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

User Manual
Methadone Dispensing

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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 Methadone Dispensing module and its key features and functionalities. The primary objective is to guide user through the process of completing PhIS application process.

User will understand the following activities in details:

- Methadone Dispensing
- Methadone Counselling Reporting
- Methadone MTAC Reporting

1.3 Organized Sections

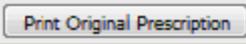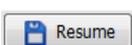These are the sections within this document:

- Section 1: Introduction
- Section 2: Application Standard Features
- Section 3: Methadone Dispensing
- Section 4: Acronyms
- Section 5: Links to Clinical Modules

2.0 Application Standard Features

2.1 PhIS Legend

Standard Legend			
LOGIN	Login to PhIS	**Logout**	Logout from PhIS
Change Password	Change Login Password	C	Reset Login Screen
+	Expand Menu	−	Collapse Menu
Home	Display Home Tab	▷	Expand Module
◿	Collapse Module	⊠	Close All Open Tabs
↻	Refresh Screen	Q Search	Search Record
+	Add/Create New Record	i	Show Help
🖶	Print	*	Mandatory Field
📅	Calendar Icon	🔍	Search Icon
X	Close Window	◯	Radio Button
☐	Checkbox	✏	Edit Record
⊘	Cancel	🗑	Delete Record
💾	Save	Export to Excel	Export and Open Report in Excel Format

Methadone Dispensing Module Legend

Update	Update Patient's Height and Weight	Print Original Prescription	Print Original Prescription
Preview	Preview	Dispense	Dispense
Hold	Hold	(printer icon)	Print
Resume	Resume	(calendar icon)	Calendar

Note

*To learn more about Login Information, kindly click **Login Information** module for descriptive steps*

3.0 Methadone Dispensing

Methadone Dispensing

Methadone dispensing function is to record and save all methadone related information. At this screen, information related with the patient, prescription and the methadone prepared are also provided.

User Group

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

Functional Diagram
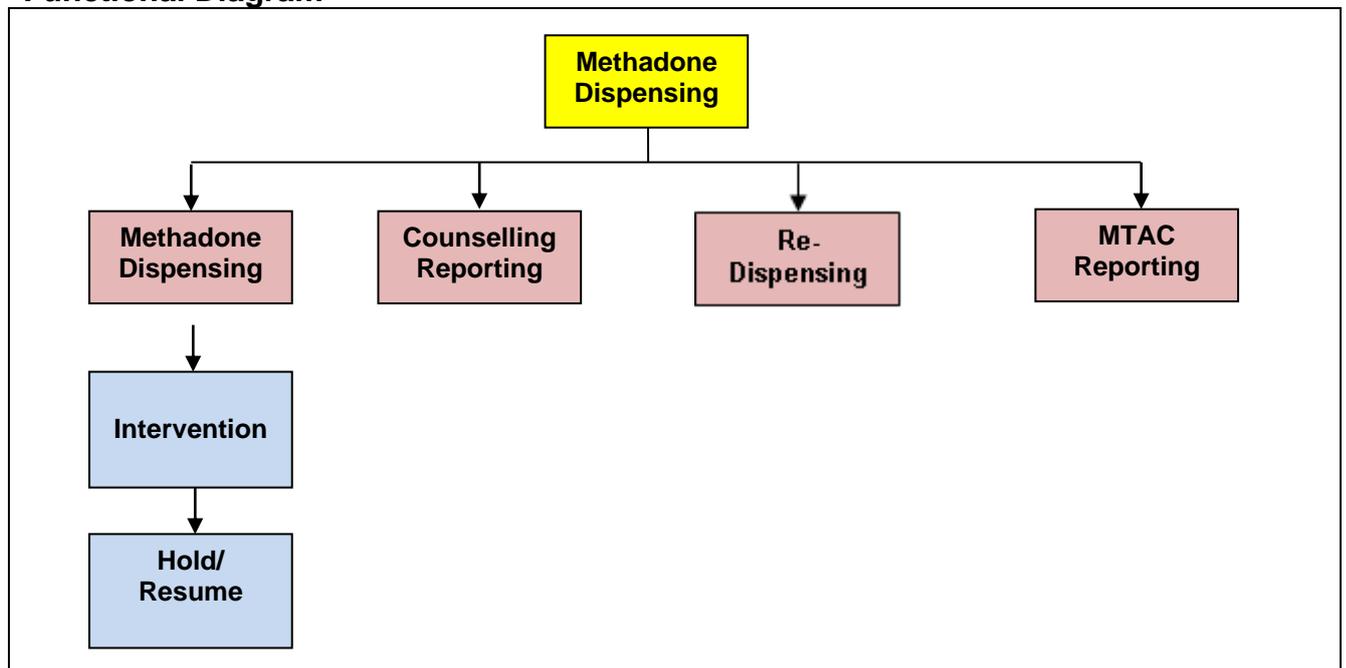
Figure 3.0-1

3.1 Methadone Dispensing

This function will allow the user to dispense methadone to the patient after the order is confirmed. Methadone drug does not screening and preparation stage.
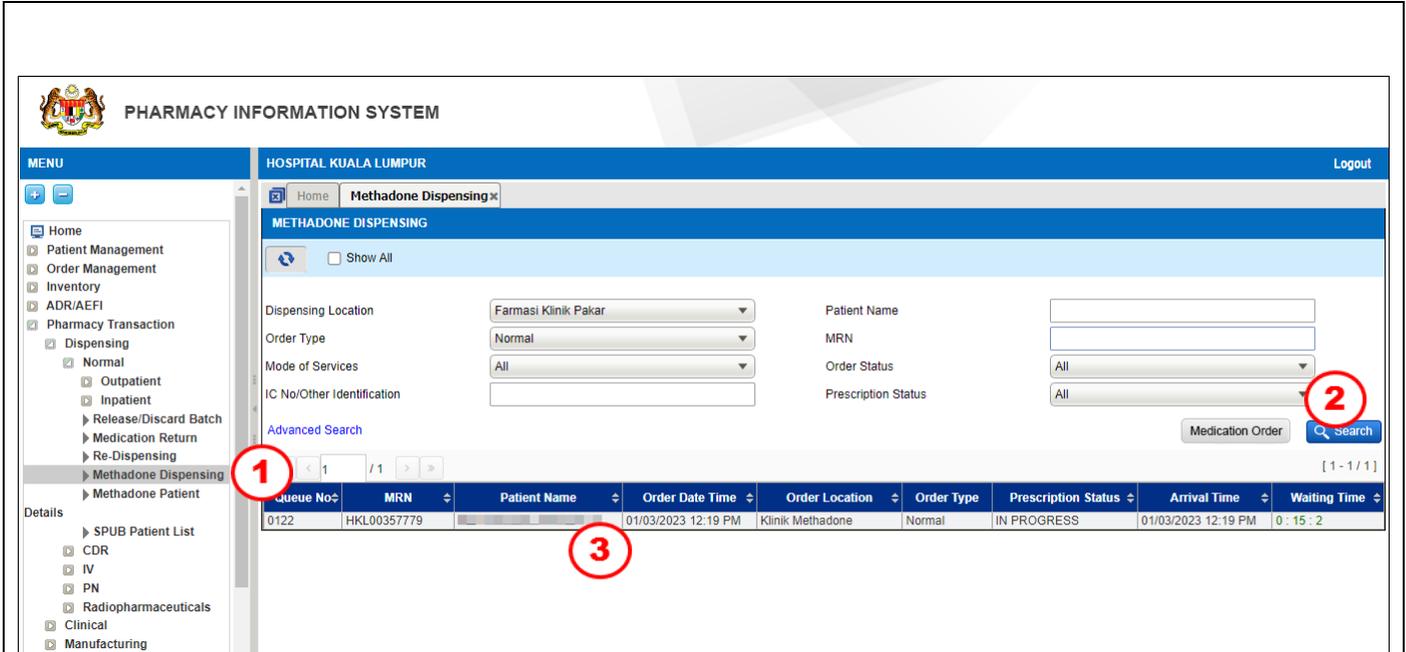
Figure 3.1-1 Methadone Dispensing Listing Page

STEP 1

Click on 'Methadone Dispensing' sub menu

__Note__
Various search criteria are provided as below:

Basic Search			
No	**Field**	**Description**	**Remark**
a	Show All		Able to view all patient record
b	Dispensing Location	Dispensing location. (It will list down all active location)	Able to filter and search patient's record by dispensing location
c	Order Type	-All -Normal -SPUB -Discharge	Able to filter and search patient's record by order type
d	Mode of Services	All -Appointment Card -Email and Take -Fax and Take -Normal Collection -SMS and Take -Telephone and Take -UMP -Others	Able to filter and search patient's record by mode of services
e	Patient Name	Name of patient	Able to filter and search by patient's name

		MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: *Example: HPSF00001234 or "1234"*
f				
g		Order Status	-All -New Order -Partial Supply	Able to filter and search patient's record by order status
h		IC No/Other Identification	Patients identification number	Able to search by patients identification number
i		Prescription Status	-All -Hold(Drug) -In Progress -Uncollected -Partially Dispensed -Expired(Drug)	Able to search by Prescription status
		Advanced Search		
a		Order Location	Order location. (It will list down all active location)	Able to filter and search patient's record by order location
b		Order Location Type	- All - Clinic - Day Care - ER - Nursing Unit - Pharmacy	Able to filter and search patient's record by order location type
c		Order Date from	Order Date from	Able to filter and search patient's record by order date from
d		Order Date To	Order Date To	Able to filter and search patient's record by order date to
e		Queue Date	Queue Date	Able to filter and search patient's record by queue date
f		Queue Series	- All - Normal - Express - Special - Others	Able to filter and search p patient's record by queue series
g		Queue No	Queue No	Able to filter and search patient's record by queue no
h		Prescription Status	- Hold - Expired - In Progress - Ucollected	Able to filter and search patient's record by Prescription status
i		Next collection Date From/To	Date from /to	Able to filter and search by next collection date range
j		Next Dispensing At	- All - Pharmacy Counter - Ward - Lockup - Others - AADK - Home - Prison	Able to filter by next dispensing location

Table 3.1-1

STEP 2

Click on the [🔍 Search] button to search the patient

Note

- *Search result of current order patient list will be displayed:*
  - *Queue No*
  - *MRN*
  - *Patient Name*
  - *Order Date Time*
  - *Order Location*
  - *Current Collection Mode*
  - *Prescription Status*
  - *Arrival Time*
  - *Waiting Time*

- *Acknowledge patient arrival as in Outpatient Pharmacy Section 3.1 Acknowledgement.*

- *User can also order drugs from methadone dispensing screen by clicking on the* Medication Order *button. User will be diverted to medication order/Record prescription screen. Refer to Medication Order module.*

STEP 3
Double click on the selected patient and patient detail information will be shown as per Figure 3.1-2

Figure 3.1-2 Methadone Dispensing Screen

STEP 4
Select date from the ***Clinic TCA*** calendar

STEP 5
Select date from the ***Next Collection Date*** calendar

STEP 6
Select the ***Next Collection Mode*** from the drop down:
- SMS and Take
- Fax and Take
- Email and Take

- Appointment Card
- UMP
- Telephone and Take
- Others
- Normal Collection
- Leave and collect
- Home Visit
- Comm. Apps in Smart Phone
- Locker4U
- Walk-In/Without Appointment

STEP 7
Select the *Dispense at* from the drop down:
- Lock Up
- Others
- Pharmacy Counter
- Ward
- AADK
- Prison
- Home

STEP 8
Select the *Next Collection Location* from the drop down

Note
- *Changes on the **Next Collection Date** will not affect the **Clinic TCA**. **Total patient** is the number of patients scheduled on the selected date.*
- *The **Supply Duration** is default to 1 day yet editable*

STEP 9
Select the *Dose Checking if applicable by clicking at the checkbox and click to enter remarks as per Figure 3.1-4*
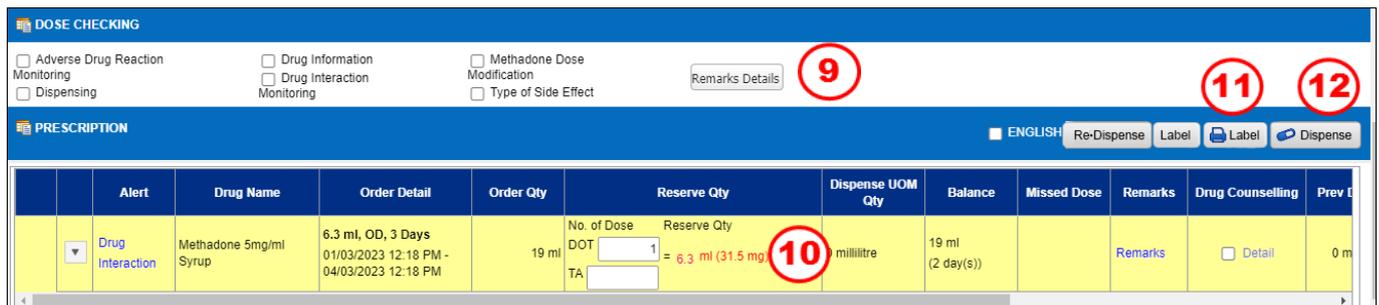
	Alert	Drug Name	Order Detail	Order Qty	Reserve Qty	Dispense UOM Qty	Balance	Missed Dose	Remarks	Drug Counselling	Prev D
▼	Drug Interaction	Methadone 5mg/ml Syrup	6.3 ml, OD, 3 Days 01/03/2023 12:18 PM - 04/03/2023 12:18 PM	19 ml	No. of Dose DOT 1 TA / Reserve Qty = 6.3 ml (31.5 mg)	) millilitre	19 ml (2 day(s))		Remarks	☐ Detail	0 m

Figure 3.1-3 Methadone Dispensing Screen
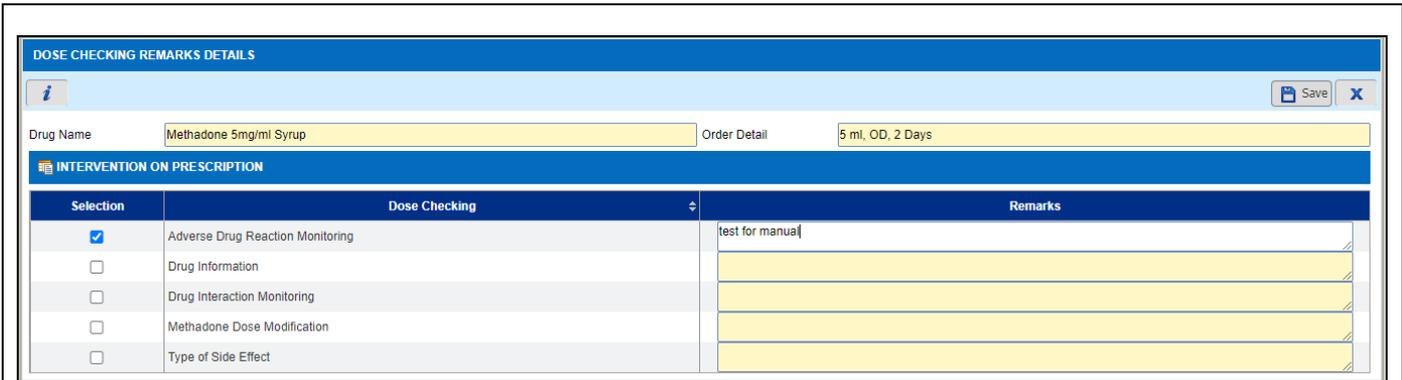
Figure 3.1-4 Methadone Dose Checking Remarks Details

Note

Key in remarks and click 💾 Save button to save record or ❌ button to cancel
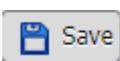
STEP 10

Allocate the **No. of Dose** in the Reserve Quantity

Note

- *SPUB check box is for user to refer the prescription to other facility. If SPUB is checked, next collection mode is not required to be filled in. User can also refer to M1M by selecting the ☐M1M checkbox.*
- *User can also perform other functions such as Intervention and Hold/Resume. Refer steps in Outpatient Pharmacy module.*

STEP 11

Click on the Label button to preview and print the drug label as per Figure 3.1-5

Figure 3.1-5 Methadone Drug Label

Note

- *The **Dispense UOM Qty** will be calculated automatically when user entered value into DOT and TA as per Figure 3.1-6*
- *Example:*
  - *DOT =1 means 1 serving (5mg/ml)*
  - *TA = 2 means 2 serving (10mg/ml)*

Figure 3.1-6 Reserve Quantity Column

- *Set the **Next Collection Date** as it will be used to calculate the **Missed Dose** if the patient did not collect the Methadone drug.*

Figure 3.1.1-7 Missed Dose Column

- ***Missed Dose** as in Figure 3.1-7 is calculated by using this formula:*
  - ***Current Date - Next Collection Date** last record.*
  - *(**Duration x Frequency**)*
- *Once the drug is allocated, user will be able to dispense the drug without going through the Verification and Preparation process.*

STEP 12
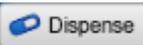
Click on the [Dispense] button to dispense

Note

Once dispensed, Methadone prescription cannot be re-dispensed again on the same day, however Re-Dispensing can be performed on the next day

STEP 13

Enter the ***Username*** and ***Password*** to authorize

Note

Authorization ID is required once only per prescription and per login ID

Figure 3.1-8 Authorization Alert Message
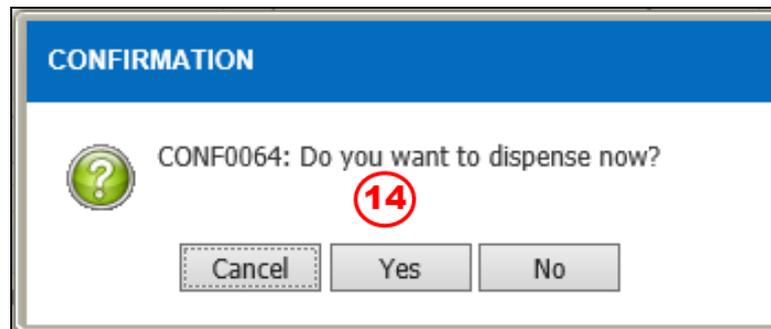
Figure 3.1-9 Authorization Alert Message

STEP 14

Click on the | Yes | button to confirm

3.2 Methadone Re-Dispensing

Re-dispense record for Methadone function is to allow user re-dispense methadone drug without using normal Re-Dispensing screen since the method of dispensing Methadone and label printing is different from the normal drug

Figure 3.2-1 Methadone Dispensing

STEP 1

Click at the Re-Dispense button and Methadone Re-dispending screen will appear as in Figure 3.2-2

Figure 3.2-2 Methadone Re-Dispensing

STEP 2
Select dose to re-dispense DOT and TA and select reason from the dropdown box.

STEP 3

Click at Re-Dispense button to confirm Re-dispensing

A pop up window for authorise psychotropic drug will appear first. Enter login id and password for the authorise person as Figure 3.2-3
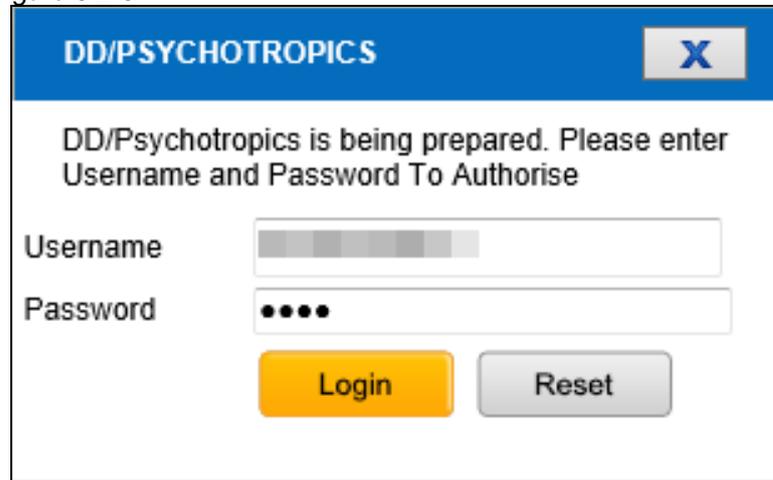

Figure 3.2-3 DD/Psychotropic Drugs Authorization

STEP 4

Click [OK] button to confirm re-dispensing of methadone drug
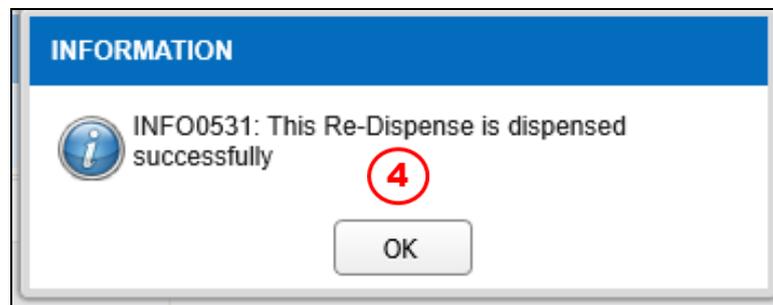
Figure 3.2-4 Confirmation

3.3 Methadone Partial Supply

The Partial dispense record for Methadone function is to directly dispense Methadone drugs from Record Prescription/Partial Supply listing page. System will automatically open Methadone Dispensing screen without the need to close the listing page and open Methadone Dispensing from the main menu

Figure 3.3-1 Record Prescription

STEP 1

Click at partial supply record from Record Prescription screen.

Note
Automatically system will open Methadone dispensing if its Methadone drug only as shown in Figure 3.3-2

Figure 3.3-2 Methadone Dispensing

STEP 2
Select dose to reserve at DOT

STEP 3
Click at [Dispense] button to dispense partial supply methadone drug.

A pop up window for authorise psychotropic drug will appear first. Enter login id and password for the authorise person as Figure 3.3-3

Figure 3.3-3 DD/Psychotropic Drugs Authorization

STEP 4
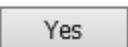
Click [Yes] button to dispense partial supply of methadone drug
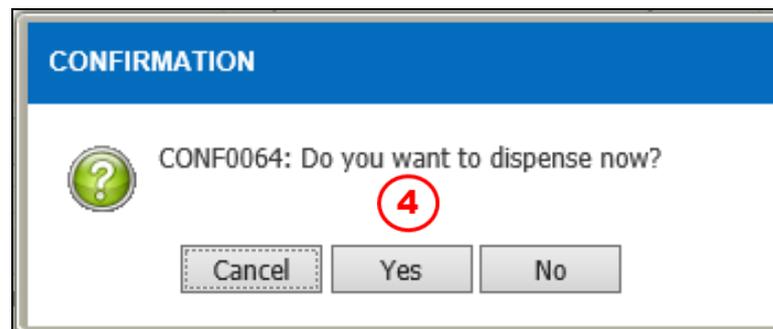
Figure 3.3-4 Confirmation

3.4 Counseling Reporting

The Medication Counseling 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.

Figure 3.4-1 Methadone Dispensing

**Note**
**Repeat step 1** and **3** as Section 3.1.1 Methadone Dispensing before performs Methadone Counseling Reporting.

STEP 1
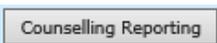
Click on the [Counselling Reporting] button and the medication counseling reporting screen will appear as per Figure 3-4-2
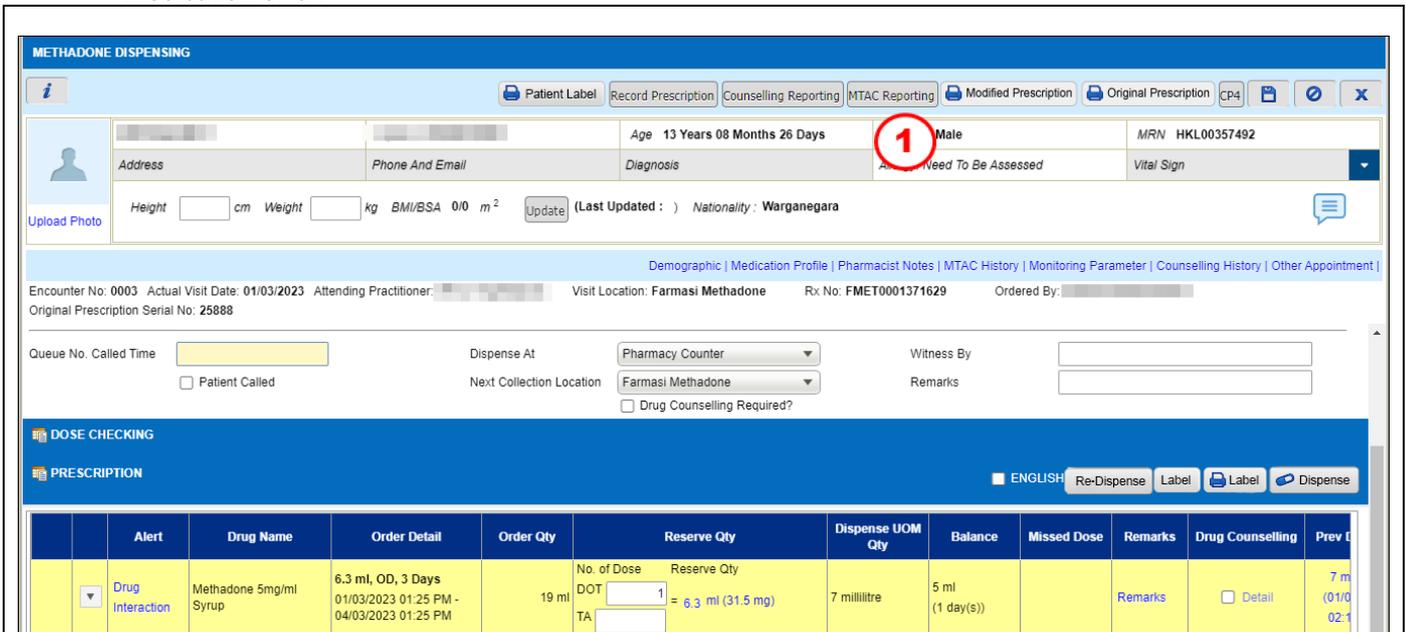
Figure 3.4-2 Medication Counselling Reporting Screen

Note

- *User may proceed the medication counseling as usual. Refer steps in **Medication Counseling** module.*
- *Enter the required information and save the information in every section.*

3.5 Methadone MTAC Reporting

The MTAC module emphasis on medication management to improve quality and safety. Implementing safe, organized, and efficient drug-dispensing systems is essential to control costs and assuring that the medical prescription is safely followed as requested and within the relevant deadline. An appropriate dispensing system and cost-effectiveness of patient care. MTAC is operated to drug therapy monitoring and patient's education in improving their ability to successfully manage disease condition and reducing medication error.

Figure 3.5-1 Methadone Dispensing

Note
Repeat step 1 to **3** as [Section 3.1.1 Methadone Dispensing](#) *before performs MTAC Reporting*

STEP 1

Click on the [MTAC Reporting] button and an alert message to create the patient visit as per Figure 3.5-2 will appear if the patient does not have current MTAC visit.
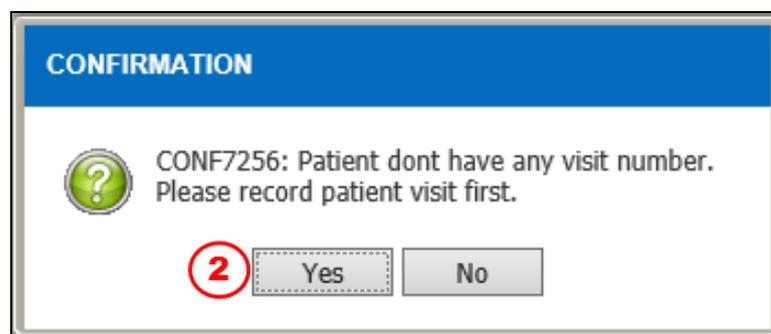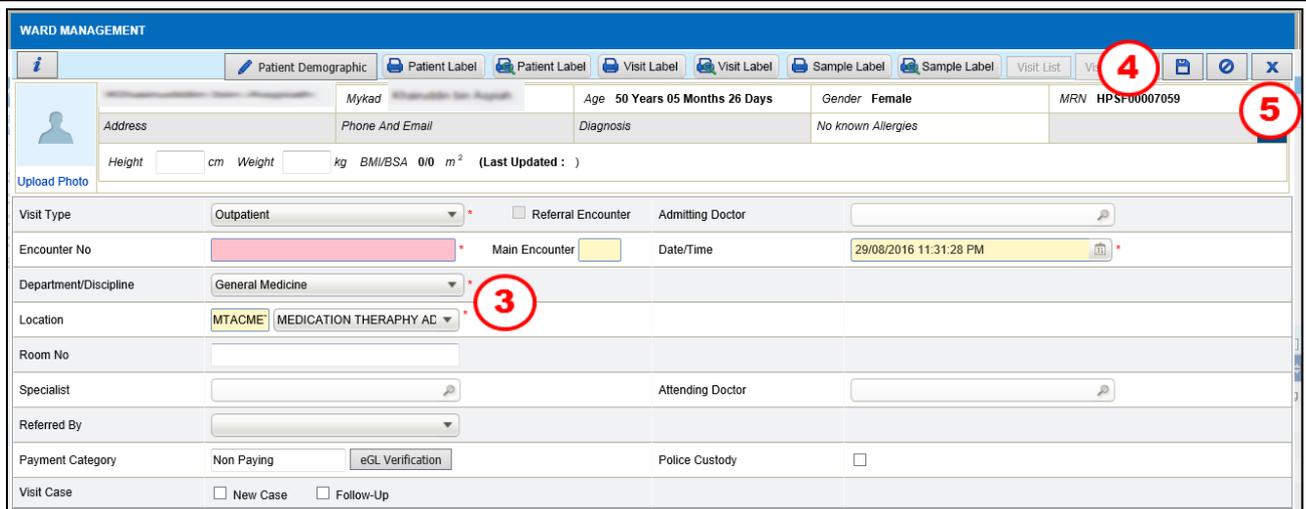

Figure 3.5-2 Confirmation Alert Message

STEP 2

Click on the [Yes] button to create visit

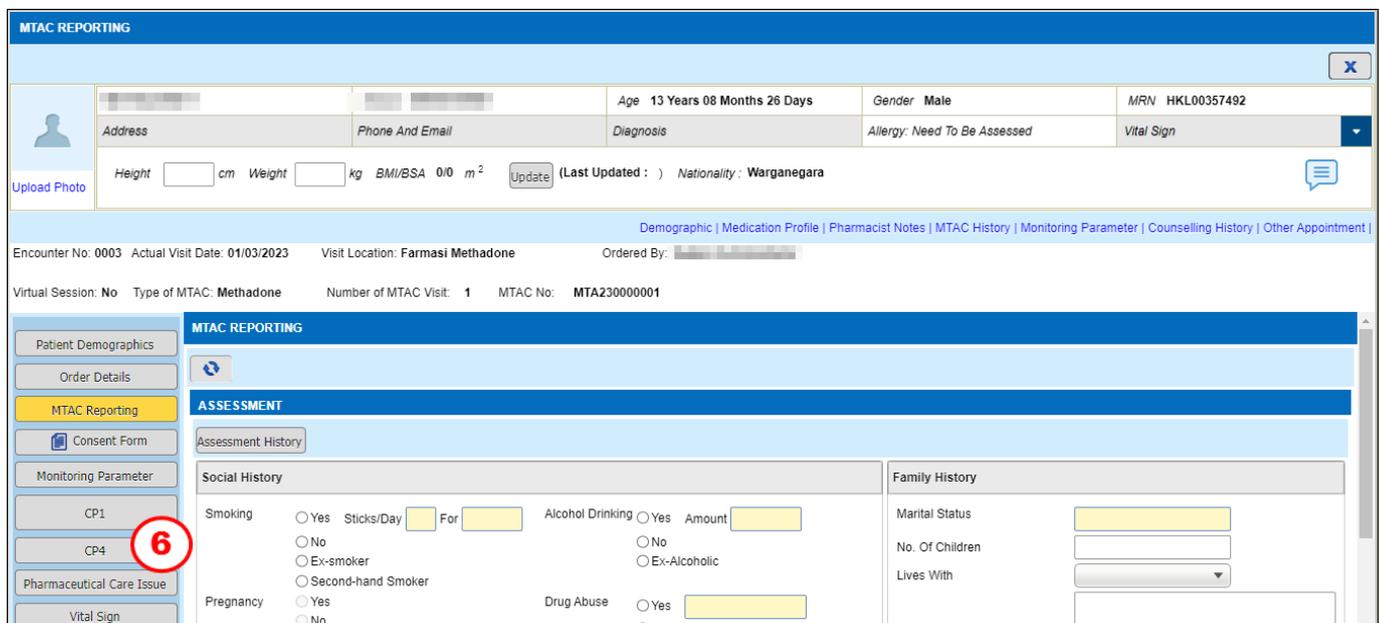**Figure 3.5-3 Ward Management Screen**

STEP 3

Select the *Department/Discipline* and *Location* to create MTAC visit

STEP 4

Click on the 💾 button to save the visit

STEP 5

Click on the ☒ button and the MTAC Reporting screen will appear as per Figure 3.5-4

Figure 3.5-4 MTAC Reporting Main Screen

STEP 6

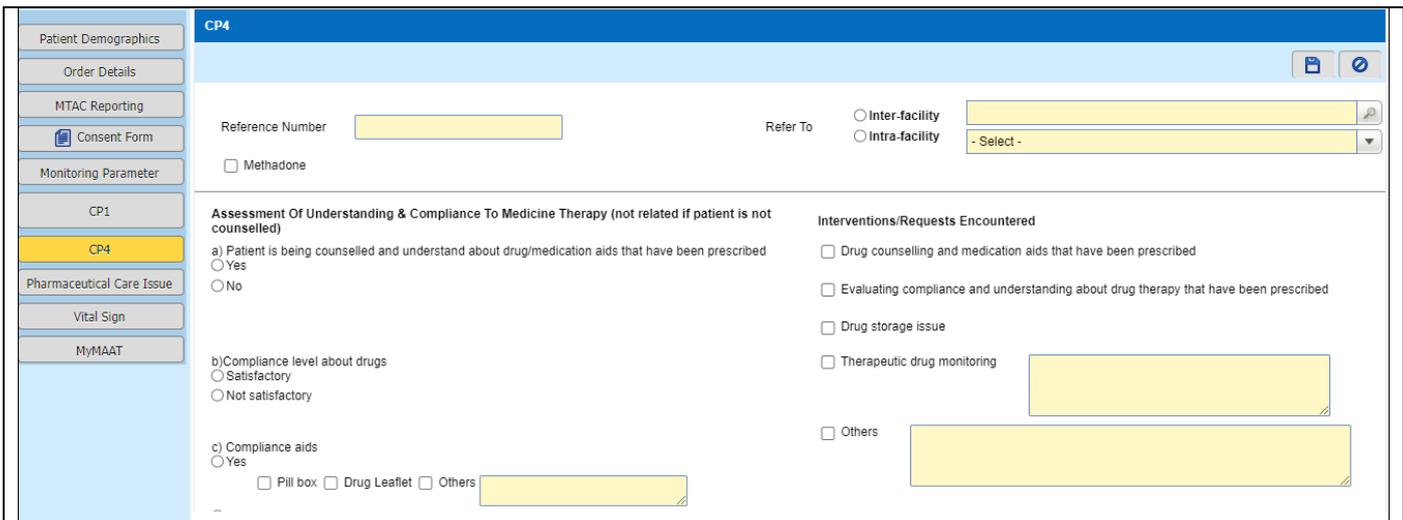*Click at* CP4 *button and system will open CP4 screen as in Figure 3.5-5*

Figure 3.5-5 CP4 Screen

<u>**Note**</u>
- *User may proceed the CP4 as usual. Refer steps in MTAC Module*
- *If MTAC visit already created, user will be diverted directly to **MTAC Reporting Screen** as per Figure 3.5-5*
- *In this MTAC Reporting screen, user will be able to create the MTAC report for methadone.*
- *Fill in the information as required. Each section has [Save & Continue] button.*
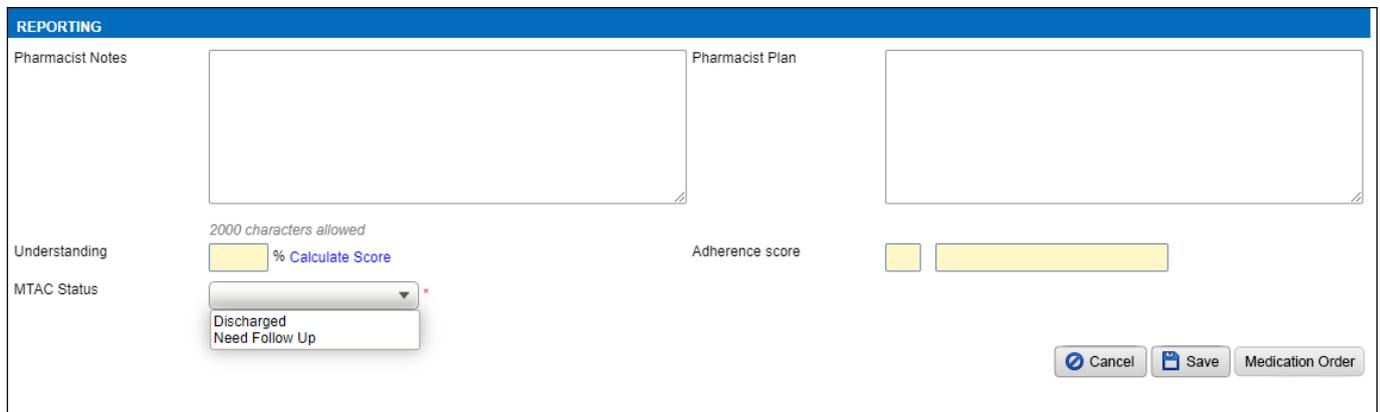- *Refer **MTAC module** for further details.*

Figure 3.5-5 MTAC Reporting Screen

<u>**Note**</u>
- *On the last section (**Reporting**) of this report, select "**Need Follow Up**" in order to reopen the report for next visit*
- *After choose MTAC report status as **Need Follow up**, user can click on the [Save] button.*
- *This information will appear automatically when the user open back the MTAC report for the same patient.*
- *User able to select on the **Discharged** to end the MTAC counselling session.*

3.6 Methadone Patient Details

To view methadone patients full details and add new patient details.

Figure 3.6-1 Methadone Dispensing Listing Page

STEP 1

Click on 'Methadone Patient Details' sub menu

STEP 2

Click on the [🔍] button to search the patient and screen will display as Figure 3.6-2

Figure 3.6-2 Patient Search

Note

- *Search criteria will be displayed as below:*
  - *Patient MRN*
  - *Patient Name*
  - *IC No/Other Identification*

- *Double click to select patient from the list*

STEP 3

Click on the [+] button and patient detail information will be shown as per Figure 3.6-3

Figure 3.6-3 Methadone Dispensing Screen

STEP 4

Click on the [✏] button to fill up the Contact details and Patient details
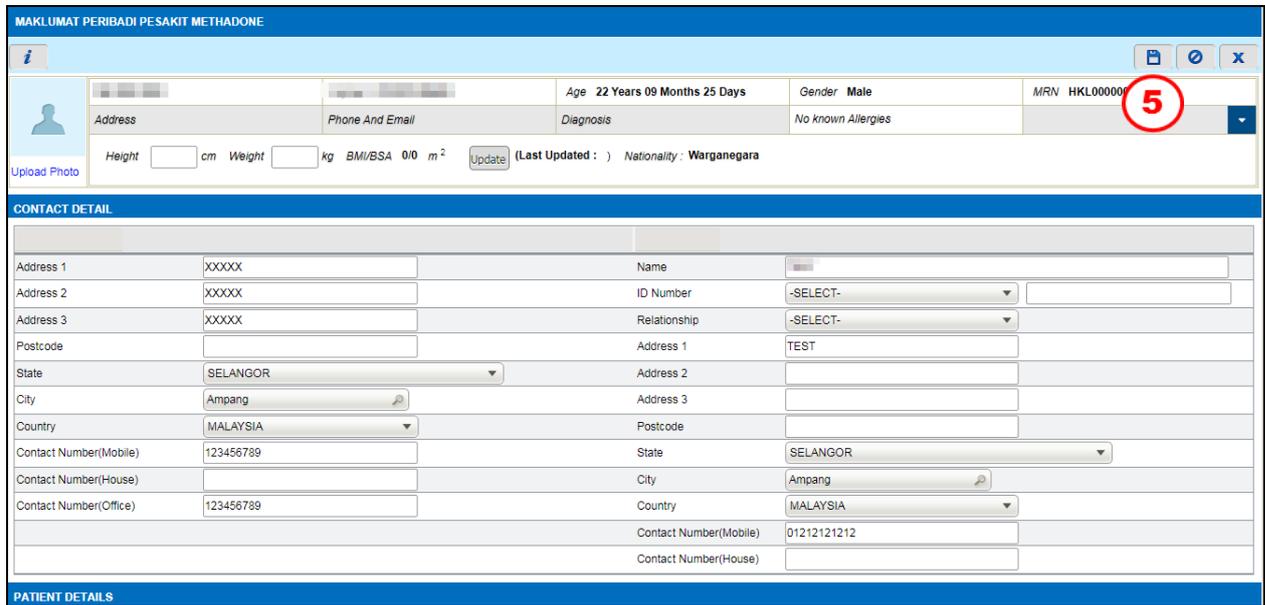
Figure 3.6-4 Maklumat Peribadi Pesakit Methadone

STEP 5

Click on the [💾] button to save record and system will pop message as shown in Figure 3.6-5
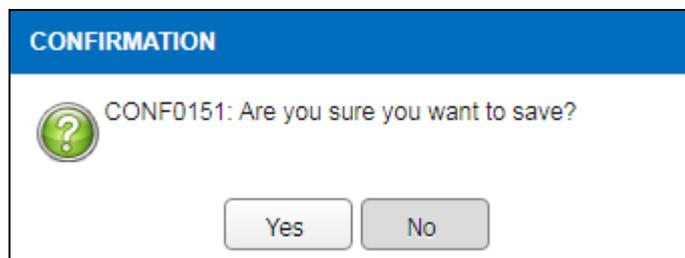

Figure 3.6-5 Confirmation

Note

Click on the [Yes] button to confirm save record

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
OP	Outpatient Pharmacy
MOH	Ministry of Health

5.0 Links to Clinical Modules

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