

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

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## **Pharmacy Based User Manual Special Drug Request**

|                    |  |
|--------------------|--|
| <b>Version</b>     | <b>: 1.5</b>                               |
| <b>Document ID</b> | <b>: PB_U. MANUAL_SPECIAL DRUG REQUEST</b> |

## **Revision History**

| Version No | Date of Release | Prepared By                 | Reviewed / Verified by | List of changes from Previous Version                       |
|------------|-----------------|-----------------------------|------------------------|---|
| 1.0        | 09/01/2014      | Azleen Ismail               | Shamsul-'Ariza (SA)    | First submission to MOH                                     |
| 1.1        | 29/04/2014      | Azleen Ismail               | Shamsul-'Ariza (SA)    | Application interface changes                               |
| 1.2        | 05/12/2014      | Azleen Ismail               | Shamsul-'Ariza (SA)    | Application interface changes                               |
| 1.3        | 15/05/2015      | Azleen Ismail               | Shamsul-'Ariza (SA)    | Updated to Version 1.3                                      |
| 1.4        | 20/04/2016      | Maikal Fardha               | Shamsul-'Ariza (SA)    | Change to latest screenshot and functions for version 1.4.1 |
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## **Verified and Acknowledged By:**

| Name                   | Role / Designation | Organization                   | Signature & Date |
|------------------------|--------------------|--------------------------------|------------------|
| Muazzam Bin Zulzalalin | Team Leader        | Pharmaniaga Logistics Sdn. Bhd |                  |

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

## **Peer Review**

| Version No | Reviewed / Verified By           | List of changes from Previous Version                       |
|------------|----------------------------------|---|
| 1.0        | Jenny Heng / Maxine Wong (QA)    | First submission to MOH (Please follow revision history)    |
| 1.1        | Maxine Wong (QA)                 | Application interface changes                               |
| 1.2        | Michelle Foo (QA)                | Application interface changes                               |
| 1.3        | Michelle Foo / Juridah Ayob (QA) | Updated to Version 1.3                                      |
| 1.4        | Michelle Foo / Juridah Ayob (QA) | Change to latest screenshot and functions for version 1.4.1 |
| 1.5        | Michelle Foo / Juridah Ayob (QA) | Change to latest screenshot and functions for version 1.5.1 |



PhIS & CPS Project  
User Manual – Special Drug Request



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## Table of Contents

|       |                                       |    |
|-------|---------------------------------------|----|
| 1.0   | Introduction.....                     | 1  |
| 1.1   | Overview of PhIS.....                 | 1  |
| 1.2   | Purpose and Objectives .....          | 1  |
| 1.3   | Organised Sections .....              | 1  |
| 2.0   | Application Standard Features.....    | 2  |
| 2.1   | PhIS Legend.....                      | 2  |
| 3.0   | Order Management .....                | 4  |
|       | Overview .....                        | 4  |
|       | User Group .....                      | 4  |
|       | Functional Diagram.....               | 4  |
|       | Functional Description .....          | 4  |
| 3.1   | Special Drug Request.....             | 5  |
| 3.1.1 | Pharmacist .....                      | 5  |
| 3.1.2 | Recommendation by Chief Pharmacy..... | 14 |
| 4.0   | Acronyms .....                        | 17 |
| 5.0   | Links to Clinical Modules.....        | 17 |

## 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 Special Drug Request sub-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:

- Request by specialist
- Request by pharmacist














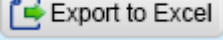
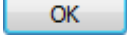
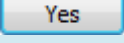
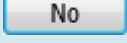


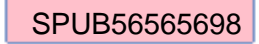





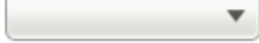





### 1.3 Organised Sections

These are the sections within this document:

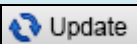






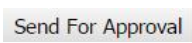

- Section 1 : Introduction
- Section 2 : Application Standard Features
- Section 3 : Special Drug Request
- Section 4 : Acronyms
- Section 5 : Links To Clinical Modules

## 2.0 Application Standard Features

### 2.1 PhIS Legend

| Standard Legend   |   |  |                                    |
|---|---|--|------------------------------------|
|    | Login to PhIS                             |     | Logout from PhIS                   |
|    | Close All Open Tabs                       |     | Refresh Screen                     |
|    | Expand Menu                               |     | Collapse Menu                      |
|    | Expand Module                             |     | Collapse Module                    |
|    | Add/Create New Record                     |     | Save                               |
|    | Close Window                              |     | Calendar Icon                      |
|   | Save Transaction                          |    | Delete Record                      |
|  | Export Report From PDF file to Excel file |   | OK Button                          |
|  | Yes Button                                |   | No Button                          |
|  | Radio Button                              |   | Checkbox                           |
|  | System Automatic Generate Record No.      |  | Automatically Display/Retrieve Box |
|  | Reset Login Screen                        |   | Show Help                          |
|  | Display Home Tab                          |   | Search Record                      |
|  | Cancel                                    |  | Dropdown Box                       |
|  | Search Icon                               |   | Mandatory Field                    |
|  | Edit Record                               |  | Empty Text Box                     |
|  | Cancel Button                             |  |                                    |

### Special Drug Request Module Legend

|   |                |   |               |
|---|----------------|---|---------------|
|  Update  | Update Records |  Delete            | Delete record |
|  Search  | Search Patient |  Clear             | Clear field   |
|  Print   | Print          |  Save              | Save          |
|  Add     | Add Drug       |  Send For Approval | Send approval |
|  Confirm | Confirm Order  |   |               |
|   |                |   |               |

### **Note**

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

## 3.0 Order Management

### Overview

The Order Management module handles all the information to specify the ordered items as per local drug formulary, MOH and non-MOH including registered and non-registered drugs. This function is to enable data mining. All medication orders must be prescribed by authorized personnel only and in compliance with guidelines on prescribing in the drug formulary (drug category, discipline / specialty) as defined by MOH.

### User Group

This module is intended for specialist and pharmacist. (subject to the user assigned by the facility)

### Functional Diagram

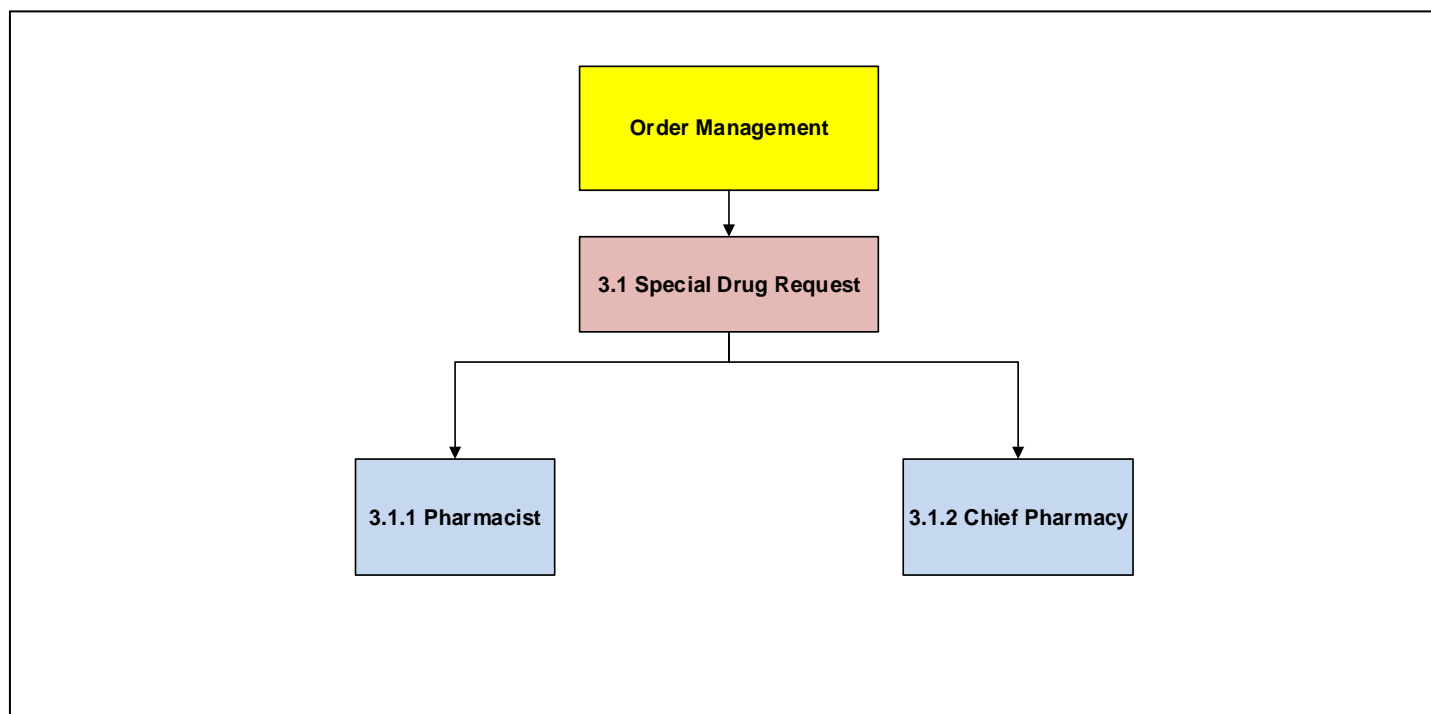


Figure 3.1

### Functional Description

Order Management comprises of five (2) main functions:

- **Pharmacist**  
Key in all data in the system based on manual form
- **Chief Pharmacy**  
To do verification and recommendation

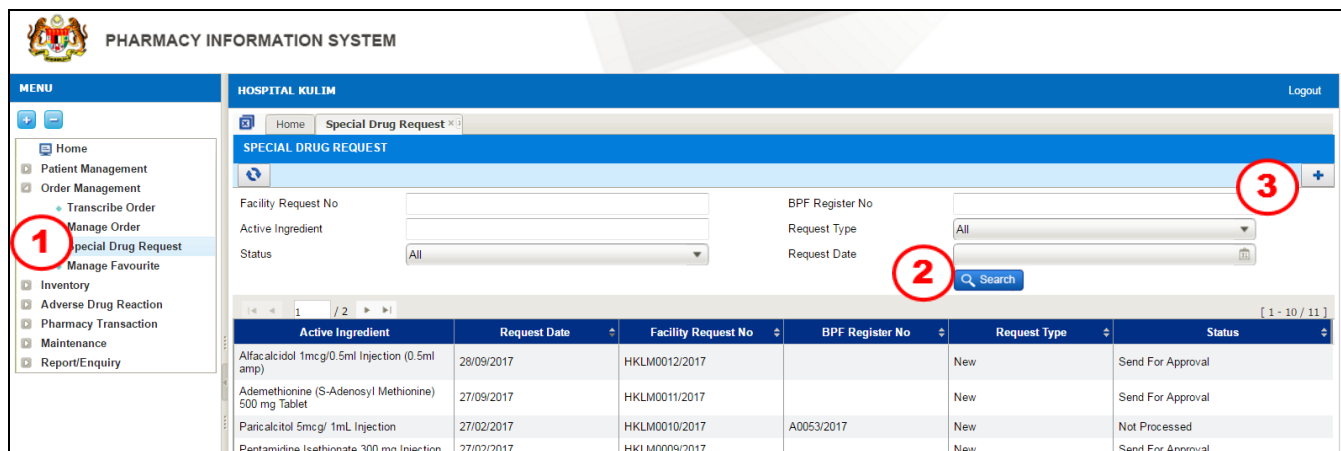


### 3.1 Special Drug Request

For pharmacy based facility, request by Specialist until Hospital Director will be done manually using form. User only need transcribe request that has been recommended by Hospital Director and submit to HQ for approval.

#### 3.1.1 Pharmacist

This function is used by pharmacist to transcribe the request back to the system.



| Active Ingredient                                  | Request Date | Facility Request No | BPF Register No | Request Type | Status            |
|--|--------------|---------------------|-----------------|--------------|-------------------|
| Alfacalcidol 1mcg/0.5ml Injection (0.5ml amp)      | 28/09/2017   | HKLM0012/2017       |                 | New          | Send For Approval |
| Ademetionine (S-Adenosyl Methionine) 500 mg Tablet | 27/09/2017   | HKLM0011/2017       |                 | New          | Send For Approval |
| Paricalcitol 5mcg/ 1mL Injection                   | 27/02/2017   | HKLM0010/2017       | A0053/2017      | New          | Not Processed     |
| Pentamidine Isethionate 300 mg Injection           | 27/02/2017   | HKLM0009/2017       |                 | New          | Send For Approval |

Figure 3.1.1-1 Special Drug Request Listing Screen

#### Note

Only user granted role will be able to request for Special Drug Request. Role for Pharmacist: Pharmacist Drug Info

#### STEP 1

Click on 'Order Management' and follow by 'Special Drug Request' sub –menu

#### STEP 2

Click on  button to view current request

#### Note

Various search criteria are provided as below:

| No | Field               | Description                              | Remark   |
|----|---------------------|--|--|
| a  | Facility Request No | Facility Request No                      | Allow to search by request number of that facility<br>Eg: HPSF0001/2017  |
| b  | Active Ingredient   | Active Ingredient                        | Allow to search by chemical (generic name) eg paracetamol  |
| c  | Status              | Status                                   | It will show status of current request. By default, for new request the status will be 'New Request'.                              |
| d  | BPF Request No      | Bahagian Perkhidmatan Farmasi Request No | Register number will be auto generated when secretariat process the request (Status = Pending for KPK Approval).<br>Eg: A0025/2017 |

|   |              |              |  |
|---|--------------|--------------|--|
| e | Request Type | Request Type | This will be drop down box to select request is New or Repeat request.           |
| f | Request Date | Request Date | This will be date picker field, where date will be picked up from popup calendar |

**Table 3.1.1-1**

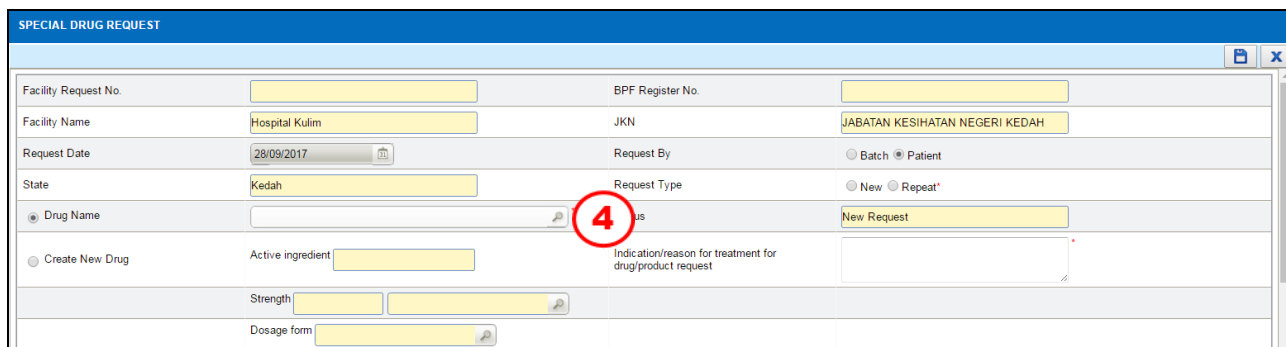
**Note**

Search result of existing Special Drug Request record list will be displayed:

- Active Ingredient
- Request Date
- Facility Request No
- BPF Register No
- Request Type
- Status



**STEP 3**

Click on the  button to add new request



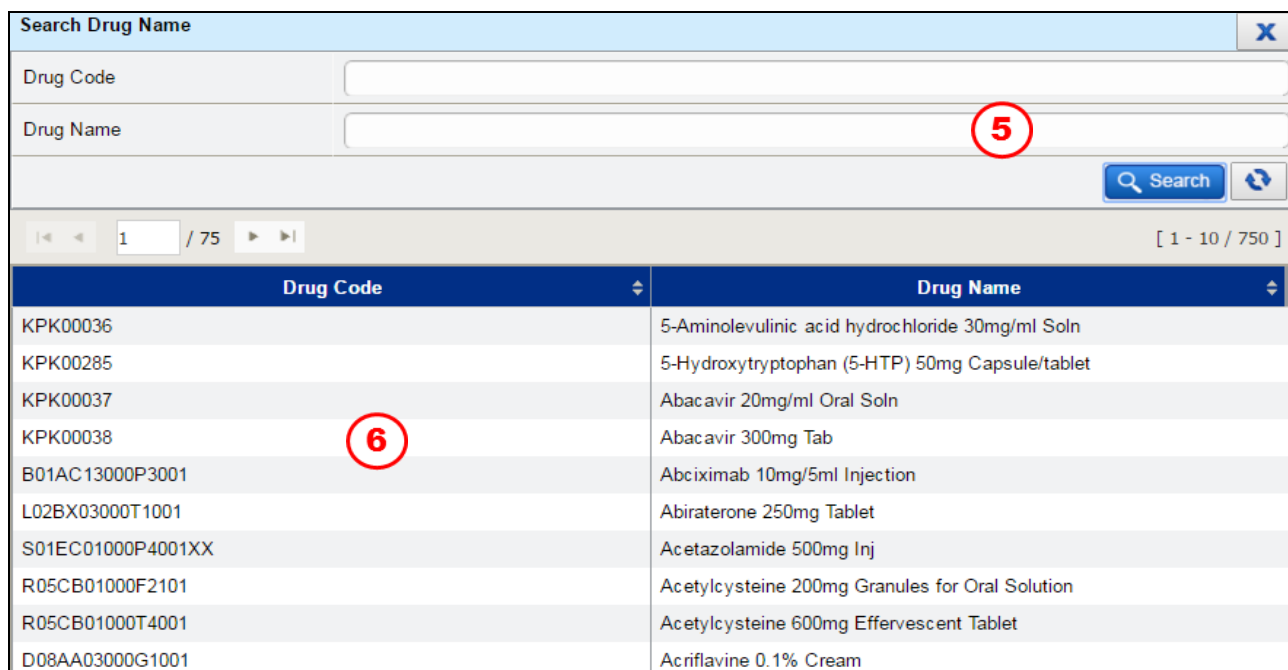
**Figure 3.1.1-2 Create New Request**

**Note**

-  **Drug Name** radio button will be default for existing special drugs.
- If user request for new special drug, select the  **Create New Drug** radio button and enter Active.Ingredient ,Strength and Dosage Form.
- User can change request date.This field is editable.

**STEP 4**


Click on the  button to select drug as per Figure 3.1.1-2



| Drug Code         | Drug Name  |
|-------------------|--|
| KPK00036          | 5-Aminolevulinic acid hydrochloride 30mg/ml Soln |
| KPK00285          | 5-Hydroxytryptophan (5-HTP) 50mg Capsule/tablet  |
| KPK00037          | Abacavir 20mg/ml Oral Soln                       |
| KPK00038          | Abacavir 300mg Tab                               |
| B01AC13000P3001   | Abciximab 10mg/5ml Injection                     |
| L02BX03000T1001   | Abiraterone 250mg Tablet                         |
| S01EC01000P4001XX | Acetazolamide 500mg Inj                          |
| R05CB01000F2101   | Acetylcysteine 200mg Granules for Oral Solution  |
| R05CB01000T4001   | Acetylcysteine 600mg Effervescent Tablet         |
| D08AA03000G1001   | Acriflavine 0.1% Cream                           |

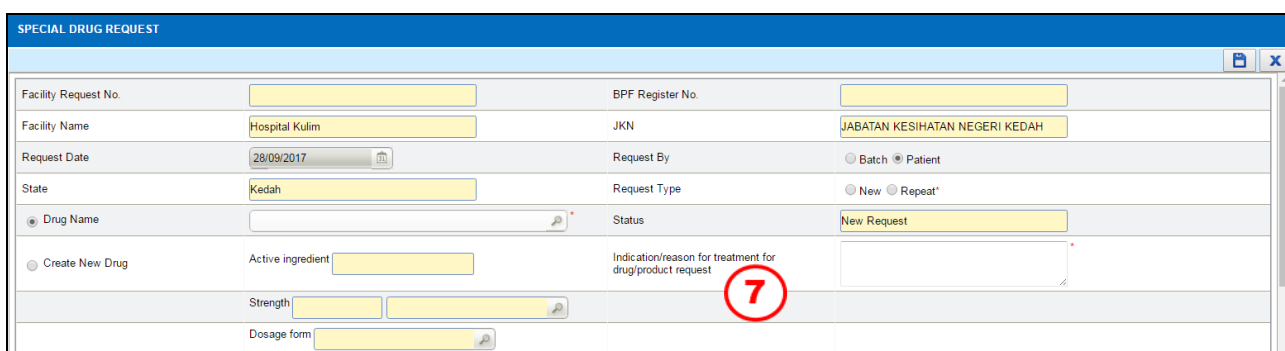
Figure 3.1.1-3 Drug/Non-Drug Search Screen

#### STEP 5

Enter key word in **Drug Name** window and click on  button as Figure 3.1.1-3

#### STEP 6

Double click on the selected drug



|  |                   |  |  |
|--|-------------------|--|--|
| Facility Request No.                       |                   | BPF Register No.   |  |
| Facility Name                              | Hospital Kulim    | JKN  | JABATAN KESIHATAN NEGERI KEDAH                                       |
| Request Date                               | 28/09/2017        | Request By   | <input type="radio"/> Batch <input checked="" type="radio"/> Patient |
| State                                      | Kedah             | Request Type   | <input type="radio"/> New <input checked="" type="radio"/> Repeat*   |
| <input checked="" type="radio"/> Drug Name |                   | Status   | New Request  |
| <input type="radio"/> Create New Drug      | Active ingredient | Indication/reason for treatment for drug/product request |  |
|  | Strength          |  |  |
|  | Dosage form       |  |  |

Figure 3.1.1-4 Create New Request

#### STEP 7

Enter **Indication/reason for treatment for drug/product request** as Figure 3.1.1-4

### Note

- **Request By** will be defaulted to ☒ Patient radio button but still allow to change request by Batch.  
- User need to select Request type as below:
- **Request Type – New**  
- Click on the ☒ New radio button for new patient
- **Request Type – Repeat**  
- Click on the ☒ Repeat\* radio button and enter the no of repeat in the box.

| Registration Status with 'Pihak Berkuasa Kawalan Dadah'                                      |  |                                     |  |
|--|--|-------------------------------------|--|
| MOH Drug Formulary   | <input type="radio"/> Yes <input type="radio"/> No | Indication approved by PBKD         | <input type="radio"/> Yes <input type="radio"/> No |
| Registered MAL   | <input type="radio"/> Yes <input type="radio"/> No | Manufactured by                     | <input type="text"/>                               |
|  |  | Imported By                         | <input type="text"/>                               |
| * Pemohon bertanggungjawab sepenuhnya terhadap penggunaan ubat tidak berdaftar dan off-label |  |                                     |  |
| Request Quantity   | <input type="text"/> *                             | Attachment 1 (Scientific evidences) | Attachment <input type="text"/> View Attachment    |
| Packaging Description  | <input type="text"/>                               | Attachment 2 (Quotation)            | Attachment <input type="text"/> View Attachment    |
| Packaging Quantity   | <input type="text"/> *                             | Attachment 3 (Others)               | Attachment <input type="text"/> View Attachment    |
| Cost per Pack  | <input type="text"/> *                             |                                     |  |
| Total Cost   | <input type="text"/>                               |                                     |  |

Figure 3.1.1-5 Create New Request

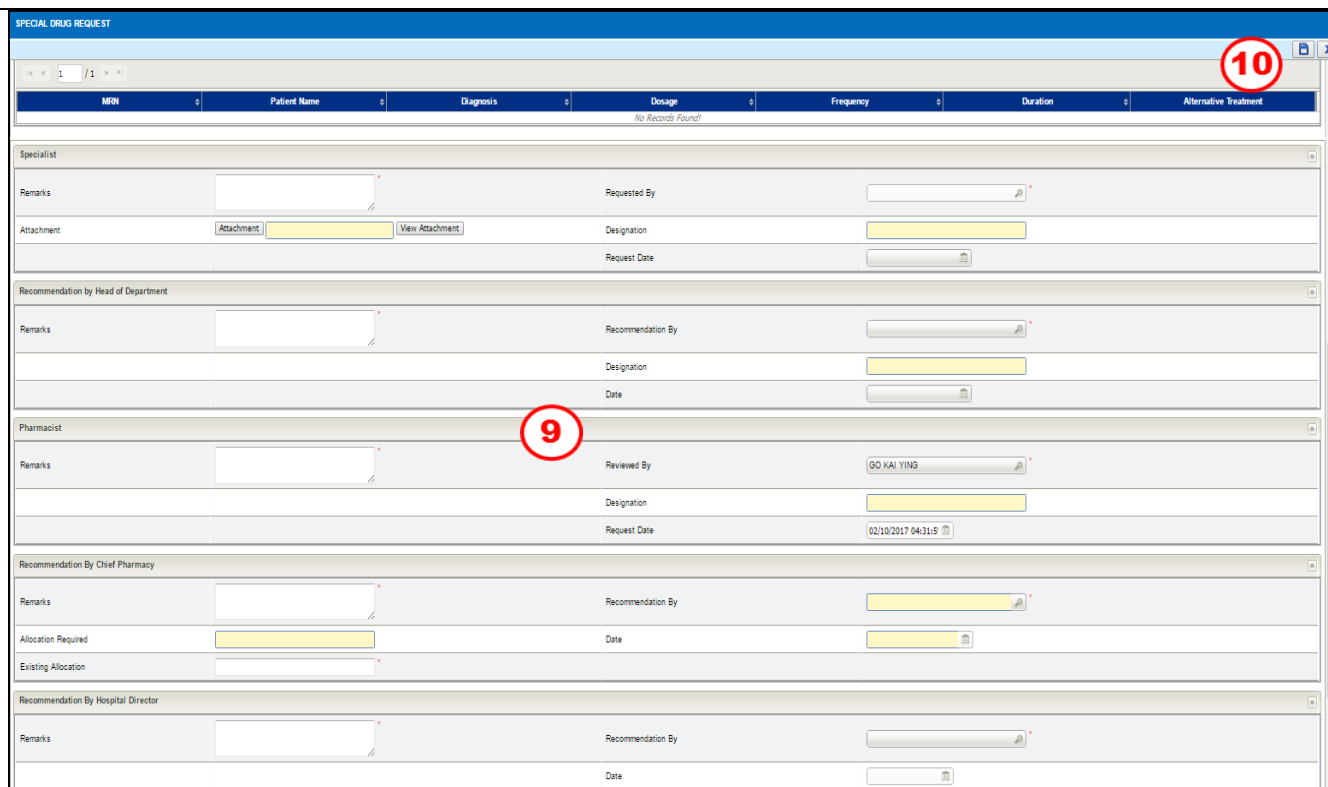
### STEP 8

Enter the information for the Figure 3.1.1-5

### Note

User need to fill in:

- **Registration status with Pihak Berkuasa kawalan Dadah**
  - MOH Drug Formulary
  - Registered MAL
  - Indication approved by PBKD
  - Manufactured By
  - Imported by
- Request Quantity
- Packaging Description
- Packaging Quantity
- Cost per pack
- Total Cost
- User is allowed to upload 3 attachments only



**Figure 3.1.1-6 Create New Request**


## STEP 9

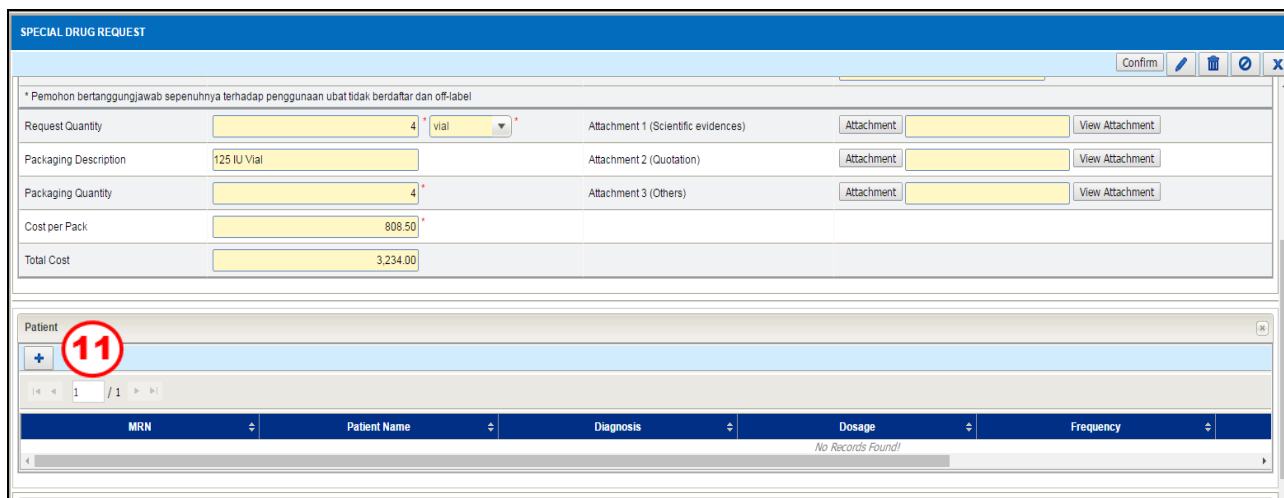
Fill in remark and request by as Figure 3.1.1-6

### Note

*Pharmacist need to enter all the remark for Specialist, Head of Department, Pharmacist Chief of Pharmacy and Hospital Director that has been done manually using form*


## STEP 10

Click on the  button to save as Figure 3.1.1-6




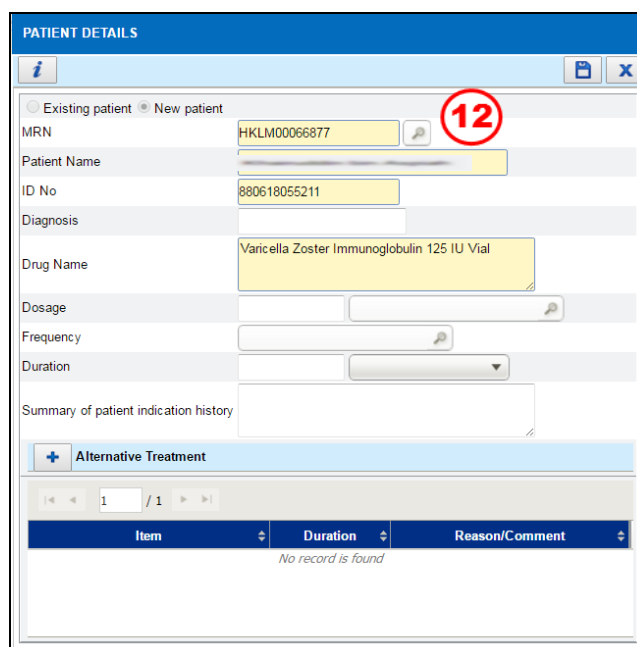
**Figure 3.1.1-7 Create New Request**

## STEP 11

Click on the  button to add new patient as Figure 3.1.1-7 and new window will displayed as per Figure 3.1.1-8

## Note

- Add new patient  button will be displayed after save record.



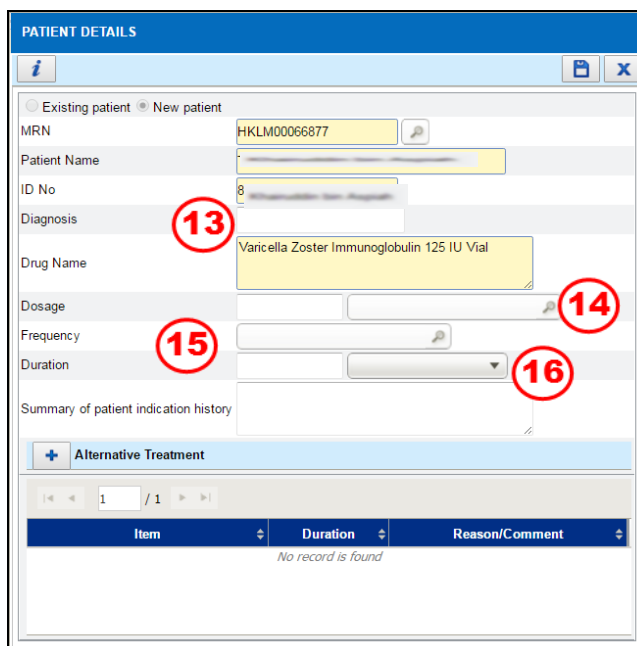
**Figure 3.1.1-8 Patient Details**

## STEP 12

Click on the  button and double click on selected patient as Figure 3.1.1-8

### Note

- Defaulted to ☒ Existing patient radio button if request type = Repeat
- Defaulted to ☒ New patient radio button if request type = New
- By selecting Patient, MRN, Patient Name and IC No will be displayed.



The screenshot shows the 'PATIENT DETAILS' form. At the top, there are radio buttons for 'Existing patient' (selected) and 'New patient'. Below this, the form contains several fields: MRN (HKLM00066877), Patient Name, ID No (8), Diagnosis (13), Drug Name (Varicella Zoster Immunoglobulin 125 IU Vial), Dosage, Frequency (15), Duration (16), and a Summary of patient indication history. There is also a section for 'Alternative Treatment' with a table below it. The table has columns for Item, Duration, and Reason/Comment, and a message 'No record is found' is displayed below the table.

Figure 3.1.1-9 Patient Details


### STEP 13

Enter **Diagnosis** field

### STEP 14

Enter the **Dosage**, click on the  button and double click at selected UOM

### STEP 15

Click on the  button and double click at selected **Frequency** from displayed window

### STEP 16

Enter and select **Duration** from drop down menu

### Note

**Remarks (Please specify detail dosage/regime if applicable)** is field for user to enter order details for taper and split dose.

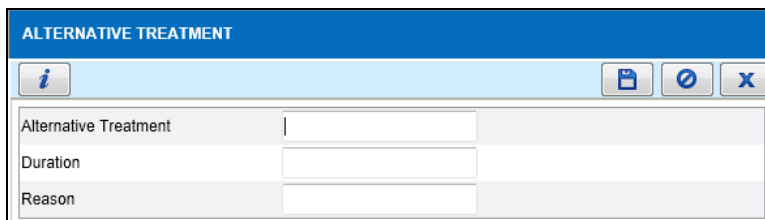



Figure 3.1.1-10 Add Alternative Treatment

### Note

If the patient needs an **Alternative Treatment**, click on the  button and enter the **Alternative Treatment**, **Duration** and **Reason** field as per Figure 3.1.1-10.

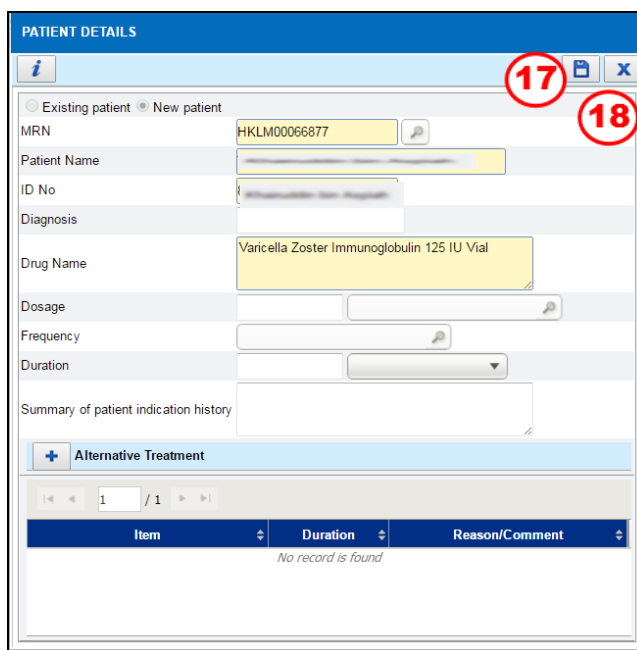




Figure 3.1.1-11 Patient Detail Screen

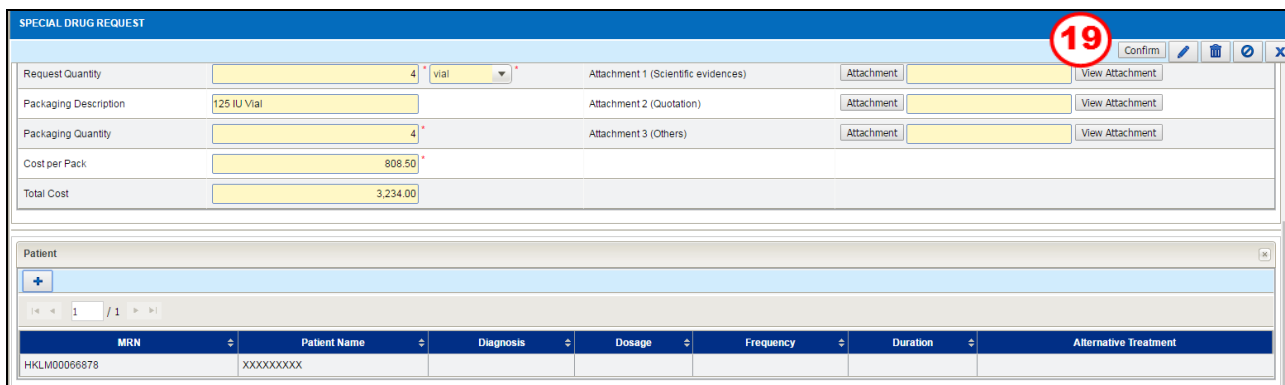
### STEP 17

Click on the  button to save the changes made as Figure 3.1.1-11

### STEP 18

Click on the  button to return to work order screen.





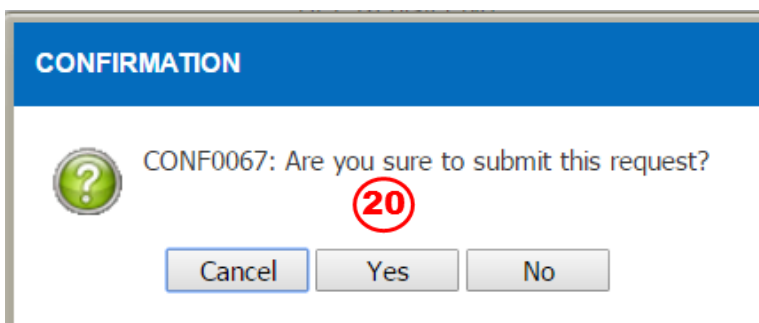
**Figure 3.1.1-12 Create New Request**

## STEP 19

Click on the  button to confirm

## STEP 20

Click on the  button from displayed alert message as per figure 3.1.1-13.



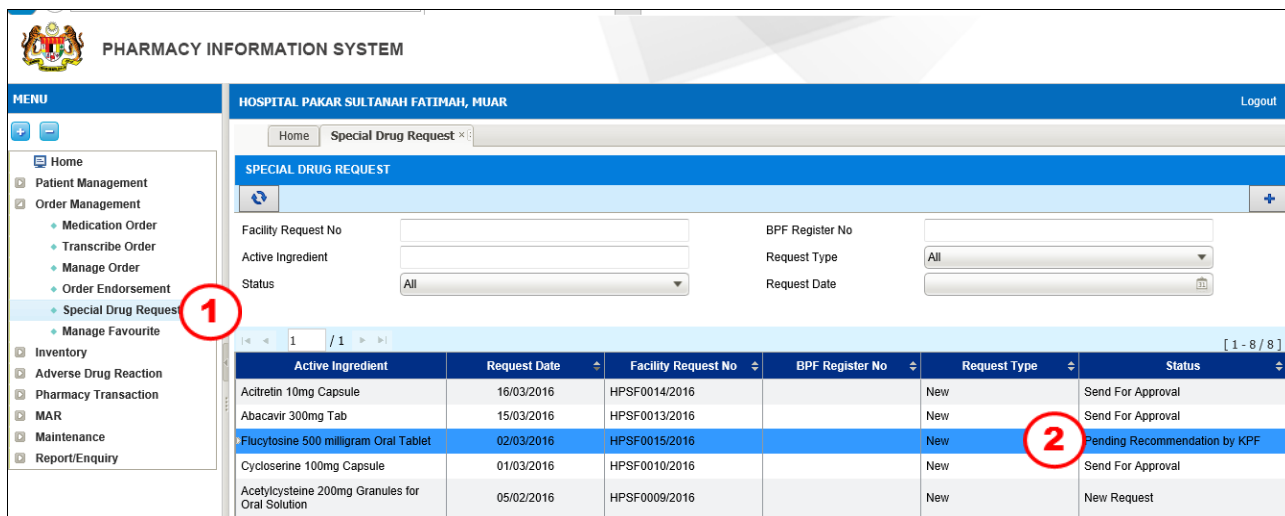
**Figure 3.1.1-13 Confirmation Alert Message**

## Note

- Once click on the  button, the request order **New Request** will be **Pending for Recommendation by KPF**.

### 3.1.2 Recommendation by Chief Pharmacy

This function is used by chief pharmacist to do verification and give recommendation.



| Active Ingredient                               | Request Date | Facility Request No | BPF Register No | Request Type | Status                        |
|---|--------------|---------------------|-----------------|--------------|-------------------------------|
| Acitretin 10mg Capsule                          | 16/03/2016   | HPSF0014/2016       |                 | New          | Send For Approval             |
| Abacavir 300mg Tab                              | 15/03/2016   | HPSF0013/2016       |                 | New          | Send For Approval             |
| Flucytosine 500 milligram Oral Tablet           | 02/03/2016   | HPSF0015/2016       |                 | New          | Pending Recommendation by KPF |
| Cycloserine 100mg Capsule                       | 01/03/2016   | HPSF0010/2016       |                 | New          | Send For Approval             |
| Acetylcysteine 200mg Granules for Oral Solution | 05/02/2016   | HPSF0009/2016       |                 | New          | New Request                   |

Figure 3.1.2-1 Special Drug Request Screen

#### STEP 1

Click on 'Order Management' and click on the 'Special Drug Request' sub- menu

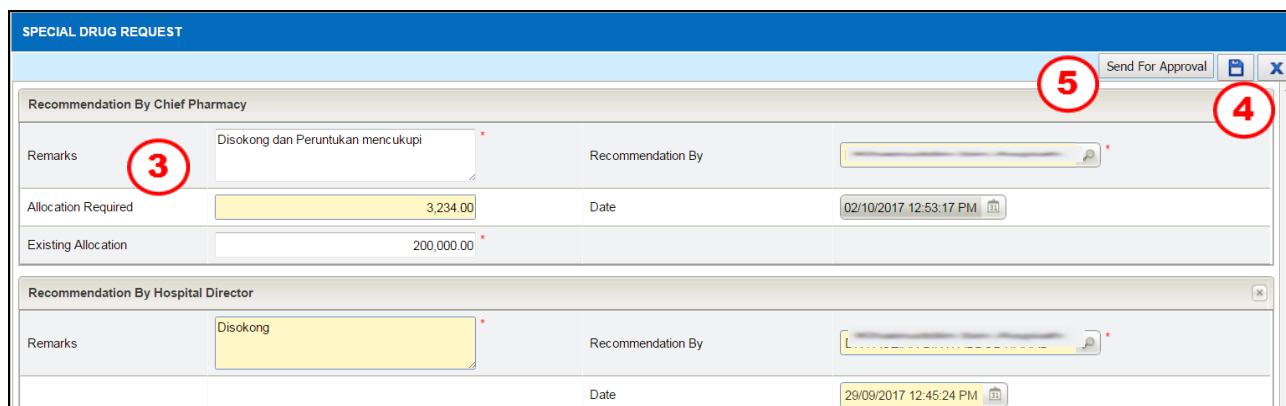
#### Note

User have option to search request records based on below search criteria:-

- Facility Request No
- Active Ingredient
- Status
- BPF Request No
- Request Type
- Request Date

#### STEP 2

Double click on the record with 'Pending Recommendation by KPF' order request status as per Figure 3.1.2-1



**SPECIAL DRUG REQUEST**

Send For Approval [Save] [X]

**Recommendation By Chief Pharmacy**

Remarks **3** Disokong dan Peruntukan mencukupi

Allocation Required 3,234.00

Existing Allocation 200,000.00

Recommendation By [User]

Date 02/10/2017 12:53:17 PM

**Recommendation By Hospital Director**

Remarks Disokong

Recommendation By [User]

Date 29/09/2017 12:45:24 PM

**5** (Send For Approval button)

**4** (Save button)

**Figure 3.1.2-2 Recommendation by KPF screen**

### STEP 3

Scroll down and look for 'Recommendation By Chief Pharmacy' section , updated on **Remarks** and **Allocation** if required.

### STEP 4

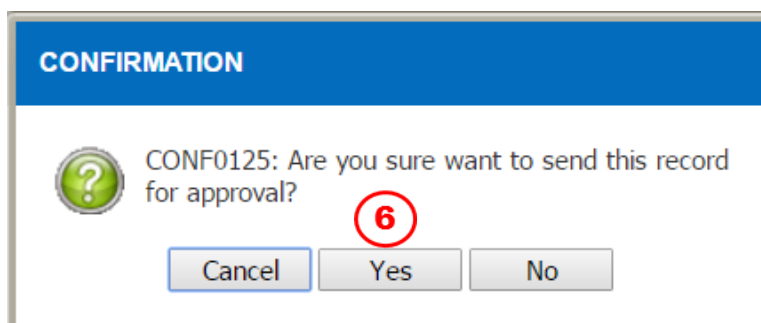
Click on the  button to save the record

### STEP 5


Click on the **Send For Approval** button as per Figure 3.1.2-2

### STEP 6

Click on the **Yes** button from displayed alert message as per figure 3.1.2-3



**CONFIRMATION**

 CONF0125: Are you sure want to send this record for approval?

**6** (Yes button)

Cancel Yes No

**Figure 3.1.2-3 Conformation Alert Messages**

**Note**

- Once click on the **Send For Approval** button, the request order **Pending for Recommendation by KPF** will be **Send Approval**
- Request will be sent to HQ and facility will get status **Pending for KPK Approval, Not Procesed, Approved by KPK/PKPF or Rejected by KPK/PKPF**

## 4.0 Acronyms

| Abbreviation         | Definition                  |
|----------------------|-----------------------------|
| PhIS                 | Pharmacy Information System |
| CPS                  | Clinical Pharmacy System    |
| MRN                  | Medical Record Number       |
| MOH                  | Ministry Of Health          |
| SPECIAL DRUG REQUEST | Ketua Pengarah Kesihatan    |
| KPF                  | Ketua Pegawai Farmasi       |

## 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 | Radiopharma          | <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 |                      |                            |