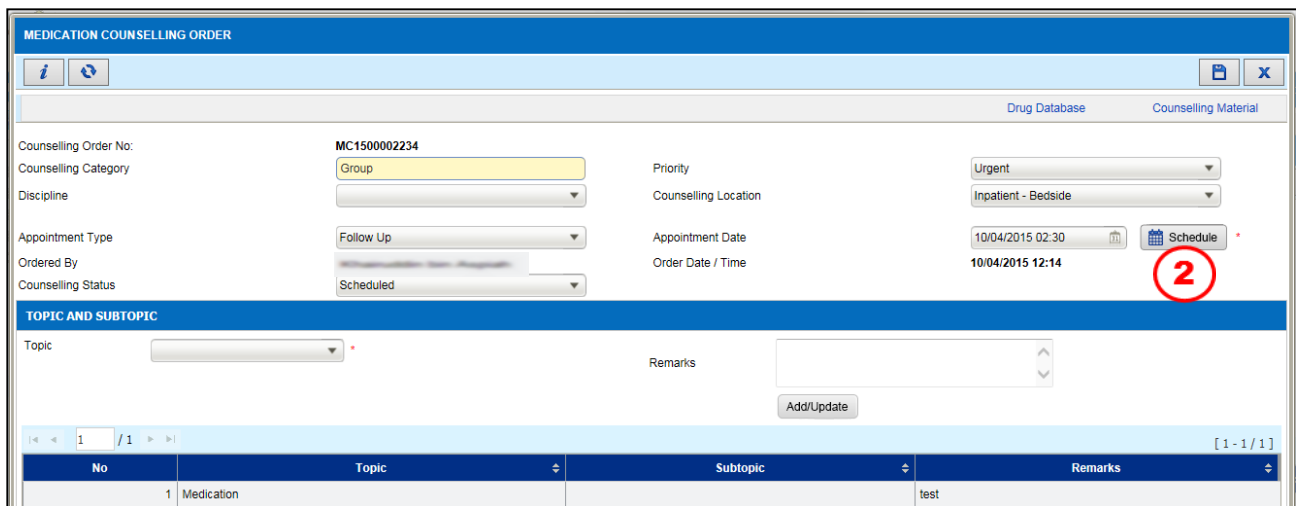
Repeat step 1 to 3 as in ViewExisting Group Order record before performing Group Order – Reschedule Appointment, Add & Delete Patient for Counselling steps.

#### STEP 1

Click on the  button to proceed to reschedule process

#### STEP 2

Click on the  button and system will display the Counselling Schedule screen as shown in Figure 3.1.7-4



The screenshot shows the 'MEDICATION COUNSELLING ORDER' form. At the top right, there is a red circle with the number '2' around the 'Schedule' button. The form contains fields for Counselling Order No. (MC1500002234), Counselling Category (Group), Discipline, Appointment Type (Follow Up), Ordered By, Counselling Status (Scheduled), Priority (Urgent), Counselling Location (Inpatient - Bedside), Appointment Date (10/04/2015 02:30), and Order Date / Time (10/04/2015 12:14). Below these fields is a 'TOPIC AND SUBTOPIC' section with a 'Topic' dropdown, a 'Remarks' text area, and an 'Add/Update' button. At the bottom, there is a table with columns: No, Topic, Subtopic, and Remarks. The table contains one row: 1. Medication. The 'Remarks' column for row 1 contains 'test'.

Figure 3.1.7-2 Medication Counselling Order

### STEP 3

Select **Appointment Date** and time from the calendar. The calendar field should allow to select date from 5 days back as shown in Figure 3.1.7-3

### STEP 4

Double click on time slot to select time for counselling

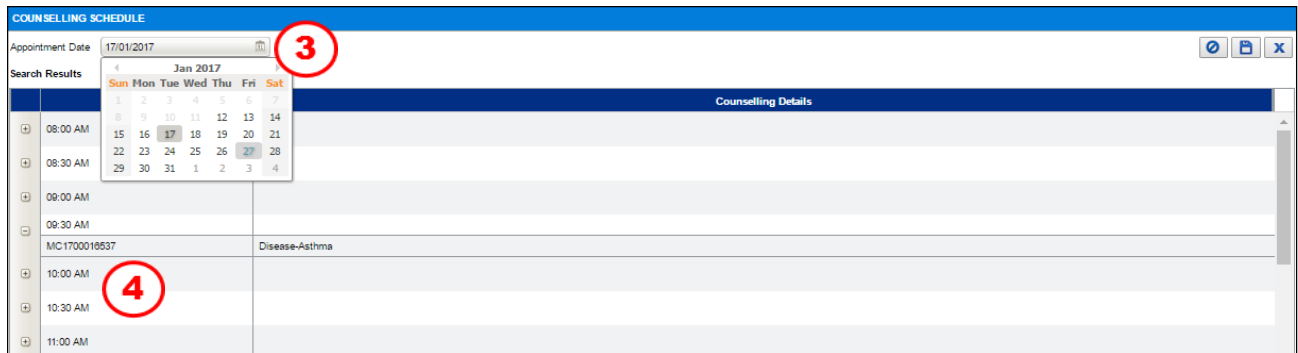


Figure 3.1.7-3 Medication Counselling Order

### Note

- Click on the  button to expand the Counselling Order.
- Double click on the time slot to select from Patient List displayed as shown in Figure 3.1.7-4.
- User is able to add or delete patient at Patient List.
- Repeat step 10 to 14 as shown in Figure 3.1.6-5 to 3.1.6-7 Order – Group to add patient for counselling.
- Check on the selected patient by check the  checkbox, followed by clicking on the  button to delete patient from counselling.

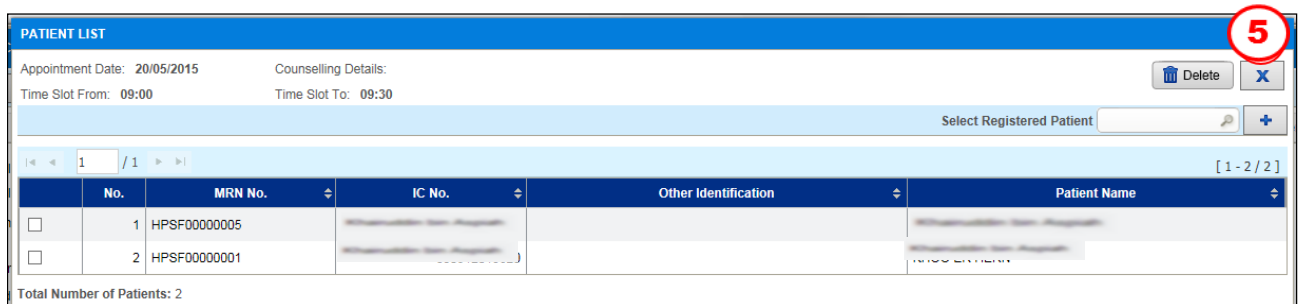


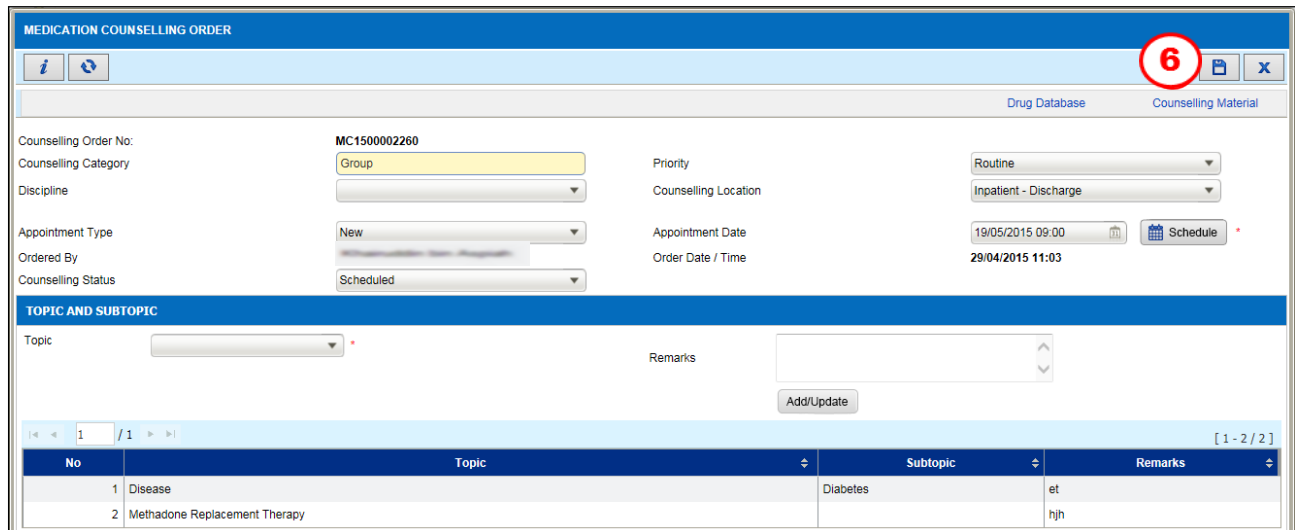
Figure 3.1.7-4 Patient List

### STEP 5

Click on the  button to close the record and system will display the Counselling Order screen as shown in Figure 3.1.7-5

### STEP 6

Click on the  button to save the record



**6**

Drug Database    Counselling Material

Counselling Order No: MC1500002260

Counselling Category: Group

Discipline: [Dropdown]

Appointment Type: New

Ordered By: [Dropdown]

Counselling Status: Scheduled

Priority: Routine

Counselling Location: Inpatient - Discharge

Appointment Date: 19/05/2015 09:00

Order Date / Time: 29/04/2015 11:03

Schedule

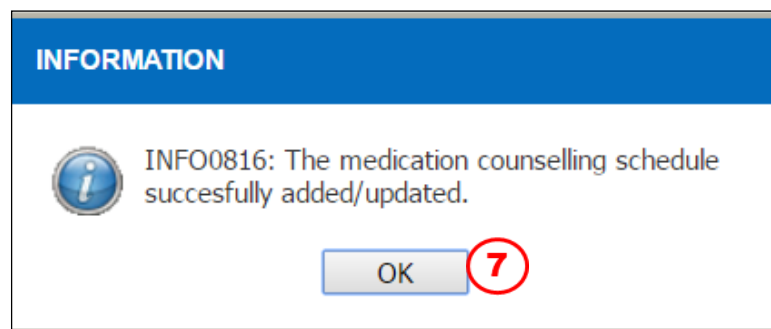
**TOPIC AND SUBTOPIC**

Topic: [Dropdown]    Remarks: [Text Area]

Add/Update

| No | Topic                         | Subtopic | Remarks |
|----|-------------------------------|----------|---------|
| 1  | Disease                       | Diabetes | et      |
| 2  | Methadone Replacement Therapy |          | hjh     |

Figure 3.1.7-5 Counselling Schedule



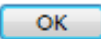
**INFORMATION**

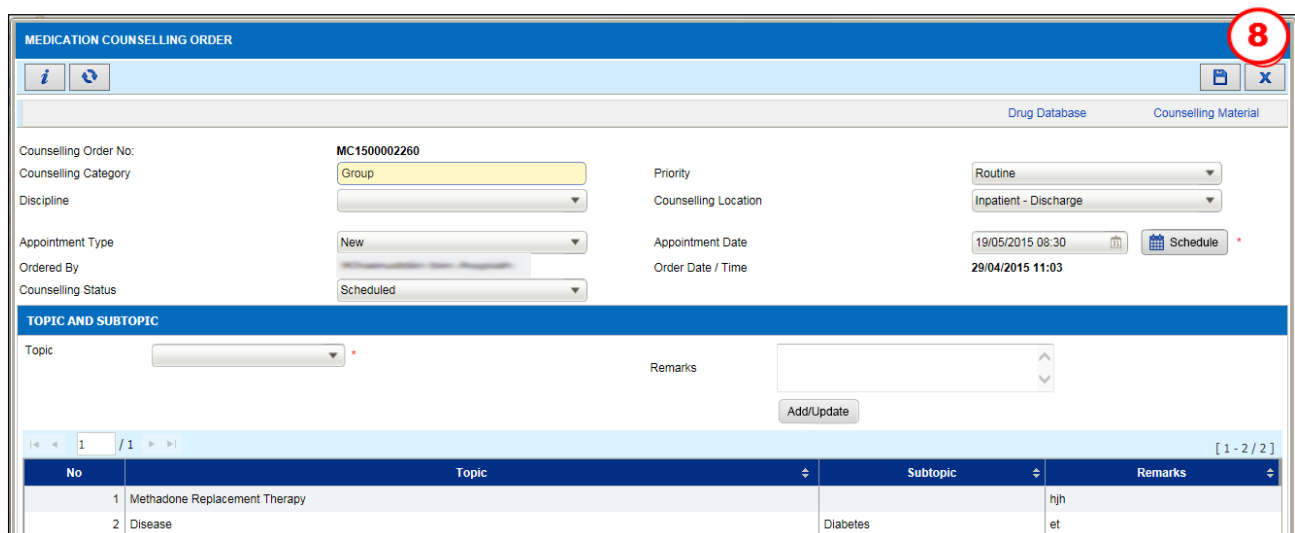
INFO0816: The medication counselling schedule succesfully added/updated.

OK **7**

Figure 3.1.7-6 Information alert message

## STEP 7

Click on the  button to confirm save record and system will display the Counselling Order screen as shown in Figure 3.1.7-6



**8**

Drug Database    Counselling Material

Counselling Order No: MC1500002260

Counselling Category: Group

Discipline: [Dropdown]

Appointment Type: New

Ordered By: [Dropdown]

Counselling Status: Scheduled

Priority: Routine

Counselling Location: Inpatient - Discharge

Appointment Date: 19/05/2015 08:30

Order Date / Time: 29/04/2015 11:03

Schedule

**TOPIC AND SUBTOPIC**

Topic: [Dropdown]    Remarks: [Text Area]

Add/Update

| No | Topic                         | Subtopic | Remarks |
|----|-------------------------------|----------|---------|
| 1  | Methadone Replacement Therapy |          | hjh     |
| 2  | Disease                       | Diabetes | et      |

Figure 3.1.7-7 Medication Counselling Order



## STEP 8

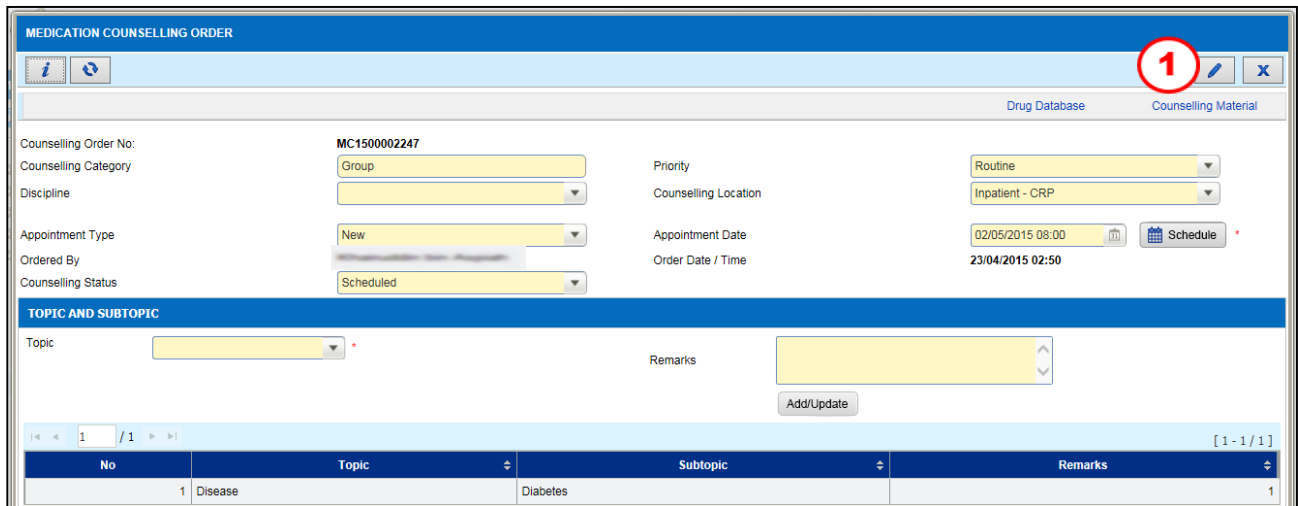
Click on the  button to close record

### **Note**

- *Counselling Schedule will display new rescheduled appointment date and time.*
- *Order No will remain the same.*

### 3.1.8 Group Order – Cancel Appointment

This function is used to cancel group appointment.



**MEDICATION COUNSELLING ORDER**

Drug Database    Counselling Material

Counselling Order No: MC1500002247

Counselling Category: Group    Priority: Routine

Discipline:    Counselling Location: Inpatient - CRP

Appointment Type: New    Appointment Date: 02/05/2015 08:00

Ordered By:    Order Date / Time: 23/04/2015 02:50

Counselling Status: Scheduled

**TOPIC AND SUBTOPIC**

Topic:    Remarks:

Add/Update

| No | Topic   | Subtopic | Remarks |
|----|---------|----------|---------|
| 1  | Disease | Diabetes |         |

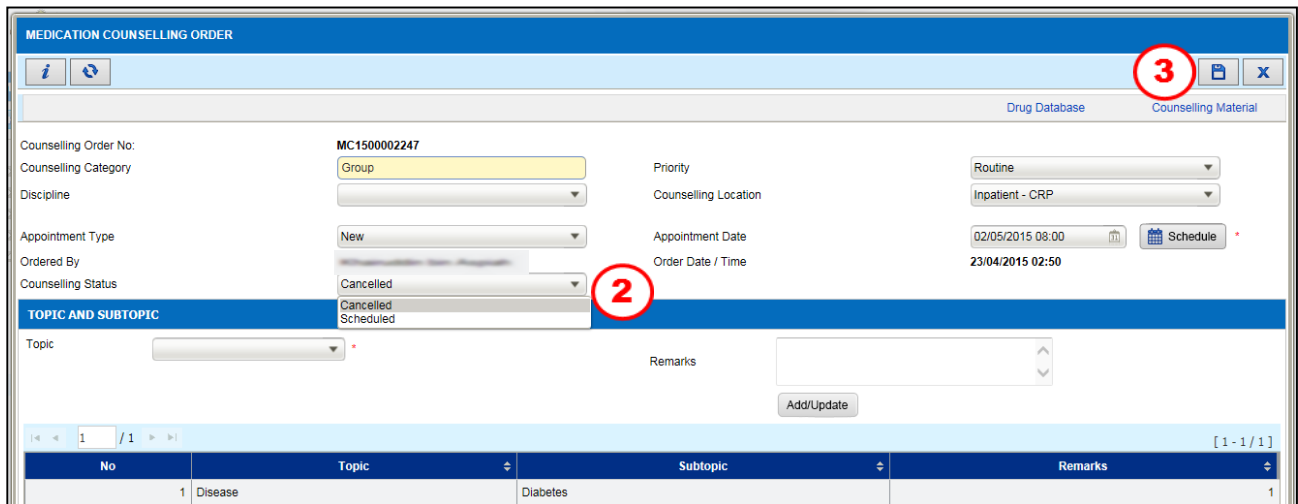
Figure 3.1.8-1 Medication Counselling Order

#### Note

Repeat step 1 to 3 as in View Order Group record before performing Group Order – Cancel Appointment steps.

#### STEP 1

Click on the  button to edit counselling order



**MEDICATION COUNSELLING ORDER**

Drug Database    Counselling Material

Counselling Order No: MC1500002247

Counselling Category: Group    Priority: Routine

Discipline:    Counselling Location: Inpatient - CRP

Appointment Type: New    Appointment Date: 02/05/2015 08:00

Ordered By:    Order Date / Time: 23/04/2015 02:50

Counselling Status: Cancelled

**TOPIC AND SUBTOPIC**

Topic:    Remarks:

Add/Update

| No | Topic   | Subtopic | Remarks |
|----|---------|----------|---------|
| 1  | Disease | Diabetes |         |

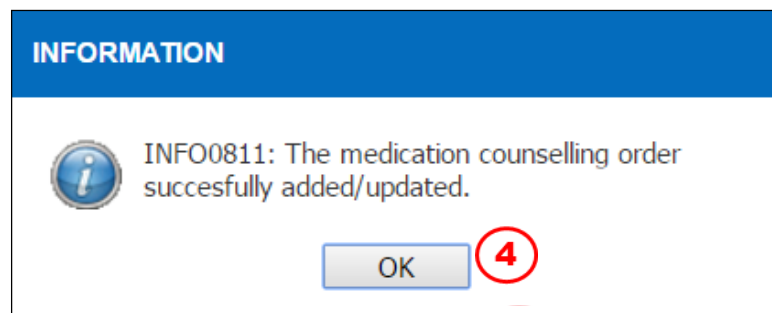
Figure 3.1.8-2 Medication Counselling Order

#### STEP 2

Select **Counselling Status** as 'Cancelled' from the Counselling Status dropdown box

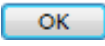
#### STEP 3

Click on the  button to save record



**Figure 3.1.8-3 Information alert message**

**STEP 4**

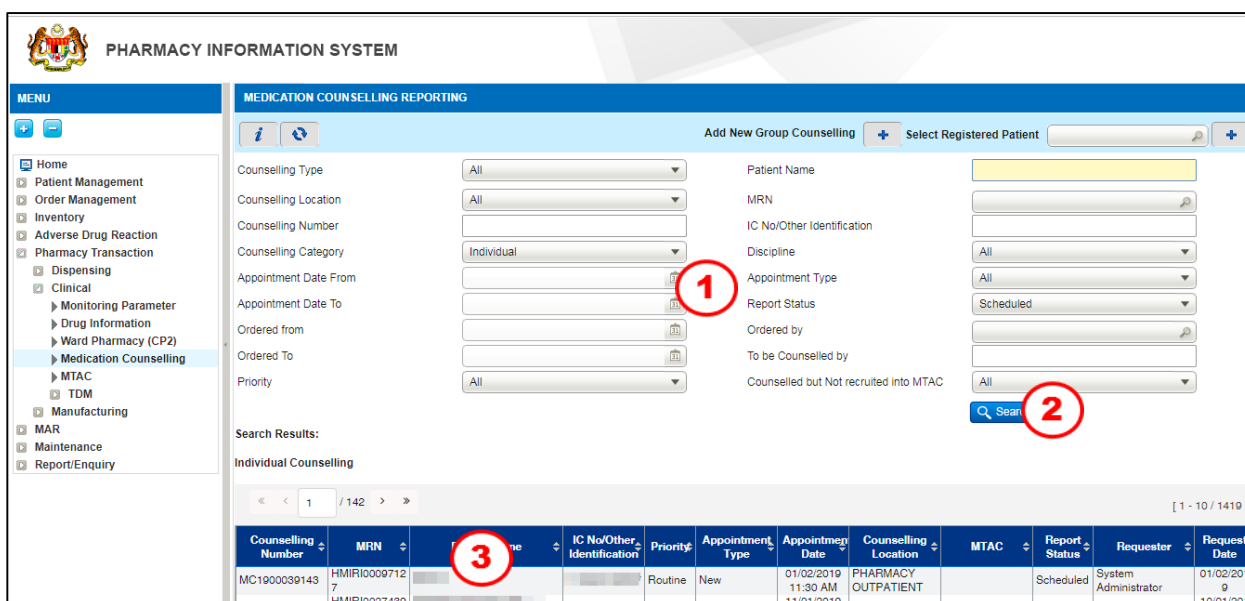
Click on the  button to confirm save record

## 3.2 Reporting

This function is used to record reports for medication counselling.

### 3.2.1 View Existing Individual Reporting

This function allows user to view individual counselling reports.



**PHARMACY INFORMATION SYSTEM**

**MEDICATION COUNSELLING REPORTING**

Add New Group Counselling + Select Registered Patient [Search] +

Counselling Type: All  
Counselling Location: All  
Counselling Number: [Search]  
Counselling Category: Individual  
Appointment Date From: [Search]  
Appointment Date To: [Search]  
Ordered from: [Search]  
Ordered To: [Search]  
Priority: All

1

Patient Name: [Search]  
MRN: [Search]  
IC No/Other Identification: [Search]  
Discipline: All  
Appointment Type: All  
Report Status: Scheduled  
Ordered by: [Search]  
To be Counselling by: [Search]  
Counselled but Not recruited into MTAC: All

2

Search Results:

Individual Counselling

< 1 / 142 >

| Counselling Number | MRN           | IC No/Other Identification | Priority | Appointment Type | Appointment Date    | Counselling Location | MTAC | Report Status | Requester            | Request Date          |
|--------------------|---------------|----------------------------|----------|------------------|---------------------|----------------------|------|---------------|----------------------|-----------------------|
| MC1900039143       | HMIRI00097127 | HMIRI0027439               | Routine  | New              | 01/02/2019 11:30 AM | PHARMACY OUTPATIENT  |      | Scheduled     | System Administrator | 01/02/2019 10/01/2019 |

3

Figure3.2.1-1 Reporting Listing Page

#### Note

To view existing individual order records select Counselling Category as 'Individual' and Status as 'Scheduled'.

## STEP 1

Search for patient records by below criteria :-

| No | Field                      | Description                                                   | Remark                                                                                                   |
|----|----------------------------|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| a  | Counselling Location       | Counselling Location (It will list down all active locations) | Able to filter and search patient name by counselling location                                           |
| b  | MRN                        | Patient Medical Record Number                                 | Search option:<br>• Type the MRN either full in or partially:<br><i>Example : HPSF00001234 or "1234"</i> |
| c  | Counselling Category       | -Group<br>-Individual                                         | Able to filter and search patient name by counselling category                                           |
| d  | Discipline                 | Discipline (It will list down all active disciplines)         | Able to filter and search patient name by discipline                                                     |
| e  | Ordered by                 | Ordered person name                                           | Able to filter and search patient name by name of person who ordered counselling                         |
| f  | Ordered from               | Date                                                          | Able to filter and search patient name by ordered from date                                              |
| g  | To be counselled by        | Counsellor name                                               | Able to filter and search by Counsellor name                                                             |
| h  | Priority                   | -All<br>-Routine<br>-Urgent                                   | Able to filter and search patient name by priority                                                       |
| i  | Patient Name               | Patient's name                                                | Allow to search by full or partial patient name                                                          |
| j  | Appointment Type           | -All<br>-New<br>-Follow Up                                    | Able to filter and search patient name by appointment type                                               |
| k  | Status                     | -Ordered<br>-Scheduled<br>-Cancelled                          | Able to filter and search patient name by status                                                         |
| l  | Appointment Date           | Date                                                          | Able to filter and search patient name by appointment date                                               |
| m  | Ordered To                 | Patient Name                                                  | Allow to search by patient full name or partial                                                          |
| n  | IC No/Other Identification | -IC Number<br>-Other Number                                   | Allow to filter and search by IC Number or other Identification Number                                   |

**Table 3.2.1-1**

## STEP 2

Click on  button to search for patient

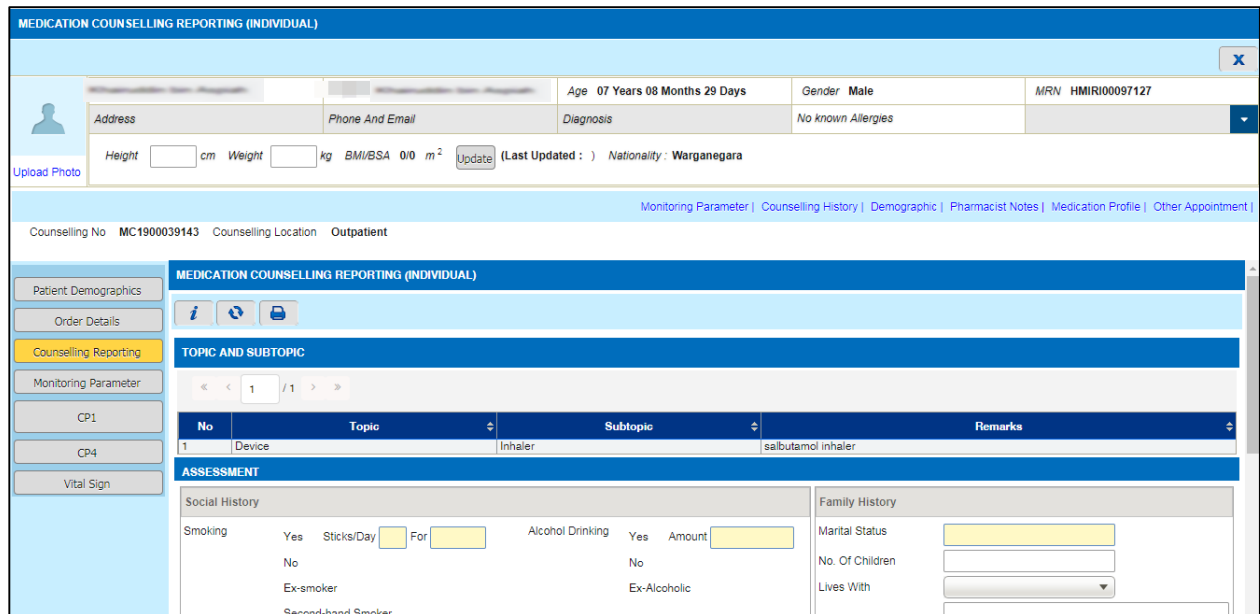
### Note

Search results of current order patient list will display:

- MRN
- Patient Name
- Appointment Date
- Priority
- Appointment Type
- Appointment Date
- Status
- Requester
- Request Date

### STEP 3

Double click on the selected counselling order no. as shown in Figure 3.2.1-1, and patient detailed information will be displayed as shown in Figure 3.2.1-2



**MEDICATION COUNSELLING REPORTING (INDIVIDUAL)**

Age: 07 Years 08 Months 29 Days | Gender: Male | MRN: HMIRI00097127

Address: | Phone And Email: | Diagnosis: | No known Allergies

Height: cm | Weight: kg | BMI/BSA: 0/0 m<sup>2</sup> | Update (Last Updated: ) | Nationality: Warganegara

Counselling No: MC1900039143 | Counselling Location: Outpatient

**TOPIC AND SUBTOPIC**

| No | Topic  | Subtopic | Remarks            |
|----|--------|----------|--------------------|
| 1  | Device | Inhaler  | salbutamol inhaler |

**ASSESSMENT**

**Social History**

Smoking: Yes Sticks/Day For | No | Ex-smoker | Alcohol Drinking: Yes Amount | No | Ex-Alcoholic | Second-hand Smoker

**Family History**

Marital Status: | No. Of Children: | Lives With: |

**Figure3.2.1-2 Medication Counselling Reporting (Individual)**

### Note

- Once user clicks on the selected patient name, the summary of patient information will be displayed in the patient banner. The patient banner will be displayed at the specific screen with is required patient information. Below is the list of patient information:
  - Patient Name
  - Patient Address
  - Patient IC Number
  - Patient Phone and Email
  - Patient Diagnosis
  - Patient Age
  - Patient Allergy
  - Patient Gender
  - Patient MRN

- Below options are provided for user to view additional patient information. Click on the hyperlink as below:
  - a) **Counselling Material**
    - Counselling materials used
  - b) **Lab Parameter**
    - Patient's laboratory test results
  - c) **Counselling History**
    - Medication Counselling history records
  - d) **Demographic**
    - Patient's demographic details
  - e) **Pharmacist Notes**
    - Pharmacy notes such as MTAC, Ward Pharmacy etc.
  - f) **Medication Profile**
    - This hyperlink will show the patient's current medication and previous medication history
  - g) **Other Appointments**
    - This screen provides information if there are any other appointments recorded for the patient
- Order Details
- Lab Parameter - Lab results history records
- CP1 – CP1 history records
- CP4 – CP4 history records
- Counselling No
- Counselling Location
- Counselling Topics
- Assessment
- Reporting

### 3.2.2 Individual Reporting

This function allows user to record individual counselling reports.

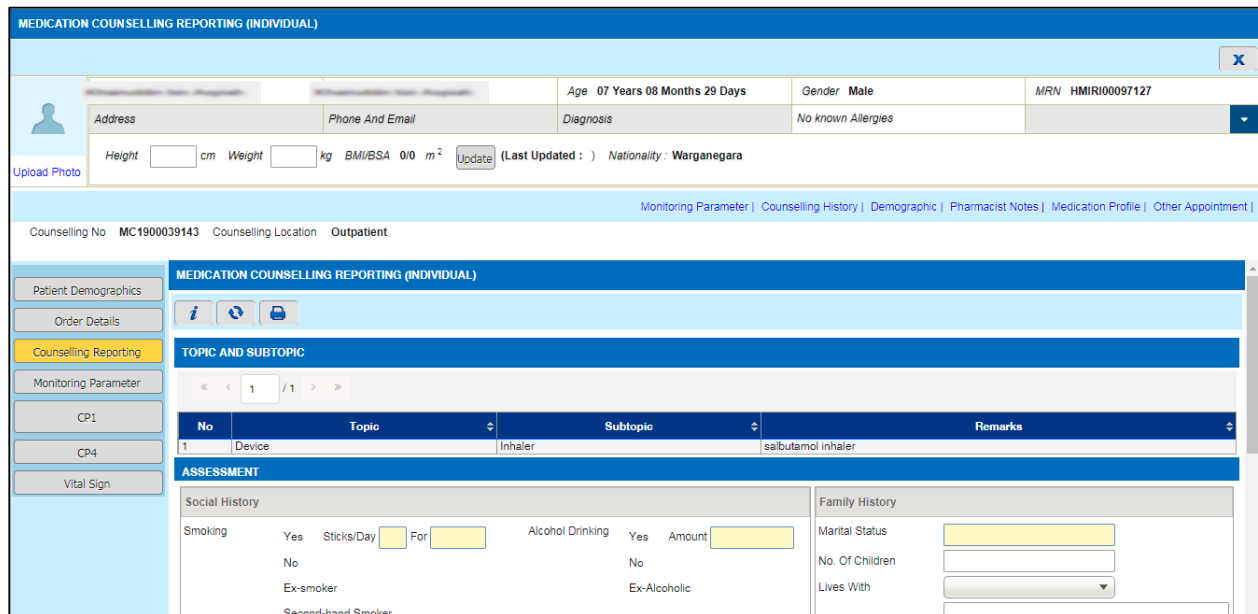


Figure3.2.2-1 Medication Counselling Reporting (Individual)

#### Note

- Repeat step 1 to 3 as in View Existing Individual Reporting before performing Individual Reporting steps.
- There are 2 sections to be filled in the Medication Counselling Reporting (Individual) as shown in Figure 3.2.2-1:
  - a) Assessment
  - b) Reporting

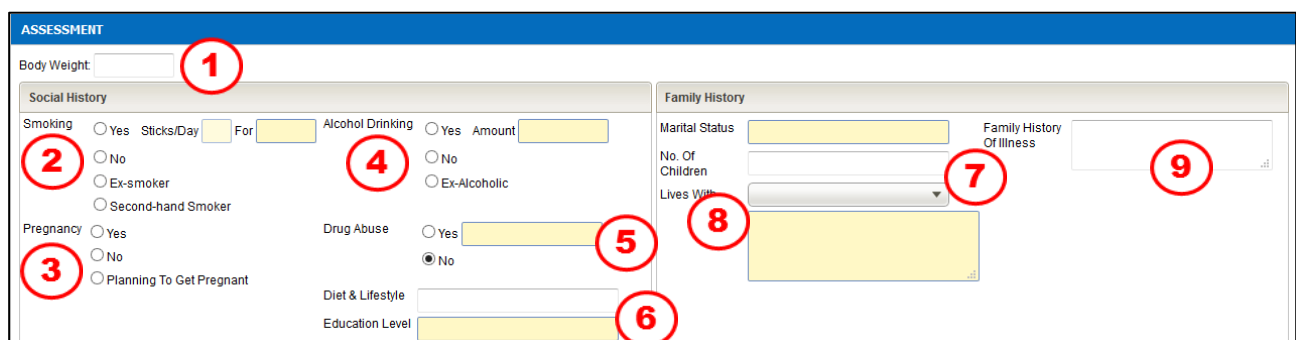


Figure3.2.2-2 Assessment

#### Assessment Section Social History

##### STEP 1

Enter **Body Weight**

##### STEP 2

Select **Smoking** from the radio button



- Yes
- No
- Ex-smoker
- Second-hand Smoker

**Note**

**Stick/Day** and **For** field will be enabled for user to fill when 'Yes' radio button is selected.

**STEP 3**

Select **Pregnancy** from the radio button

- Yes
- No
- Planning ToGet Pregnant

**STEP 4**

Select **Alcohol Drinking** from the radio button

- Yes
- No

**Note**

**Amount** field will be enabled for user to fill when 'Yes' radio button is selected.

**STEP 5**

Select **Drug Abuse** from the radio button

- Yes
- No

**STEP 6**

Enter **Diet & Lifestyle**

**Note**

**Education Level** and **Marital Status** field will automatically display hyperlink from the registration screen.

**Family History**

**STEP 7**

Enter **No. Of Children**

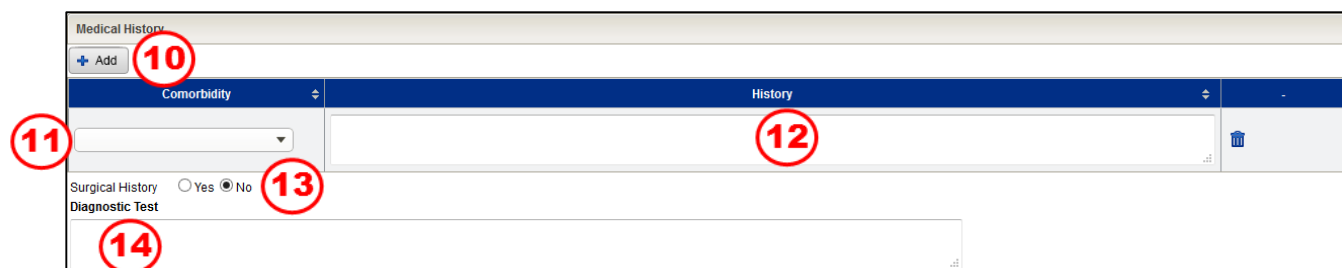
**STEP 8**

Select **Lives With** from the radio button

- Alone
- Family Members
- Nursing Home
- Others

**STEP 9**

Enter **Family History Of Illness**



The screenshot shows the 'Medical History' form. Callout 10 points to the '+ Add' button. Callout 11 points to the 'Comorbidity' dropdown menu. Callout 12 points to the 'History' text input field. Callout 13 points to the 'Surgical History' section, which includes 'Yes' and 'No' radio buttons. Callout 14 points to the 'Diagnostic Test' text input field.

**Figure3.2.2-3Assessment**

### Medical History

#### **STEP 10**

Click + Add button to add, if applicable.

#### **Note**

*If there is no Comorbidity, skip to STEP 13*

#### **STEP 11**

Select a Comorbidity

- Hypertension
- COPD
- RVD
- Other
- Diabetes Mellitus
- Tuberculosis
- AF
- Asthma
- Hepatitis B
- Hepatitis C
- Heart Failure
- ESRD

#### **STEP 12**

Enter the History based on the Comorbidity

#### **Note**

*Repeat STEP 10 to STEP 12 to add another Comorbidity*

#### **STEP 13**

Select ***Surgical History*** from the radio button

- Yes
- No

#### **STEP 14**

Enter the Diagnostic Test

#### **Note**

*The Diagnostic Test textbox can have characters up to 2000*

| Past Medication History                                                                                                                                                                                      |                |                   |                              |                   |                      |          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------------------|------------------------------|-------------------|----------------------|----------|
| Drug Name                                                                                                                                                                                                    | Original Rx No | Order Details     | Balance From Previous Supply | Medication Status | Source of Medication | Comments |
| No Records Found!                                                                                                                                                                                            |                |                   |                              |                   |                      |          |
| Non-Prescription Medication(Includes Herbal/Vitamin/Other Supplements)                                                                                                                                       |                | Reason For Taking | Source of Medication         | Balance/Comments  |                      |          |
| No Records Found!                                                                                                                                                                                            |                |                   |                              |                   |                      |          |
| <div style="border: 2px solid red; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">15</div> <a href="#">Save &amp; Continue</a> |                |                   |                              |                   |                      |          |

REPORTING

**Figure3.2.2-4Assessment**

#### **Note**

*Past Medication History will be displayed as shown in Figure 3.2.2.4.*

#### **STEP 15**

Click on the  button to save assessment and continue with reporting section

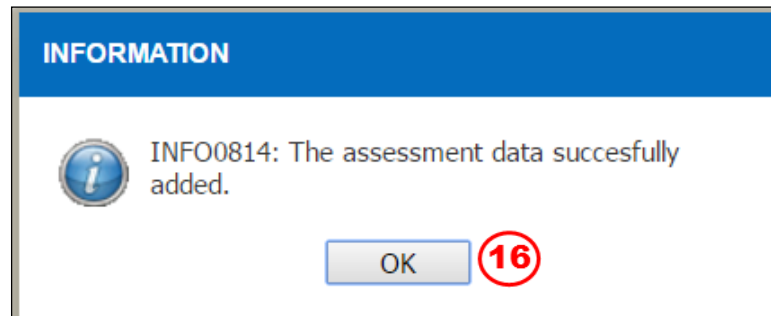
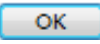
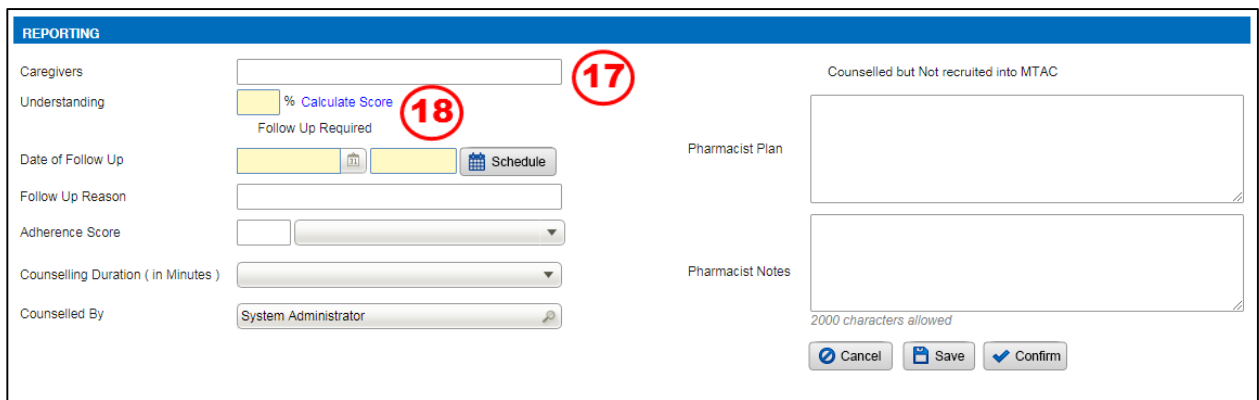


Figure3.2.2-5Information alert message

## STEP 16

Click on the  button to confirm assessment



The 'REPORTING' form has a blue header. It contains several input fields and buttons. A red circle with the number '17' is placed over the 'Caregivers' text input field. A red circle with the number '18' is placed over the '% Calculate Score' button. Other fields include 'Understanding', 'Follow Up Required', 'Date of Follow Up', 'Follow Up Reason', 'Adherence Score', 'Counselling Duration (in Minutes)', and 'Counselled By'. On the right side, there are sections for 'Pharmacist Plan' and 'Pharmacist Notes'. At the bottom right, there are 'Cancel', 'Save', and 'Confirm' buttons. A red circle with the number '19' is placed over the 'Confirm' button.

Figure3.2.2-6Reporting

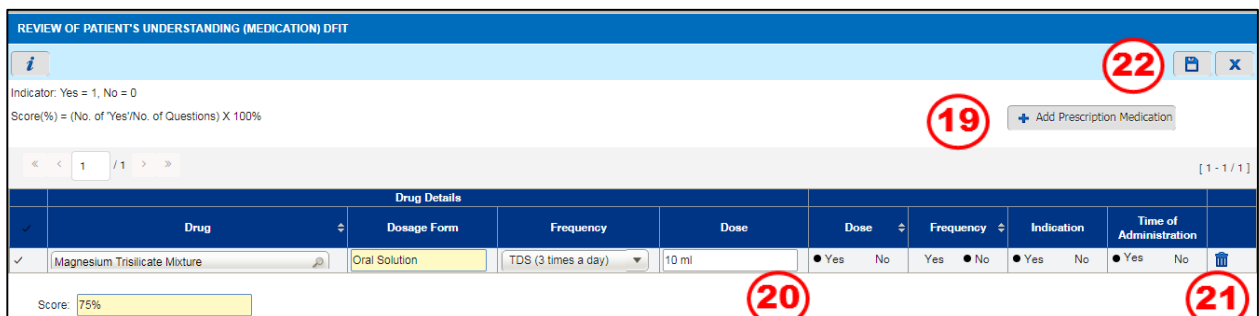
## Reporting Section

### STEP 17

Enter value in **Caregivers** field

### STEP 18

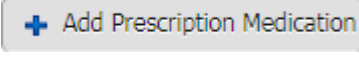
Click on the [Calculate Score](#) hyperlink and the window of 'Review of Patient's Understanding (medication) DFIT' will be displayed as shown in Figure 3.2.2-7



The 'REVIEW OF PATIENT'S UNDERSTANDING (MEDICATION) DFIT' window has a blue header. It displays 'Indicator: Yes = 1, No = 0' and 'Score(%) = (No. of 'Yes'/No. of Questions) X 100%'. A red circle with the number '22' is placed over the window's title bar. A red circle with the number '19' is placed over the '+ Add Prescription Medication' button. A table with columns 'Drug', 'Dosage Form', 'Frequency', 'Dose', 'Dose', 'Frequency', 'Indication', and 'Time of Administration' is shown. A red circle with the number '20' is placed over the 'Dose' column header. A red circle with the number '21' is placed over the 'Time of Administration' column header. A red circle with the number '21' is placed over the 'Score: 75%' display. A red circle with the number '22' is placed over the window's title bar.

Figure 3.2.2-7Review of Patient's Understanding (medication) DFIT

### STEP 19

Click on the  button to search **Drug** at the field

### STEP 20

Select **Patient's Understanding** by checking the radio button as below

- Dose
- Frequency
- Indication
- Time of administration

### STEP 21

Click on the  or button to delete information at drug list

### STEP 22

Click on the  button to save record

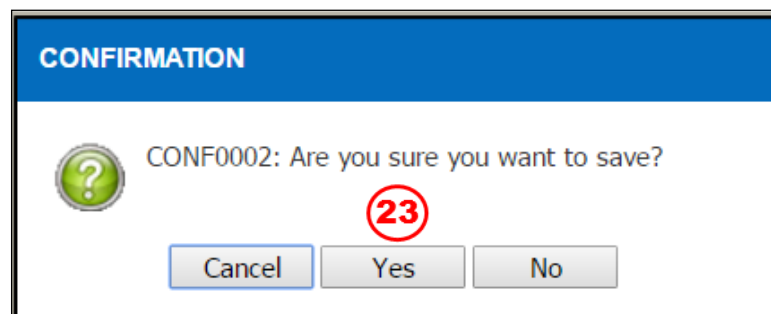
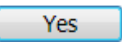


Figure 3.2.2-8 Information alert message

### STEP 23

Click on the  button to confirm save record

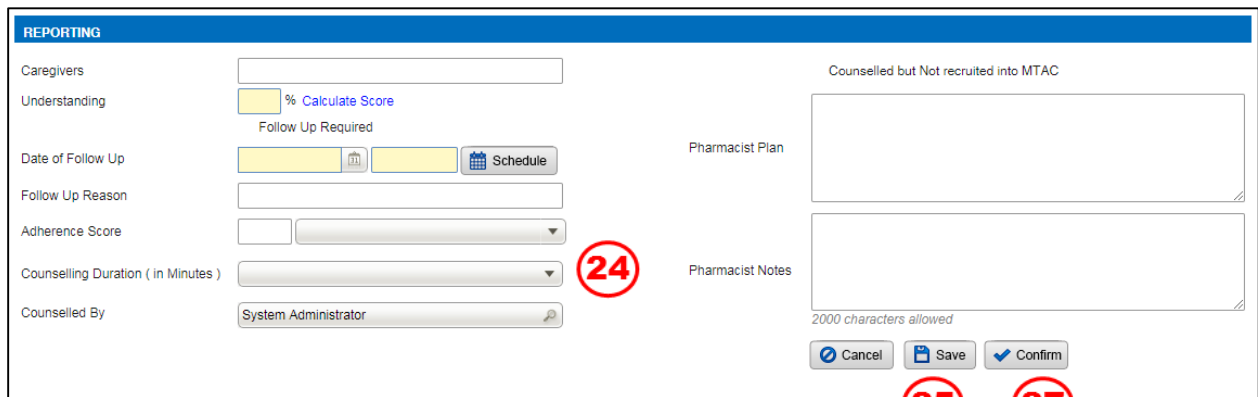


Figure 3.2.2-9 Reporting

### STEP 24

Select **Counselling Duration (in Minutes)** from the dropdown box

- 15
- 30
- 45
- 60

#### STEP 25

Click on the  button to save record

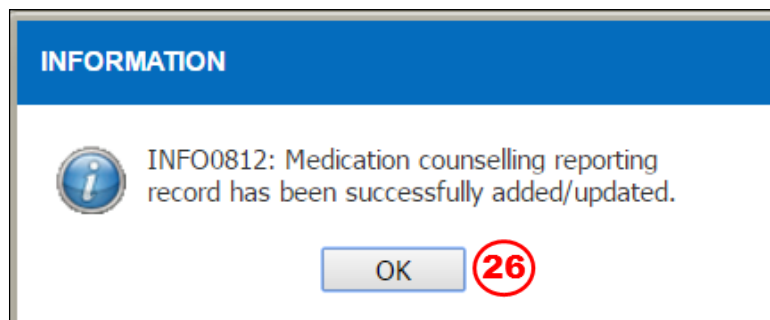
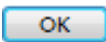


Figure3.2.2-10Information alert message

#### STEP 26

Click on the  button to confirm save record

#### STEP 27

Click on the  button to confirm record

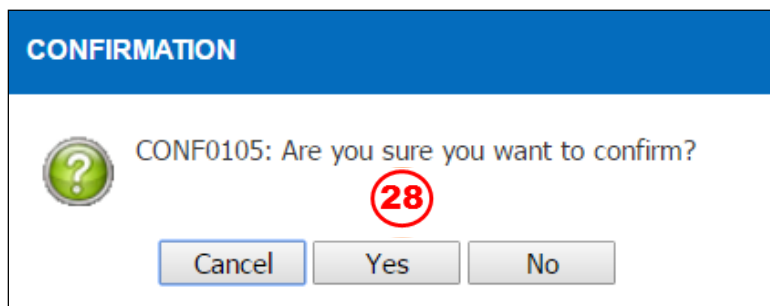
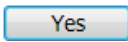


Figure3.2.2-11 Save Confirm alert message

#### STEP 28

Click on the  button to confirm save record

#### Note

There is a check box for Counselling but Not recruited into MTAC, once clicked, screen will appear as Figure 3.2.2-12

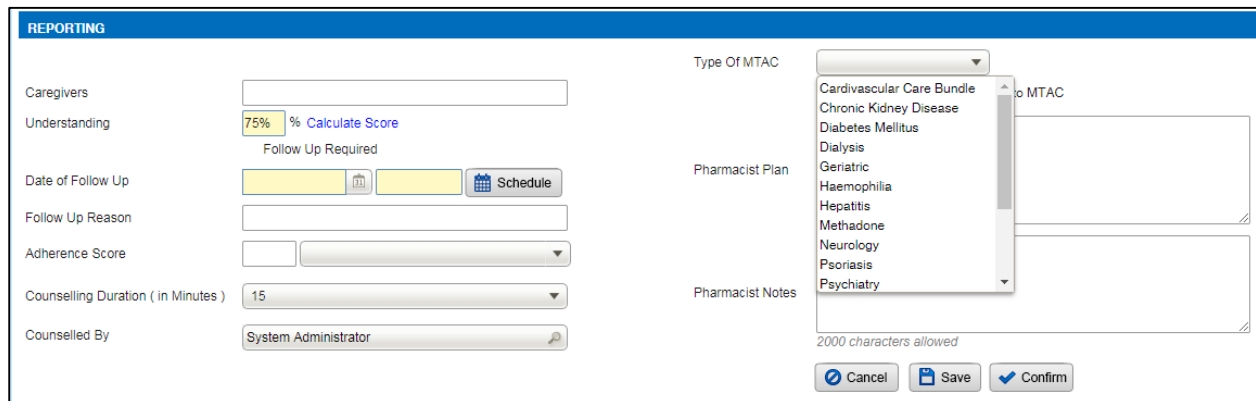


Figure3.2.2-12 Reporting Individual



Figure3.2.2-13 Reporting Individual - Print

## STEP 29

Click on the  button to print the report as Figure 3.2.2-13

### Note

After confirmation, the compliance [Calculate Score](#) hyperlink is enabled for review.

|  <b>MEDICATION COUNSELLING REPORT</b><br>Hospital Pakar Sultanah Fatimah, Muar<br>Jalan Salleh, 84000, Muar, Johor.<br>069521901 |                                                                          |                              |           |                              |                   |                  |                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|------------------------------|-----------|------------------------------|-------------------|------------------|------------------|
| Patient Name :                                                                                                                                                                                                    |                                                                          |                              |           |                              | Diagnosis :       |                  | sd               |
| MRN :                                                                                                                                                                                                             |                                                                          | HP8F00000002                 |           |                              | Date :            |                  | 27/12/17         |
| ID No :                                                                                                                                                                                                           |                                                                          |                              |           |                              | Counselling No. : |                  | MC1700031061     |
| <b>Assessment:</b>                                                                                                                                                                                                |                                                                          |                              |           |                              |                   |                  |                  |
| Social History                                                                                                                                                                                                    | Smoking                                                                  | : Yes - 5 stick(s)/day for 1 |           |                              | Family History    | No of children   | : 1              |
|                                                                                                                                                                                                                   | Alcohol Drinking                                                         | : No                         |           |                              |                   | Lives with       | : Family Members |
|                                                                                                                                                                                                                   | Drug Abuse                                                               | : Ice                        |           |                              |                   |                  |                  |
|                                                                                                                                                                                                                   | Pregnancy                                                                | : Planning To Get Pregnant   |           |                              |                   |                  |                  |
|                                                                                                                                                                                                                   | Diet & Lifestyle                                                         | : Cereals                    |           |                              |                   |                  |                  |
| Medical History                                                                                                                                                                                                   | Comorbidity                                                              | Hypertension                 | 120/80    |                              |                   |                  |                  |
|                                                                                                                                                                                                                   |                                                                          | Diabetes Mellitus            |           |                              |                   |                  |                  |
|                                                                                                                                                                                                                   | X-Ray                                                                    |                              |           |                              |                   |                  |                  |
| Past Medication History                                                                                                                                                                                           | Medication (Specify Strength)                                            | Dose                         | Frequency | Balance from Previous Supply | Medication Status | Comment          |                  |
|                                                                                                                                                                                                                   | Non-Prescription Medication ( Includes Herbal/Vitamin/Other Supplement ) |                              |           |                              | Reason for Taking | Balance/Comments |                  |
| Current Medication List                                                                                                                                                                                           |                                                                          |                              |           |                              |                   |                  |                  |
| <b>Report:</b>                                                                                                                                                                                                    |                                                                          |                              |           |                              |                   |                  |                  |
| Counselling For                                                                                                                                                                                                   |                                                                          | : Disease-Asthma             |           |                              |                   |                  |                  |
| Patient Understanding (medication)                                                                                                                                                                                |                                                                          | : DFIT                       |           |                              |                   |                  |                  |
| Adherence Score                                                                                                                                                                                                   |                                                                          | :                            |           |                              |                   |                  |                  |
| Pharmacist Notes                                                                                                                                                                                                  |                                                                          | :                            |           |                              |                   |                  |                  |
| Follow Up Date                                                                                                                                                                                                    |                                                                          | :                            |           |                              |                   |                  |                  |
| Counselling By:                                                                                                                                                                                                   |                                                                          |                              |           |                              |                   |                  | Date: 03/01/2018 |

Figure3.2.2-14 Reporting Individual

### 3.2.3 Individual Follow Up Required

This function allows user to record individual follow up required.

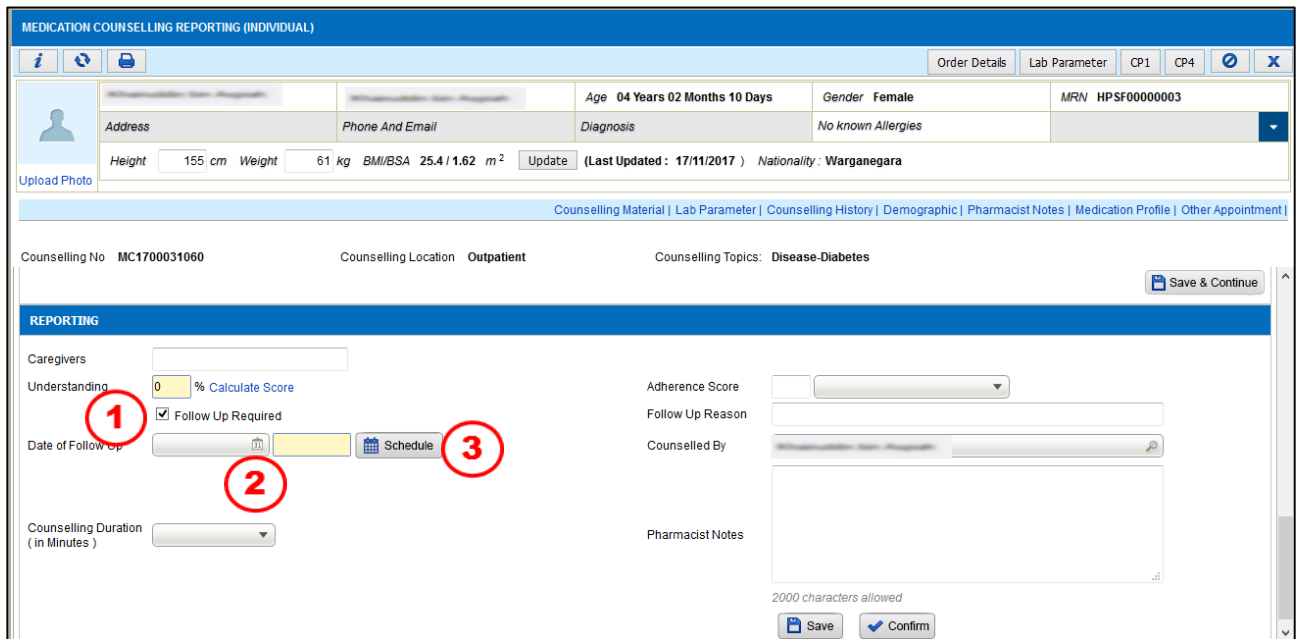


Figure 3.2.3-1 Medication Counselling Reporting (Individual)

#### Note

Repeat step 1 to 3 as in View Existing Individual Reporting before performing Individual Follow Up Required steps.

#### STEP 1

Check on the **Follow Up Required** by clicking on the  checkbox

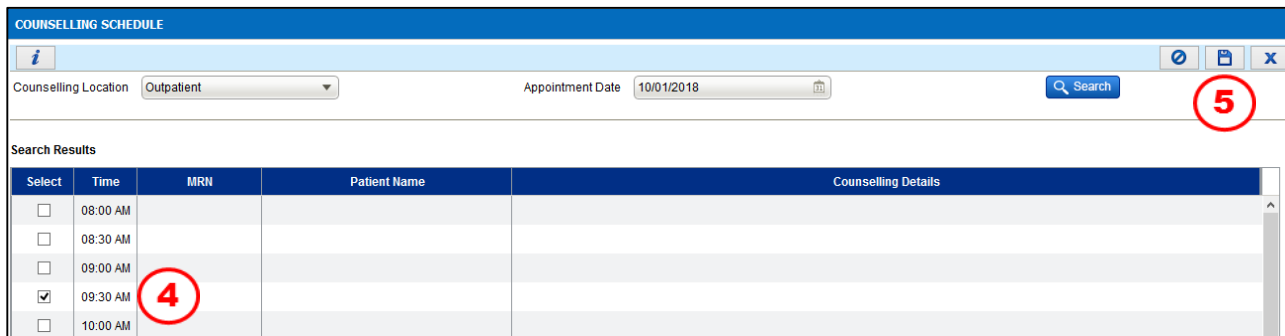
#### STEP 2

Click on the  button to select **Date of Follow Up**

#### STEP 3

Click on the  button to schedule for counseling





| Select                              | Time     | MRN | Patient Name | Counselling Details |
|-------------------------------------|----------|-----|--------------|---------------------|
| <input type="checkbox"/>            | 08:00 AM |     |              |                     |
| <input type="checkbox"/>            | 08:30 AM |     |              |                     |
| <input type="checkbox"/>            | 09:00 AM |     |              |                     |
| <input checked="" type="checkbox"/> | 09:30 AM |     |              |                     |
| <input type="checkbox"/>            | 10:00 AM |     |              |                     |

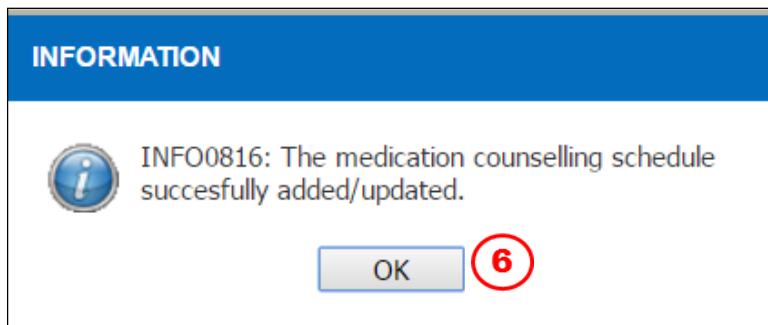
Figure 3.2.3-2 Counselling Schedule

#### STEP 4

Click on time slot  checkbox to select time for counselling

#### STEP 5

Click on the  button to save record



**INFORMATION**

 INFO0816: The medication counselling schedule succesfully added/updated.

OK

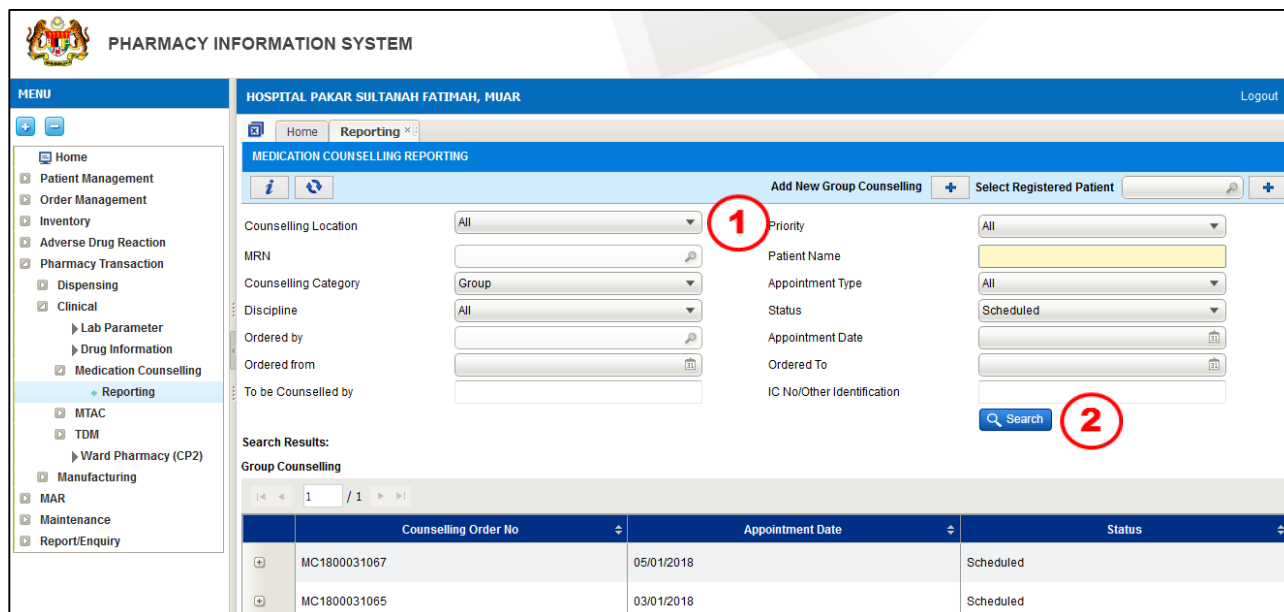
Figure 3.2.3-3 Information alert message

#### STEP 6

Click on the  button to confirm save record

### 3.2.4 View Existing Group Reporting

This function allows user to view group counselling report.



**PHARMACY INFORMATION SYSTEM**

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Logout

Home Reporting

MEDICATION COUNSELLING REPORTING

Add New Group Counselling + Select Registered Patient

Counselling Location: All (1)

MRN:

Counselling Category: Group

Discipline: All

Ordered by:

Ordered from:

To be Counsellor by:

Priority: All

Patient Name:

Appointment Type: All

Status: Scheduled

Appointment Date:

Ordered To:

IC No/Other Identification:

Search (2)

Search Results:

Group Counselling

| Counselling Order No | Appointment Date | Status    |
|----------------------|------------------|-----------|
| MC1800031067         | 05/01/2018       | Scheduled |
| MC1800031065         | 03/01/2018       | Scheduled |

Figure 3.2.4-1 Reporting

#### Note

To view existing group order records, select Counselling Category as 'Group' and Status as 'Scheduled'.

#### STEP 1

Search record based :-

| No | Field                | Description                                                   | Remark                                                                                                   |
|----|----------------------|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| a  | Counselling Location | Counselling Location (It will list down all active locations) | Able to filter and search patient name by counselling location                                           |
| b  | MRN                  | Patient Medical Record Number                                 | Search option:<br>• Type the MRN either full in or partially:<br><i>Example : HPSF00001234 or "1234"</i> |
| c  | Counselling Category | -Group<br>-Individual                                         | Able to filter and search patient name by counselling category                                           |
| d  | Discipline           | Discipline (It will list down all active disciplines)         | Able to filter and search patient name by discipline                                                     |
| e  | Ordered by           | Ordered person name                                           | Able to filter and search patient name by name of person who ordered counselling                         |
| f  | Ordered from         | Date                                                          | Able to filter and search patient name by ordered from date                                              |
| g  | To be counselled by  | Counsellor name                                               | Able to filter and search by Counsellor name                                                             |
| h  | Priority             | -All<br>-Routine<br>-Urgent                                   | Able to filter and search patient name by priority                                                       |

|   |                            |                                      |                                                                        |
|---|----------------------------|--------------------------------------|------------------------------------------------------------------------|
| i | Patient Name               | Patient's name                       | Allow to search by full or partial patient name                        |
| j | Appointment Type           | -All<br>-New<br>-Follow Up           | Able to filter and search patient name by appointment type             |
| k | Status                     | -Ordered<br>-Scheduled<br>-Cancelled | Able to filter and search patient name by status                       |
| l | Appointment Date           | Date                                 | Able to filter and search patient name by appointment date             |
| m | Ordered To                 | Patient Name                         | Allow to search by patient full name or partial                        |
| n | IC No/Other Identification | -IC Number<br>-Other Number          | Allow to filter and search by IC Number or other Identification Number |

**Table 3.2.4-1**

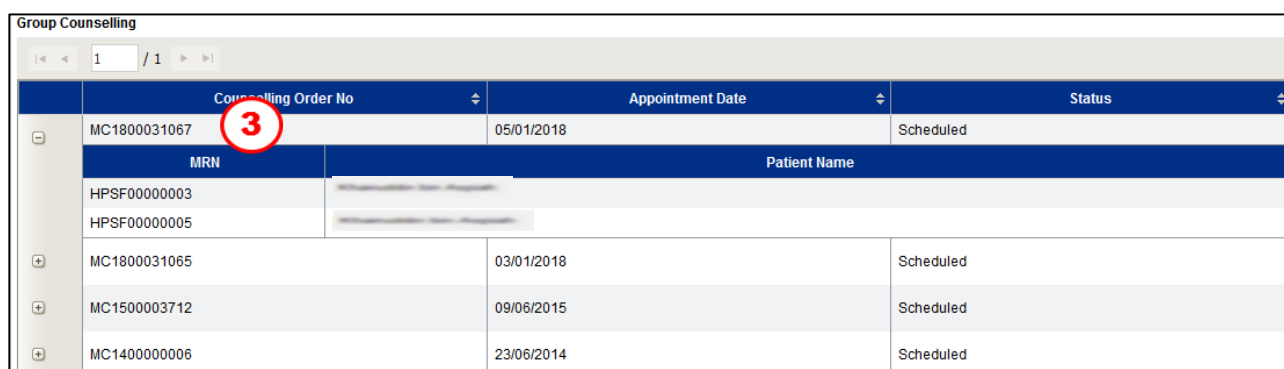
## STEP 2

Click on  button to search for the record(s)

### Note

Search results of current order patient list will display:

- MRN
- Patient Name
- Appointment Date
- Priority
- Appointment Type
- Appointment Date
- Status
- Requester
- Request Date



| Group Counselling |                      |                  |           |
|-------------------|----------------------|------------------|-----------|
|                   | Counselling Order No | Appointment Date | Status    |
|                   | MC1800031067         | 05/01/2018       | Scheduled |
|                   | MRN                  | Patient Name     |           |
|                   | HPSF00000003         |                  |           |
|                   | HPSF00000005         |                  |           |
|                   | MC1800031065         | 03/01/2018       | Scheduled |
|                   | MC1500003712         | 09/06/2015       | Scheduled |
|                   | MC1400000006         | 23/06/2014       | Scheduled |

**Figure 3.2.4-2 Group Counselling**

## STEP 3

Double click on the selected counselling order no. as shown in Figure 3.2.4-2 and detailed information will be displayed as shown in Figure 3.2.4-3

### Note

Click on the  button to expand and view group counselling patient MRN and patient name.

MEDICATION COUNSELLING REPORTING (GROUP)

Drug Database
Counselling Material

Date Of Counselling:

Discipline:

Counselling Topics:

**Patient Registration List**

| MRN          | Patient Name | Attend                      |
|--------------|--------------|-----------------------------|
| HPSF00000007 | [Redacted]   | <input type="checkbox"/> No |
| HPSF00000002 | [Redacted]   | <input type="checkbox"/> No |

Total numbers of patients:   
Total patient attended:   
Total attendance:

Pharmacist Notes

Material and Technique Used

Counselled By:

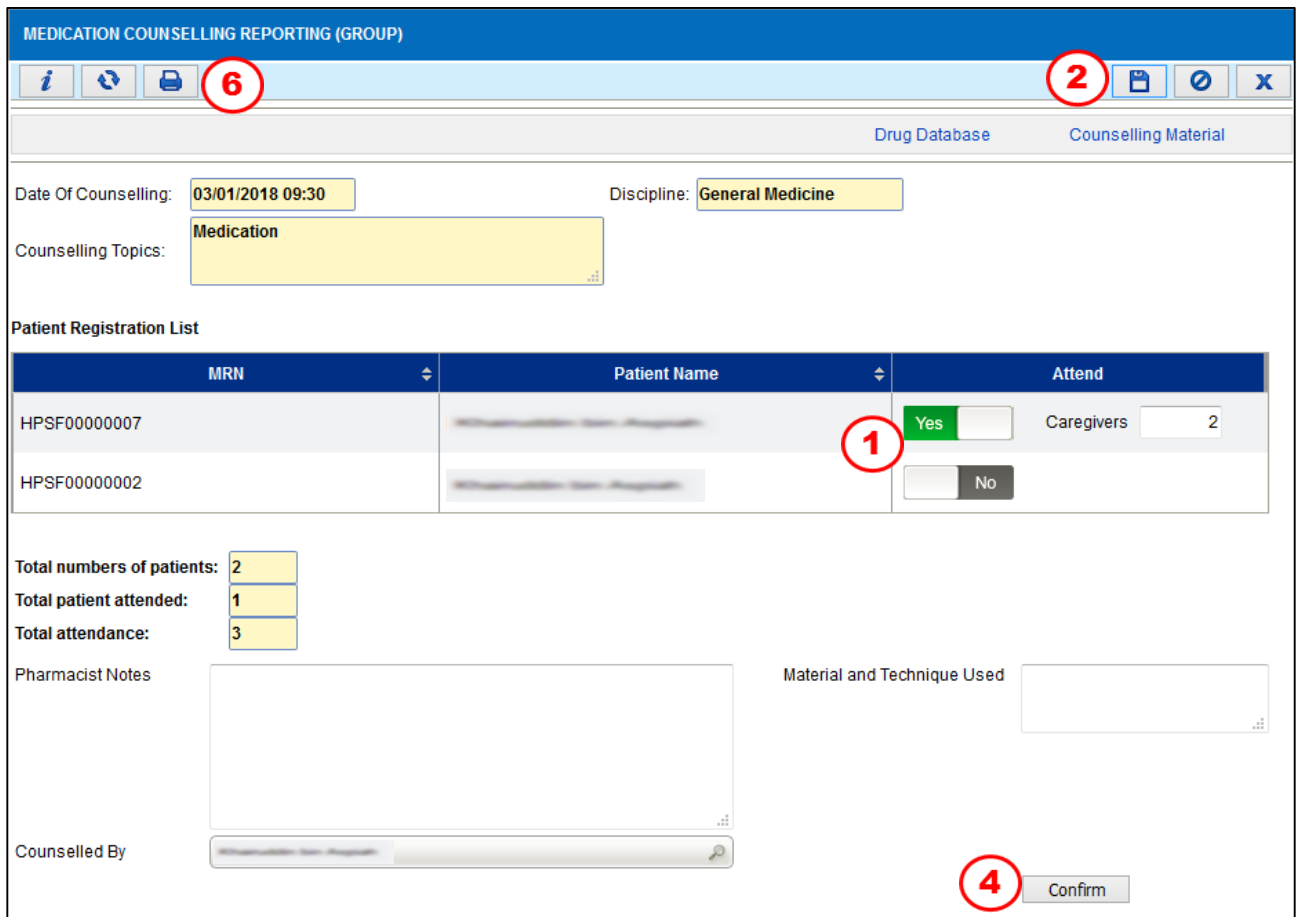
**Figure 3.2.4-3 Medication Counselling Reporting (Group)**

**Note**

- Once user clicks on the selected counselling order no, the Medication Counselling Reporting (Group) window will be displayed as shown in Figure 3.2.4-3.
- It will display the below information:
  - Date of Counselling
  - Counselling Topics
  - Discipline
  - Drug database
  - Counselling material
  - Patient List
  - Attendance record

### 3.2.5 Group Reporting

This function allows user to record group counselling reports.



**MEDICATION COUNSELLING REPORTING (GROUP)**

6

2

Drug Database    Counselling Material

Date Of Counselling: 03/01/2018 09:30    Discipline: General Medicine

Counselling Topics: Medication

**Patient Registration List**

| MRN          | Patient Name | Attend | Caregivers |
|--------------|--------------|--------|------------|
| HPSF00000007 | [Redacted]   | 1 Yes  | 2          |
| HPSF00000002 | [Redacted]   | No     |            |

Total numbers of patients: 2  
Total patient attended: 1  
Total attendance: 3

Pharmacist Notes: [Text Area]  
Material and Technique Used: [Text Area]

Counselled By: [Dropdown Menu]

4 Confirm

**Figure 3.2.5-1 Medication Counselling Reporting (Group)**

**Note**

**Repeat step 1 to 3** as in View Existing Group Reporting before performing Group Reporting steps.

**STEP 1**

Click on the ☒ Yes ☐ No button to record patient attendance

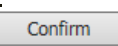
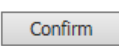
**Note**

If caregivers are present, enter the number of caregivers present

**STEP 2**

Click on the  button to save record

**Note**

The  button is deactivated if record is not saved. Once the record has been saved, the  can then be clicked

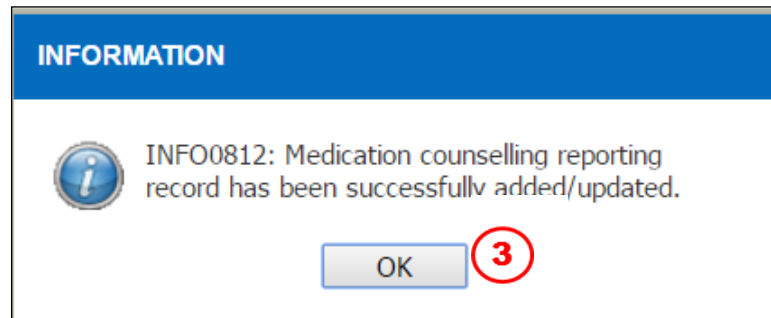
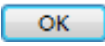
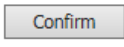


Figure 3.2.5-2 Information alert message

**STEP 3**

Click on the  button to confirm save record

**STEP 4**

Click on the  button to confirm record

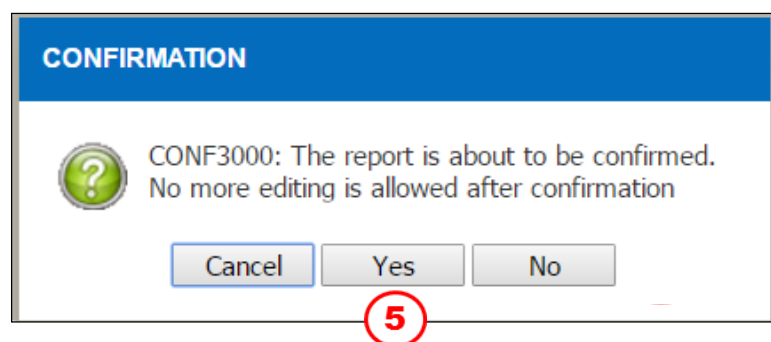
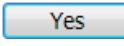


Figure 3.2.5-3 Information alert message

**STEP 5**

Click on the  button to confirm save record

**STEP 6**

Click on the  button to print the report as Figure 3.2.5-1



**GROUP MEDICATION COUNSELLING REPORT**  
**Hospital Pakar Sultanah Fatimah, Muar**  
**Jalan Salleh, 84000, Muar, Johor.**  
**069521901**

**Counselling Topic** : Medication

**Date** : 03/01/2018

**Total Patient Scheduled** : 2

**Counselling No** : MC1800031065

**% of Attendance** : 50.0 %

**Pharmacist** :

**Pharmacist Notes** :

**Material & Technique :**  
**Used**

| Patient Name | MRN          | Attendance (Y/N) |
|--------------|--------------|------------------|
|              | HPSF00000002 | No               |
|              | HPSF00000007 | Yes              |

Figure 3.2.5-4Reporting on Group

## 4.0 Acronyms

| Abbreviation | Definition                       |
|--------------|----------------------------------|
| PhIS         | Pharmacy Information System      |
| CPS          | Clinical Pharmacy System         |
| PM           | Patient Management               |
| eGL          | Electronic Guarantee Letter      |
| HRMIS        | Human Resource Management System |
| MRN          | Medical Record Number            |
| MOH          | Ministry Of Health               |

## 5.0 Links to Clinical Modules

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