



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

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## **Pharmacy Based**

## **User Manual Methadone Dispensing**

<b>Version</b>	<b>: 6<sup>th</sup> Edition</b>
<b>Document ID</b>	<b>: PB_U. MANUAL_METHADONE DISPENSING</b>



PhIS & CPS Project  
User Manual – Methadone Dispensing



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Reference ID : PB\_U. MANUAL\_METHADONE DISPENSING-6<sup>th</sup> Edition

Application reference: PhIS & CPS v1.6.1



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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 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







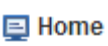


















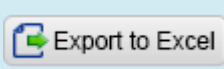
### 1.3 Organized Sections

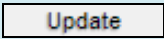

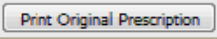


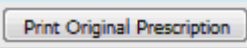


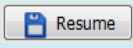

These are the sections within this document:

- 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 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

Methadone Dispensing Module Legend			
	Update Patient's Height and Weight		Print Ingredient Label
	Print Original Prescription		Dispense
	Preview		Print Original Prescription
	Hold		Print
	Resume		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

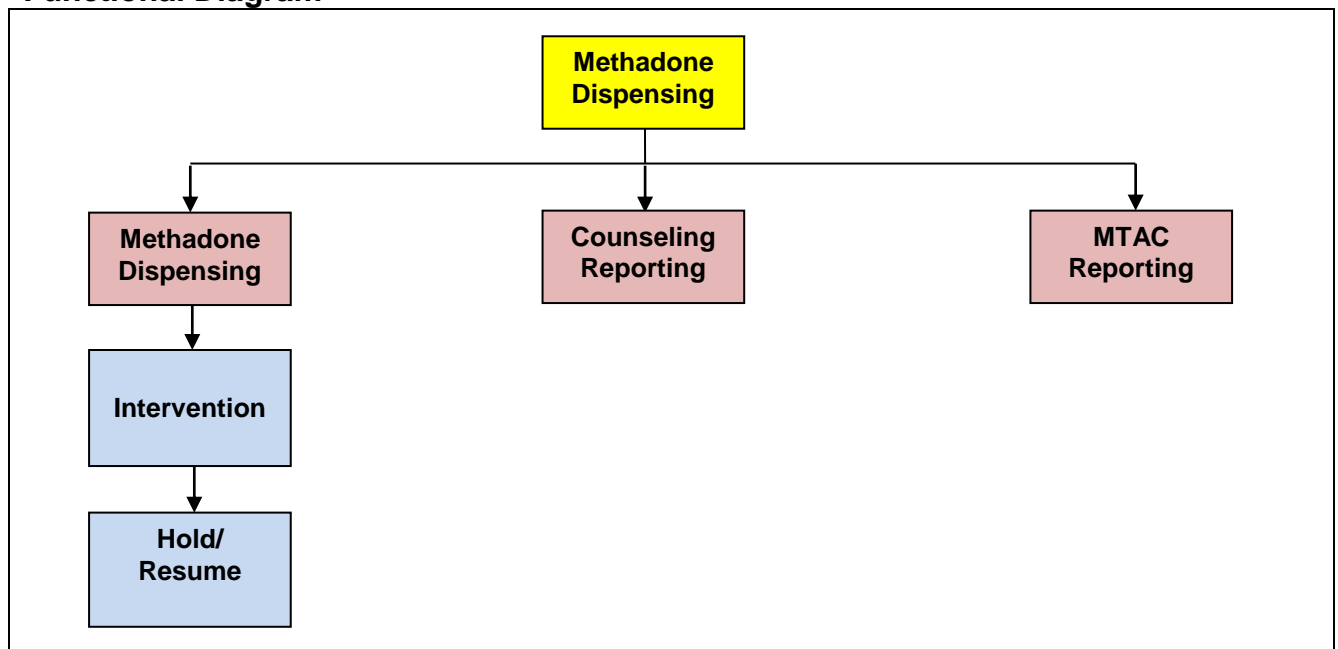


Figure 3.0-1

### 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.

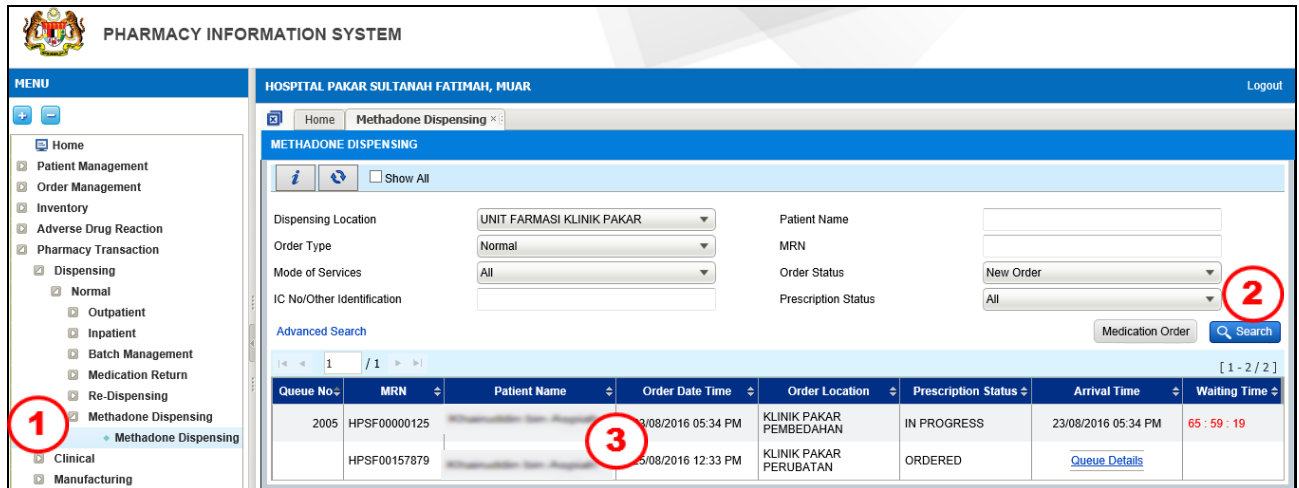


Figure 3.1.1-1 Methadone Dispensing Listing Page

#### 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
f	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial:




			<i>Example: HPSF00001234 or "1234"</i>
g	Order Status	-All -New Order -Partial Supply	Able to filter and search patient's record by order status
<b>Advanced Search</b>			
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

**Table 3.1.1-1**

## STEP 2

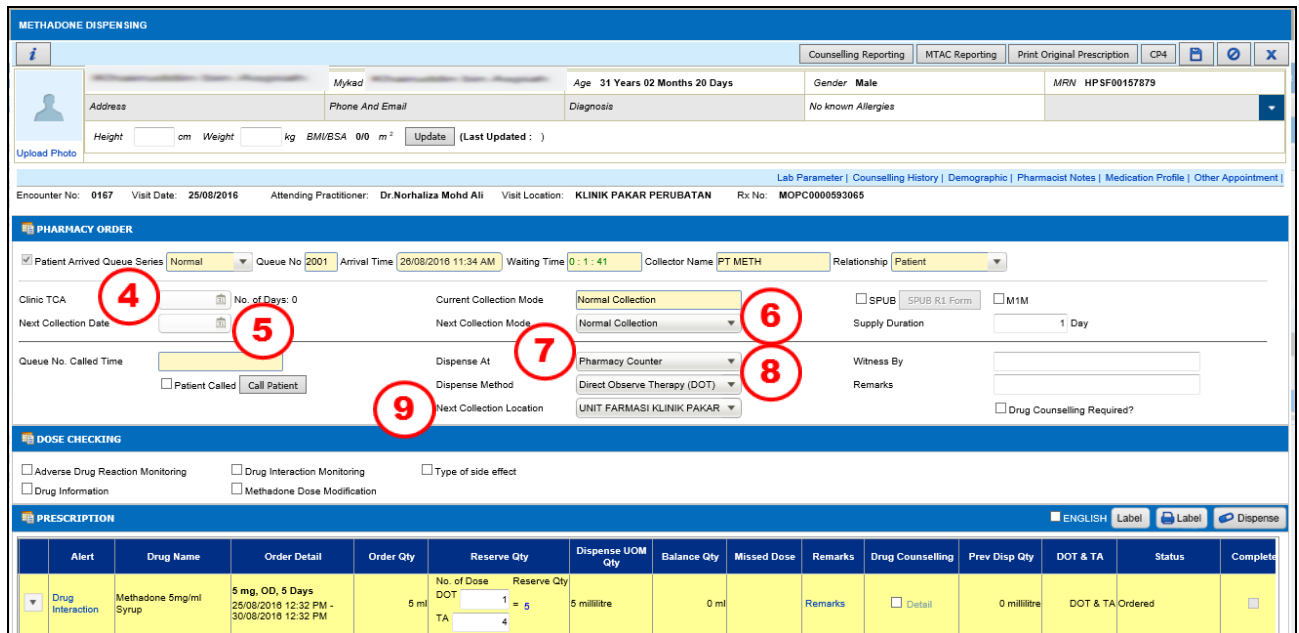
Click on the  button to search the patient

### 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  button. User will be diverted to medication order screen. Refer to [Medication Order module](#).

## STEP 3

Double click on the selected patient and patient detail information will be shown as per Figure 3.1.1-2



**METHADONE DISPENSING**

Encounter No: 0167 Visit Date: 25/08/2016 Attending Practitioner: Dr.Norhaliza Mohd Ali Visit Location: KLINIK PAKAR PERUBATAN Rx No: MOPC0000593065

**PHARMACY ORDER**

☒ Patient Arrived Queue Series **4** Normal Queue No 2001 Arrival Time 26/08/2016 11:34 AM Waiting Time 0:1:41 Collector Name PT METH Relationship Patient

Clinic TCA **4** No. of Days: 0 Current Collection Mode Normal Collection **6**

Next Collection Date **5** Next Collection Mode Normal Collection **6**

Queue No. Called Time **7** Dispense At Pharmacy Counter **8**

☐ Patient Called ☐ Call Patient **9** Dispense Method Direct Observe Therapy (DOT) **8**

Next Collection Location UNIT FARMASI KLINIK PAKAR **9**

**DOSE CHECKING**

☐ Adverse Drug Reaction Monitoring ☐ Drug Interaction Monitoring ☐ Type of side effect

☐ Drug Information ☐ Methadone Dose Modification

**PRESCRIPTION**

Alert	Drug Name	Order Detail	Order Qty	Reserve Qty	Dispense UOM	Balance Qty	Missed Dose	Remarks	Drug Counselling	Prev Disp Qty	DOT & TA	Status	Complete
Drug Interaction	Methadone 5mg/ml Syrup	5 mg, OD, 5 Days 25/08/2016 12:32 PM - 30/08/2016 12:32 PM	5 ml	No. of Dose DOT 1 = 5 TA 4	5 millilitre	0 ml		Remarks	<input type="checkbox"/> Detail	0 millilitre	DOT & TA Ordered		

**Figure 3.1.1-2 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

## STEP 7

Select the **Dispense at** from the drop down:

- Lock Up
- Others
- Pharmacy Counter
- Ward

## STEP 8

Select the **Dispense Method** from the drop down:

- Direct Observe Therapy (DOT)
- Direct Observe Therapy (DOT) and Take Away (TA)
- Take Away (TA)

## STEP 9

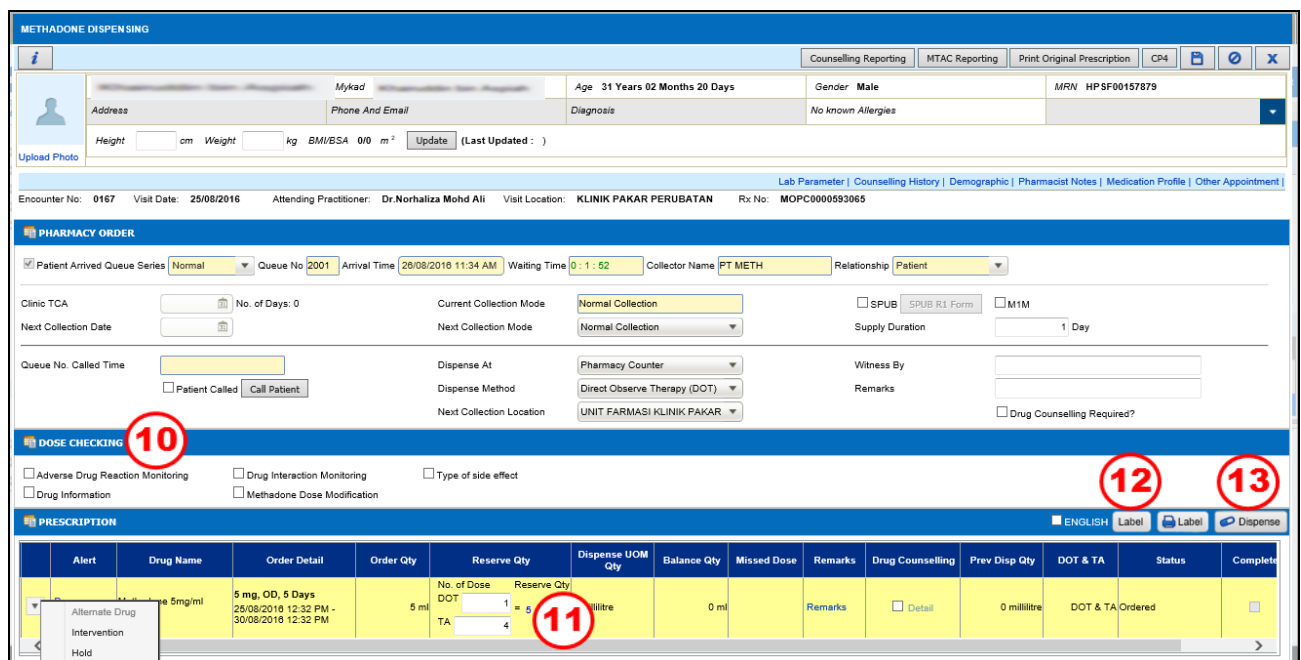
Select the **Next Collection Location** from the drop down

### 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 10

Select the **Dose Checking** if applicable



**METHADONE DISPENSING**

Encounter No: 0167 Visit Date: 25/08/2016 Attending Practitioner: Dr.Norhaliza Mohd Ali Visit Location: KLINIK PAKAR PERUBATAN Rx No: MOPC0000593065

**PHARMACY ORDER**

☒ Patient Arrived Queue Series: Normal Queue No: 2001 Arrival Time: 20/08/2016 11:34 AM Waiting Time: 0:1:52 Collector Name: PT METH Relationship: Patient

Clinic TCA: No. of Days: 0 Current Collection Mode: Normal Collection Next Collection Mode: Normal Collection Supply Duration: 1 Day

Queue No. Called Time: Dispense At: Pharmacy Counter Dispense Method: Direct Observe Therapy (DOT) Next Collection Location: UNIT FARMASI KLINIK PAKAR

**DOSE CHECKING** 10

☐ Adverse Drug Reaction Monitoring ☐ Drug Interaction Monitoring ☐ Type of side effect  
☐ Drug Information ☐ Methadone Dose Modification

**PRESCRIPTION** 11 12 13

Alert	Drug Name	Order Detail	Order Qty	Reserve Qty	Dispense UOM	Balance Qty	Missed Dose	Remarks	Drug Counselling	Prev Disp Qty	DOT & TA	Status	Complete
	5mg/ml	5 mg, OD, 5 Days 25/08/2016 12:32 PM - 30/08/2016 12:32 PM	5 ml	No. of Dose DOT 1 = 5 TA 4	millilitre	0 ml		Remarks	<input type="checkbox"/> Detail	0 millilitre	DOT & TA Ordered		

Figure 3.1.1-3 Methadone Dispensing Screen


## STEP 11

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 12

Click on the  button to preview and print the drug label as per Figure 3.1.1-4

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR (Tel: 069521901)		
<b>PT METH</b>		
HPSF00157879	KLINIK PAKAR PERUBATAN	850606126433
<b>1 ml</b>	<b>Diambil</b>	
<b>1 Kali Sehari</b>		
Boleh diambil sebelum atau selepas makan		
<b>Methadone 5mg/ml Syrup</b>		
-		
26/08/16-27/08/16 [1 hari]	1 ml	<b>RM1.00</b>
UBAT TERKAWAL JAUHI DARIPADA KANAK-KANAK		29/08/2016 10:17 AM

Figure 3.1.1-4 Methadone Drug Label

**Note**

- The **Dispense UOM Qty** will be calculated automatically when user entered value into DOT and TA as per Figure 3.1.1-5.
- Example:
  - DOT** = 1 means 1 serving (5mg/ml)
  - TA** = 2 means 2 serving (10mg/ml)

PRESCRIPTION									
	Alert	Drug Name	Order Detail	Order Qty	Reserve Qty		Dispense UOM Qty	Balance Qty	Missed Dose
	Drug Interaction	Methadone 5mg/ml Syrup	5 mg, OD, 5 Days 11/10/2016 12:39 PM - 16/10/2016 12:39 PM	5 ml	No. of Dose DOT	Reserve Qty 1	3 millilitre	2 ml	
					TA	2			

Figure 3.1.1-5 Reserve Quantity Column

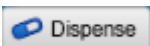
- Set the **Next Collection Date** as it will be used to calculate the **Missed Dose** if the patient did not collect the Methadone drug.

PRESCRIPTION									
	Alert	Drug Name	Order Detail	Order Qty	Reserve Qty		Dispense UOM Qty	Balance Qty	Missed Dose
	Drug Interaction	Methadone 5mg/ml Syrup	5 mg, OD, 5 Days 11/10/2016 12:39 PM - 16/10/2016 12:39 PM	5 ml	No. of Dose DOT	Reserve Qty TA	3 millilitre	2 ml	
					1	3			
					2				

Figure 3.1.1-6 Missed Dose Column

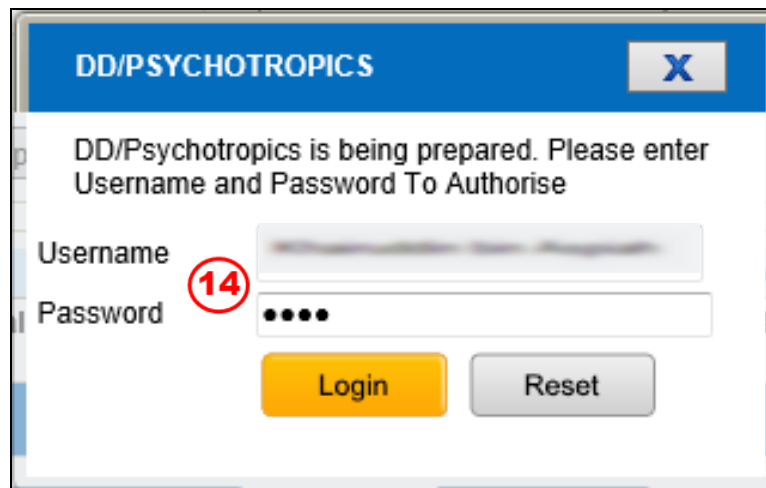
- Missed Dose** as in Figure 3.1.1-6 is calculated by using this formula:
  - Current Date - Next Collection Date** last record.
  - (Duration x Frequency)**
- Once the drug is allocated, user will be able to dispense the drug without going through the Verification and Preparation process.

### STEP 13

Click on the  button to dispense

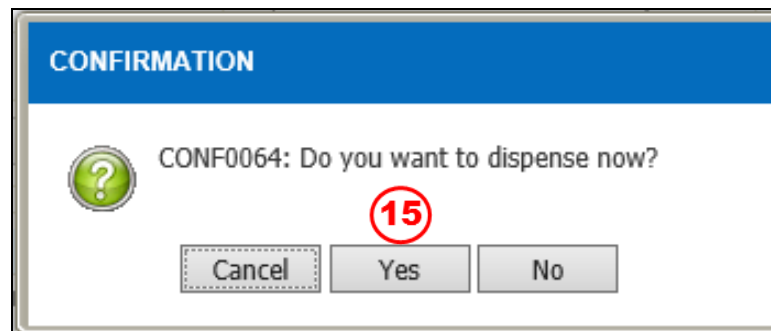
### STEP 14

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



The dialog box titled "DD/PSYCHOTROPICS" contains the following text: "DD/Psychotropics is being prepared. Please enter Username and Password To Authorise". It features two input fields: "Username" and "Password". The "Password" field is marked with a red circle containing the number "14". Below the input fields are two buttons: "Login" (yellow) and "Reset" (grey).

Figure 3.1.1-7 Authorization Alert Message



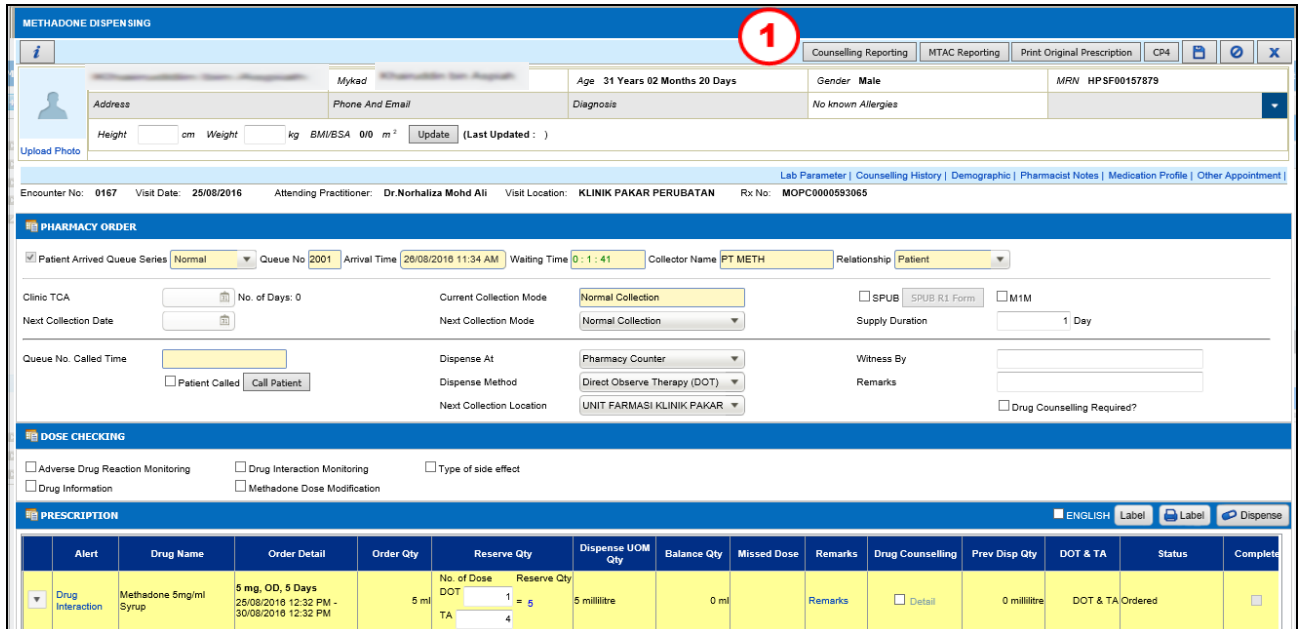
**Figure 3.1.1-8 Authorization Alert Message**

**STEP 16**

Click on the  button to confirm

## 3.2 Methadone 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.



**METHADONE DISPENSING**

Encounter No: 0167 Visit Date: 25/08/2016 Attending Practitioner: Dr.Norhaliza Mohd Ali Visit Location: KLINIK PAKAR PERUBATAN Rx No: MOPC0000593065

**PHARMACY ORDER**

☒ Patient Arrived Queue Series: Normal Queue No: 2001 Arrival Time: 25/08/2016 11:34 AM Waiting Time: 0:1:41 Collector Name: PT METH Relationship: Patient

Clinic TCA: No. of Days: 0 Current Collection Mode: Normal Collection ☐ SPUB ☐ SPUB R1 Form ☐ M1M

Next Collection Date: Next Collection Mode: Normal Collection Supply Duration: 1 Day

Queue No. Called Time: ☐ Patient Called  Dispense At: Pharmacy Counter Witness By:

☐ Patient Called  Dispense Method: Direct Observe Therapy (DOT) Remarks:

Next Collection Location: UNIT FARMASI KLINIK PAKAR ☐ Drug Counseling Required?

**DOSE CHECKING**

☐ Adverse Drug Reaction Monitoring ☐ Drug Interaction Monitoring ☐ Type of side effect

☐ Drug Information ☐ Methadone Dose Modification

**PRESCRIPTION**

ENGLISH Label Label Dispense

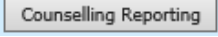
Alert	Drug Name	Order Detail	Order Qty	Reserve Qty	Dispense UOM Qty	Balance Qty	Missed Dose	Remarks	Drug Counseling	Prev Disp Qty	DOT & TA	Status	Complete
Drug Interaction	Methadone 5mg/ml Syrup	5 mg, OD, 5 Days 25/08/2016 12:32 PM - 30/08/2016 12:32 PM	5 ml	No. of Dose DOT: 1 Reserve Qty: 5 TA: 4	5 millilitre	0 ml		Remarks	<input type="checkbox"/> Detail	0 millilitre	DOT & TA Ordered		<input type="checkbox"/>

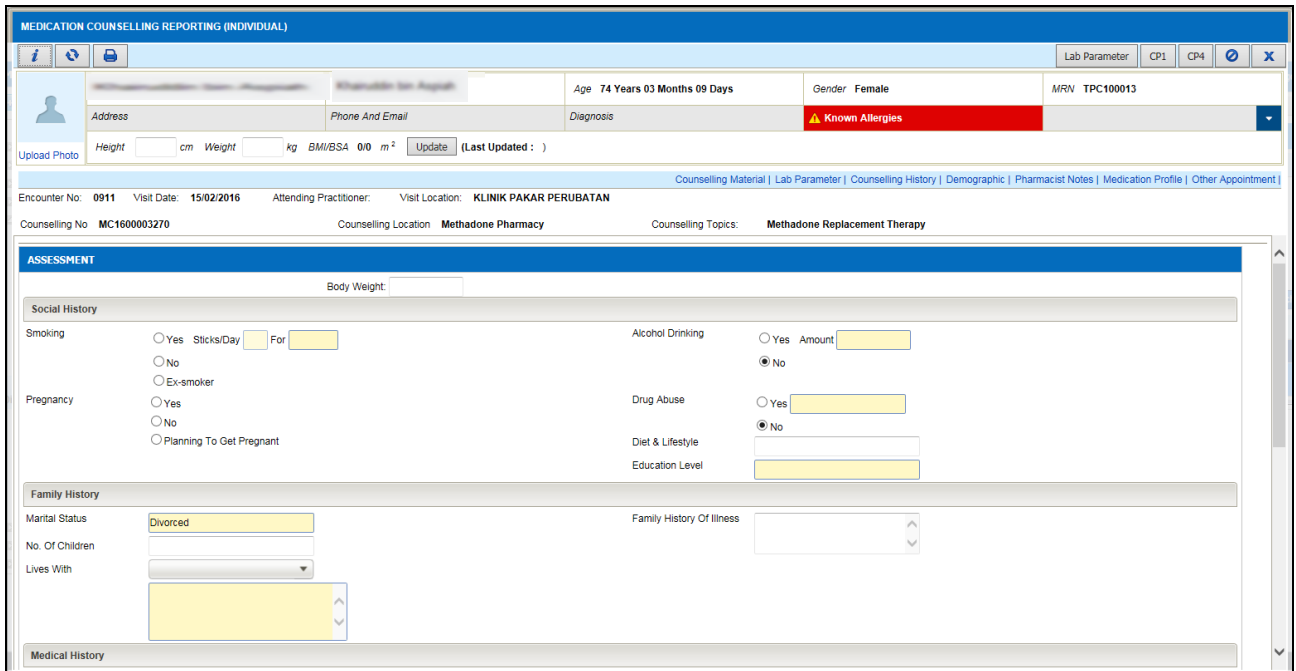
Figure 3.1.2-1 Methadone Dispensing

### Note

Repeat step 1 and 3 as [Section 3.1.1 Methadone Dispensing](#) before performs Methadone Counseling Reporting.

### STEP 1

Click on the  button and the medication counseling reporting screen will appear as per Figure 3-1-2-2



**MEDICATION COUNSELLING REPORTING (INDIVIDUAL)**

Lab Parameter CP1 CP4 X

Age 74 Years 03 Months 09 Days Gender Female MRN TPC100013

Address Phone And Email Diagnosis **Known Allergies**

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

Encounter No: 0911 Visit Date: 15/02/2016 Attending Practitioner: Visit Location: KLINIK PAKAR PERUBATAN

Counselling No: MC1600003270 Counselling Location: Methadone Pharmacy Counselling Topics: Methadone Replacement Therapy

**ASSESSMENT**

Body Weight:

**Social History**

Smoking ☐ Yes Sticks/Day For  ☐ No ☐ Ex-smoker

Alcohol Drinking ☐ Yes Amount  ☒ No

Pregnancy ☐ Yes ☐ No ☐ Planning To Get Pregnant

Drug Abuse ☐ Yes  ☒ No

Diet & Lifestyle

Education Level

**Family History**

Marital Status  Divorced

No. Of Children

Lives With

Family History Of Illness

**Medical History**

**Figure 3.1.2-2 Medication Counselling Reporting Screen**

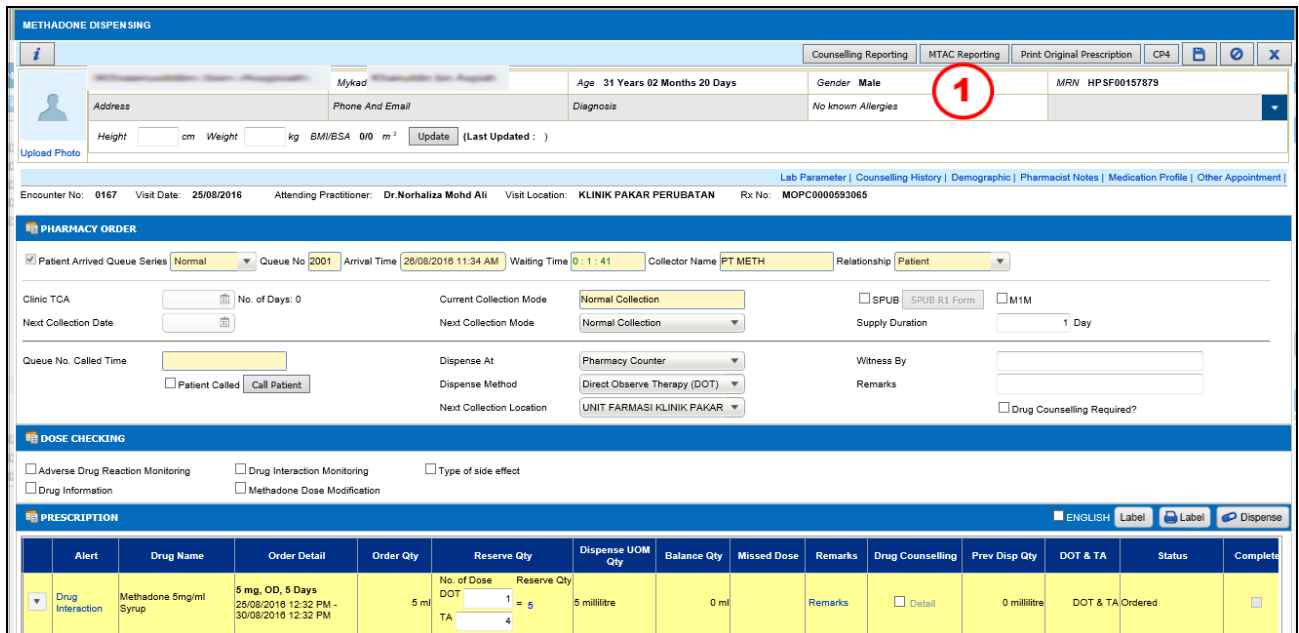
## Note

- 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.



## 3.3 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.



**METHADONE DISPENSING**

Navigation: Counselling Reporting | **MTAC Reporting** | Print Original Prescription | CP4

Patient Information: Mykad, Age 31 Years 02 Months 20 Days, Gender Male, MRN HPSF00157879

Pharmacy Order: Patient Arrived Queue Series Normal, Queue No 2001, Arrival Time 28/08/2016 11:34 AM, Waiting Time 0:1:41, Collector Name PT METH, Relationship Patient

Dose Checking: Adverse Drug Reaction Monitoring, Drug Interaction Monitoring, Type of side effect, Drug Information, Methadone Dose Modification

Prescription Table:

Alert	Drug Name	Order Detail	Order Qty	Reserve Qty	Dispense UOM Qty	Balance Qty	Missed Dose	Remarks	Drug Counselling	Prev Disp Qty	DOT & TA	Status	Complete
Drug Interaction	Methadone 5mg/ml Syrup	5 mg, OD, 5 Days 28/08/2016 12:32 PM - 30/08/2016 12:32 PM	5 ml	No. of Dose DOT 1 Reserve Qty 5 TA 4	5 millilitre	0 ml		Remarks	<input type="checkbox"/> Detail	0 millilitre	DOT & TA Ordered		<input type="checkbox"/>

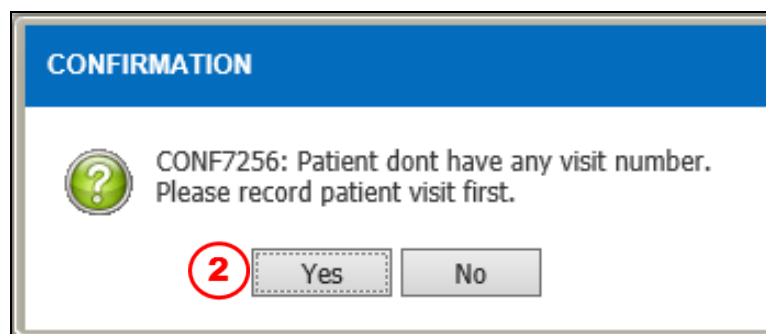
Figure 3.3-1 Methadone Dispensing

### 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 3.3-2 will appear if the patient does not have current MTAC visit.



**CONFIRMATION**

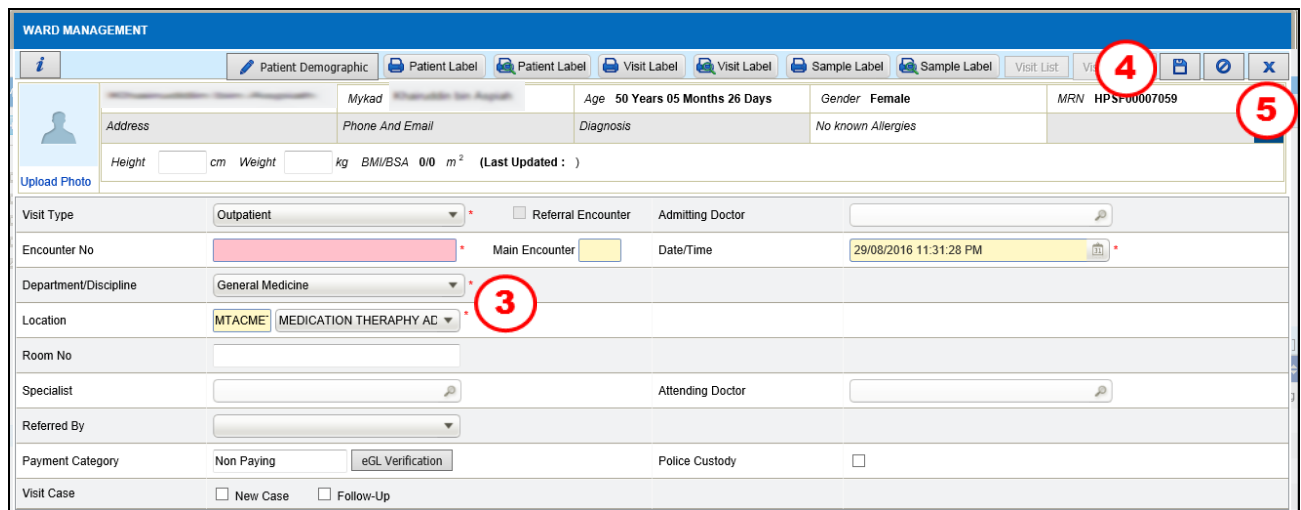
CONF7256: Patient dont have any visit number.  
Please record patient visit first.

**2** Yes No

Figure 3.1.3-2 Confirmation Alert Message

### STEP 2

Click on the **Yes** button to create visit



**WARD MANAGEMENT**

Buttons: Patient Demographic, Patient Label, Visit Label, Sample Label, Visit List, etc.

MRN: HPSP00007059

Age: 50 Years 05 Months 26 Days, Gender: Female

Diagnosis: No known Allergies

Height: cm, Weight: kg, BMI/BSA: 0/0 m<sup>2</sup> (Last Updated: )

Visit Type: Outpatient, Referral Encounter: ☐ Admitting Doctor:

Encounter No: Main Encounter: Date/Time: 29/08/2016 11:31:28 PM

Department/Discipline: General Medicine (3)

Location: MTACME MEDICATION THERAPY AD

Room No:

Specialist: Attending Doctor:

Referred By:

Payment Category: Non Paying eGL Verification Police Custody: ☐

Visit Case: ☐ New Case ☐ Follow-Up

**Figure 3.1.3-3 Ward Management Screen**

### STEP 3

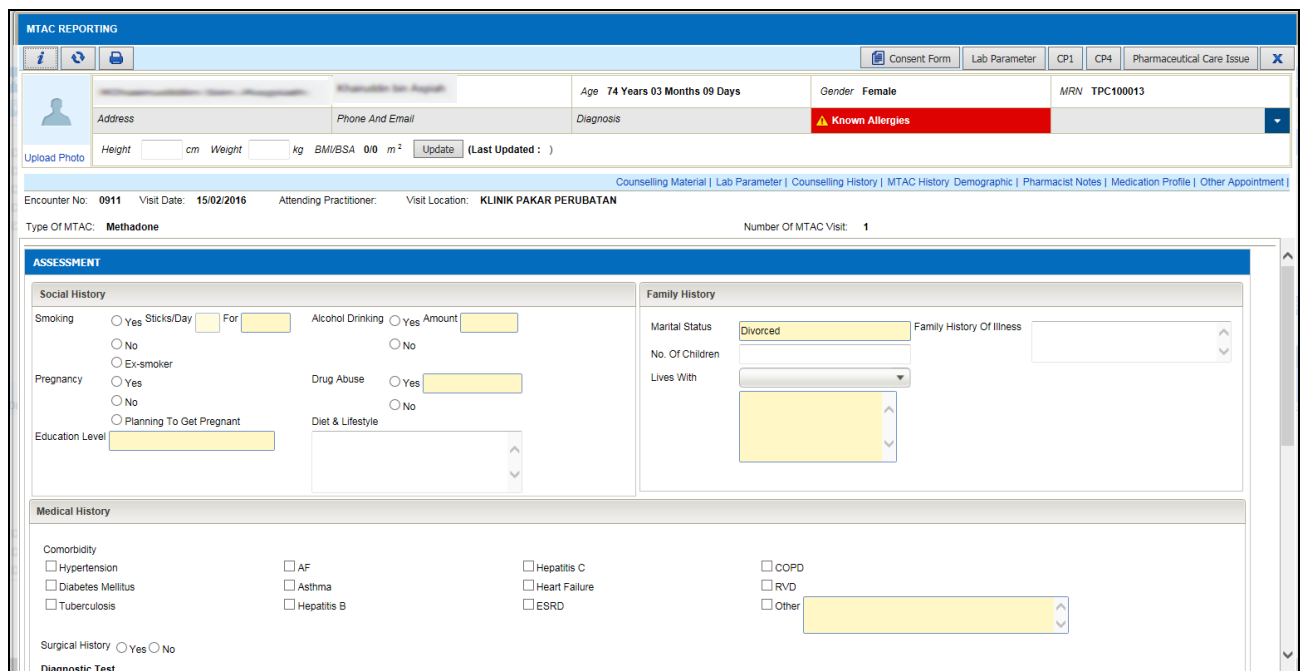
Select the **Department/Discipline** and **Location** to create MTAC visit

### 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 3.1.3-4



**MTAC REPORTING**

Buttons: Consent Form, Lab Parameter, CP1, CP4, Pharmaceutical Care Issue, etc.

MRN: TPC100013

Age: 74 Years 03 Months 09 Days, Gender: Female

Diagnosis: Known Allergies

Height: cm, Weight: kg, BMI/BSA: 0/0 m<sup>2</sup> (Last Updated: )

Encounter No: 0911 Visit Date: 15/02/2016 Attending Practitioner: Visit Location: KLINIK PAKAR PERUBATAN

Type Of MTAC: Methadone Number Of MTAC Visit: 1

**ASSESSMENT**

**Social History**

Smoking: ☐ Yes Sticks/Day For  ☐ No ☐ Ex-smoker

Pregnancy: ☐ Yes ☐ No ☐ Planning To Get Pregnant

Education Level:

Alcohol Drinking: ☐ Yes Amount  ☐ No

Drug Abuse: ☐ Yes  ☐ No

Diet & Lifestyle:

**Family History**

Marital Status: Divorced Family History Of Illness:

No. Of Children:

Lives With:

**Medical History**


Comorbidity: ☐ Hypertension ☐ Diabetes Mellitus ☐ Tuberculosis ☐ AF ☐ Asthma ☐ Hepatitis B ☐ Hepatitis C ☐ Heart Failure ☐ ESRD ☐ COPD ☐ RVD ☐ Other

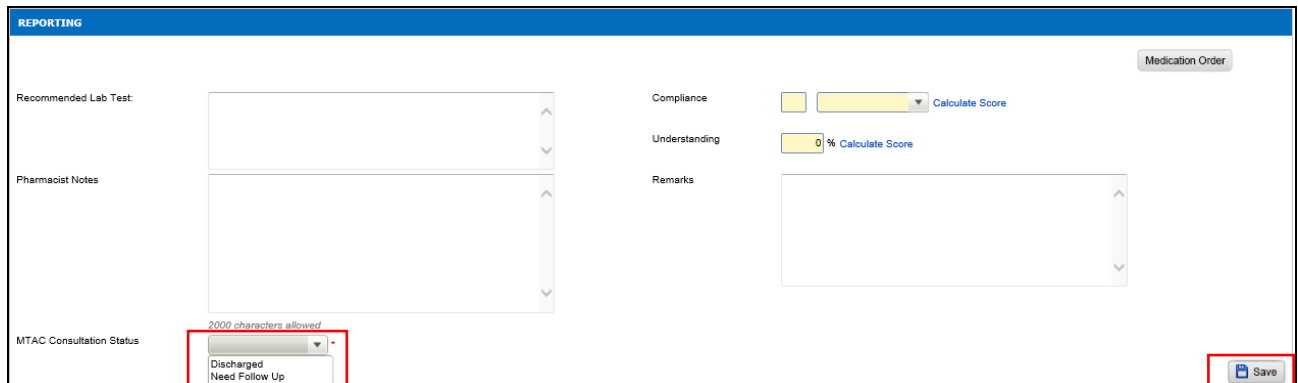
Surgical History: ☐ Yes ☐ No

Diagnostic Test:

**Figure 3.1.3-4 MTAC Reporting Main Screen**


**Note**

- If MTAC visit already created, user will be diverted directly to **MTAC Reporting Screen** as per Figure 3.1.3-5
- 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  button.
- Refer [MTAC module](#) for further details.



**Figure 3.1.3-5 MTAC Reporting Screen**

**Note**

- On the last section (**Reporting**) of this report, always 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  button.
- This information will appear automatically when the user open back the MTAC report for the same patient.

### 3.0 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

### 4.0 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	Radiopharmaceuticals	<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		