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

Pharmacy Based

User Manual
Outpatient Pharmacy

Version	**: 9th EDITION**
Document ID	**: PB_U. MANUAL_OUTPATIENT PHARMACY**

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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, lV 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 Outpatient Pharmacy 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:

- Transcribing
- Acknowledgement
- Screening & Verification
- Preparation
- Dispensing
- Single Stage Dispensing
- SPUB
- Release/Discard Medication
- Medication Return
- Re-Dispense

1.3 Organized Sections

These are the sections within this document:

- Section 1 : Introduction
- Section 2 : Application Standard Features
- Section 3 : Outpatient Pharmacy
- Section 4 : Acronyms

2.0 Application Standard Features

2.1 PhIS Legend

Standard Legend			
LOGIN	Login to PhIS	Logout	Logout from PhIS
Change Password	Change Login Password		Reset Login Screen
	Expand Menu		Collapse Menu
Home	Display Home Tab		Expand Module
	Collapse Module		Close All Open Tabs
	Refresh Screen	Search	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 to Excel	Export and Open Report in Excel Format

Outpatient Pharmacy Module Legend			
Update	Update Patient's Height and Weight	Print Ingredient Label	Print Ingredient Label
Acknowledge	Acknowledge Prescription	Dispense	Dispense
Prepare	Preparation	Print Original Prescription	Print Original Prescription
Edit Label	Edit Label	Verify	Verification
Resume	Resume	Confirm	Confirm
	Hold	Release/Discard	Release/Discard
	Print	Re-Dispense	Re-Dispense
	Calendar	Delete	Delete
Schedule	Schedule	Save & Continue	Save and Continue
Add/Update Drug	Add/Update Drug		Intervention
	Resume		

Note

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

2.2 Latest Enhancement and Updates

Latest Functions	Page
To add new taper function	20

3.0 Outpatient Pharmacy

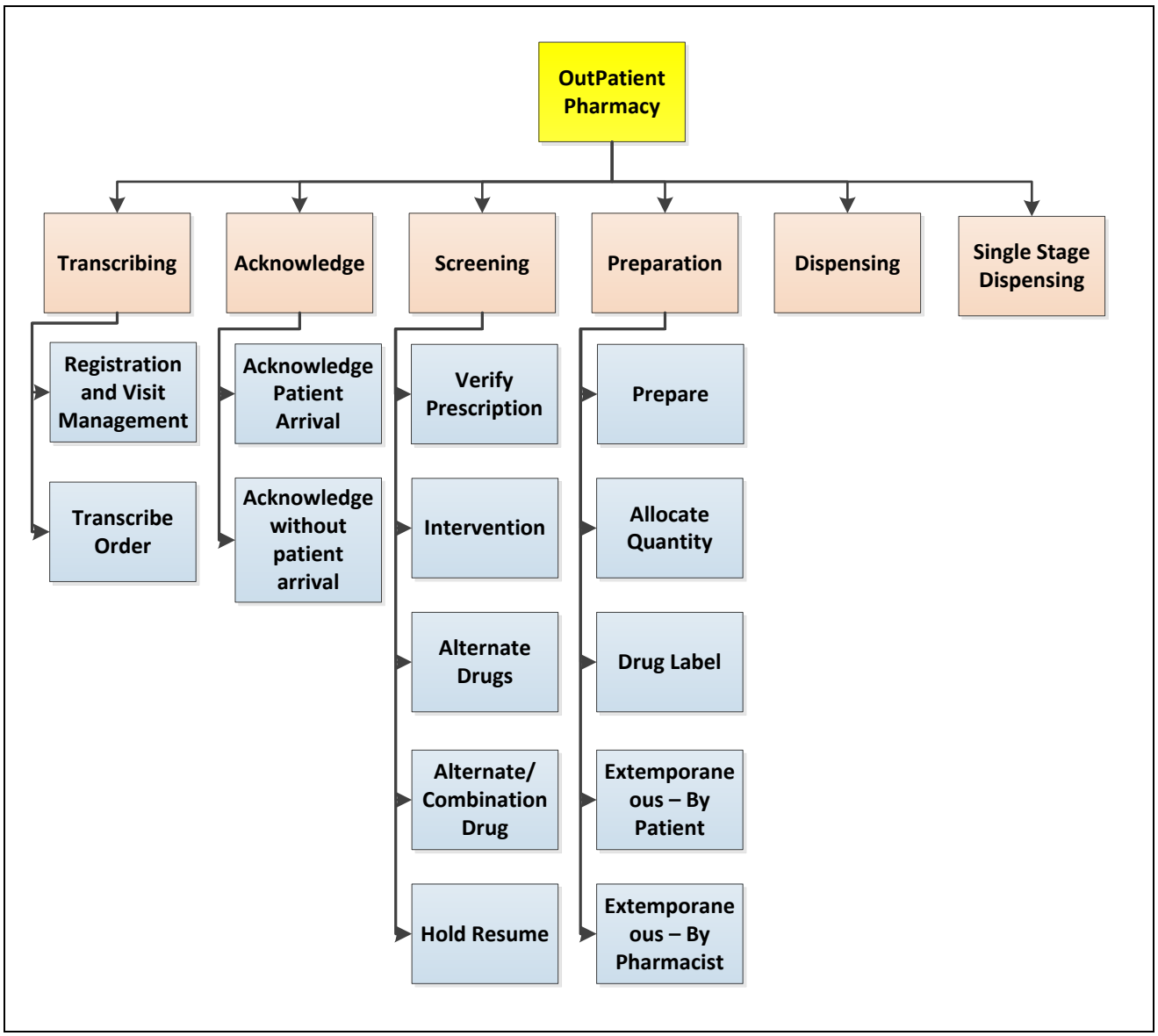
Overview

The Outpatient Pharmacy module include implementing safe, organized, and efficient drug-dispensing systems is essential for controlling costs and assuring that the medical prescription is safely followed as requested within the appropriate deadline. An appropriate dispensing system is an important ally for the prevention or reduction of medication errors by helping to minimize dispensing error opportunities in a pharmacy. At present there are various types of dispensing systems for medical prescriptions within a hospital.

User Group

This Module is intended for pharmacist and assistant pharmacist (subject to the user assigned by the facility)

Functional Diagram



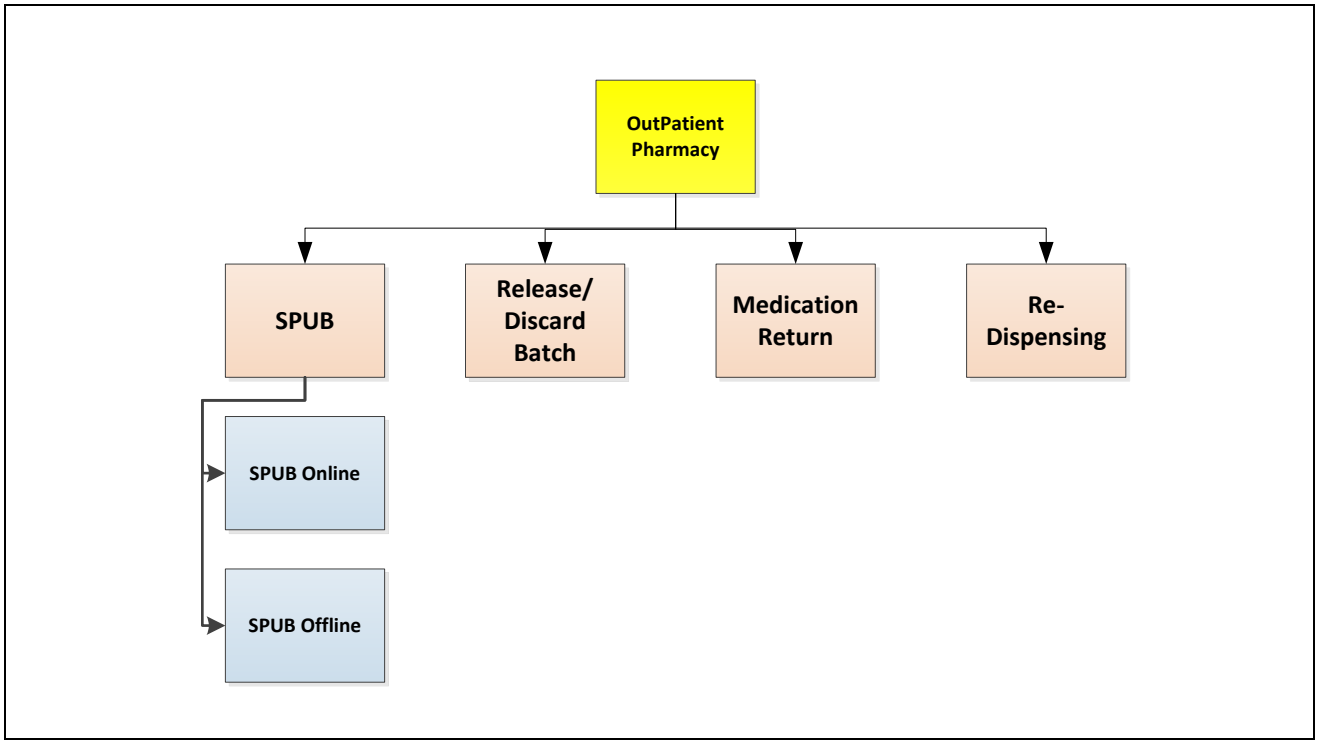


Figure 3.0.1

Functional Description

Outpatient Pharmacy comprises of five (5) main functions:

- **Transcribing**
  Transcribing function is used to transfer manual prescription to online prescription. All prescriptions are required to be key in into system in order to proceed with dispensing process such as patient demographic and order details. Transcribing is combination of 2 process which is ordering and dispensing which consist of ordering, acknowledgement, verification, preparation and dispensing in single workflow.

- **Acknowledgement**
  Acknowledgement function will be used as an acknowledgement process for prescription during patient arrival or without patient arrival at Outpatient pharmacy. Prescription must go through the acknowledgement process in order to dispense the medication. With this functionality, user able to manage the dispensing process with more efficient and effective.

- **Screening and Verification**
  Screening and verification function is for user to do the checking and verification on the transcribed prescription ordered from prescriber. In this screen, system provide some sub-functions like intervention, hold/resume and allocate drug batch. Some information related to the patient as drug interaction (MIMS), patient allergy, lab result, drug info details also provided to minimize medication error during verification process.

- **Preparation**
  The preparation function allow user to allocate drug quantity and batch to be dispense based on the transcribed prescription. This function is integrated with inventory system where the stock will be auto deduct after dispensing process. Drug label can be generating and print based on the prepared drugs. Some of the sub-function is available in this screen like alternate, hold/resume and drug interaction (MIMS) is provided to help user with more effectively and efficiency during preparation process for patient safety purpose.

- **Dispensing**
  Dispensing functions is to record and save all the dispensed medication detail information. This function is the mandatory steps to complete the dispense medication process. At this screen, information related with the patient, prescription and prepared drug is provided.

- **Single Stage Dispensing**
  The level of mandatory steps to complete the dispense medication process such as verification, preparation and dispensing will be done in one single screen handled by one user. With this function, user able to manage the time to dispense medication faster and efficiently.

- **SPUB**
  SPUB is to transfer partial medication order from current facilities to referring facilities. SPUB R1 form will contain the patient's information and prescription to be dispensed at referring hospital.

- **Release Batch**
  Release batch function will be used when user decide to un-packed the reserved/prepared drugs. All the release drugs such as tablets, capsule and other than liquid will be returned back to stock.

- **Medication Return**
  Medication return is the function where user able to record the returned medication from the patient or units into the system. With this functionality user able to track the transaction record and able to manage the stock in proper way.

- **Medication Re-Dispense**
  Allow the user to re-issue medication to the patient due to spilled, broken or lost.
  Only authorized users will be able to access this process.

3.1 Search Registered Patient

To view an existing patient record, please perform the steps below.

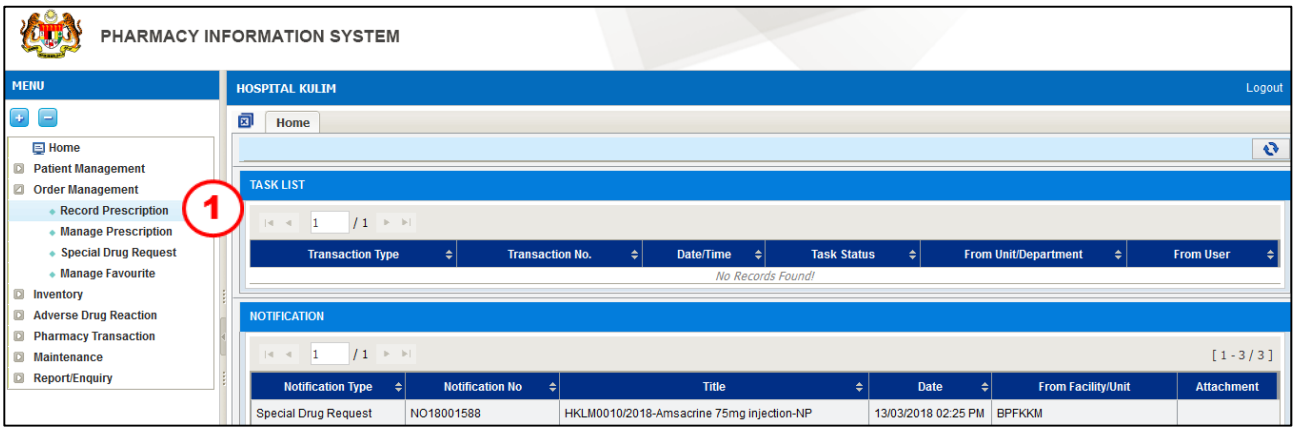


Figure 3.1-1 PhIS Home page

STEP 1
Click on 'Order Management' menu followed by 'Record Prescription and screen will be displayed as per Figure 3.1-1

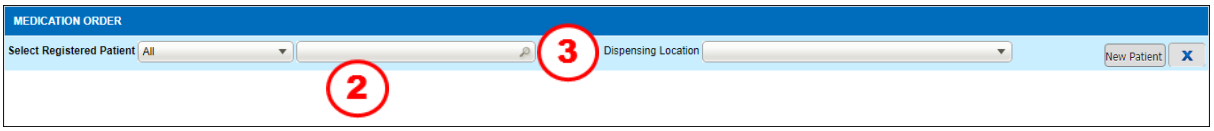


Figure 3.1-2 Medication Order

Note
User able to search select Registered Patient:
- *All*
- *Patient ID Number*
- *Patient Name*
- *Patient MRN*

STEP 2
Enter registered patient name

STEP 3
Click on the button to search for a registered patient

Note
- *If the patient is not registered, click on the* New Patient *button and the Patient Registration screen will be displayed.*

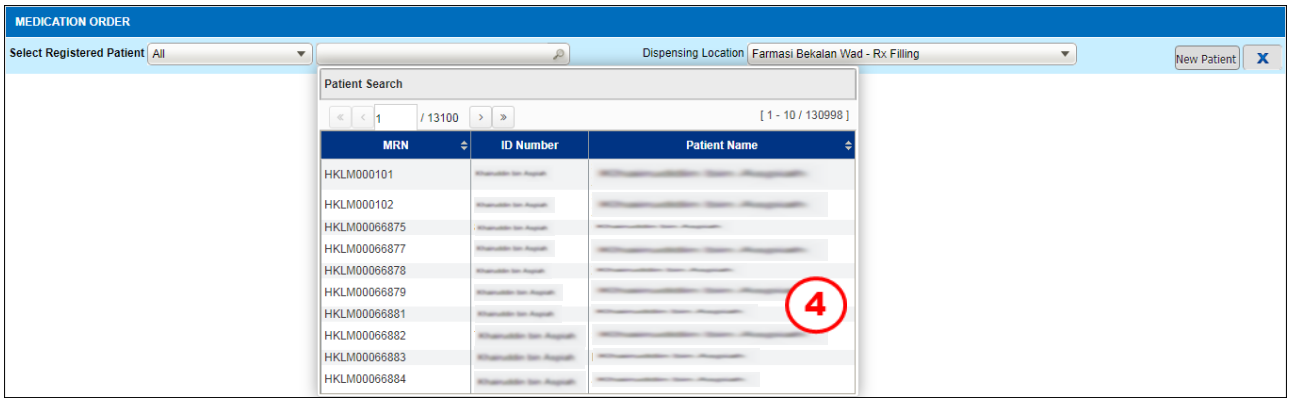


Figure 3.1-3 Search Patient

STEP 4

Double-click on the selected patient and the details will be displayed as per Figure 3.1-4

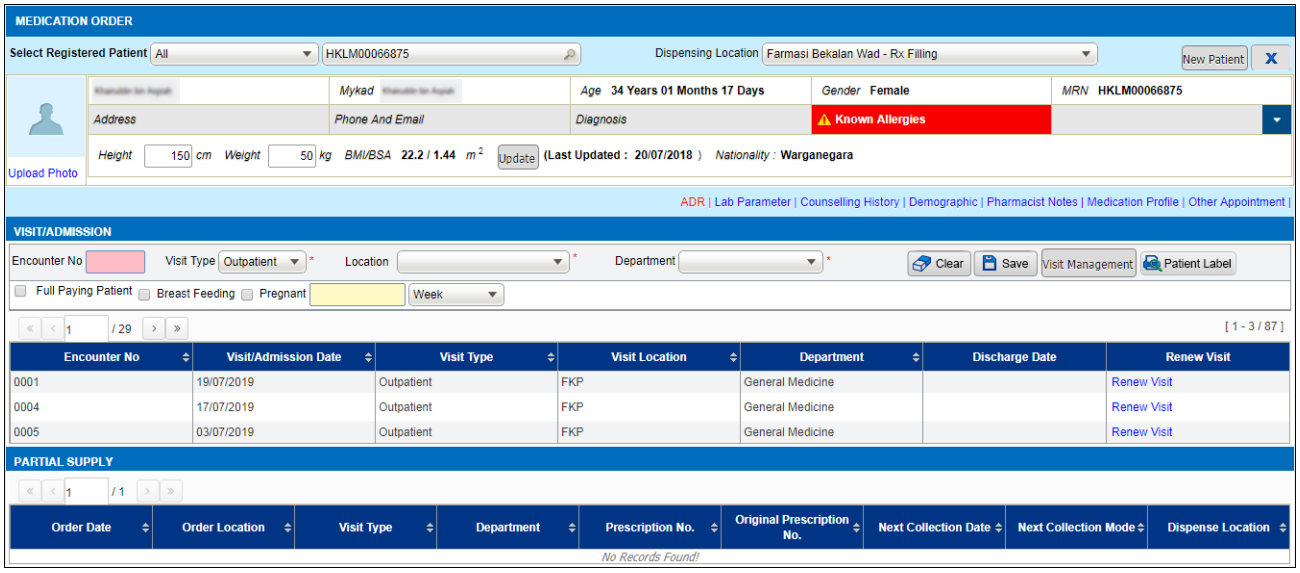


Figure 3.1-4 Medication Order Screen

Note

- *Click on the 'Renew Visit' hyperlink to renew a visit for the same location.*
- *Select the 'Visit Type' and 'Location' to create a new visit.*
- *Click on the* Visit Management *to assess 'Visit Management' Screen. (Refer to Appendix 1).*

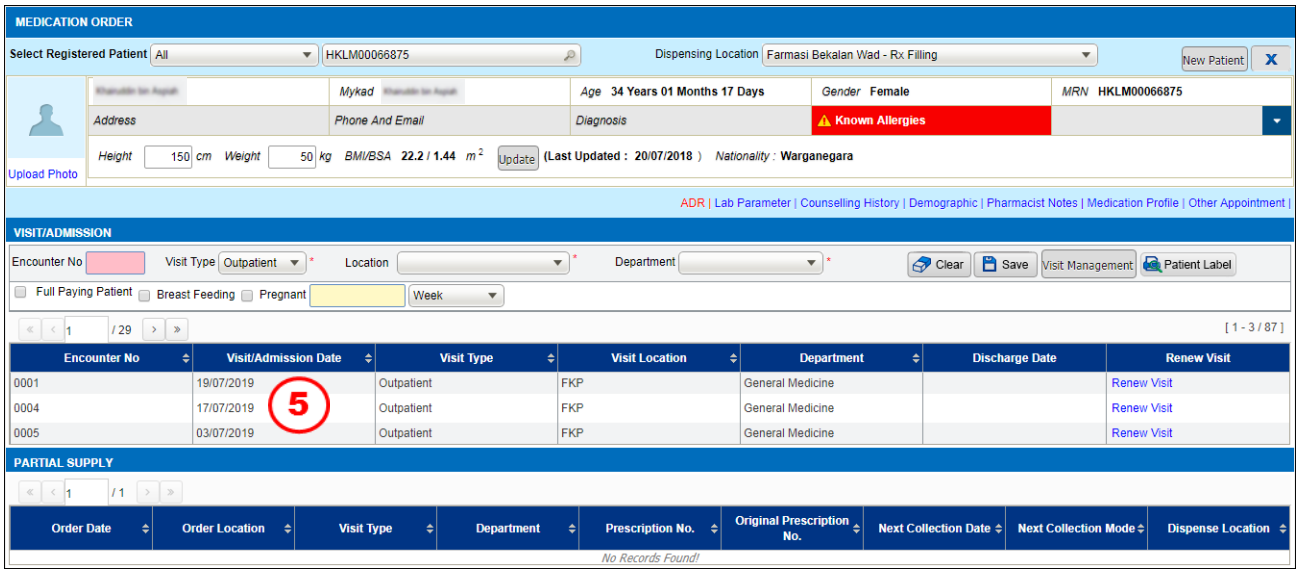


Figure 3.1-5 Visit/Admission Detail

STEP 5

Double-click on the selected visit and the details will be displayed as per Figure 3.1-6

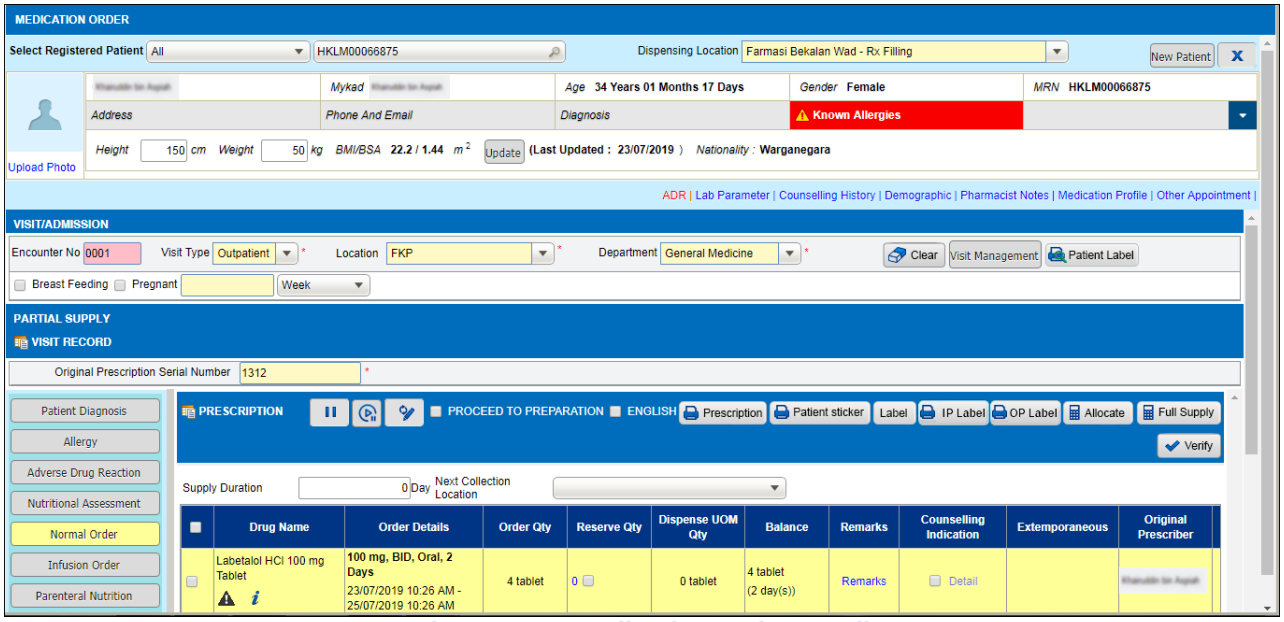


Figure 3.1-6 Medication Order Detail

3.2 New Patient Registration

To register a new patient, please perform the steps below.

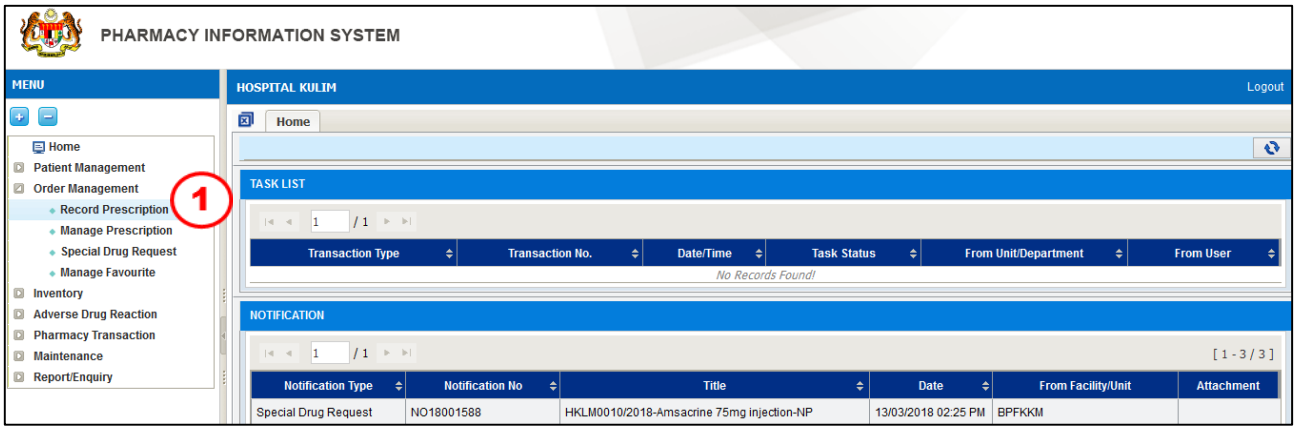


Figure 3.2-1 PhIS Home Page

STEP 1

Click on 'Order Management' menu followed by 'Record Prescription' and screen will be displayed as per Figure 3.2-1

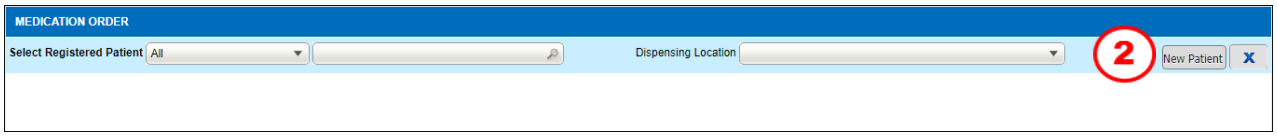


Figure 3.2-2 Transcribe Order Create New Patient

STEP 2

Click on the New Patient to register for new patient

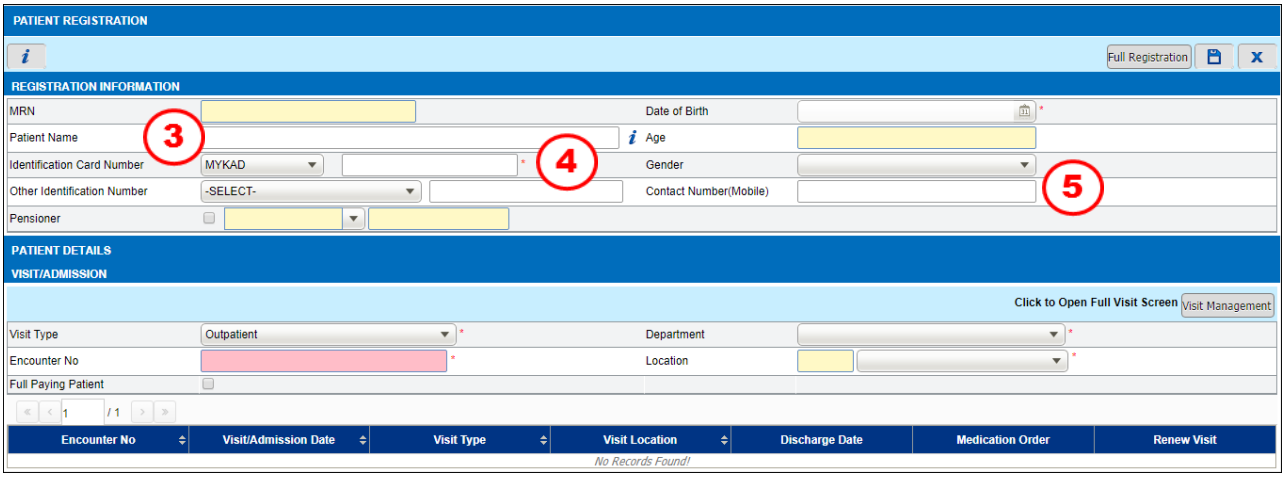


Figure 3.2-3 Registration Information

STEP 3

Enter ***Patient Name***

STEP 4

Select from ***Identification Card Number*** drop down box:

- MYKAD
- MYKID

and enter the relevant number

Note

- *After enter the **Identification Card Number** the below details will be displayed:*
  - *Date of Birth (dd/mm/yy)*
  - *Age (42Y 05M 21D)*
  - *Gender (Male/Female)*

- *If MYKAD/MYKID is unavailable, user is required to select the **Other Identification Number** dropdown box:*
  - *BIRTH CERTIFICATE*
  - *DRIVING LICENSE*
  - *FATHER IC*
  - *MYKAS*
  - *MYPR*
  - *MILITARY CARD NUMBER*
  - *MOTHER IC*
  - *OLD IC*
  - *PASSPORT*
  - *PENSION CARD*
  - *POLICE CARD NUMBER*
  - *UNHCR*
  - *UNKNOWN PATIENT*
  - *Work permit and enter the relevant number.*

STEP 5

Enter ***Contact Number (Mobile)***

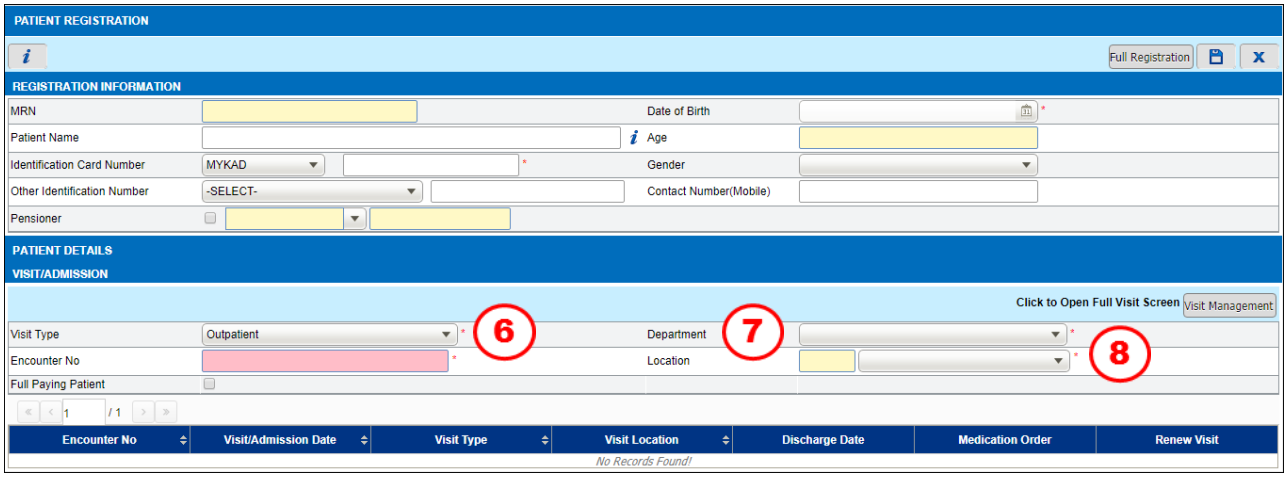


Figure 3.2-4 Visit/Admission

STEP 6

Select the ***Visit Type*** from dropdown box:

- Daycare
- Emergency
- Inpatient
- Outpatient
- Outsource
- SPUB
- Walk-in

STEP 7

Select the ***Department*** from dropdown box:

Note

Department will tie to the selected visit type.

STEP 8
Select ***Location*** from dropdown box

Note

- ***Location*** *will tie to the selected Department.*
- *Click on the* *button to save the record and medication order screen will display as per Figure 3.2.5.*
- *After click the save button, system will automatically generate the* ***MRN*** *(Medical Record Number) and* *and* *buttons will be enabled.*
- *Click on the* *to assess 'Full Registration' Screen. (Refer to Appendix 2).*
- *Another option to register a new patient is to click on the* *button located under Patient Quick Registration that will display the same screen as Figure 3.2-3.*

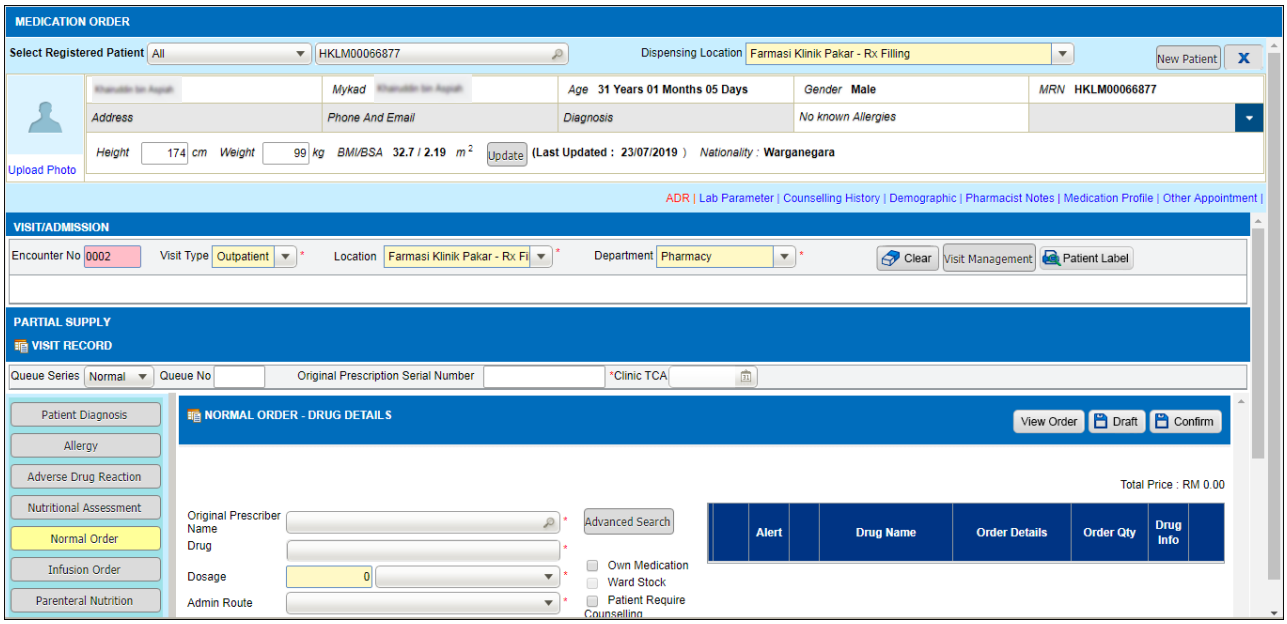


Figure 3.2-5 Medication Order

3.3 Outpatient Pharmacy Transcribing

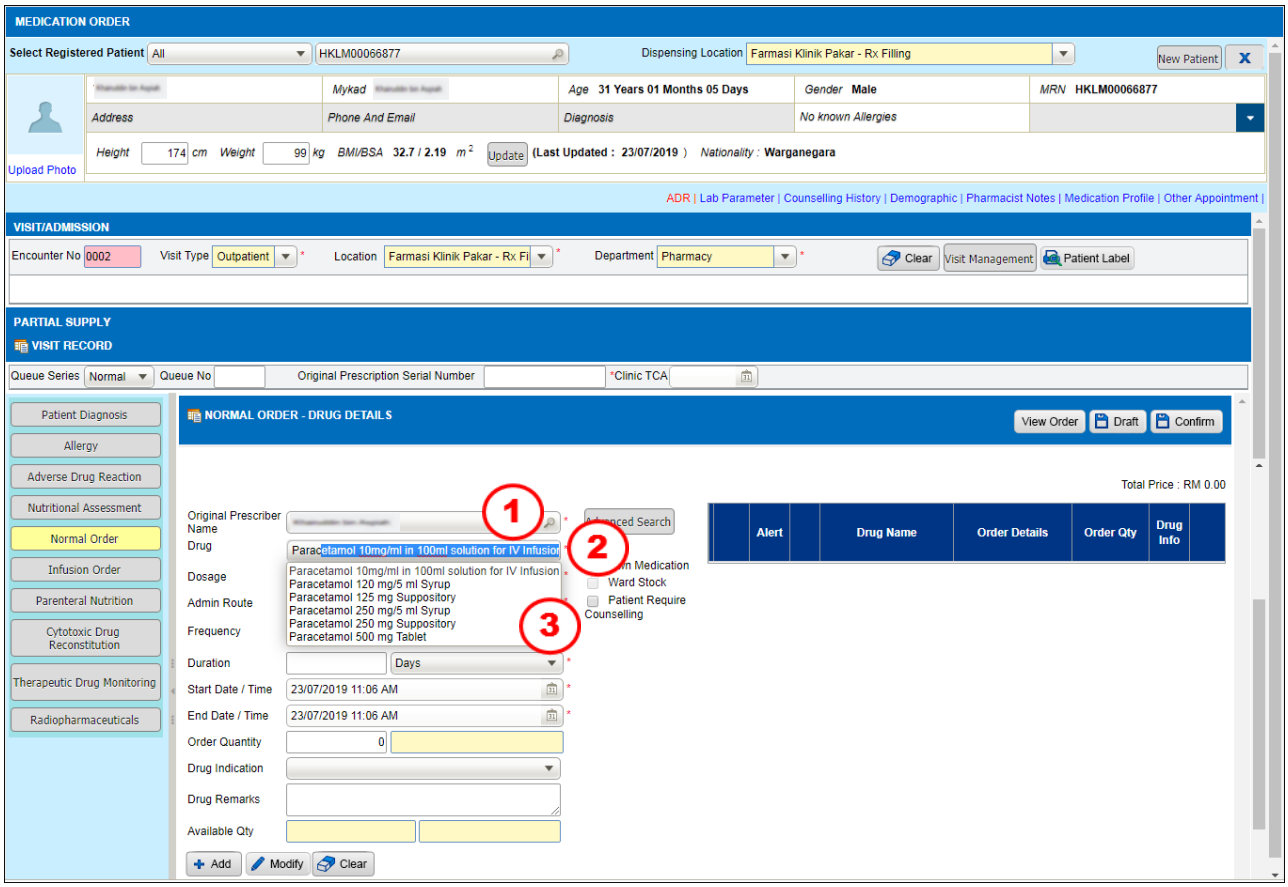


Figure 3.3-1 Normal Order Detail Screen

STEP 1
Search the Original Prescriber Name by enter keyword

STEP 2
Search drug by enter keyword of the drug name

Note

- *There is an option for user to search drugs by click on the* Advanced Search *button.*
- *The* Advanced Search *screen displays information as below:*
  - *Drug Name*
  - *ATC*
  - *Active Ingredient*
  - *Favourite*

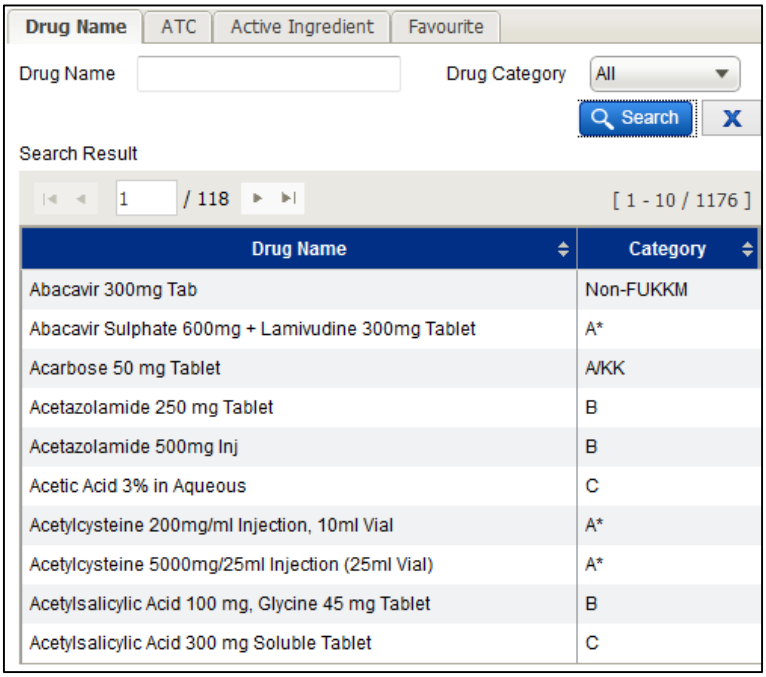


Figure 3.3-2 Advance Search : Drug Name

Note

a) Search by DrugName ***tab***

- *Enter Drug name*
- *Select and enter Drug Category from drop down box*

- *A*
- *A**
- *A/KK*
- *B*
- *C*
- *C+*

- *Search results be displayed after clicking on* Search *button. Click on the selected drug to continue prescribing.*

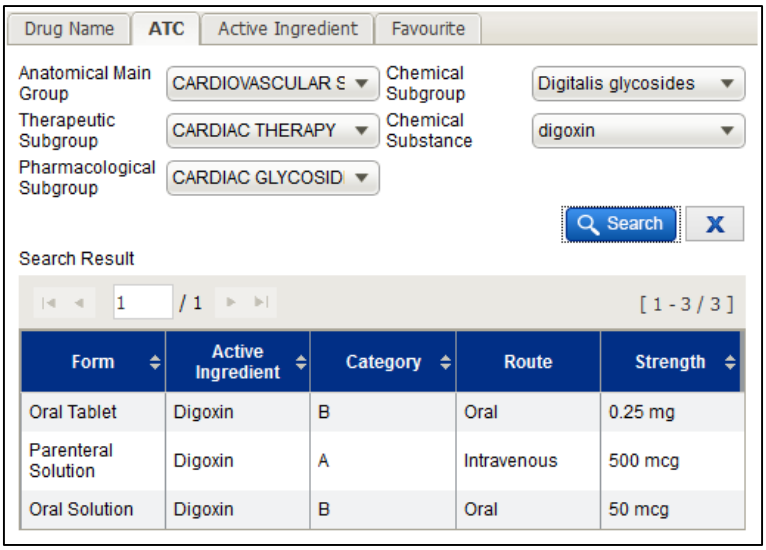


Figure 3.3-3 Advance Search : ATC

Note

b) Search by ATC ***tab***

- *Select and enter the ATC group/subgroup from dropdown box from level from 1 to 5*
  - *Anatomical Main Group*
  - *Therapeutic Subgroup*
  - *Pharmacological Subgroup*
  - *Chemical Subgroup*
  - *Chemical Substance*

Search results will be displayed after clicking on Search *button. Click on the selected drug to continue prescribing.*

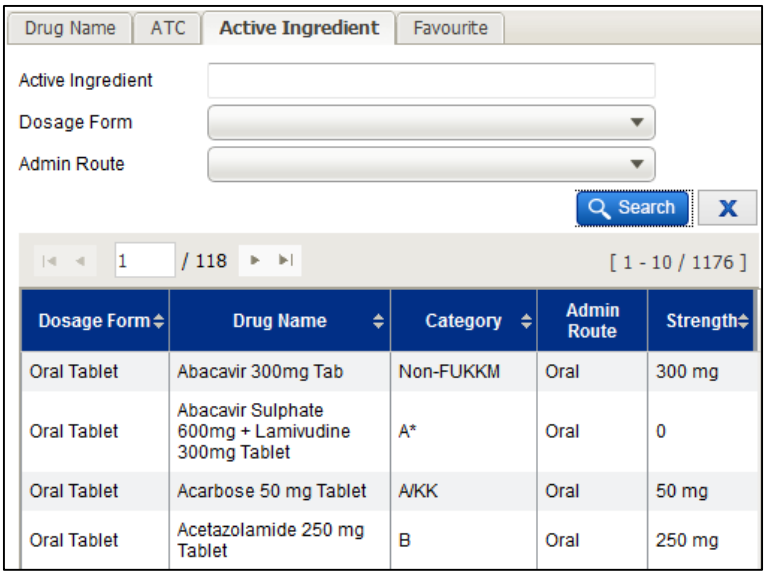


Figure 3.3-4 Advance Search: Active Ingredient

Note

c) Search by Active Ingredient ***tab***

- *Select and enter:*
  - *Active Ingredient*
  - *Dosage Form from dropdown box*
  - *Admin Route from dropdown box*

Search results will be displayed after clicking on the Search *button. Double click on the selected drug to continue prescribing*

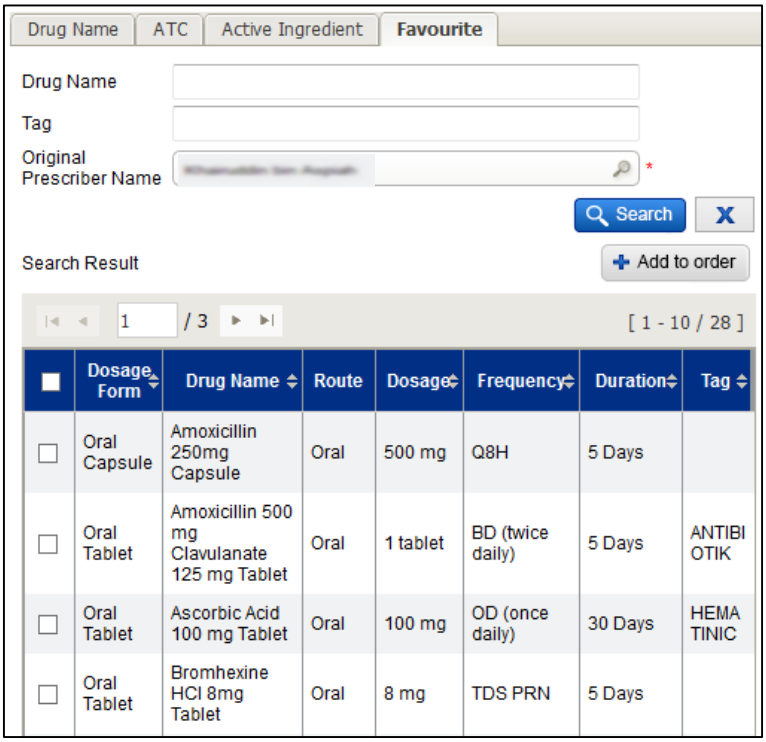


Figure 3.3-5 Advance Search : Favourite

Note

d) Search by Favourite ***tab***

- *Search the favourite drug by entering the drug name.*
- *Search results will be displayed after clicking on the* Search *button.*
- *Click on the selected drug to continue prescribing.*
- *Select the check box and click* Delete *button to remove from the Favourite list.*
- *This favourite list is derived from the prescriber's own favourite list.*

STEP 3

Click on the selected drug from displayed list as Figure 3.3-1

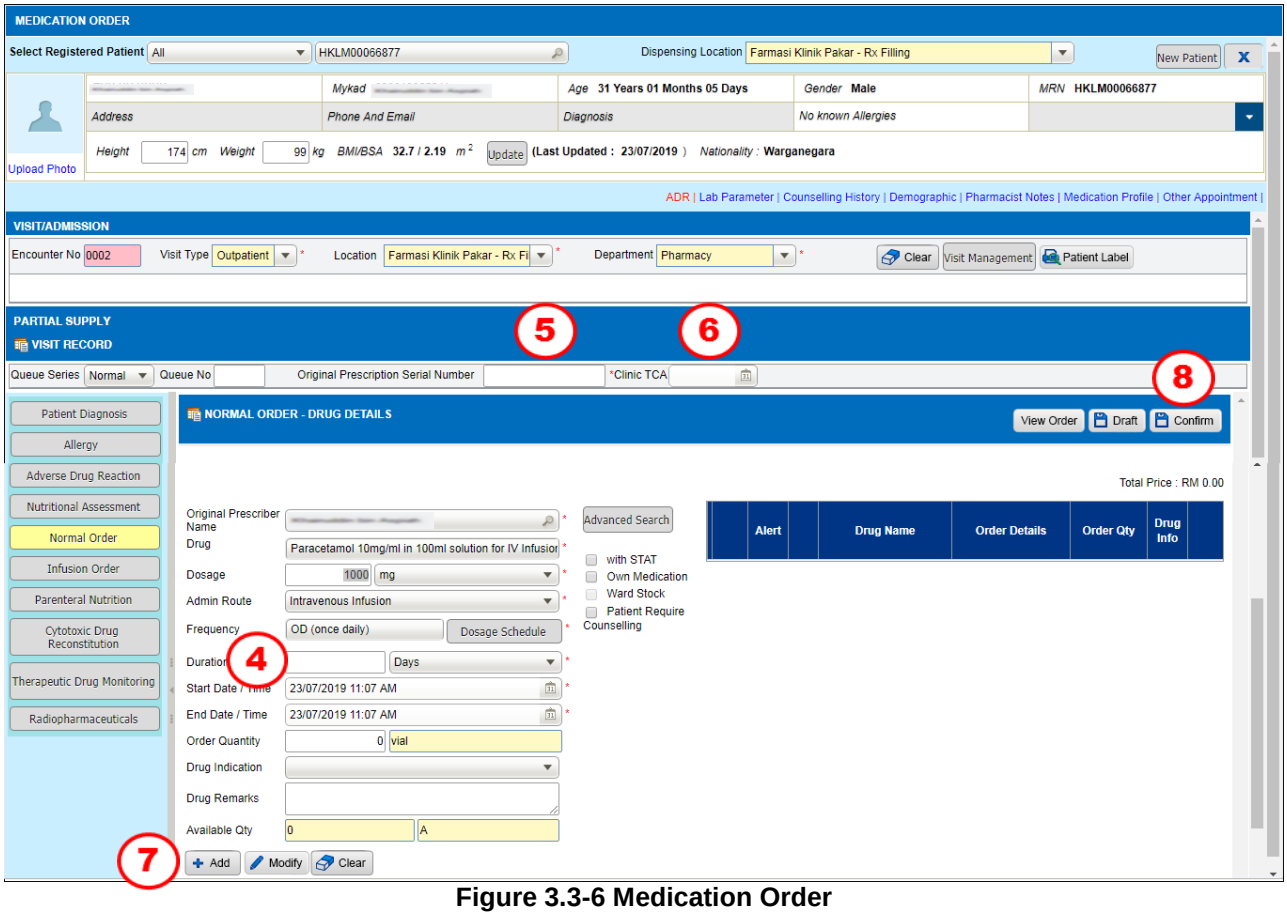


Figure 3.3-6 Medication Order

STEP 4
Enter Duration and select days/months or weeks from drop down menu and click **Add**

Note

- ***Order Quantity*** *will be automatically displayed and editable.*
- *Start Date/Time will be defaulted to current date.*
- ***End Date/Time*** *will be calculated based on the Duration.*
- ***Counselling Indication*** *check box can be selected if prescriber wants pharmacist to counsel the patient on the medicine.*
- *Check the* ***Own Medication*** *checkbox if patient brought and used their own medication. Only applicable for inpatient and where pharmacist do not supply medication to the wards.*
- *Enter* ***Drug Remark*** *if applicable.*
- *To add another drug to prescription, repeat Step 1 to 4.*

STEP 5
Enter the Original Prescription Serial Number

STEP 6
Enter the Clinic TCA (optional)

STEP 7
Click the Add button to add the drug

STEP 8
Click the confirm button to finalize the order

3.4 Tapering

Tapering is a function to prescribe same drug with gradually decreasing or increasing the drug dosage by specific duration and time. Tapering drug functions divided into two (2) categories which are taper up / increase dosage or taper down /decrease dosage. Only selected drug which has been defined in drug master set up are allowed to do tapering.

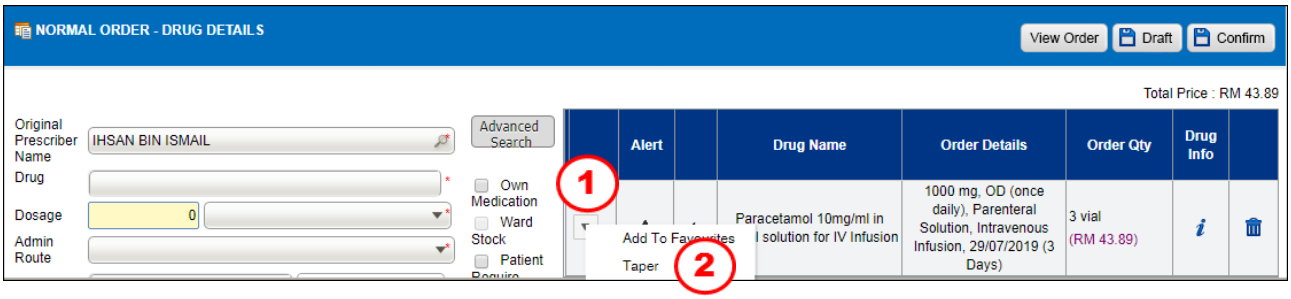


Figure 3.4-1 Taper Up Option Screen

Note

*To taper prescribed drug, order the first dose as normal order from **Step 1** to **5**.*

STEP 1

Right click on the ▼ button from the selected drug

STEP 2

Select ***Taper*** and new window taper up/down will displayed

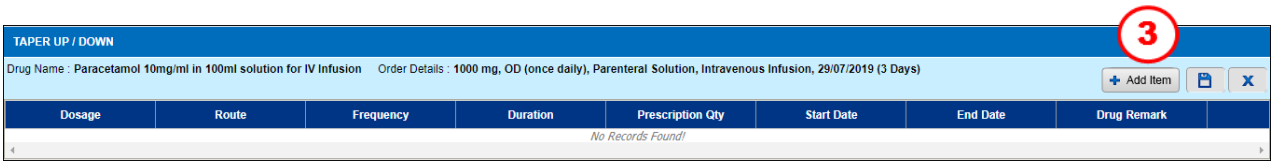


Figure 3.4-2 Taper Up / Down

STEP 3

Click on Add Item button to taper the drug

Figure 3.4-3 Taper Up / Down

STEP 4

Change the ***Dosage*** and ***Duration of drugs*** as required

Note

- *User able to change Frequency, Prescription Qty, Start Date and Drug Remark.*
- *Tick on radio button for taper up or taper down.*
- *Click on* 🗑 *button to delete taper up or taper down.*

STEP 5

Click on 💾 button to save the record

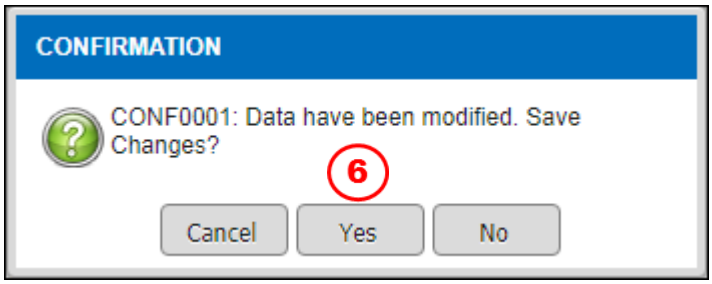


Figure 3.4-4 Alert Message

STEP 6

Click on the Yes button to proceed tapering

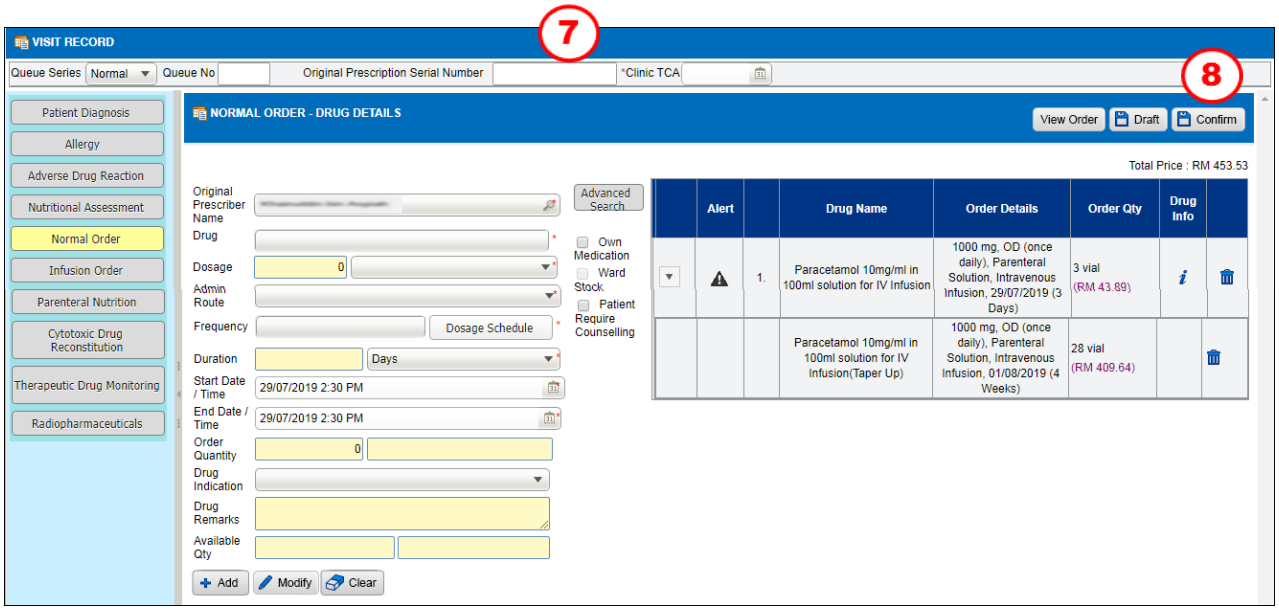


Figure 3.4-5 Normal Order Screen

STEP 7

Enter the Original Prescription Serial Number

STEP 8

Click on the Confirm button to confirm order

Note

- *Repeat **step 1 to 6** if another level of taper is required.*
- *To modify prescription, delete the latest tapering from the list.*

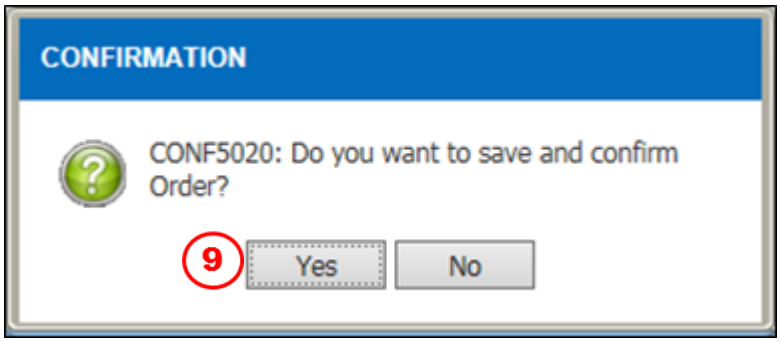


Figure 3.4-6 Confirmation Alert Message

STEP 9

Click on the Yes button to confirm and send order to the pharmacy

3.5 Renew Rx

This function is use by Pharmacist to renew the drugs from patient's profile.

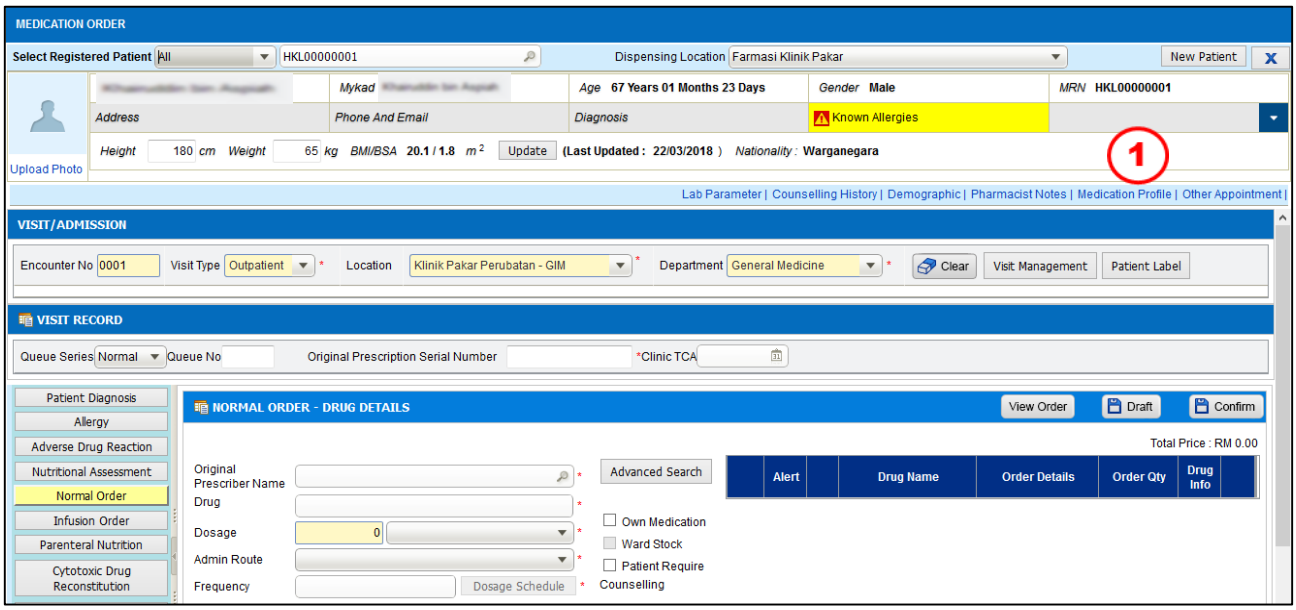


Figure 3.5-1 Medication Profile Screen

STEP 1

Click on ***Medication Profile*** hyperlink

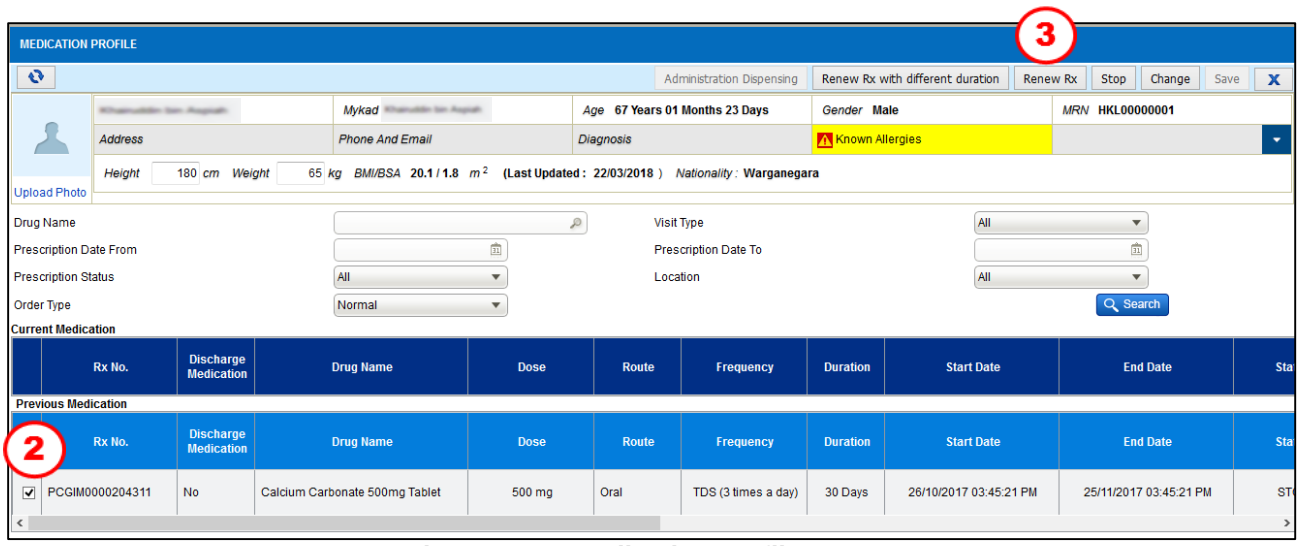
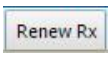


Figure 3.5-2 Medication Profile Screen

STEP 2

Click on the to select drugs that want to renew

STEP 3

Click on the 

button to renew selected drugs and a pop up will appear as of Figure 3.5-3

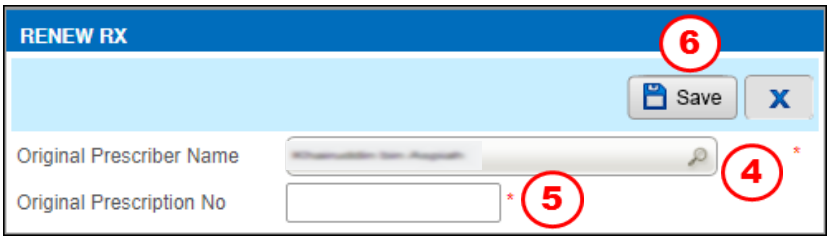


Figure 3.5.3 Renew Rx

STEP 4
Select the Original Prescriber Name

STEP 5
Enter the Original Prescription No

STEP 6
Click on the Save button

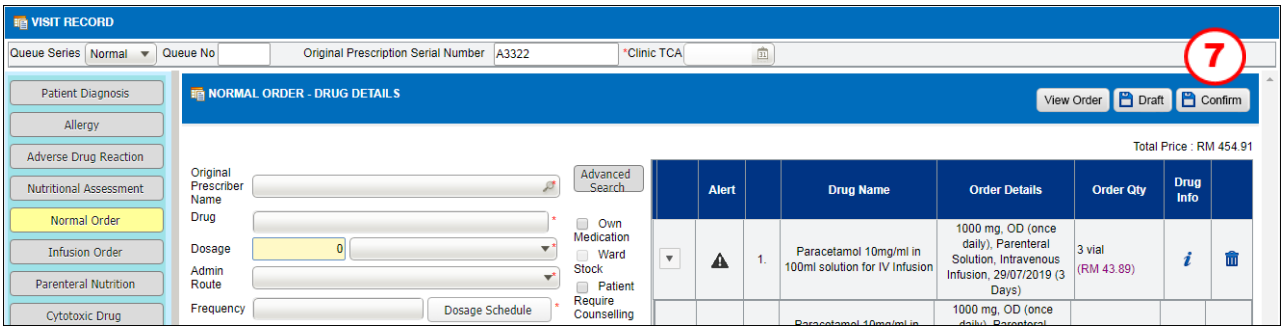


Figure 3.5-3 Normal Order Screen

STEP 7
Click on Confirm button to confirm the prescription

3.6 Renew RX with Different Duration

This function is use by prescriber to renew the drugs from patient's profile with new duration.

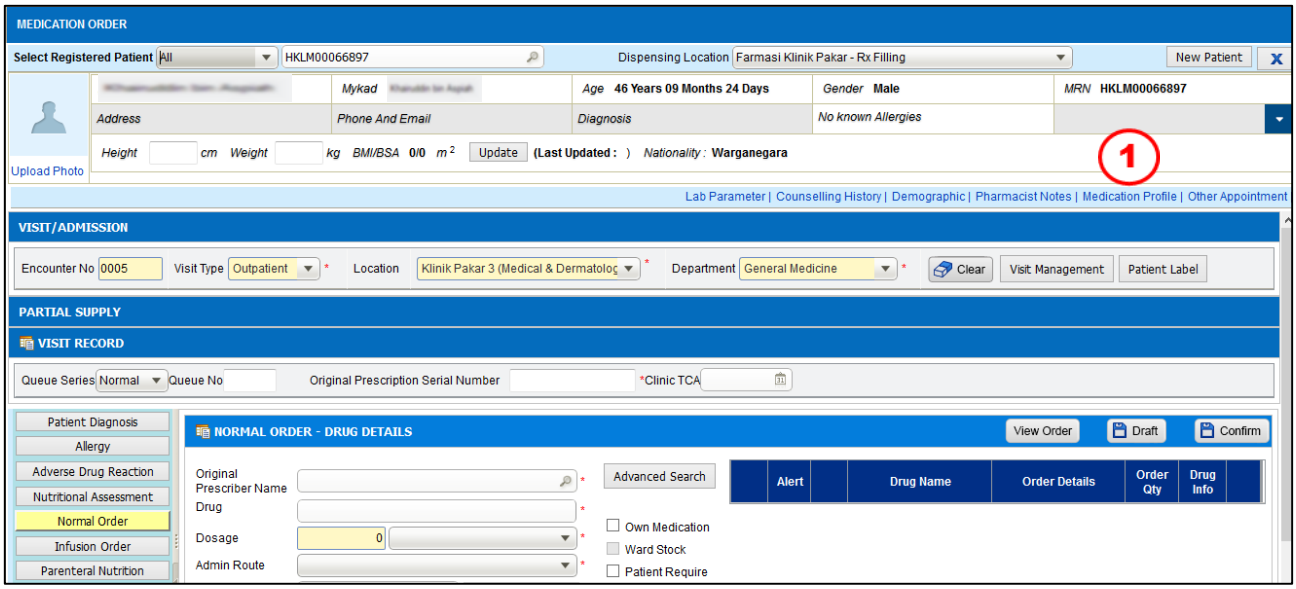


Figure 3.6-1 Medication Order Screen

STEP 1

Click on ***Medication Profile*** hyperlink

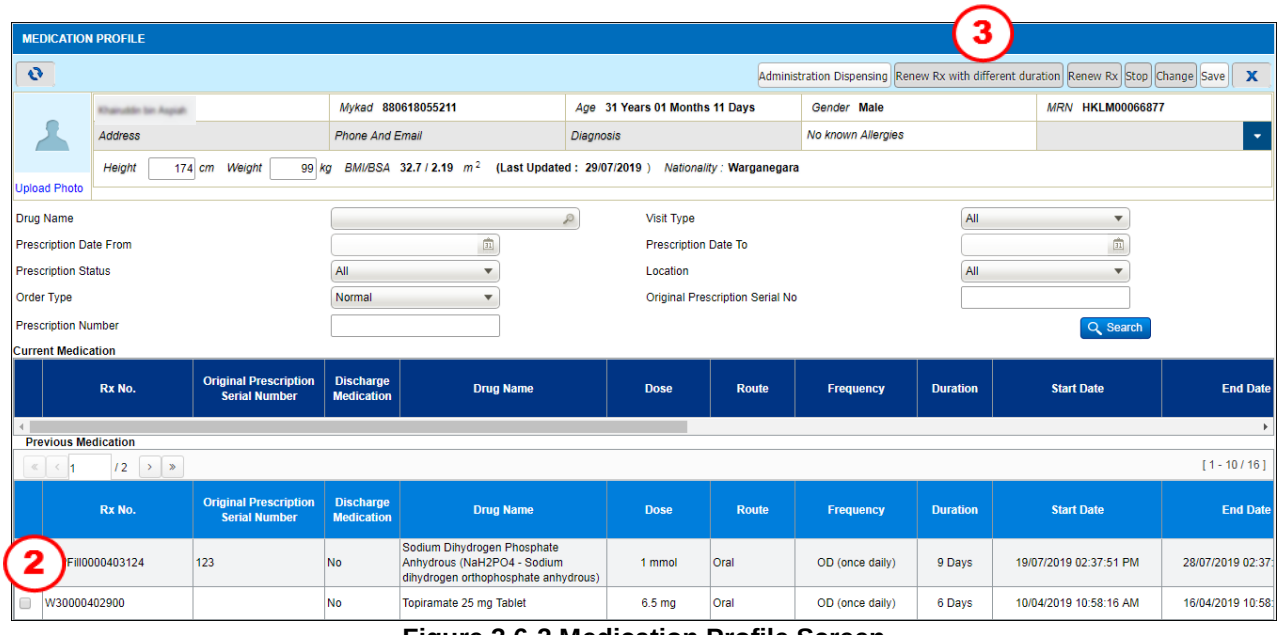


Figure 3.6-2 Medication Profile Screen

STEP 2

Click on the ☑ to select drugs that want to renew

STEP 3

Click on the Renew Rx with different duration to renew selected drugs

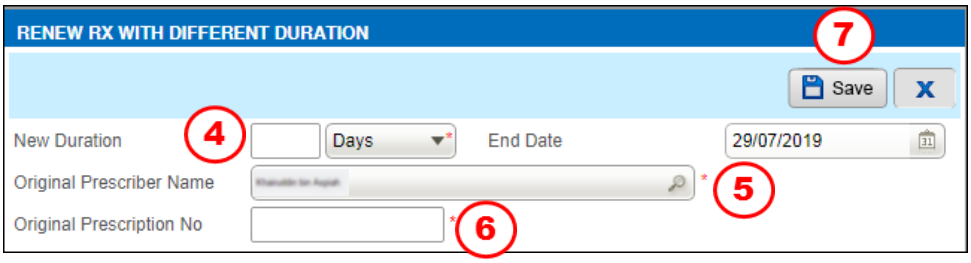


Figure 3.6-3 Renew RX With Different Duration

STEP 4
Enter new duration

STEP 5
Select the Original Prescriber Name

STEP 6
Enter the Original Prescription No

STEP 7
Click on the Save button

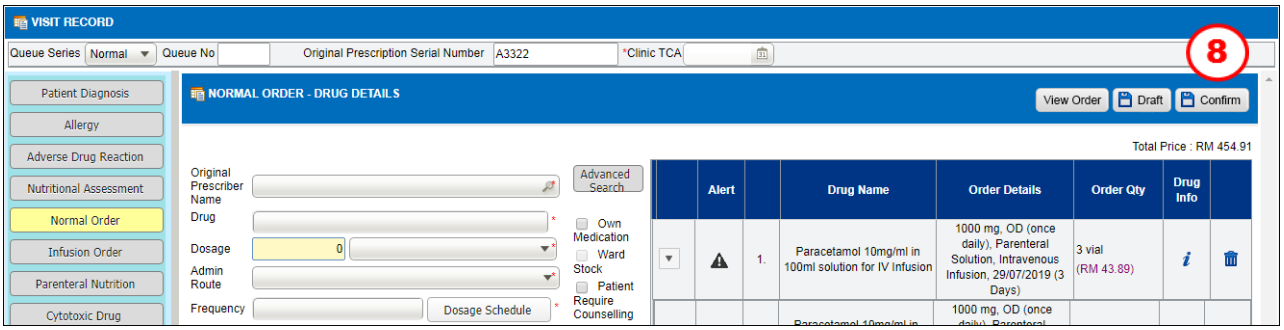


Figure 3.6-4 Normal Order Screen

STEP 8
Click on Confirm button to confirm the prescription

3.7 Change

Pharmacist is allowed to modify Dosage, Frequency and Duration.

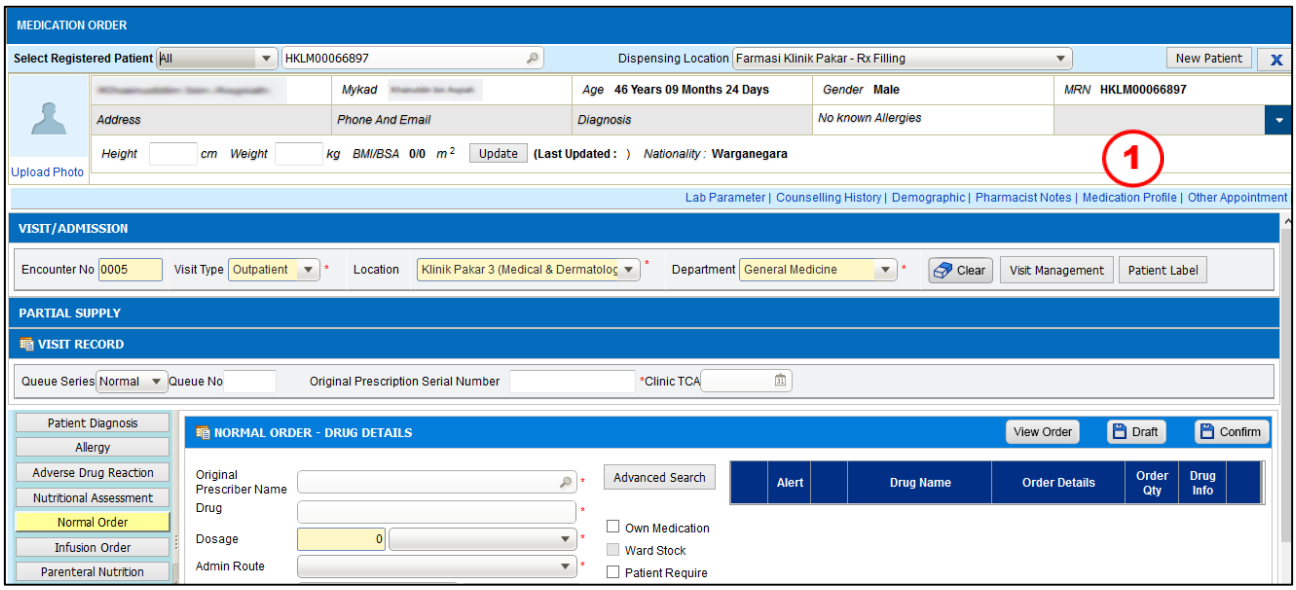


Figure 3.7-1 Medication Order Screen

STEP 1

Click on ***Medication Profile*** hyperlink

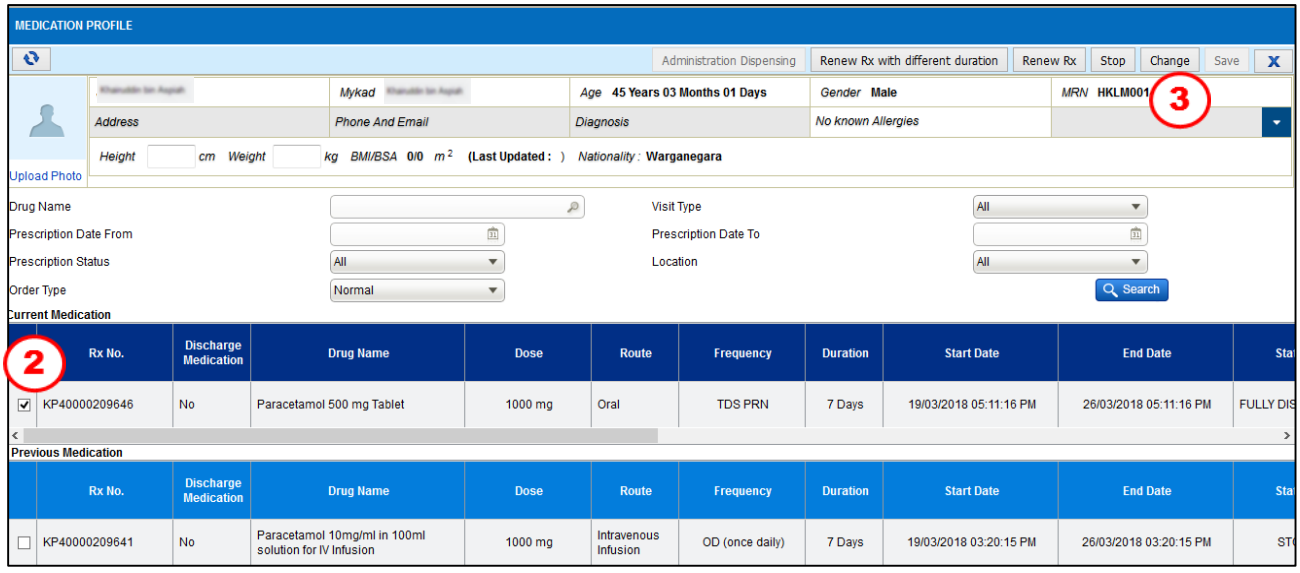


Figure 3.7-2 Medication Profile Screen

STEP 2

Click on the ☑ to select drugs that want to modify

STEP 3

Click on the Change to modify selected drugs

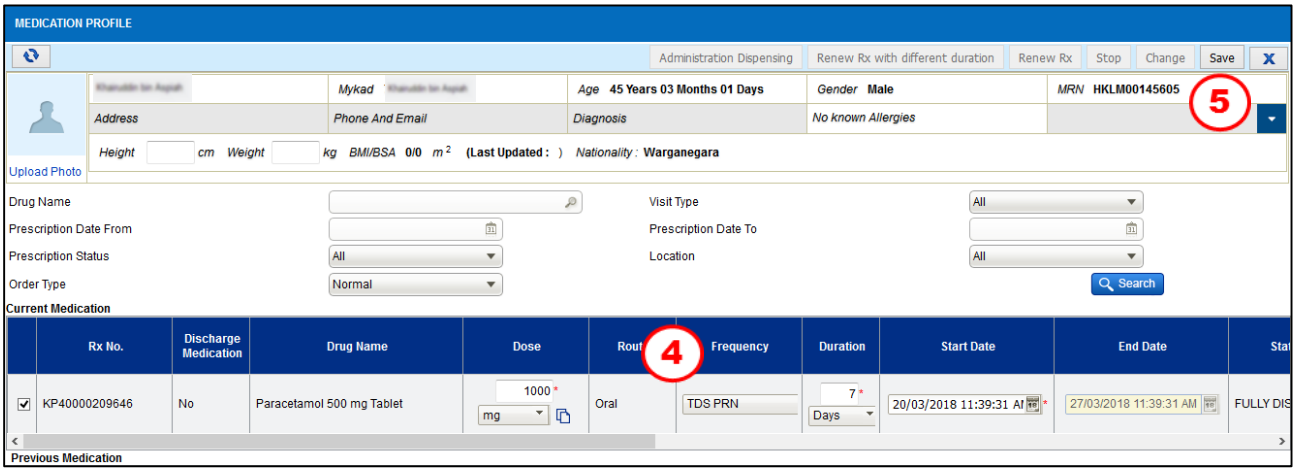


Figure 3.7-3 Medication Profile Screen

STEP 4
Change ***Dose***, ***Frequency***, and ***Duration***

STEP 5
Click on the Save to save the changes

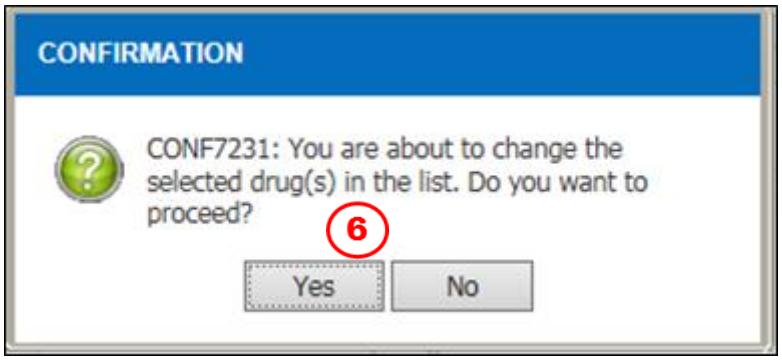


Figure 3.7-4 Confirmation Alert Message

STEP 6
click on Yes to proceed ordering screen

Figure 3.7-5 Information Alert Message

STEP 7
click on OK to confirm the changes

3.8 Stop

Pharmacist is allowed to stop current medication.

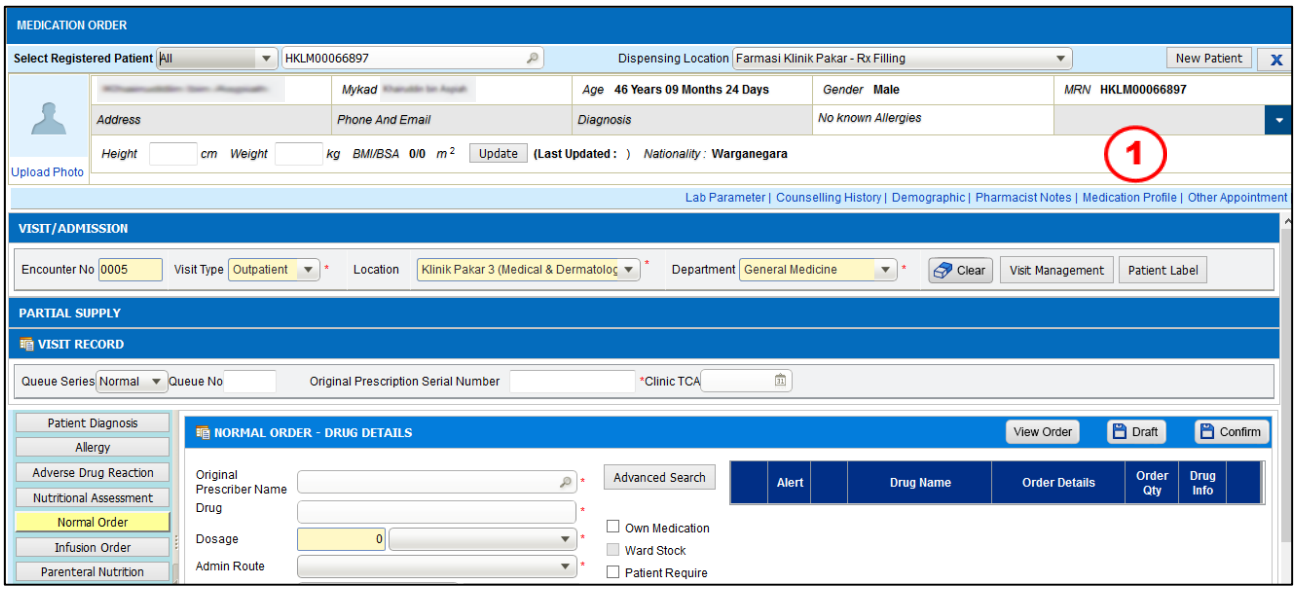


Figure 3.8-1 Medication Order Screen

STEP 1

Click on ***Medication Profile*** hyperlink

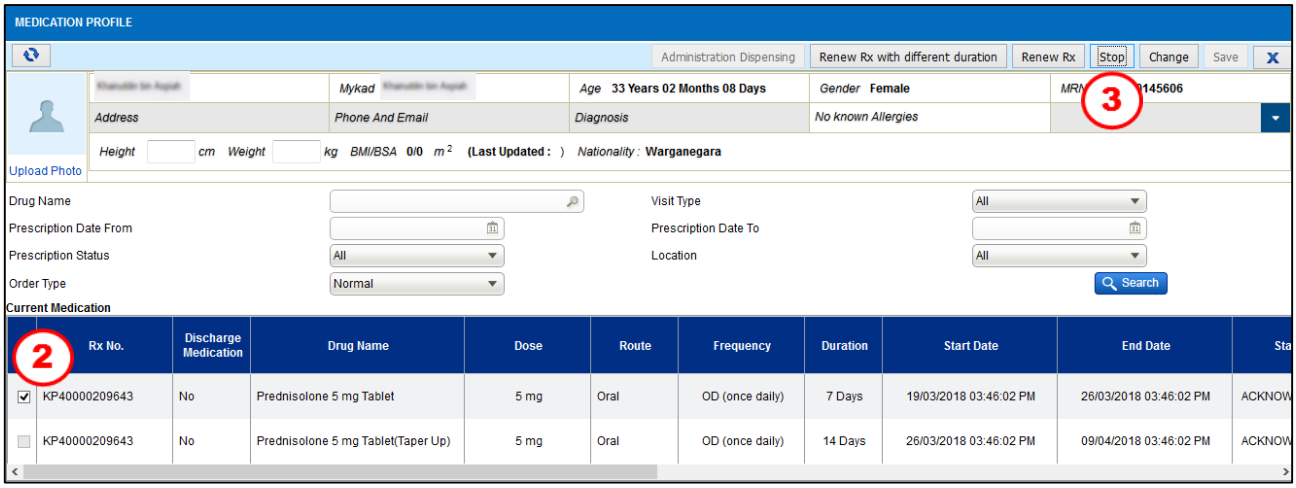


Figure 3.8-2 Medication Profile Screen

STEP 2

Click on the to select drugs that want to modify

STEP 3

Click on the

to modify selected drugs

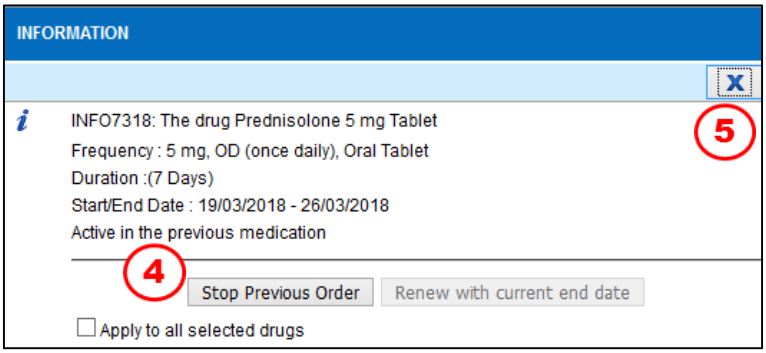


Figure 3.8-3 Medication Profile Screen

STEP 4
Click on Stop ***Current Order***

STEP 5

Click on the X to close the screen

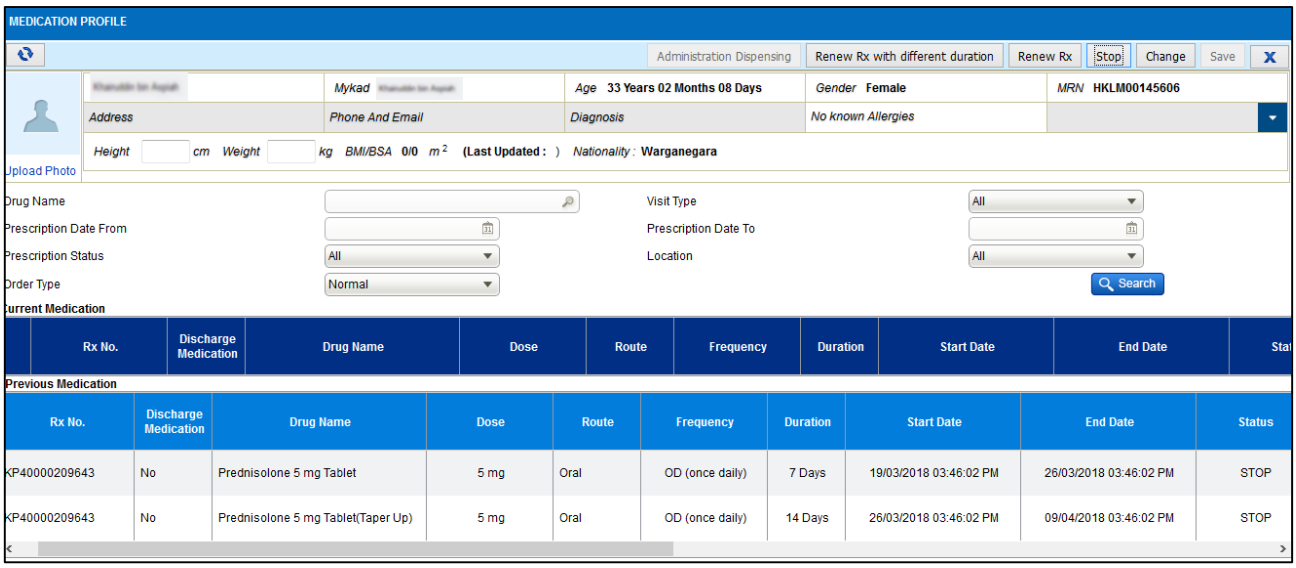


Figure 3.8-4 Medication Profile Screen

3.9 Manage Prescription

Pharmacist is allowed to manage prescription made after they confirm the order

3.9.1 Stop Medication

Pharmacist is allowed to stop prescribed medication order from being administered or dispensed.

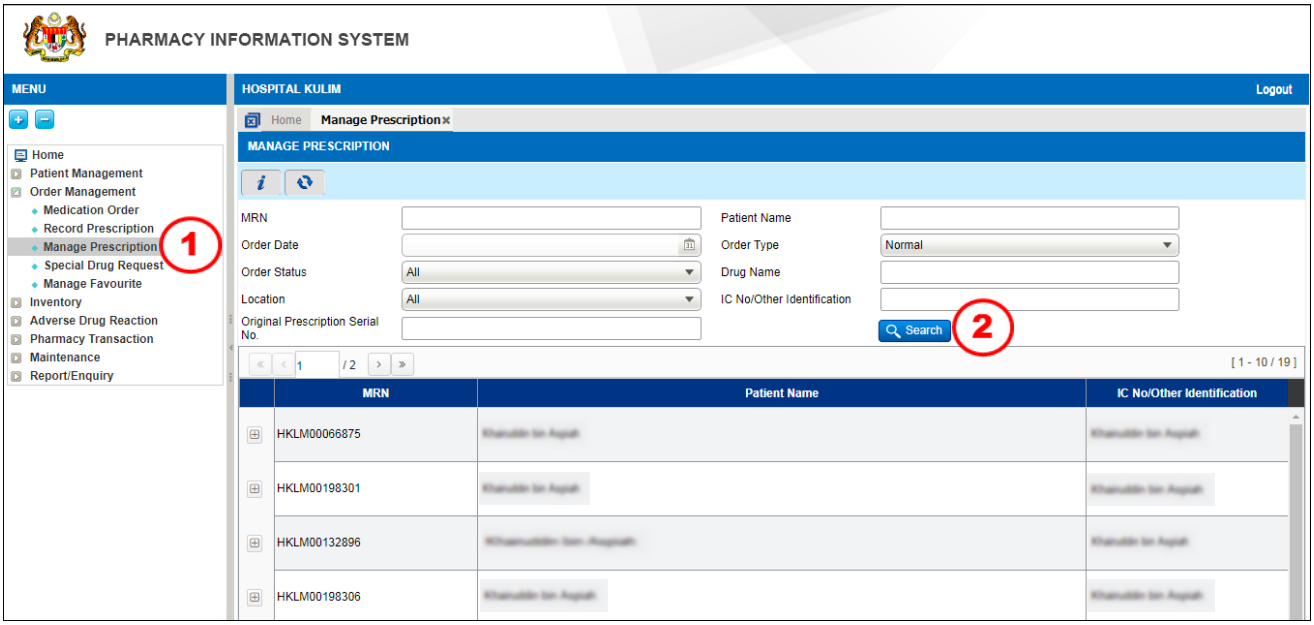


Figure 3.9.1-1 Manage Prescription Listing Page

STEP 1
Click on 'Order Management' menu and followed by 'Manage Prescription' sub-menu

Note
On this listing page, various Search criteria is provided as below:

No	Field	Description	Remark
a	MRN	Patient Medical Record Number	Search option: • Scan the MRN using barcode scanner. • Type the MRN either full or partial
b	Order date	Order date	Allow to search by ordered date
c	Order Status	According to Order in which stage	Able to filter by order status
d	Location	Patient visit location	Able to filter and search patient name by visit location
e	Patient Name	Patient Name	Allow to search by patient name
f	Order Type	- Normal - CDR - IV - PN - Radiopharmaceuticals	Allow to search by order type

g	Drug Name	Drug Name	Allow to search by full or partial
h	IC No/Other Identification	IC No	Allow to search by IC Number
i	Original Prescription Serial No	Original Prescription Serial No	Allow to search Original Prescription Serial No

Table 3.9.1-1

- *Search result of patient record list will be displayed:*
  - *MRN*
  - *Original Prescription Serial No*
  - *Patient Name*
  - *IC No/Other Identification*
  - *Location*
  - *Prescriber Name*
  - *Visit Type*
  - *Encounter No*
  - *Visit Date*
  - *Order Status*

STEP 2

Click on the Search button to search patient

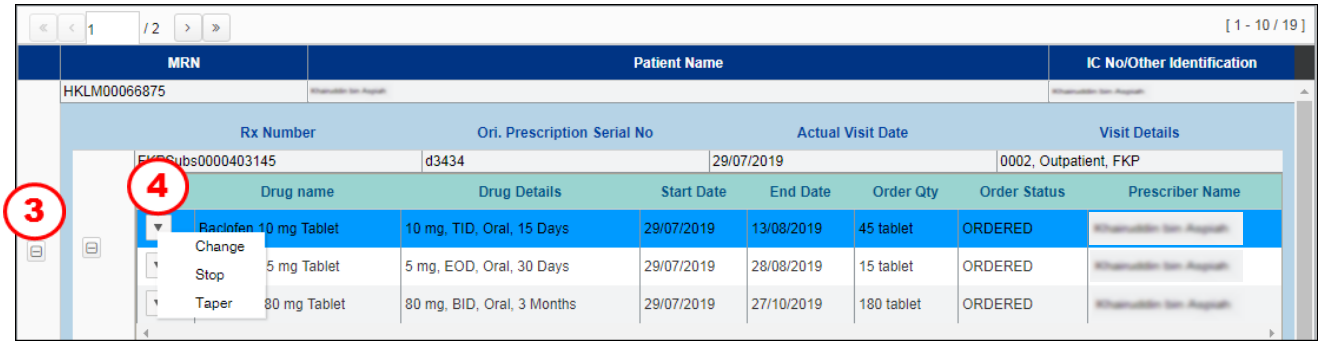


Figure 3.9.1-2 Manage Prescription Listing Page

STEP 3

Click on ⊞ button to view selected patient's prescription

Note

- *Information will be displayed as below after click* ⊞ button:
  - *Drug Name*
  - *Drug Details*
  - *Start Date*
  - *End Date*
  - *Order Qty*
  - *Order Status*
  - *Prescriber Name*

STEP 4

Right click on the ▼ button and select ***Stop***

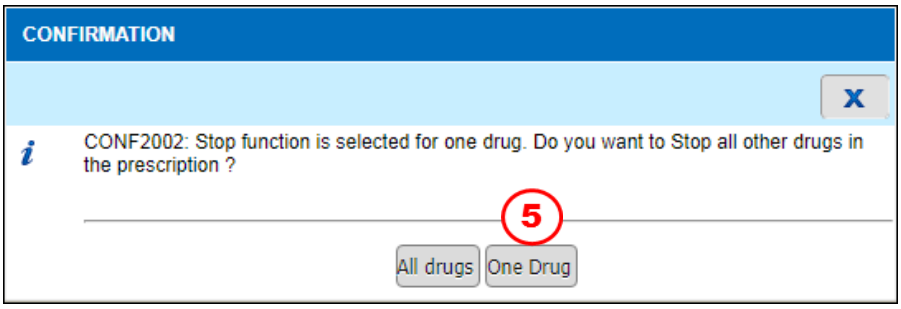


Figure 3.9.1-3 Manage Prescription With Stop Order Option

STEP 5

Click on the One Drug to stop selected drug

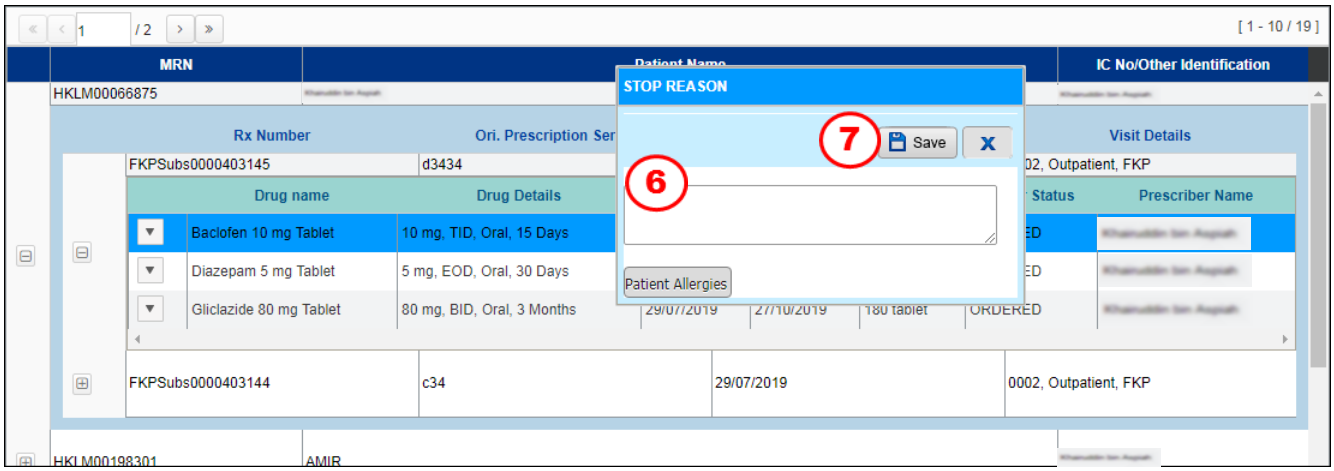


Figure 3.9.1-4 Manage Prescription With Stop Order Option

STEP 6

Enter reason for stop order

Note

- *If user select* All drugs *button as per Figure 3.9.1-3, all medication in the prescription will be stop.*
- *If pharmacist found prescription need to be stopped due to patient allergies, pharmacist is allowed to click on the* Patient Allergies *button to record allergies.*

STEP 7

Click on the Save button to save record

4.1 Acknowledgement

Acknowledgement is used to view current medication records that need to be dispense. It enables user to generate and print queue number upon patients' arrival.

4.1.1 Acknowledge upon patient arrival

Pharmacy Acknowledgement allows pharmacist to acknowledge patient arrival and assign queue number to the patient.

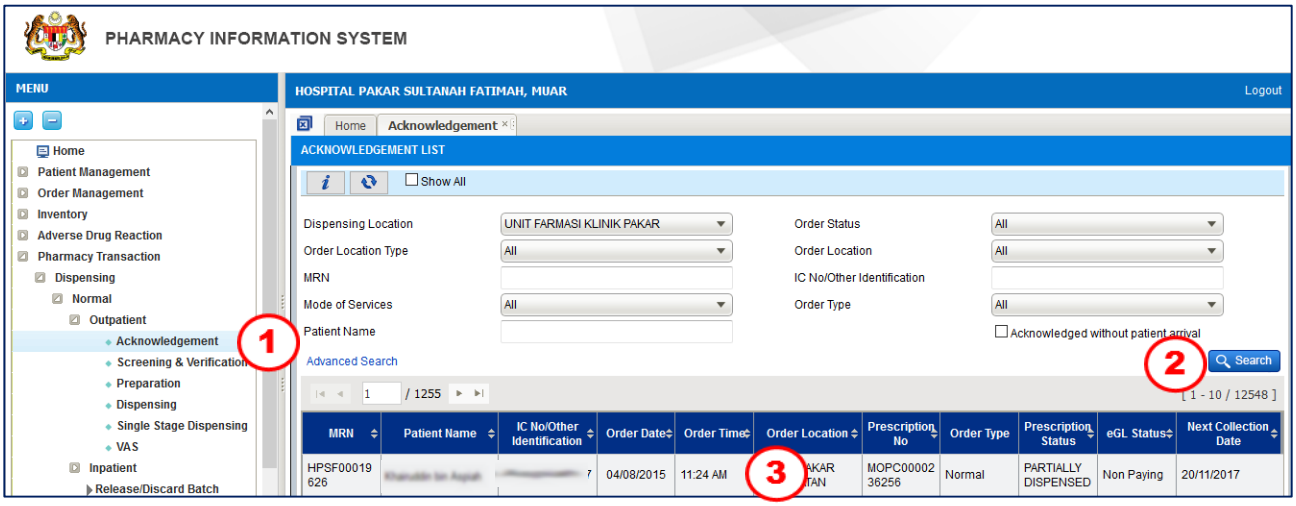


Figure 4.1.1-1 Pharmacy Acknowledgement Listing Page

STEP 1
Click on the 'Pharmacy Acknowledgement' sub menu

Note

- *By default, list of patients will be display according to pharmacist's location access.*
- *Various search criteria are provided as below:*

Basic Search			
No	**Field**	**Description**	**Remark**
a	Show All	Check box	Able to view all patient record
b	Dispensing Location	Dispensing location. (It will list down all active location assigned to the user)	Able to filter and search patient's record by dispensing location
c	Order Status	- All - New Order - Partial Supply	Able to filter the order by order status
d	Order Location Type	Order location type (It will list down all active location type)	Able to filter and search patient's record name by order location type
e	Order Location	Order location. (It will list down all active visit location)	Able to filter and search patient's record by order location
f	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: *Example: HPSF00001234 or "1234"*
g	IC No/Other Identification	Identification Number	Allow to search by full or partial ID Number

h	Mode of Services	- All - Appointment Card - Email and Take - Fax and Take - Normal Collection - SMS and Take - Telephone and Take - UMP - Others	Allow user to search by patient registered with value added services for next collection
i	Order Type	- All - Normal - SPUB - Discharge - Referred Patient	Able to filter and search patient's record by order type
j	Patient Name	Name of Patient	Allow to search by patient name
k	Acknowledged without patient arrival	Check box	Able to filter and search patients' record which was acknowledged without patient arrival
Advanced Search			
a	Order Date from	Order date from	Able to filter and search patient's record by order date from
b	Order Date To	Order date to	Able to filter and search patient's record by order date to
c	Next Collection Date From	Next Collection Date From	Able to filter and search patient's record by next collection date from
d	Next Collection Date To	Next Collection Date To	Able to filter and search patient's record by Next Collection Date to
e	eGL Status	- All - Paying - Non Paying	Able to filter and search patient's record by eGL status
f	Patient Type	- All - Outpatient - Inpatient	Able to filter and search patient's type

Table 4.1.1-1

STEP 2

Click on the

button to search the patient

Note

Search result of patient list will display:

- *MRN*
- *Patient Name*
- *IC No/Other Identification*
- *Order Date*
- *Order Time*
- *Order Location*
- *Prescription No*
- *Prescription Status*
- *eGL Status*
- *Next Collection Date*

STEP 3

Double click on the selected patient record and patient detail information will be display as per **Figure 4.1.1-2**

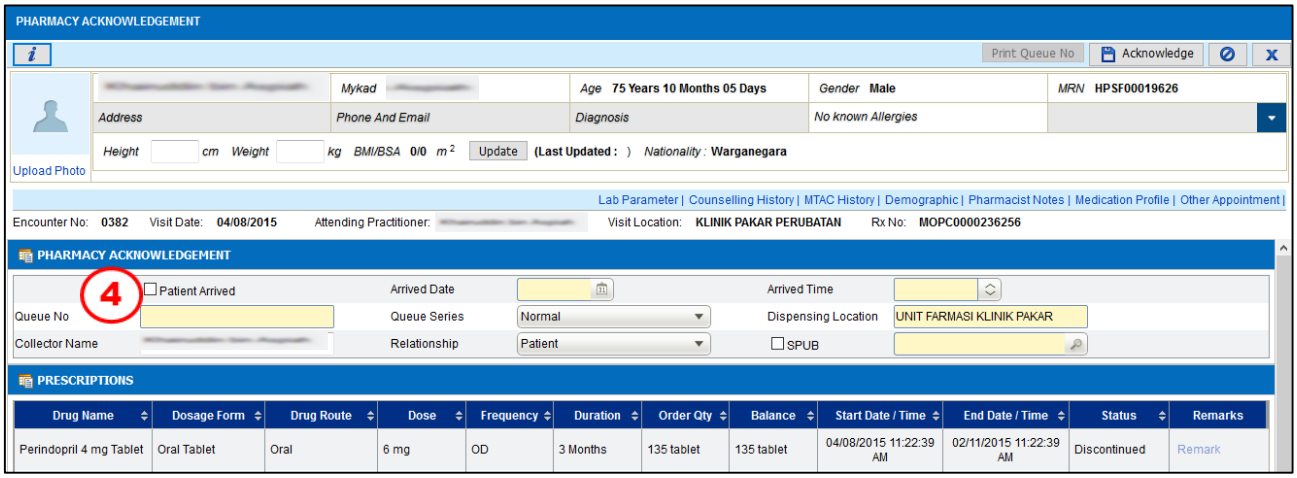


Figure 4.1.1-2 Pharmacy Acknowledgement

Note

- *When the selected patient name is clicked, the summary of patient information will be display in the patient banner. The patient banner will be displayed at the specific screen only when patient information is required. Below is the list of patient information:*

Description	***Remarks***
Patient banner	*a. Patient Name* *b. Patient Address* *c. Patient IC Number* *d. Patient Phone and Email* *e. Patient Diagnosis* *f. Patient Age* *g. Patient Allergy* *h. Patient Gender* *i. Patient MRN*
Patient clinical information	*a. ADR* *- Adverse Drug Reaction record* *b. Lab Results* *- Patient's laboratory TDM test result* *c. Counselling History* *- Medication Counselling records* *d. Demographic* *- Patient demographic* *e. Pharmacist Notes* *- Notes for MTAC, Ward Pharmacy and TDM* *f. Medication Profile* *- Patient current and previous medication history* *g. Other Appointments* *- Appointments recorded for the patient*

Current visit Information	*a. Visit number* *b. Attending practitioner* *c. Visit date* *d. Visit location* *e. Room No / Bed No* *f. Rx No*

Table 4.1.1-2

- *The pharmacy acknowledgement screen consists of 2 sections:*

a. Pharmacy acknowledgement

Description	***Remarks***
Patient arrived check box	*Once user checks on this checkbox, system will capture the system date and time. This date and time will be displayed in 'Arrived date' and 'Arrival time' field.*
Queue number	*System will auto generate queue number. This number will be reset on a daily basis*
Collector name	*Name of person who collects the prescription.*
Arrived date	*Once user checks on 'Patient arrival' checkbox, arrival date will be captured and displayed*
Arrived time	*Once user checks on 'Patient arrival' checkbox, arrival time will be captured and displayed*
Queue Series	*This field will show the queue series in a drop down combo box based on the 'Queue Series' values configured in the system parameter table*
Dispensing location	*Pharmacy location*
Relationship	*relationship of the collector with the patient in a drop down combo box based on the 'Relationship with patient'*

Table 4.1.1-3

b. Prescription

Description	***Remarks***
Drug Name	*Name of drug ordered by prescriber.*
Dosage form	*Form of drug for the prescribed drug.*
Drug route	*Route selected by prescriber.*
Dose	*Dosage ordered from prescriber*
Frequency	*Frequency ordered from prescriber*
Duration	*Drug duration*
Order quantity	*Ordered quantity*
Start Date	*Medication start date*
End date / time	*Medication end date*
Status	*Prescription status*
Remarks	*Drugs remarks from prescriber*

Table 4.1.1-4

STEP 4

Click on the ***Patient Arrived*** check box to confirm patient arrival

Note

- ***Arrived Date*** *and* ***Arrived Time*** *will be defaulted to current date and time.*
- ***Collector Name*** *and* ***Relationship*** *will be default to the patient name. If collecting on behalf of patient, user may enter the collector details.*

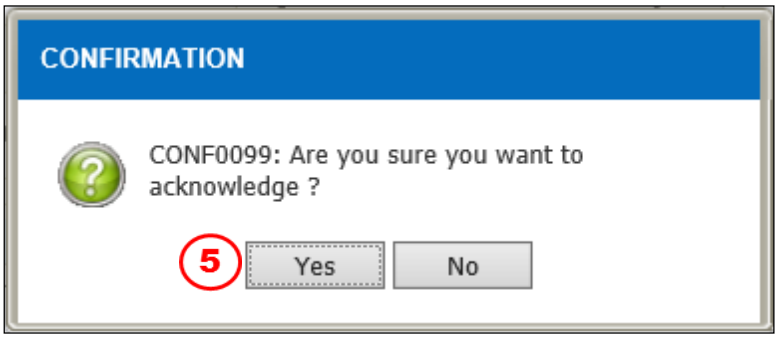


Figure 4.1.1-3 Confirmation Alert Message

STEP 5

Click on the Yes button to acknowledge the patient

Note

- *Upon acknowledged patient arrival, user may print* ***Queue No*** *by clicking on the* Yes *button as per* ***Figure 4.1.1-4.*** *The queue no is display as per* ***Figure 4.1.1-5.***
- *Queue Ticket Number will be auto generate, this number based on values set in the master table. User can set starting value based on queue series. This number will be reset on a daily basis.*
- *Queue Ticket Number will display:*
  a) *Department.*
  b) *Facility Name.*
  c) *Queue Number.*
  d) *Date and Time.*
- *Printing the system's queue number is only applicable for certain facility.*

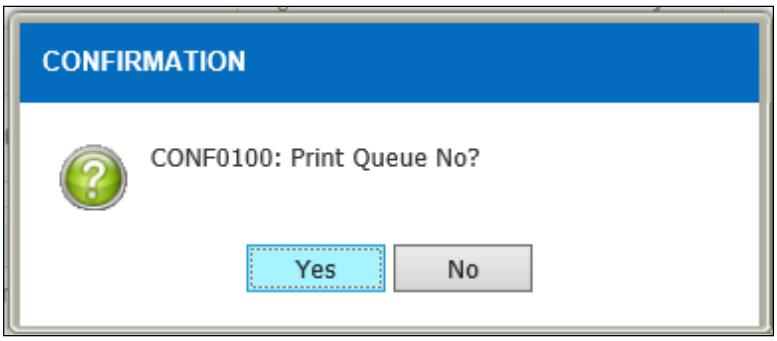


Figure 4.1.1-4 Confirmation Alert Message

Figure 4.1.1-5 Queue Ticket Number Sample

4.1.2 Acknowledge Prescription Without Patient Arrival

Allow user to acknowledge prescription without patient arrival.

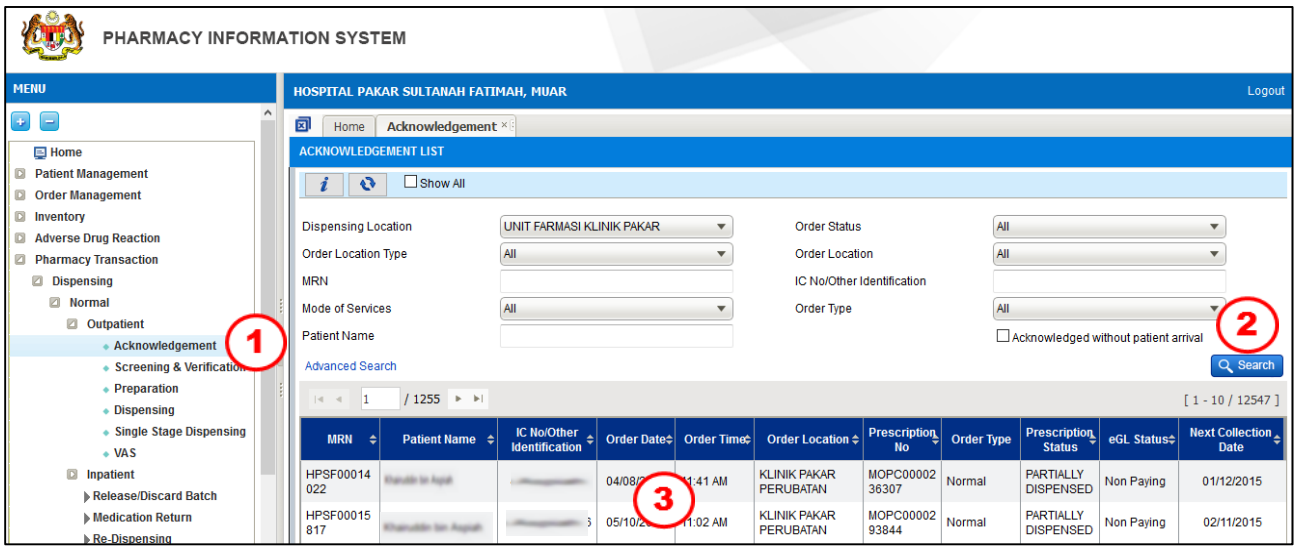


Figure 4.1.2-1 Pharmacy Acknowledgement Listing Page

STEP 1
Click on the 'Pharmacy Acknowledgement' sub menu

Note
Various search criteria are provided as below:

Basic Search			
No	**Field**	**Description**	**Remark**
l	Show All	Check box	Able to view all patient record
m	Dispensing Location	Dispensing location. (It will list down all active location assigned to the user)	Able to filter and search patient's record by dispensing location
n	Order Status	- All - New Order - Partial Supply	Able to filter the order by order status
o	Order Location Type	Order location type (It will list down all active location type)	Able to filter and search patient's record name by order location type
p	Order Location	Order location. (It will list down all active visit location)	Able to filter and search patient's record by order location
q	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: *Example: HPSF00001234 or "1234"*
r	IC No/Other Identification	Identification Number	Allow to search by full or partial ID Number
s	Mode of Services	- All - Appointment Card - Email and Take - Fax and Take - Normal Collection - SMS and Take	Allow user to search by patient registered with value added services for next collection

		- Telephone and Take - UMP - Others	
t	Order Type	- All - Normal - SPUB - Discharge - Referred Patient	Able to filter and search patient's record by order type
u	Patient Name	Name of Patient	Allow to search by patient name
v	Acknowledged without patient arrival	Check box	Able to filter and search patients' record which was acknowledged without patient arrival
Advanced Search			
g	Order Date from	Order date from	Able to filter and search patient's record by order date from
h	Order Date To	Order date to	Able to filter and search patient's record by order date to
i	Next Collection Date From	Next Collection Date From	Able to filter and search patient's record by next collection date from
j	Next Collection Date To	Next Collection Date To	Able to filter and search patient's record by Next Collection Date to
k	eGL Status	- All - Paying - Non Paying	Able to filter and search patient's record by eGL status
l	Patient Type	- All - Outpatient - Inpatient	Able to filter and search patient's type

Table 4.1.2-1

STEP 2
Click on the

button to search the patient

STEP 3
Double click on the selected patient's details

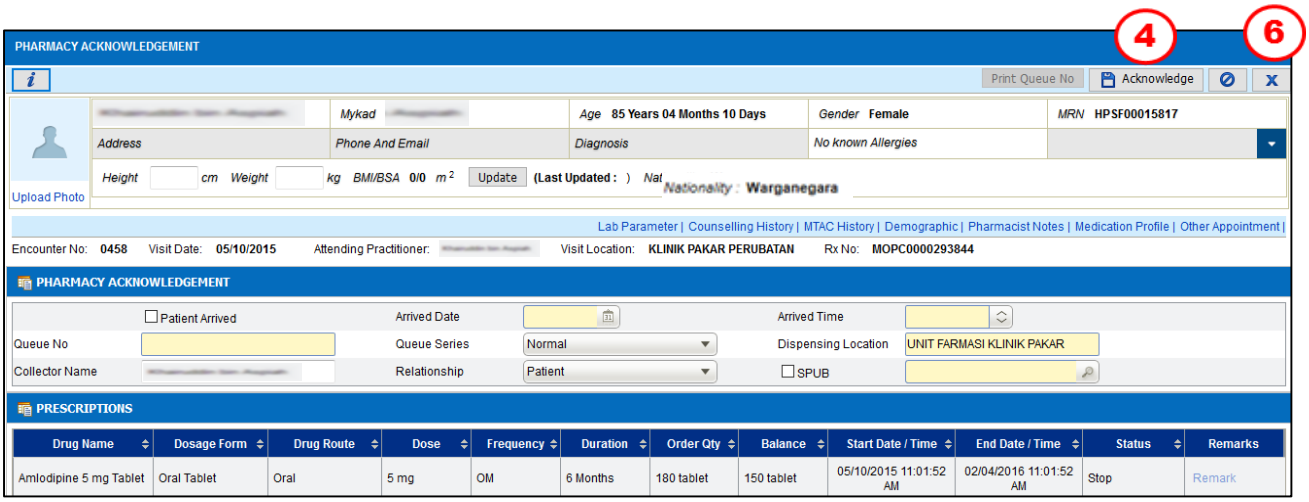


Figure 4.1.2-2 Pharmacy Acknowledgement

STEP 4

Click on the

button to acknowledge the prescription

Note

*The process is same as acknowledge with patient arrival, except the **Patient Arrived** checkbox is not selected.*

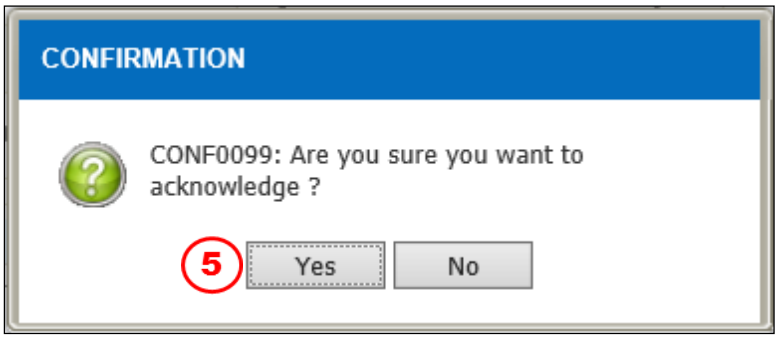
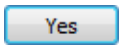


Figure 4.1.2.3 Confirmation Alert Message

STEP 5

Click on the 

button to confirm the acknowledgement

STEP 6

Click on the
button to close existing screen as per **Figure 4.1.2-2**

4.1.3 Queue Details

This function allows user to assign queue number for patient upon patient arrival.

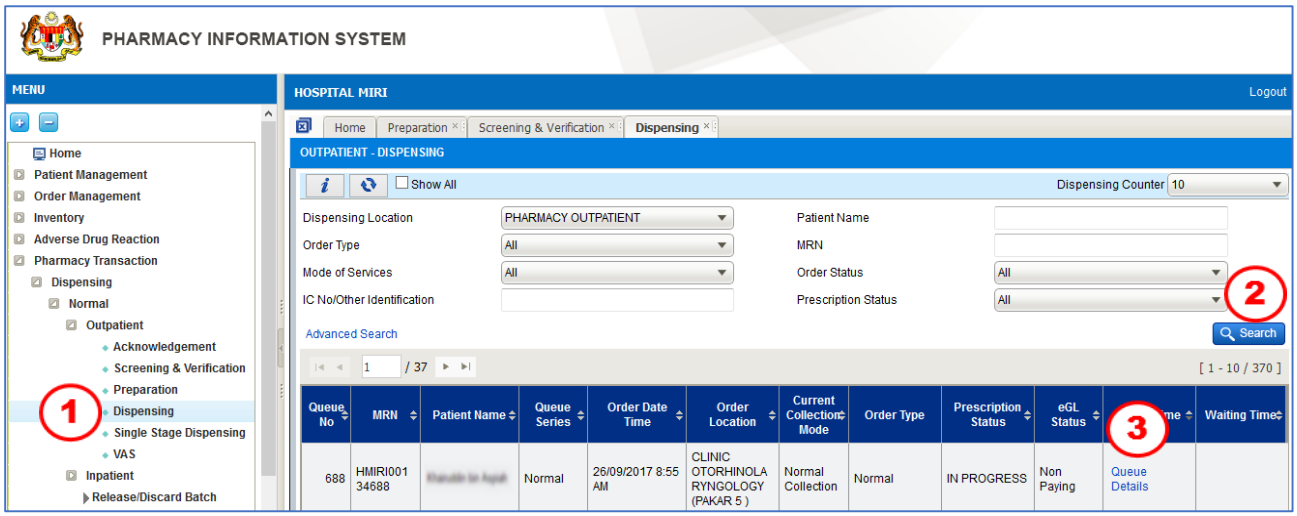


Figure 4.1.3-1 Pharmacy Dispensing Listing Screen

STEP 1
Click on the 'Dispensing' sub menu

STEP 2
Search the patient's record using the searching criteria

Note
Various search criteria are provided as below:

Basic Search			
No	**Field**	**Description**	**Remark**
a	Show All	Check box	Able to view all patient record
b	Dispensing Location	Dispensing location. (It will list down all active location assigned to the user)	Able to filter and search patient's record by dispensing location
c	Patient Name	Name of Patient	Allow to search by patient name
d	Order Type	- All - Normal - SPUB - Discharge - Referred Patient	Able to filter and search patient's record name by order type
e	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: *Example: HPSF00001234 or "1234"*
f	Mode of Services	- All - Appointment Card - Email and Take - Fax and Take - Normal Collection - Others - SMS and Take - Telephone and Take - UMP	Allow user to search by patient registered with value added services for next collection

g	Order Status	- All - New Order - Partial Supply	Able to filter the order by order status
h	IC No/Other Identification	Identification Number	Allow to search by full or partial ID Number
i	Prescription Status	- All - Hold - Expired	Able to filter by prescription status
Advanced Search			
j	Order Location	Order location. (It will list down all active visit location)	Able to filter and search patient's record by order location
k	Order Location Type	- All - Clinic - Day Care - ER - Nursing Unit - Pharmacy	Able to filter and search patient's record by order location type
l	Order Date from	Order date from	Able to filter and search patient's record by order date from
m	Order Date To	Order date to	Able to filter and search patient's record by order date to
n	Queue Date	Queue Date	Able to patient's record by queue date
o	Queue Series	- All - Normal - Express - Special - Others	Able to filter and search patient's record by Queue series
p	Queue No	Queue No	Able to filter and search by Queue No

Table 4.1.3-1

STEP 3
Click on the ***Queue Details*** hyperlink

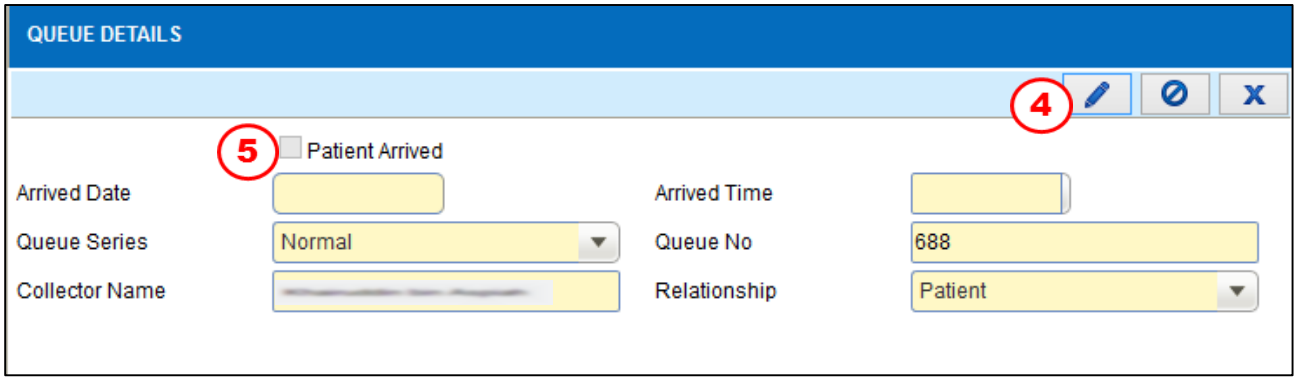


Figure 4.1.3-2 Queue Details

STEP 4
Click on the button

STEP 5
Click on the check box at ***Patient Arrived***

Note
Arrived Date *and* ***Arrived Time*** *will be auto generated.*

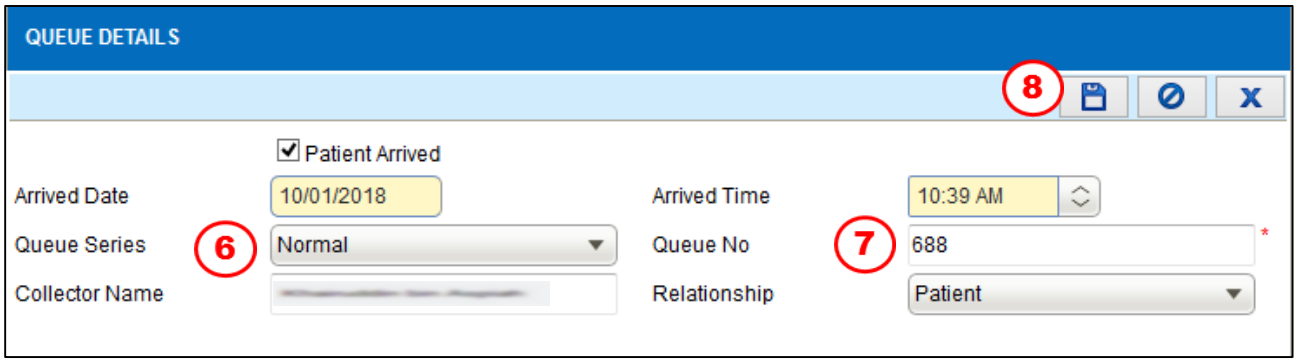


Figure 4.1.3-3 Queue Details

STEP 6
Select ***Queue Series*** as listed:
- Normal
- Express
- Special
- Others

STEP 7
Enter queue number

Note
- *At Collector Name, patient name will be generated automatically but user able to edit and type in collector name manually.*
- *User also able to select collector relationship to the patient.*

STEP 8

Click on the button to save record

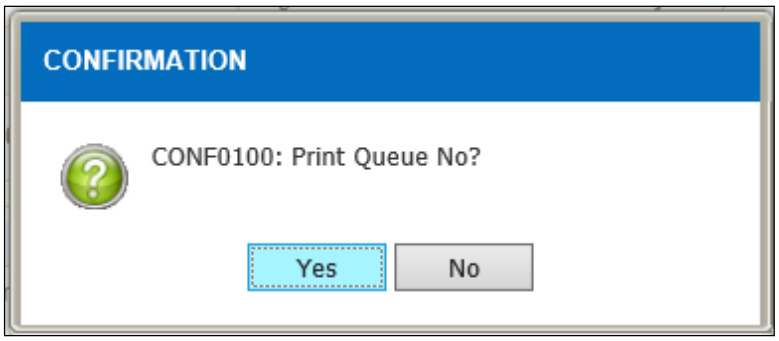


Figure 4.1.3-4 Confirmation Alert Message

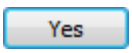
Note
- *Upon acknowledged patient arrival, user may print* ***Queue No*** *by clicking on*  *button. The queue no is displayed as per* ***Figure 4.1.3-5.***
- *Printing the system's queue number is only applicable for certain facility.*

Figure 4.1.3-5 Queue Ticket Number Sample

5.1 Screening and Verification

This function is used to screen & verify prescription before preparation and dispensing stage.

5.1.1 Verify Prescription

This screen will allow user to do the checking and verification on the prescription.

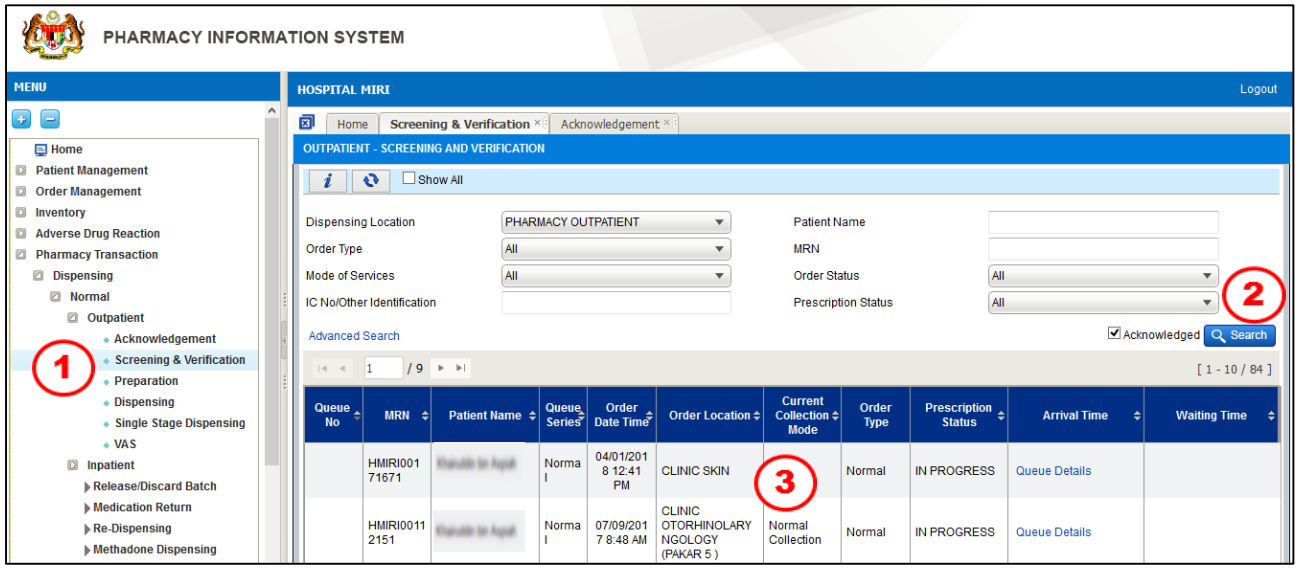


Figure 5.1.1-1 Screening & Verification Listing Screen

STEP 1
Click on 'Screening & Verification' sub menu

Note
Various search criteria are provided as below:

Basic Search			
No	**Field**	**Description**	**Remark**
a	Show All	Check box	Able to view all patient record
b	Dispensing Location	Dispensing location. (It will list down all active location assigned to the user)	Able to filter and search patient's record by dispensing location
c	Patient Name	Name of Patient	Allow to search by patient name
d	Order Type	- All - Normal - SPUB - Discharge - Referred Patient	Able to filter and search patient's record name by order type
e	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: *Example: HPSF00001234 or "1234"*
f	Mode of Services	- All - Appointment Card - Email and Take - Fax and Take - Normal Collection - Others - SMS and Take	Allow user to search by patient registered with value added services for next collection

		- Telephone and Take - UMP	
g	Order Status	- All - New Order - Partial Supply	Able to filter the order by order status
h	IC No/Other Identification	Identification Number	Allow to search by full or partial ID Number
i	Prescription Status	- All - Hold - Expired	Able to filter by prescription status
Advanced Search			
j	Order Location	Order location. (It will list down all active visit location)	Able to filter and search patient's record by order location
k	Order Location Type	- All - Clinic - Day Care - ER - Nursing Unit - Pharmacy	Able to filter and search patient's record by order location type
l	Order Date from	Order date from	Able to filter and search patient's record by order date from
m	Order Date To	Order date to	Able to filter and search patient's record by order date to
n	Queue Date	Queue Date	Able to patient's record by queue date
o	Queue Series	- All - Normal - Express - Special - Others	Able to filter and search patient's record by Queue series
p	Queue No	Queue No	Able to filter and search by Queue No

Table 5.1.1-1

STEP 2

Click on the

button to search the patient

Note

- *Search result of the current order patient list will be displayed:*
  - *Queue No*
  - *MRN*
  - *Patient Name*
  - *Queue Series*
  - *Order Date Time*
  - *Order Location*
  - *Current Collection Mode*
  - *Prescription Status*
  - *eGL Status*
  - *Arrival Time*
  - *Waiting Time*
- *Patient waiting time is showed at screening & verification, preparation and dispensing screen.*
- *Waiting time will be auto display when generate queue number.*

- *Waiting time will be in hh:mm:ss format. Example 1:20:10*
- *For prescription without patient arrival, this field will be blank.*
- *Waiting time will be shown with different colours and indicates as below.*
  - *a) Red - Patient has waited for more than 30 minutes.*
  - *b) Navy Blue - Patient has waited for more than 20 minutes but less than 30 minutes.*
  - *c) Green - Patient has waited for less than 20 minutes.*

STEP 3

Double click on the selected patient record and patient detail information will be display as per **Figure 5.1.1-2**

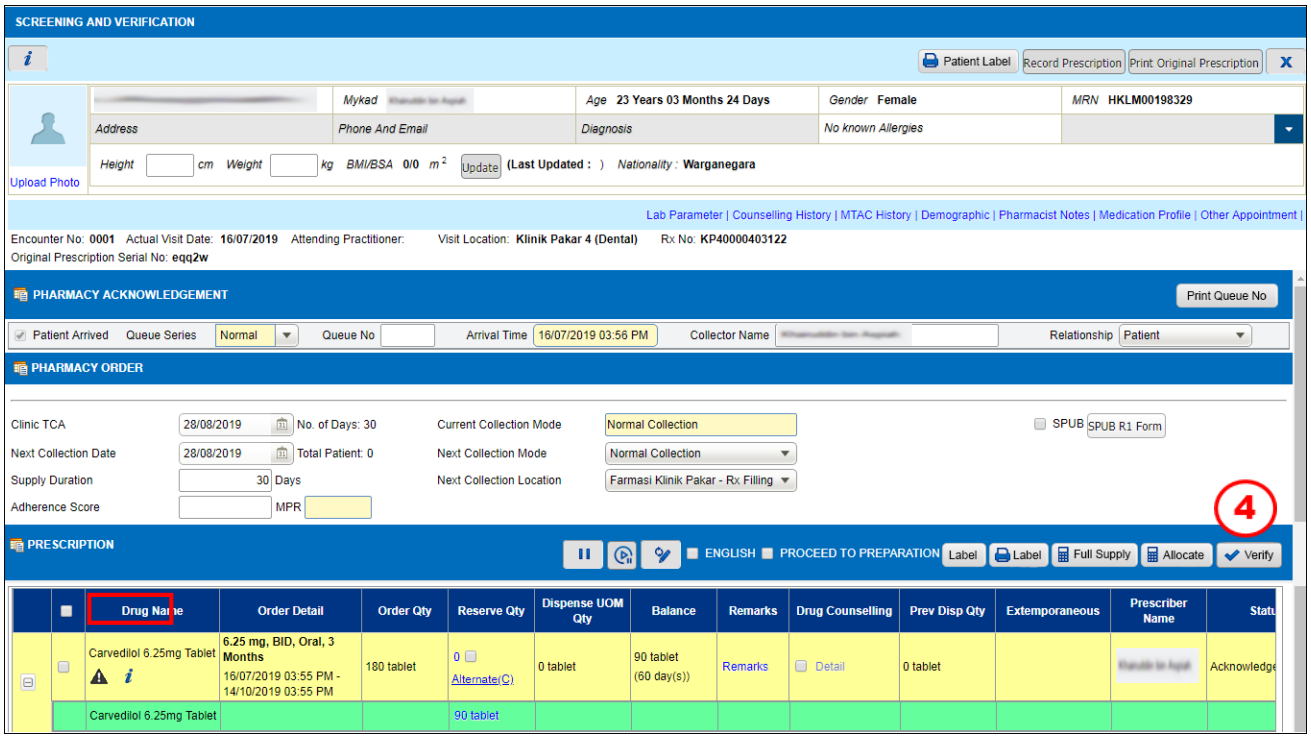


Figure 5.1.1-2 Screening & Verification screen

Note

Screening and verification screen consist of 3 (three) sections:

a. Pharmacy Acknowledgement

Description	Remarks
Patient Arrived	Patient acknowledged arrived
Queue Series	Queue series as of in system configured
Queue Number	System will auto generate queue number. This number will be reset on a daily basis
Arrival Time	Patient arrived time and date based on “Patient Arrived”
Collector Name	Name of the person who collects the prescription
Relationship	Relationship between patient and collector

Table 5.1.1-2

b. Pharmacy order

Description	Remarks
Clinic TCA	To come Again
Next Collection Date	Next collection date
Supply Duration	Drug to be supply based on ordered duration
Current Collection Mode	Current collection mode

Next collection mode (Value Added Services)	To select the mode of collection
Next Collection Location	Next collection location to be collect
SPUB	Patient taking medicine from other hospital
Dispense at	Pharmacy location
Adherence Score	Score to be entered between 1 to 8 with max 2 decimal points
MAR	Calculated for partial supply prescription only

Table 5.1.1-3

c. Prescription

Description	Remarks
Drug Name	Ordered drug from prescriber
Order Detail	Ordered detail such as dose, frequency and duration
Order Qty	Order quantity from prescriber
Reserve Qty	Drugs quantity to be reserved
Dispense UOM Qty	Quantity available in UOM
Balance	Balance quantity and balance days
Remarks	Prescription remarks from prescriber
Drug Counseling	To view or create new medication counseling
Prev Disp Qty	Previous dispensed quantity
Extemporaneous	To prepare worksheet for extemporaneous
Prescriber Name	Doctor that ordered the prescription
Status	Prescription status

Table 5.1.1-4

Note

- *Drug Interaction and Drug Info at Dispensing screen (Screening, Preparation, Dispensing, Single Stage) is displayed under the drug name.*
  - *Drug Interaction =* ⚠
  - *Drug Info =* ℹ
- *If there are any drug interaction, this icon* ⚠ *will change to red color* ⚠ *and once clicks, it will display the drug interaction screen info.*
- *This icon* ℹ *, will display the drug information screen*

STEP 4
Click on the Verify button to confirm verification process

Note

- *To skip the preparation process, tick the* ☑ *Proceed to Dispense check box.*
- *Click at the* ☑ *Reserve quantity checkbox if there is no stock for a particular drug to dispense '0'quantity.*
- *Supply duration will default to 30 if the order duration is >30 days.*
- *User may click on the* Allocate *button to allocate quantity at the Screening and Verification stage.*
- *User able to do Intervention, Alternate/Combination and Hold drug at screening and verification screen by click on the* ▾ *context menu. Refer steps starting in* ***section 5.1.2***
- *After allocate, user also able to print the drug label. Refer steps in* ***section 6.1.3 Drug Label***

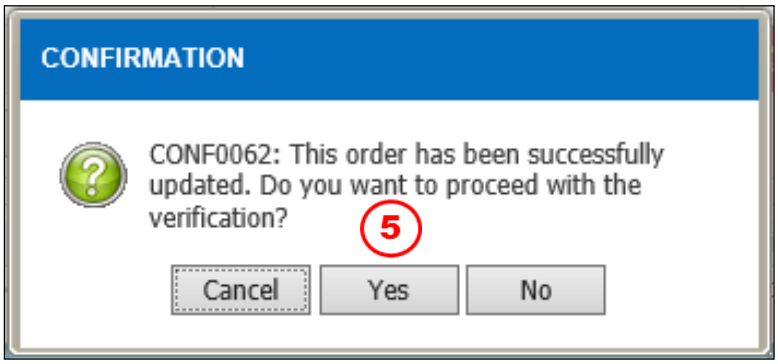


Figure 5.1.1-3 Confirmation Alert Message

STEP 5

Click on the Yes button to save record

5.1.2 Intervention

This function allow user to modify the dosage, frequency and duration. This function is available in screening and verification screen and also preparation screen.

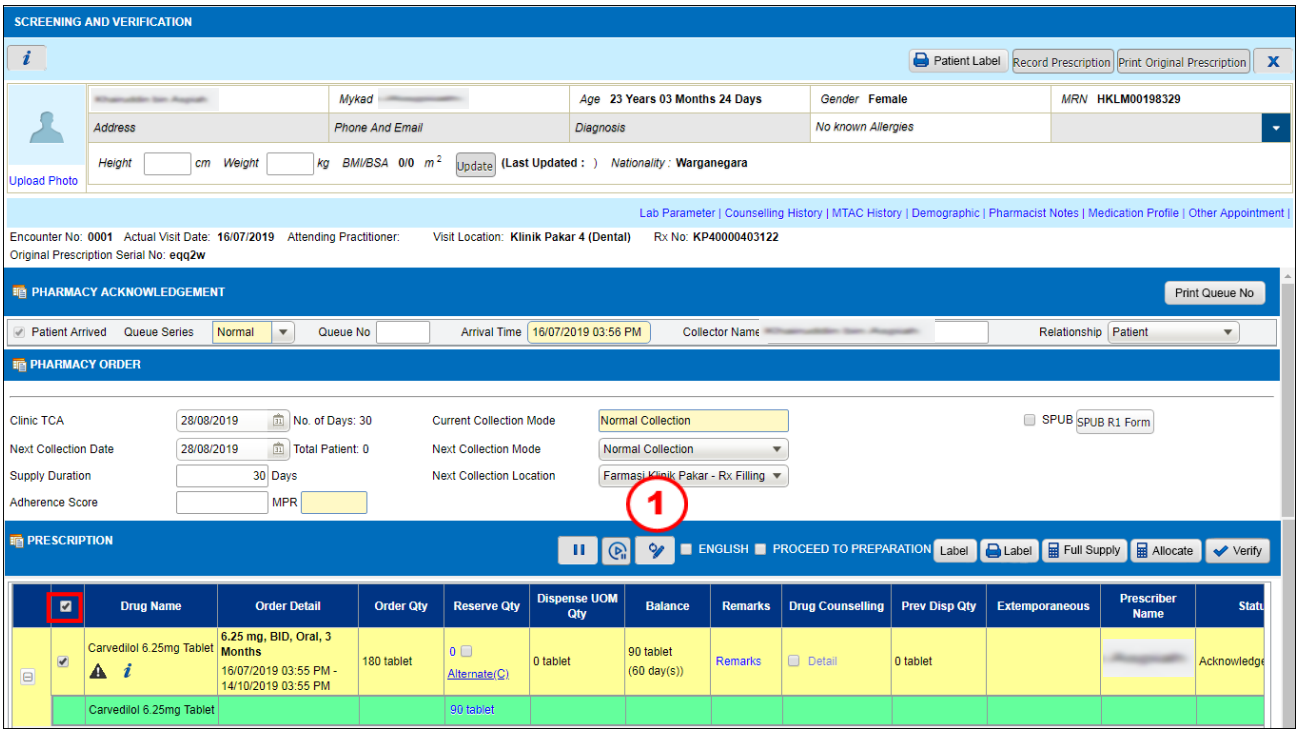


Figure 5.1.2-1 Screening & Verification

Note
***Repeat step 1** to **3** as per **Figure 5.1.1** section **Verify Prescription** before performs Intervention steps.*

STEP 1

Select the drug and click at the button as per **Figure 5.1.2-1**

Note

Tick ☐ to select at least one drug before clicking the button

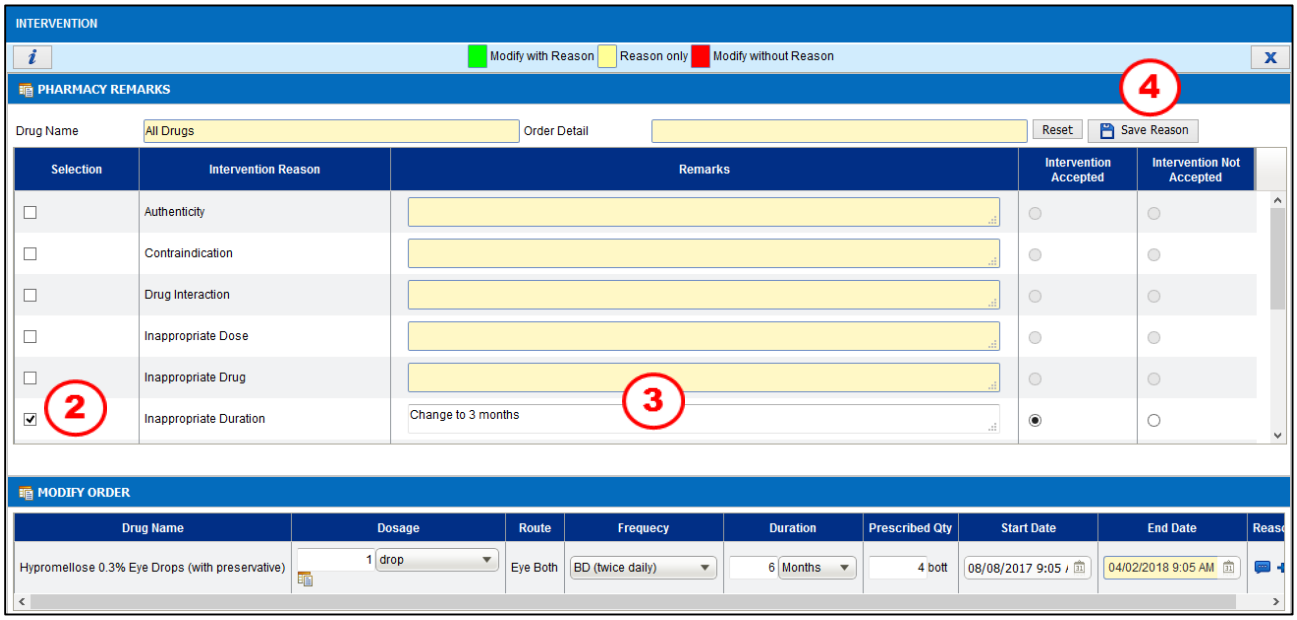


Figure 5.1.2-2 Intervention

STEP 2

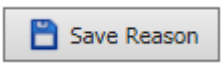
Select the ***Intervention Reason*** by clicking the ***Selection*** checkbox. Reasons shall be selected as per below:

- Authenticity
- Contraindication
- Drug Interaction
- Inappropriate Dose
- Inappropriate Drug
- Inappropriate Duration
- Inappropriate Frequency
- Incompatibility
- Others
- Polypharmacy
- Suggest to Monitor Vital Signs/Lab Result
- Wrong Patient

STEP 3

Enter the ***Remarks*** and select either ***Intervention Accepted or Intervention Not Accepted*** after consulting the prescriber

STEP 4

Click on the 

button to save the changes made

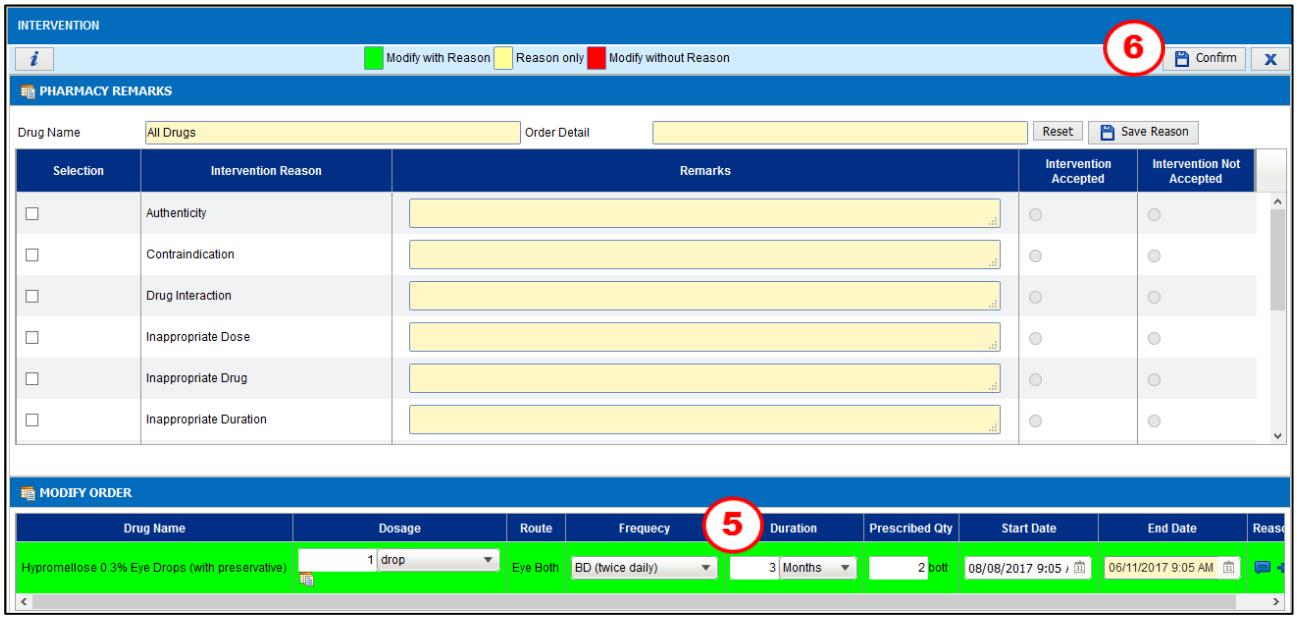


Figure 5.1.2-3 Modify Order

STEP 5
Change the Order details as required as per **Figure 5.1.2-3**

Note

- *Background color for the drugs change from grey to Yellow, means the records is being updated on the intervention reason but no modification been done.*
- *There were also some color indicator highlighted for a drug row, when user do the intervention:*
  - *i. GREEN- Modify with Intervention Reason:- user able to save changes.*
  - *ii. YELLOW- Add Reason only:- user able to save changes.*
  - *iii. RED-Modify without Reason:- user are not able to save changes. User need to add in at least one reason to save changes*
- *User is allowed to change the Dosage, Frequency and Duration.*

.

STEP 6
Click on the

button to confirm Modify Order

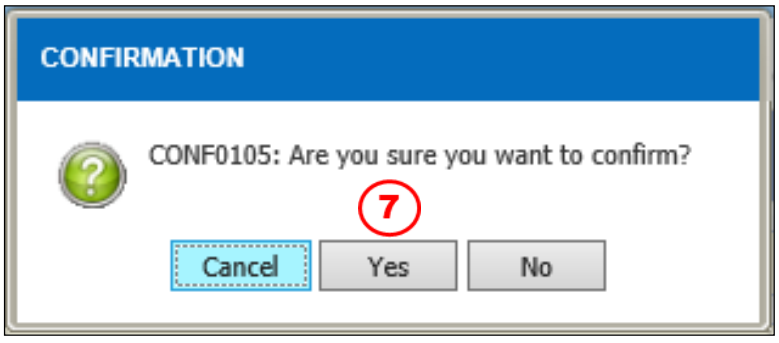


Figure 5.1.2-4 Confirmation alert message

STEP 7
Click on the

button to confirm drug Intervention

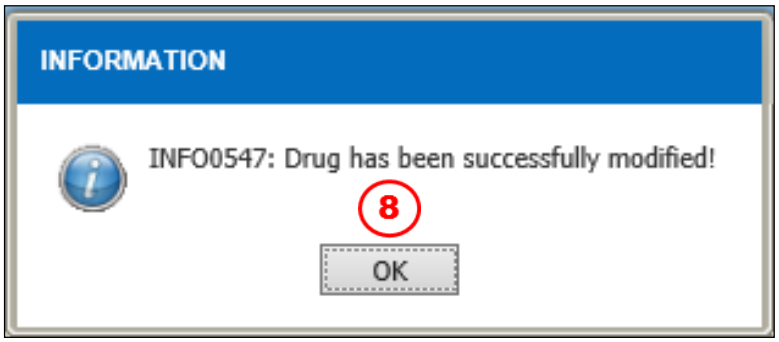


Figure 5.1.2-5 Information alert message

STEP 8

Click on the OK button to save record

Note

Once the order has been successfully modified, a blue hyperlink with the intervention information will be display as per ***Figure*** **5.1.*2-6.***

⊞	☐	Hypromellose 0.3% Eye Drops (with preservative) ⚠ *i*	1 drop, BID, Eye Both, 3 Months 08/08/2017 09:05 AM - 06/11/2017 09:05 AM	2 bott	0 ☐	0 bottle	2 bott (0 day(s))	Remarks	☐ Detail	0 bott	
⊞	☐	Ranitidine 150 mg Tablet ⚠ *i*	150 mg, OD, Oral, 6 Months 08/08/2017 09:05 AM - 04/02/2018 09:05 AM	180 tablet	0 ☐	0 tablet	180 tablet (27 day(s))	Remarks	☐ Detail	0 tablet	

Figure 5.1.2-6 Updated Prescription

5.1.3 Alternate Drug

This function allows user to dispense different drugs from existing ordered drug with condition, alternate drug should contain same active ingredient and same administration route.

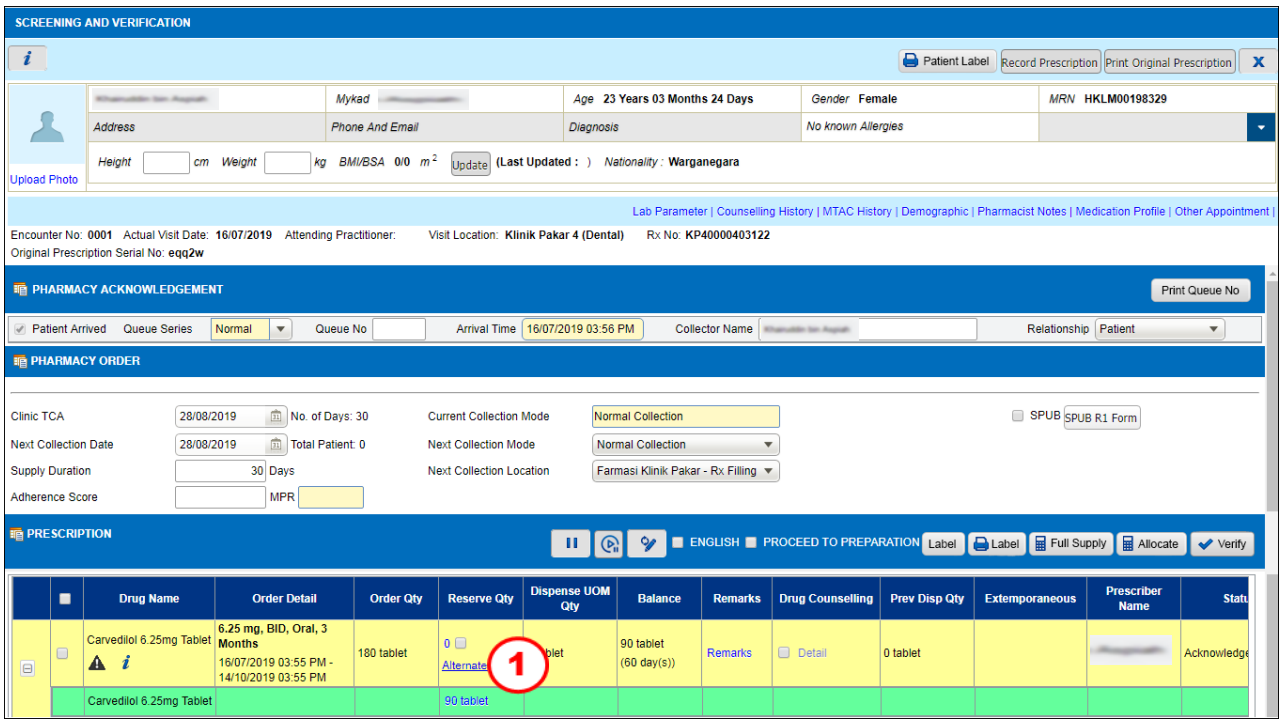


Figure 5.1.3-1 Screening & Verification

Note

*Repeat Step **1 to Step 3** as per **Figure 5.1.1** section in **Verify Prescription** before perform Alternate Drug steps.*

STEP 1

Click on the Alternate hyperlink as per **Figure 5.1.3-1**

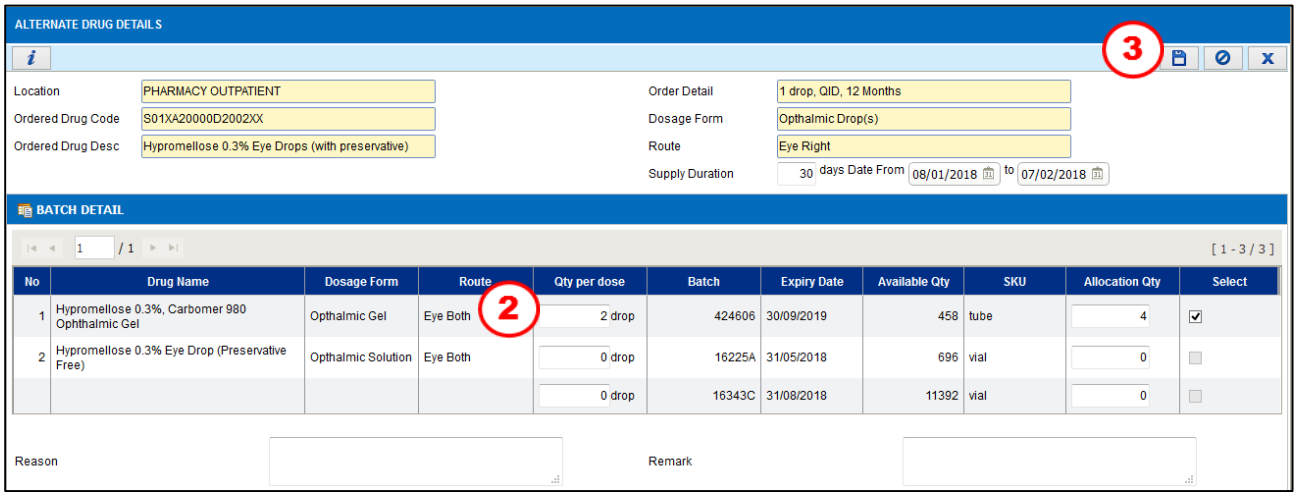


Figure 5.1.3-2 Alternate Drug Details

STEP 2

Enter the ***Qty per dose***

STEP 3

Click on the button to save the record

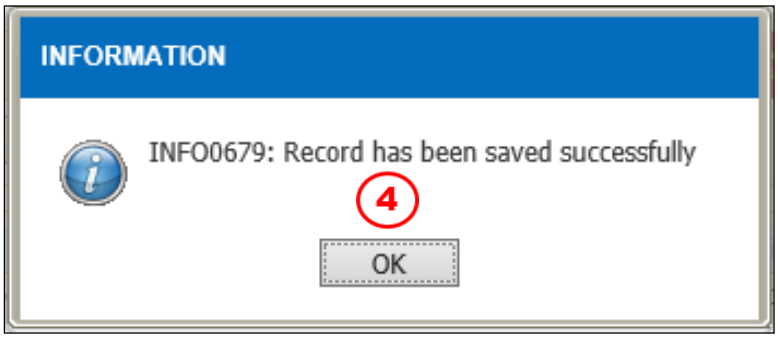
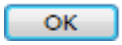


Figure 5.1.3-4 Information Alert Message

STEP 4

Click on the  button to save record and screen will close automatically and back to prescription screen as **Figure 5.1.3-5**

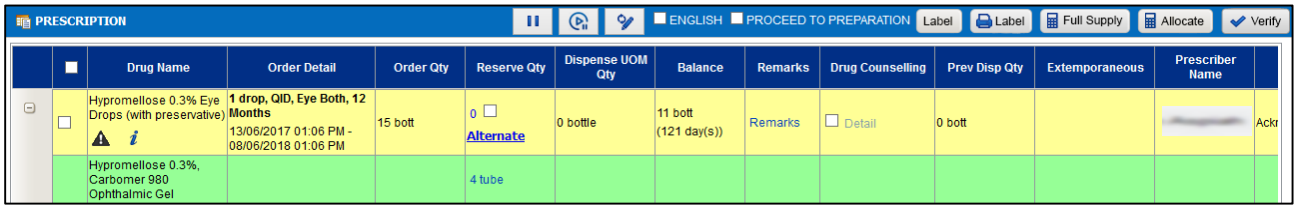


Figure 5.1.3-5 Updated Prescription

Note

Alternate drug field will change to green color as per ***Figure*** **5.1.*3-5.***

5.1.4 Alternate & Combination Drug

A combination of ordered drugs and alternative drugs with the same active ingredient, administration route and dosage form.

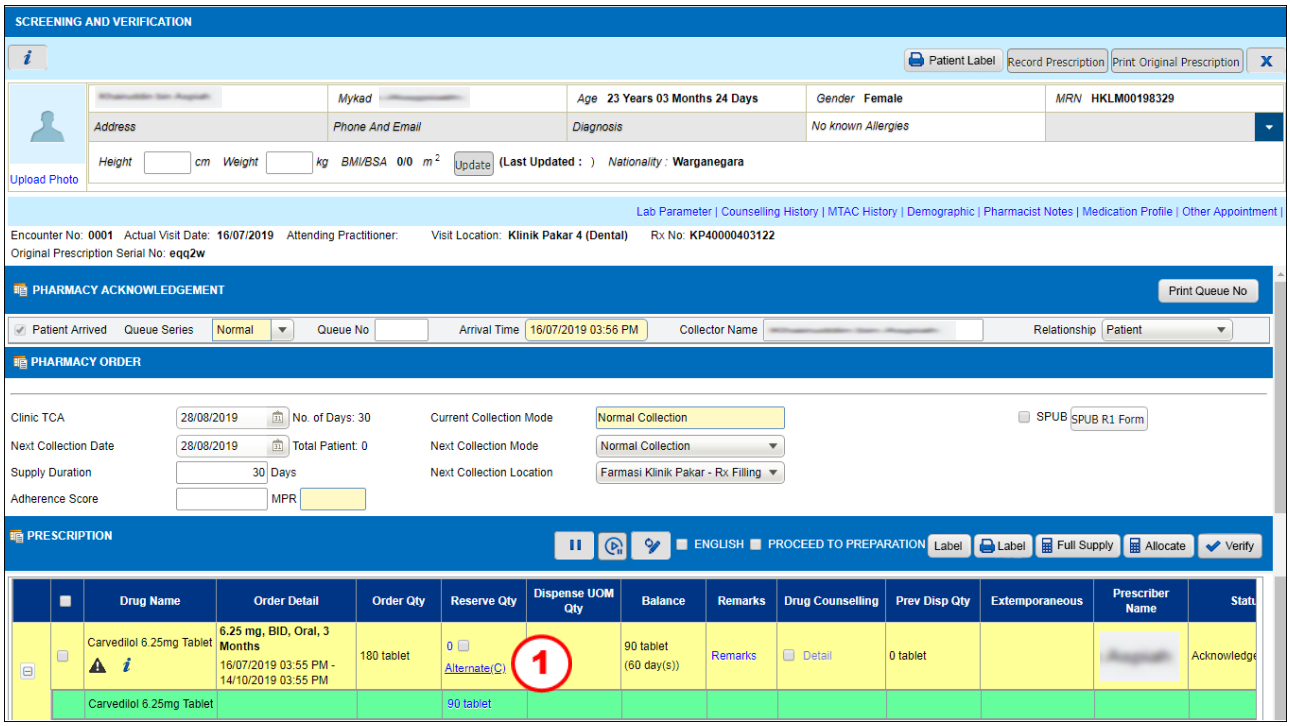


Figure 5.1.4-1 Screening & Verification

Note

- *Repeat **step 1** and **3** as **Figure 5.1.1** section **Verify Prescription** before perform Alternate / Combination Drug steps.*
- *User can do alternate/combination based on setting in the drug master.*
- *Not all drugs are allowed to do alternate/combination.*

STEP 1

Click on the Alternate(C) button and select ***Alternate/Combination Drug*** as per **Figure 5.1.4-1**

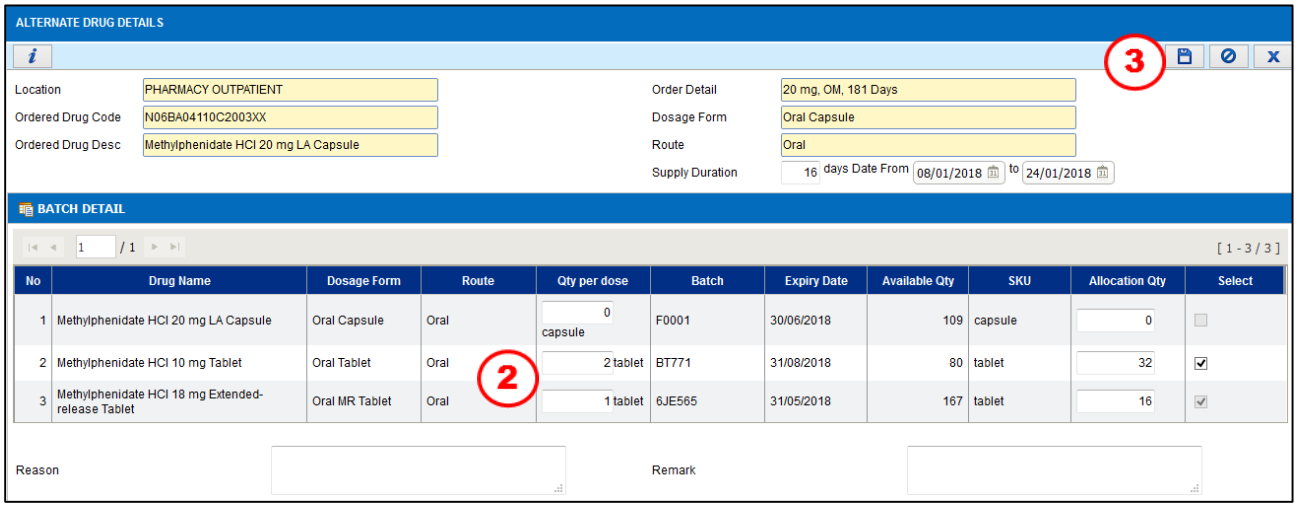
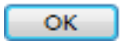


Figure 5.1.4-2 Alternate Drug Details

STEP 2
Enter the ***Qty per dose*** field for selected combination drug

STEP 3
Click on the button to save record

STEP 4
Click on the  button to save record as **Figure 5.1.4-3** and screen will close automatically and back to prescription screen as **Figure 5.1.4-4**

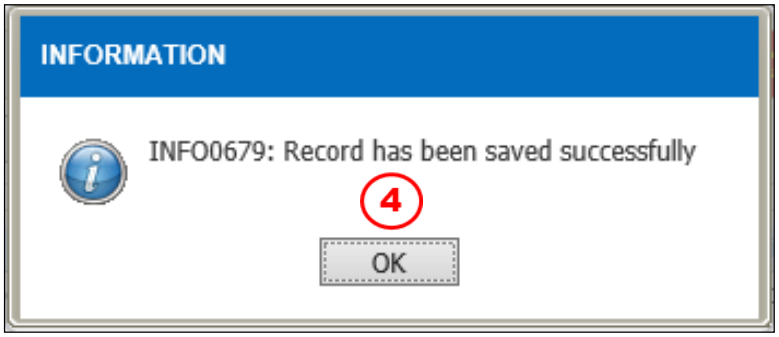


Figure 5.1.4-3 Information Alert Message

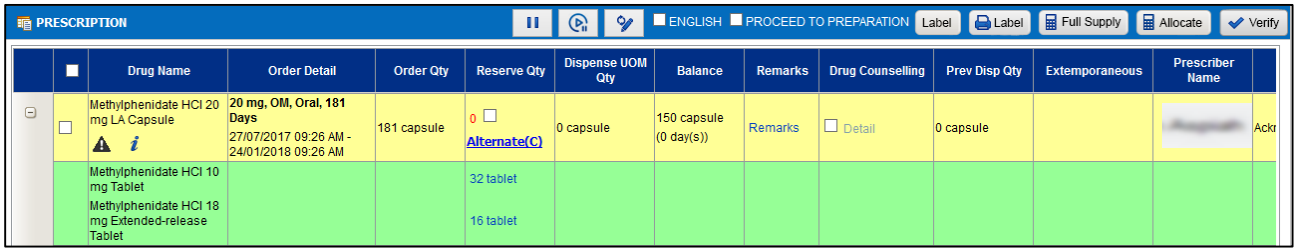


Figure 5.1.4-4 Updated Prescription

5.1.5 Hold and resume

These functions allow Pharmacist to hold medication from being prepare or dispense. User also can resume the medication order to continue dispensing.

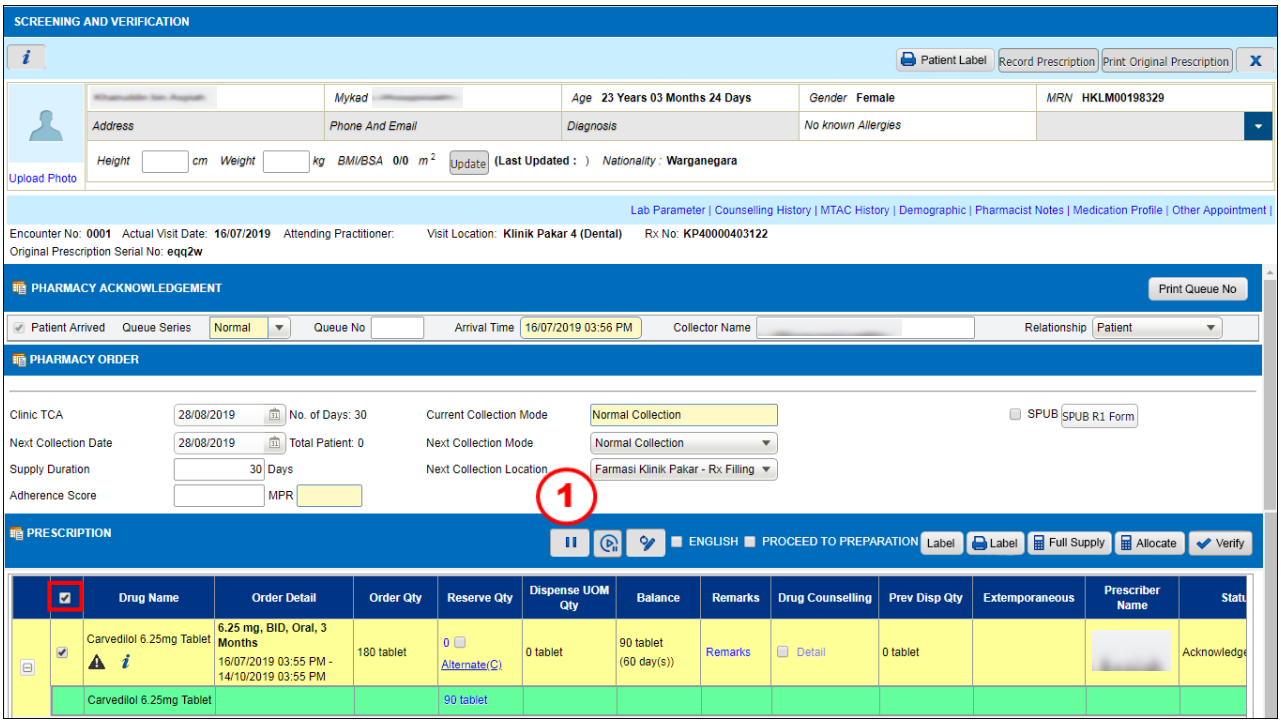


Figure 5.1.5-1 Screening & Verification

Note

Repeat step 1 *and* ***3*** *as* ***Figure 5.1.1*** *section* ***Verify Prescription*** *before perform Hold Drug steps.*

Hold

STEP 1

Select the drug and click on the button to Hold order as per **Figure 5.1.5-1**

Note

Tick ☐ *to select at least one drug before clicking the* *button*

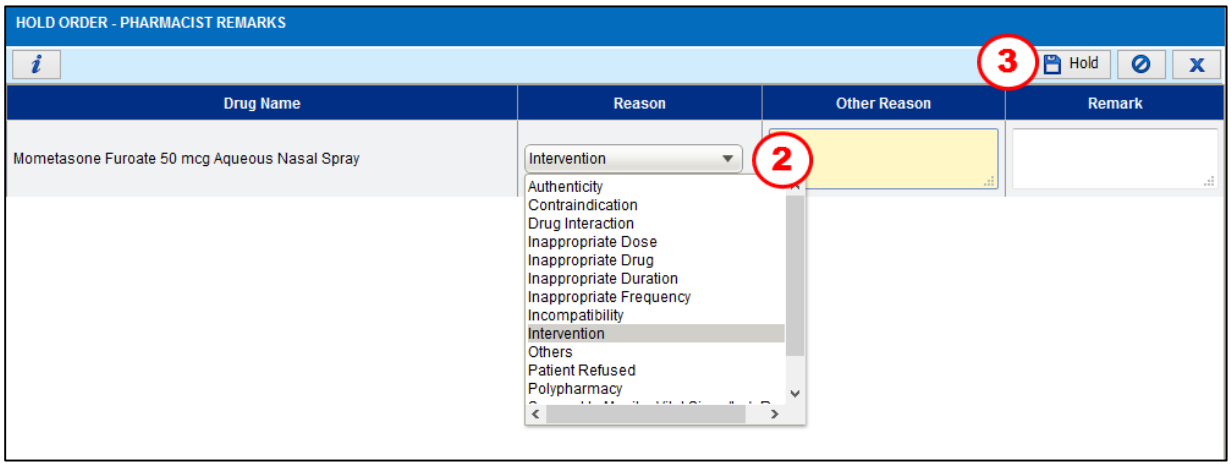


Figure 5.1.5-2 Hold Order – Pharmacist Remarks

STEP 2
Select and enter from the ***Hold Reason*** drop down box:

- Authenticity
- Contraindication
- Drug Interaction
- Inappropriate Dose
- Inappropriate Drug
- Inappropriate Duration
- Inappropriate Frequency
- Incompatibility
- Others
- Polypharmacy
- Suggest to Monitor Vital Signs/Lab Result
- Wrong Patient

Note

- *Drug status will change back to Acknowledged/Hold for Partial Supply prescription (Screening and Verification screen).*
- *Drug status will change back to Ordered/Hold for New Order prescription (Screening and Verification screen).*
- *Enter the **Remarks** field with applicable information.*

STEP 3
Click on the Hold button to proceed Hold

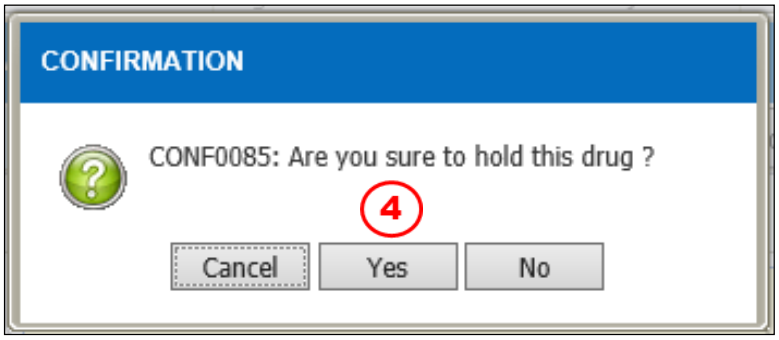


Figure 5.1.5-3 Confirmation Alert Message

STEP 4
Click on the Yes button to Hold Drug and confirmation pop up message will close automatically

Resume

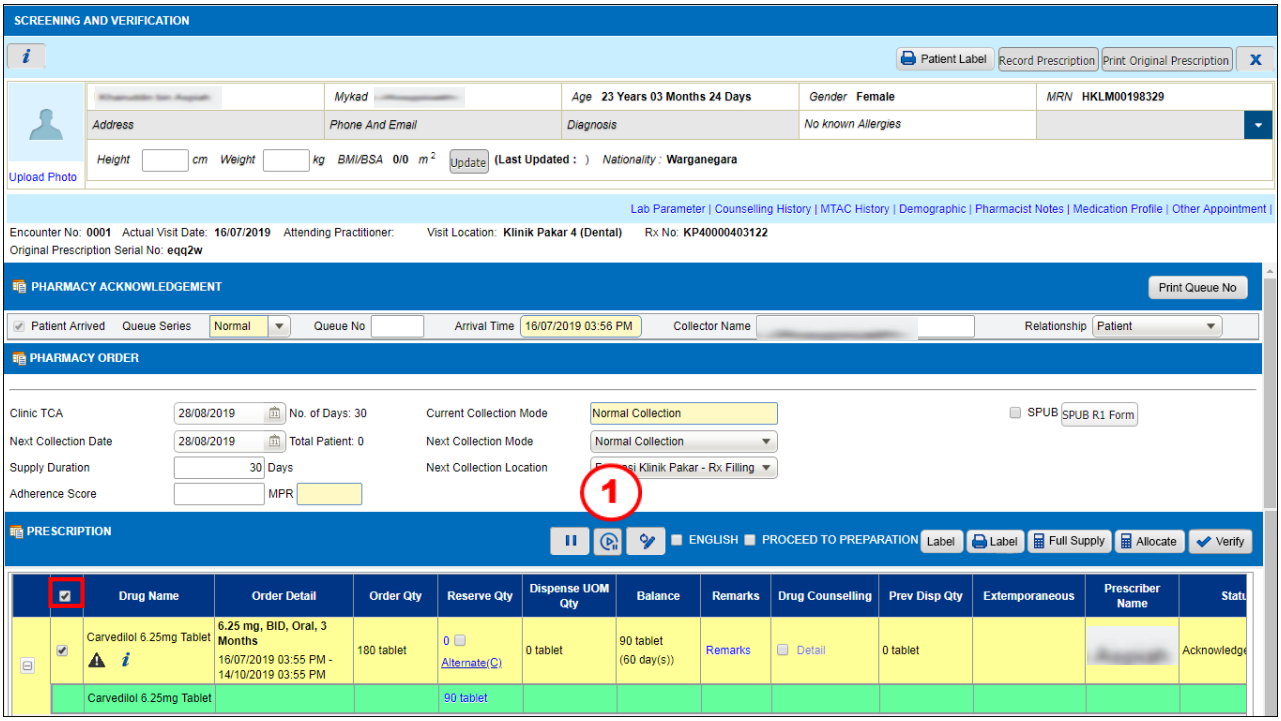


Figure 5.1.5-4 Screening & Verification

STEP 1

Select the drug and click on the button to select Resume as per **Figure 5.1.5-4**

Note

Tick ☐ *to select at least one drug before clicking the* *button*

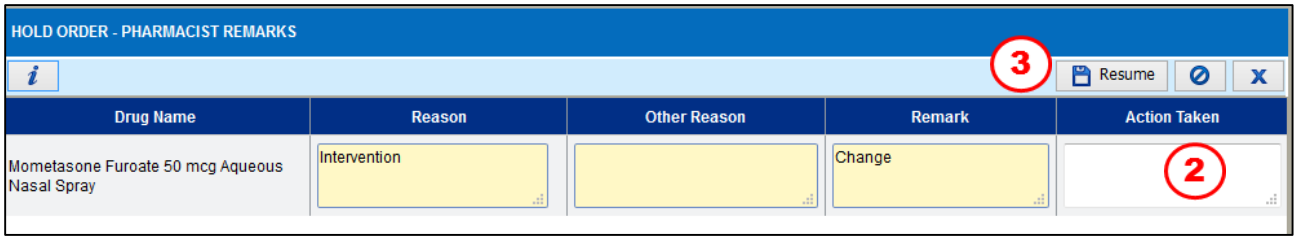
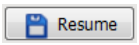


Figure 5.1.5-5 Resume Order Screen

STEP 2

Enter information in the ***Action Taken*** field

STEP 3

Click on the  button

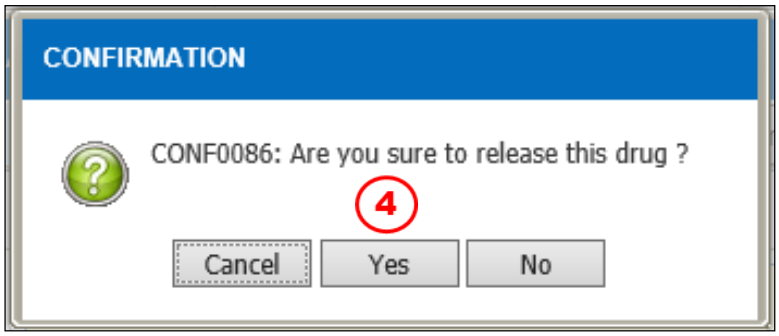


Figure 5.1.5-6 Confirmation Alert Message

STEP 4

Click on the Yes button to release drug from hold and the Hold Order screen will close automatically

Note

- *Drug status will change back to Acknowledged for Partial Supply prescription (Screening and Verification screen).*
- *Drug status will change back to Ordered for New Order prescription (Screening and Verification screen).*
- *Drug status will change back to Verified (Preparation screen).*
- *Drug status will change back to Prepared (Dispensing screen)*

6.1 Preparation

This function is used to prepare medication after it has been screened and verified. It also allows user to print the drug label, balance medication sheet and extemporaneous worksheet.

6.1.1 Prepare

This function is used to prepare the drug before it can be dispensed to the patient.

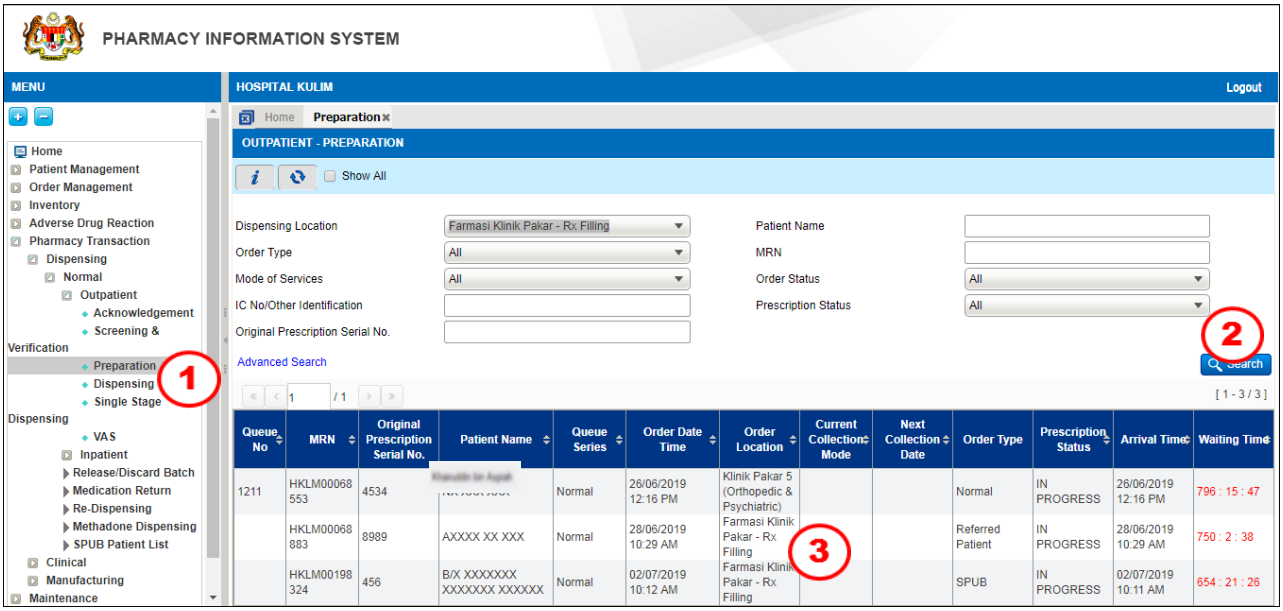


Figure 6.1.1-1 Preparation Landing Screen

STEP 1
Click on 'Preparation' sub menu

Note
Various search criteria are provided as below:

Basic Search			
No	**Field**	**Description**	**Remark**
a	Show All	Check box	Able to view all patient record
b	Dispensing Location	Dispensing location. (It will list down all active location assigned to the user)	Able to filter and search patient's record by dispensing location
c	Patient Name	Name of Patient	Allow to search by patient name
d	Order Type	- All - Normal - SPUB - Discharge - Referred Patient	Able to filter and search patient's record name by order type
e	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: *Example: HPSF00001234 or "1234"*
f	Mode of Services	- All - Appointment Card - Email and Take - Fax and Take - Normal Collection	Allow user to search by patient registered with value added services for next collection

		- Others - SMS and Take - Telephone and Take - UMP	
g	Order Status	- All - New Order - Partial Supply	Able to filter the order by order status
h	IC No/Other Identification	Identification Number	Allow to search by full or partial ID Number
i	Prescription Status	- All - Hold - Expired	Able to filter by prescription status
Advanced Search			
j	Order Location	Order location. (It will list down all active visit location)	Able to filter and search patient's record by order location
k	Order Location Type	- All - Clinic - Day Care - ER - Nursing Unit - Pharmacy	Able to filter and search patient's record by order location type
l	Order Date from	Order date from	Able to filter and search patient's record by order date from
m	Order Date To	Order date to	Able to filter and search patient's record by order date to
n	Next Supply From	Next supply from date	Able to filter and search patient's record by next supply from date
o	Next Supply To	Next supply to date	Able to filter and search patient's record by next supply to date
p	Queue Date	Queue Date	Able to patient's record by queue date
q	Queue Series	- All - Normal - Express - Special - Others	Able to filter and search patient's record by Queue series
r	Queue No	Queue No	Able to filter and search by Queue No

Table 6.1.1-1

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*
- *Queue Series*
- *Order Date Time*
- *Order Location*

- *Current Collection Mode*
- *Next Collection Date*
- *Order Type*
- *Prescription Status*
- *Arrival Time*
- *Waiting Time*

STEP 3
Double click on the selected patient's name

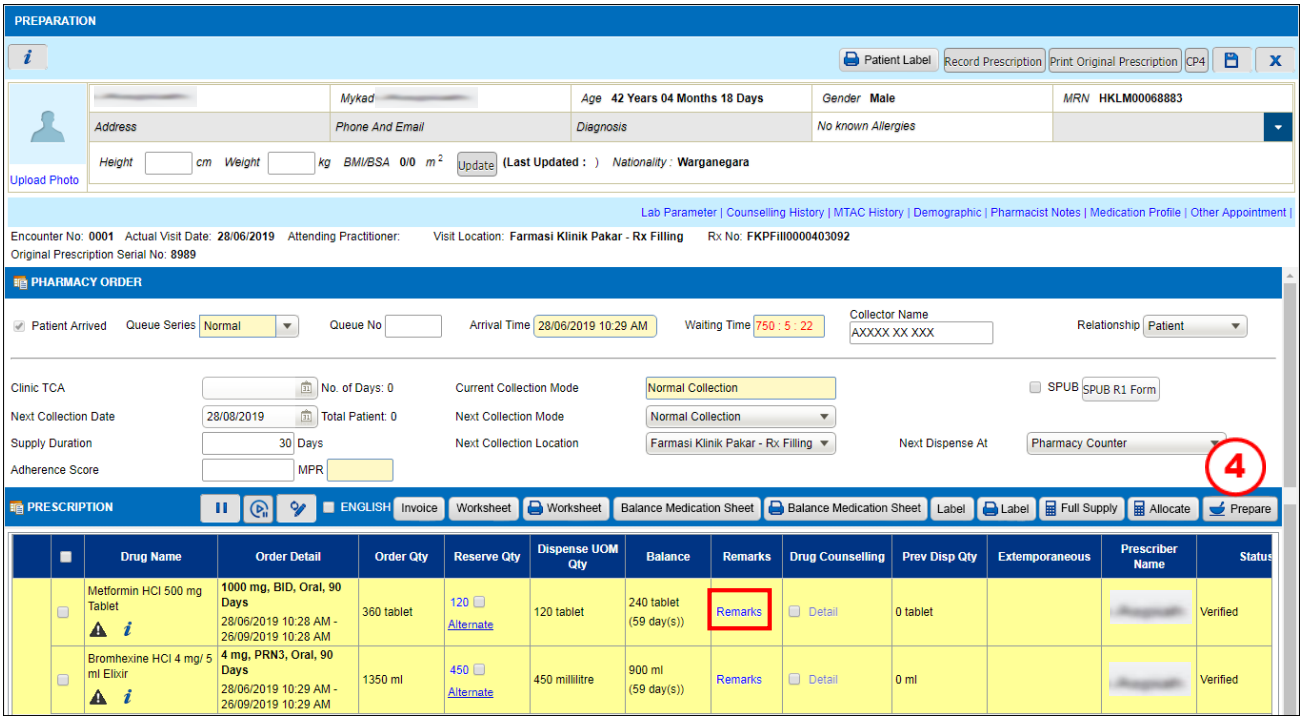


Figure 6.1.1-2 Preparation

STEP 4
Click on the button to proceed preparation

Note
Preparation screen consist of 2(two) sections:

a. Pharmacy Order

Description	Remarks
Queue Series	Queue series based on facility
Queue Number	System will auto generate queue number. This number will be reset on a daily basis
Arrival Time	Patient arrived time
Waiting Time	Patient waiting time
Collector Name	Person or patient collecting the medicine
Relationship	Relationship between person collecting the medicine and the patient
Clinic TCA	To come again
Current Collection Mode	Current collection mode
SPUB	SPUB
Next Collection Date	Next collection date
Next collection mode (Value Added Services)	To select the mode of collection
Dispense at	Dispense location

Supply Duration	Drug to be supply based on ordered duration
Next Collection Location	Next collection location to be collect
Adherence Score	Score to be entered between 1 to 8 with max 2 decimal points
MPR	Calculated for partial supply prescription only

Table 6.1.1-2

b. Prescription

Description	Remarks
Drug Name	Ordered drug from prescriber
Order Detail	Ordered detail such as dose, frequency and duration
Order Qty	Order quantity from prescriber
Reserve Qty	Drugs quantity to be reserve
Dispense UOM Qty	Drugs dispensed in Unit of Measurement
Balance	Drug balance and balance days
Remarks	Prescription remarks from prescriber
Drug Counseling	To view or create new medication counseling
Prev Disp Qty	Previous dispensed quantity
Extemporaneous	To prepare worksheet for extemporaneous
Prescriber name	Doctor who prescribe the presription
Status	Prescription status

Table 6.1.1-3

Note

- *Drug Interaction and Drug Info at Dispensing screen (Screening, Preparation, Dispensing, Single Stage) is displayed under the drug name.*
  - *Drug Interaction =* ⚠
  - *Drug Info =* ℹ
- *If there are any drug interaction, this icon* ⚠ *will change to red color* ⚠ *and once clicks, it will display the drug interaction screen info.*
- *This icon* ℹ *, will display the drug information screen*

Note

- *Reserve quantity will be auto allocate depends on the order quantity or supply duration. Click on the reserve quantity to allocate manually. Refer steps in section **6.1.2 Allocate Quantity**.*
- Adherence score field is available. User can enter the score between 1- 8. User is allowed to enter decimal value up to 2 decimal points.
- Adherence score is available in the following screen
  i. Screening and verification
  ii. Preparation
  iii. Dispensing
  iv. Single Stage
- Medication Possession Rate (MPR) value will be calculated for partial supply prescription only.
- MPR Formula:
  i. To count MPR for all active drugs but display minimum MPR at prescription level.
  ii. Exemption of MPR calculation for drug with PRN frequency

$$\% \text{ MPR} = \frac{\text{Supply Duration}}{\text{Duration between previous supply start date until current date}}$$

Example

Scenario 1:
Previous dispensing done on 5/3/2017 for few drugs:

- Drug A, TDS
  Previous supply start on 5/3/2015 for 30 days
  Current date is 20/3/2017.
  - Supply duration = 30 days

- Duration between previous start and current = 5/3/2017 to 20/3/2017 = 15 days
- Drug MPR = (30/15) x 100 = 200

- Drug B, BD
  Previous supply start on 7/3/2015 for 40 days
  Current date is 20/3/2017.
  - Supply duration = 40 days
  - Duration between previous start and current = 7/3/2017 to 20/3/2017 = 13 days
  - Drug MPR = (40/13) x 100 = 308

MPR at prescription level = minimum MPR for all active drug = 200

Scenario 2: (Exemption for PRN frequency)
Previous dispensing done on 5/3/2017 for few drugs:

- Drug A, PRN
  Previous supply start on 5/3/2015 for 30 days
  Current date is 20/3/2017.
  - Supply duration = 30 days
  - Duration between previous start and current = 5/3/2017 to 20/3/2017 = 15 days
  - Drug MPR = (30/15) x 100 = N/A

- Drug B, BD,
  Previous supply start on 7/3/2015 for 40 days
  Current date is 20/3/2017.
  - Supply duration = 40 days
  - Duration between previous start and current = 7/3/2017 to 20/3/2017 = 13 days
  - Drug MPR = (40/13) x 100 = 308

MPR at prescription level = minimum MPR for all active drug = 308

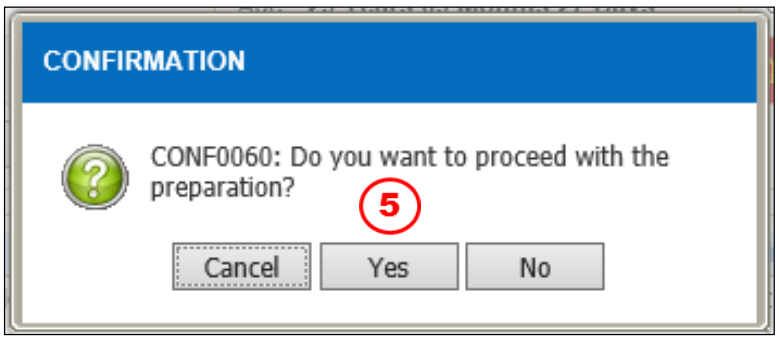


Figure 6.1.1-3 Confirmation Alert Message

STEP 5

Click on the Yes button to confirm preparation and window will close automatically

6.1.2 Allocate Quantity

This function allow user to manually allocate reserve quantity by batch.

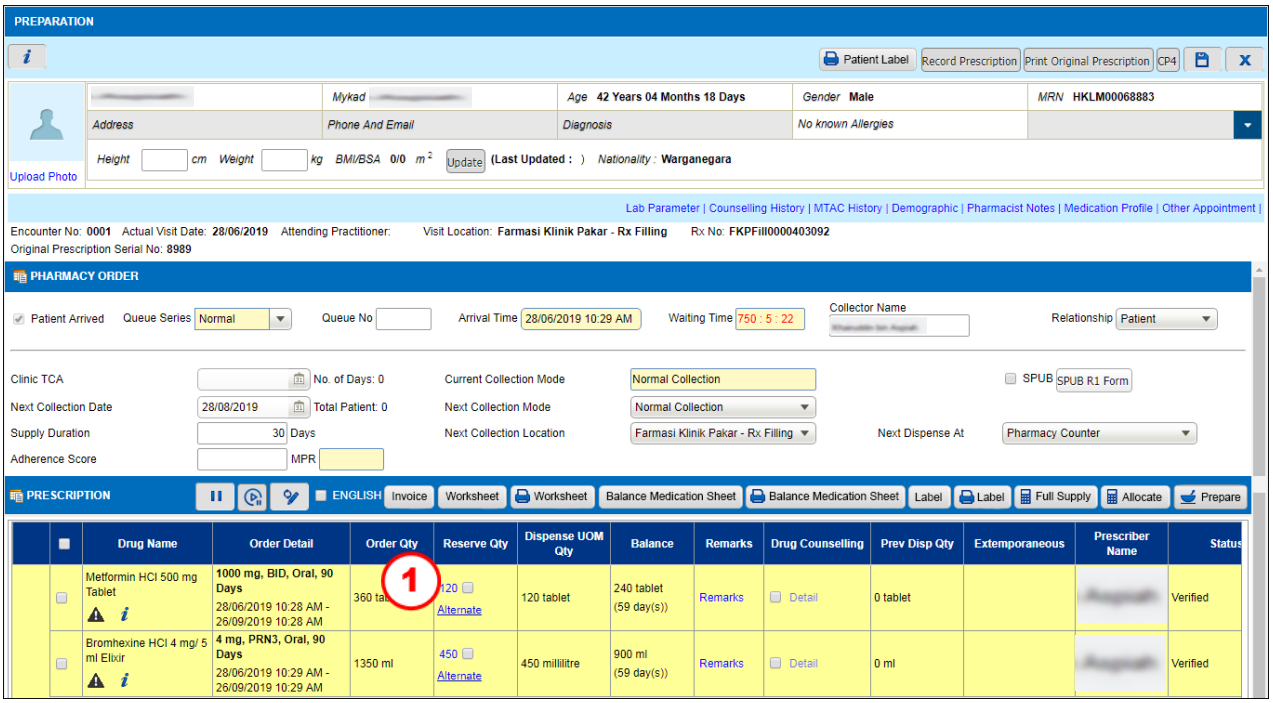


Figure 6.1.2-1 Preparation

Note
Repeat step 1 *and* ***3*** *as per section* ***6.1.1 Prepare*** *before performs Allocate Quantity steps.*

STEP 1
Click on ***Reserve Qty*** to allocate quantity (the number)

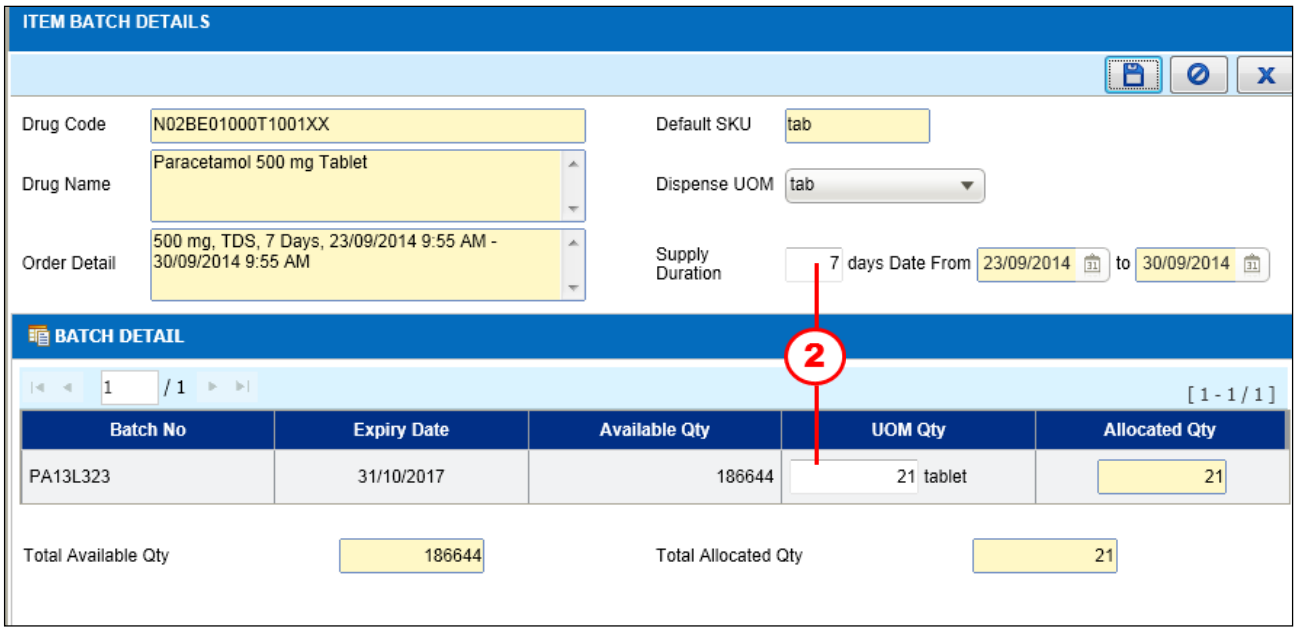


Figure 6.1.2-2 Item Batch Details

STEP 2
Change the value of ***Supply Duration*** or the ***UOM Qty***

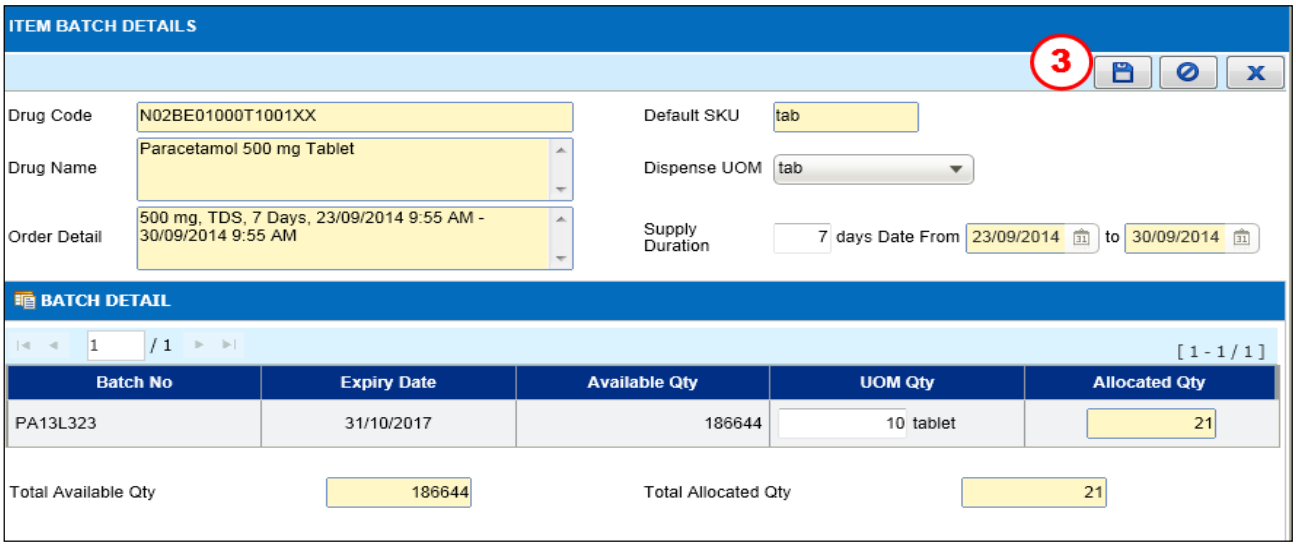


Figure 6.1.2-3 Item Batch Details

Note
Item Batch Details window consist of 2(two) sections:

a. Item Batch Details

Description	Remarks
Drug Code	*The value will be defaulted to the drug code selected from the prescription list, auto display.*
Default SKU	*The value will be defaulted to the SKU selected from the prescription list, auto display.*
Drug Name	*The value will be defaulted to the drug name selected from the prescription list, auto display.*
Dispense UOM	*auto from generate from the drug master.*
Order Detail	*The value will be defaulted to the duration selected from the prescription list. Will include duration, order start and end date, auto display.*
Supply Duration	*The value will be defaulted to the duration selected from the prescription list, auto display. User is allowing to change this value.*

b. Batch Details - *will list down all item batches which are related to the selected drug where expiry date is less than 30 days from the current date.*

Description	Remarks
Batch Number	*Available batch no*
Expiry Date	*Batch expiry date*
Available Quantity	*Quantity available for the selected batch*
UOM Qty	*Quantity available by UOM*
Allocated Qty	*Reserved quantity from the selected batch. Allocated quantity cannot be more than the available quantity and order quantity.*

Table 6.1.2-1

STEP 3
Click on the button to save record

Note
User may click on the

button to automatically allocate the reserve quantity

6.1.3 Drug Label and Balance Medication Sheet (BMS)

This function allow user to edit and print drug label and balance medication sheet after allocate the reserve quantity.

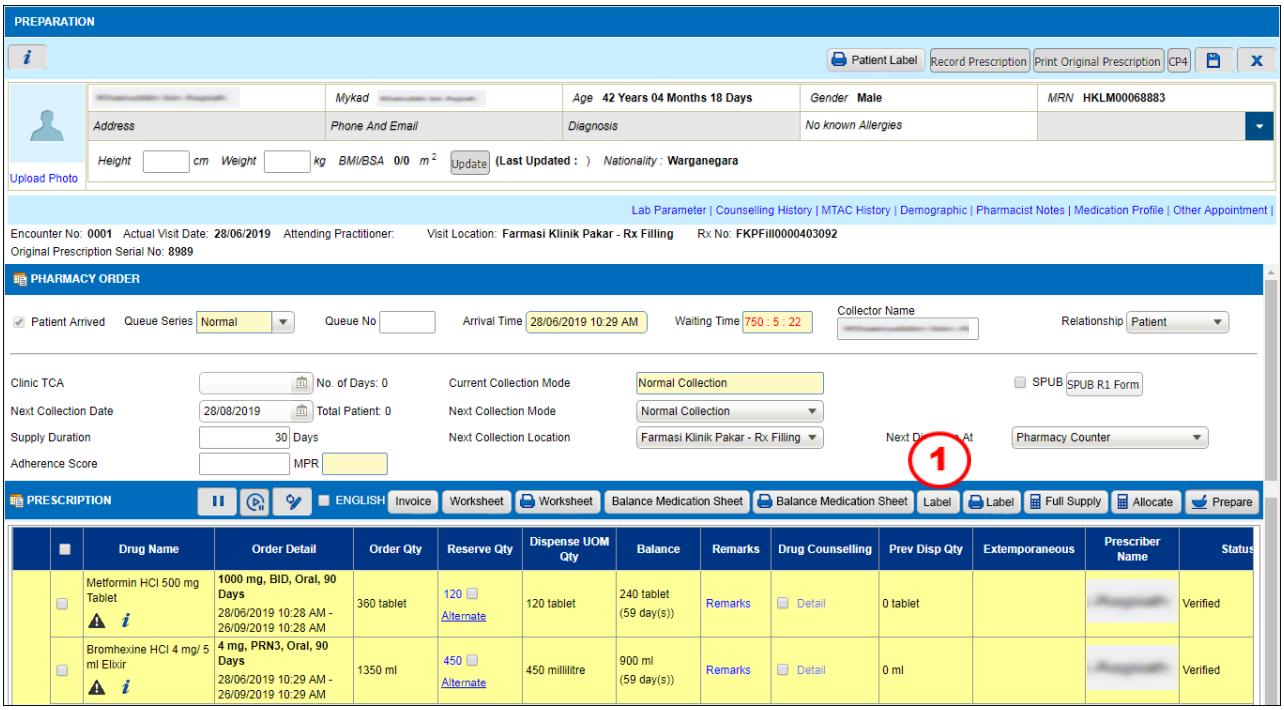


Figure 6.1.3-1 Preparation

STEP 1

Click on the Label button to print drug label

Note

- ***Repeat step 1** and **3** as per **section 6.1.1 Prepare** before performs Drug Label steps.*
- *All the button with the icon is for **direct printing** such as* Label, Balance Medication Sheet *and* Worksheet .
- *All the button without the icon is for **preview, edit then print** process such as* Invoice , Balance Medication Sheet , Worksheet *and* Label.

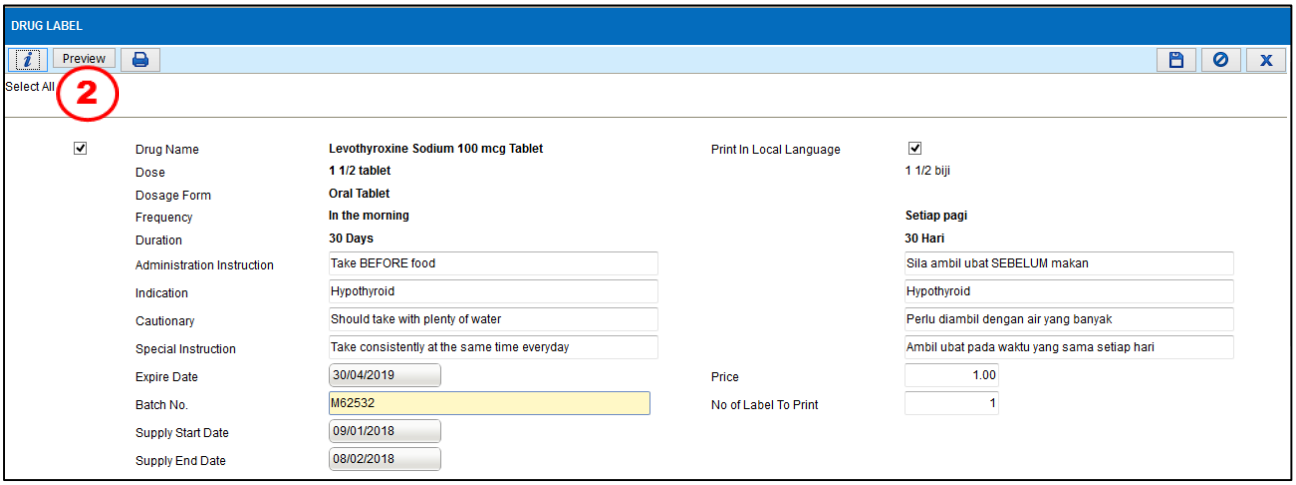


Figure 6.1.3-2 Drug Label

STEP 2

Click on the Preview button to preview ***Drug Label***

Note

- *User able to select All drug label or selected drug only.*
- *Untick on Print in Local Language check box to print label in English (default is in Malay).*
- *Enter No of Label to Print.*
- *Able to edit Administration Instruction, Indication, Cautionary, Special Instruction, and Price.*
- *Enhancement on drug label*
    - *To put 'dose' and 'frequency' in one line.*
    - *'Route' to move in 2nd line.*
    - *Line to reduce (make it more thin/grey color)*
    - *Apply both to IP and OP. IP Label - remove the split boxes in dose and frequency and increase font for dose and frequency.*
    - *Remain background color as white for all information for all labels.*
    - *Combine Special Instruction and Cautionary into 1 column*

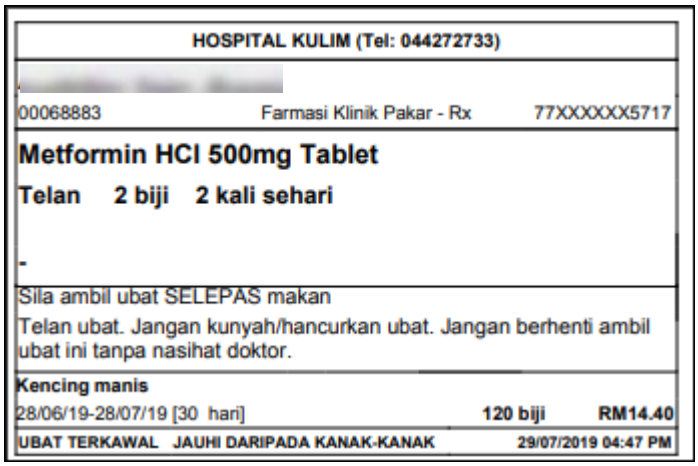


Figure 6.1.3-3 Print Drug Label

Drug label will display:

a) *Facility name*
b) *Patient name*

c) *MRN no*
d) *Identification Number*
e) *Visit Location*
f) *Date and Time*
g) *Indication*
h) *Administration Instruction*
i) *Cautionary advice*
j) *Special instruction*
k) *Name of drug*
l) *Dose*
m) *Dosage Form*
n) *Frequency*
o) *Duration*
p) *Batch No - from the selected batch information*
q) *Price - from the selected drug price, however user is allowed to change the value*
r) *Expiry date*

Balance Medication Sheet

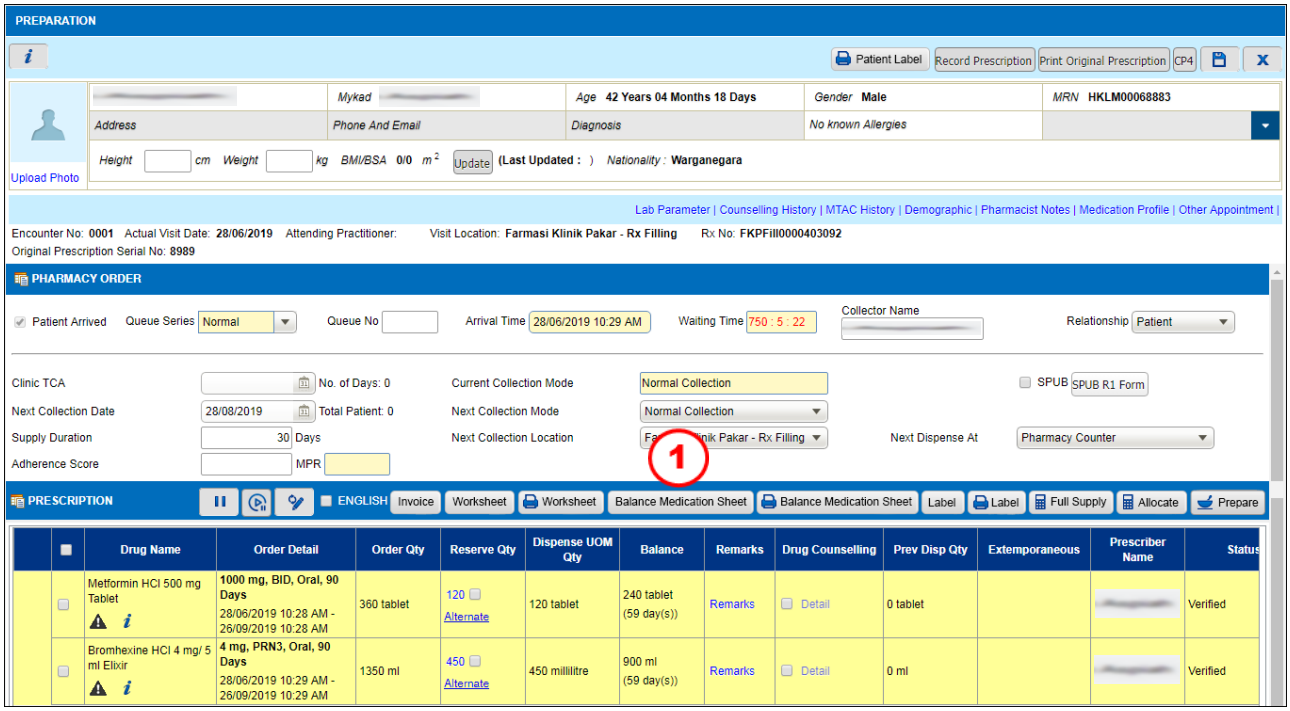


Figure 6.1.3-4 Print Balance Medication Sheet

STEP 1

Click on the Balance Medication Sheet button to preview the Balance Medication Sheet as per **Figure 6.1.3-5**

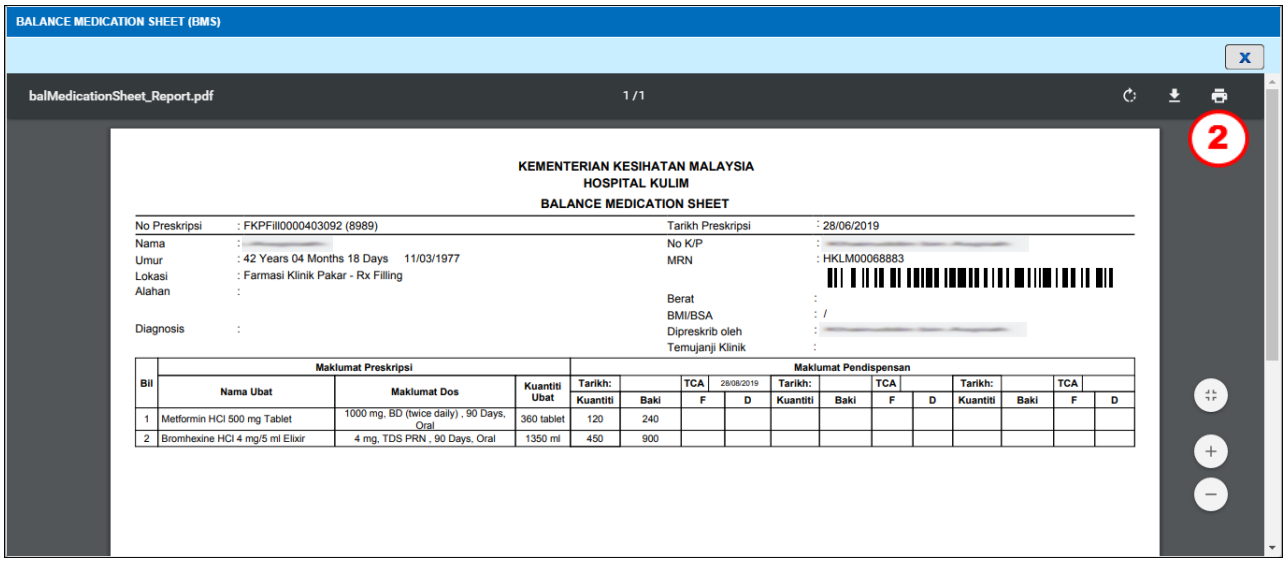


Figure 6.1.3-5 Print Balance Medication Sheet

STEP 2

Click on the button to print the sheet

6.1.4 Extemporaneous – By Patient

This function allow user to generate worksheet and print Ingredient label prepared by patient based on drugs setup.

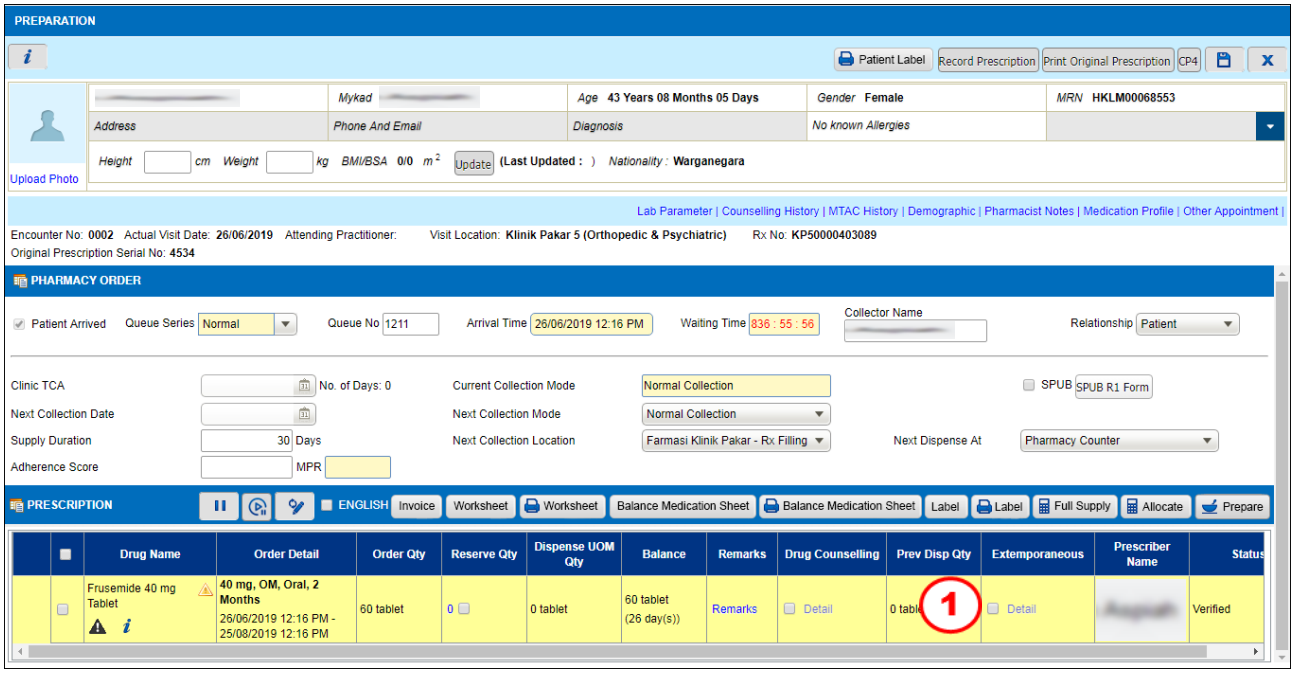


Figure 6.1.4-1 Preparation

Note
Repeat step 1 *and* ***3*** *as section* ***6.1.1 Prepare*** *and performs Extemporaneous as below.*

STEP 1

Click on the ☑ ***Extemporaneous*** checkbox and system will display extemporaneous screen as **Figure 3.3.4-2**

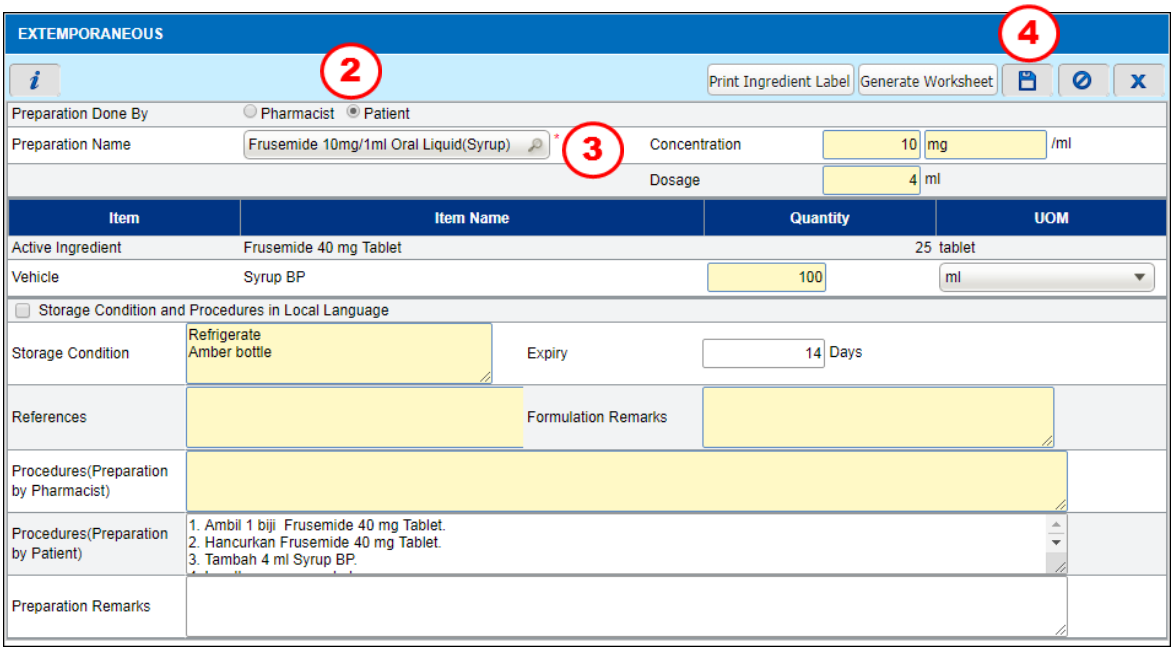


Figure 6.1.4-2 Freshly Prepared

STEP 2
Click on 'Patient' radio button
Note
Freshly prepare screen will be displayed:

a) *Active Ingredient*
b) *Vehicle*
c) *Quantity*
d) *UOM*
e) *Storage Condition*
f) *Expiry day*
g) *Reference*
h) *Procedures (Preparation by Pharmacist)*
i) *Procedures (Preparation by Patient)*
j) *Formulation Remarks*
k) *Preparation Remarks*
l) *All information will be auto capture from the selected drug information*

STEP 3
Select ***Preparation Name*** from drop down box

Note

- *Concentration, dosage, Quantity, Storage Condition, Vehicle, Formulation Remarks and Procedures/Preparation by Patient and Reference will be retrieve from Master Setup.*
- *Able to select Storage Condition and Procedures in Local Language.*
- *Able to change Vehicle UOM if applicable.*
- *Able to change Expiry duration.*
- *Procedures/Preparation by Pharmacist is editable.*
- *If there is Additional item, enter the value appropriately (may refer to Procedures)*

STEP 4

Click on the button to save record. Screen will return to the Preparation screen

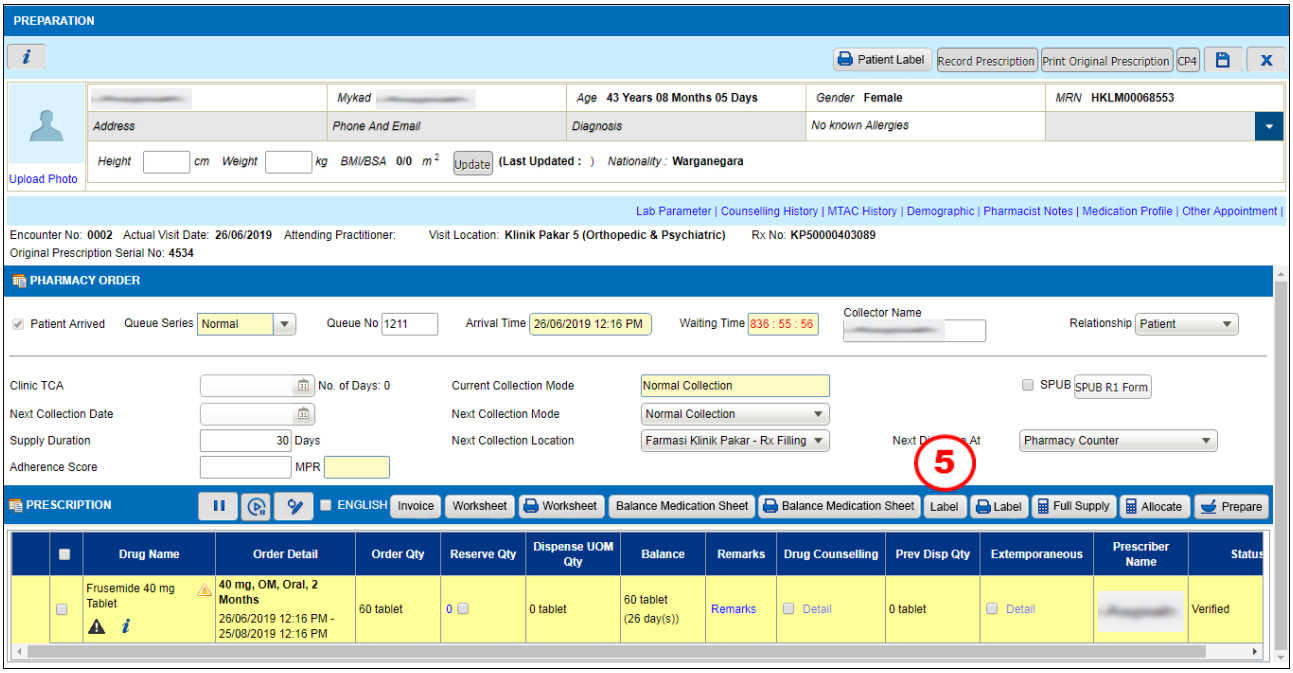


Figure 6.1.4-3 Preparation

STEP 5
Click on the button to print label

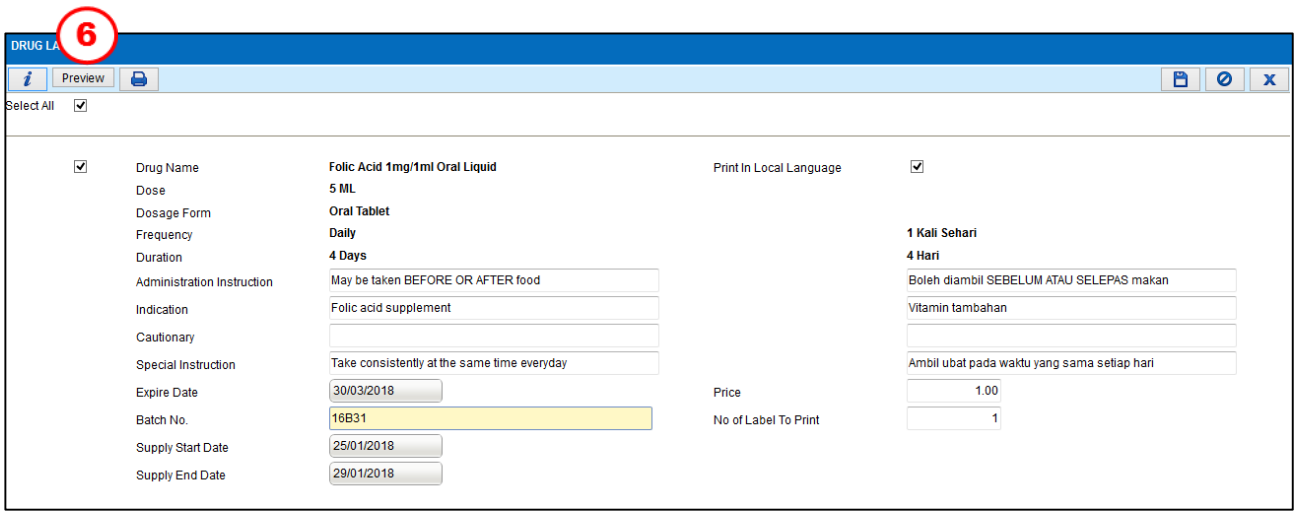


Figure 6.1.4-4 Label to be printed

STEP 6

Click on the Preview button to preview the label

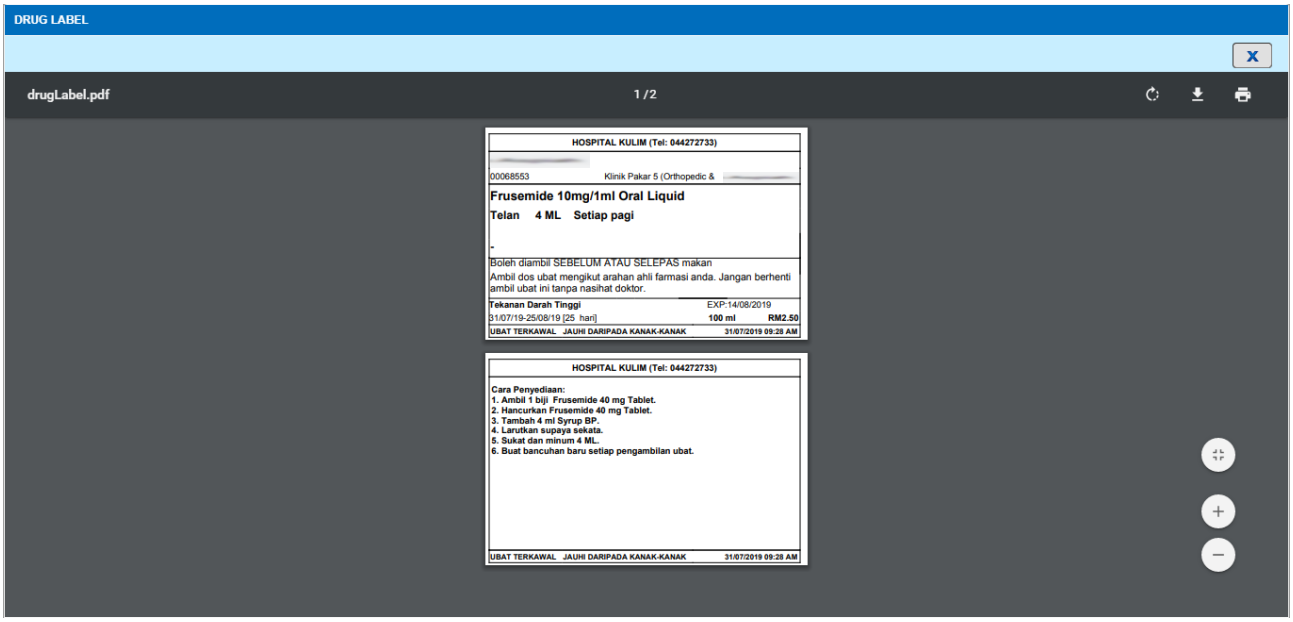


Figure 6.1.4-5 Label

STEP 7

Click the button to print the label

6.1.5 Extemporaneous – By Pharmacist

Preparation screen allow user to generate Extemporaneous Worksheet done by pharmacist.

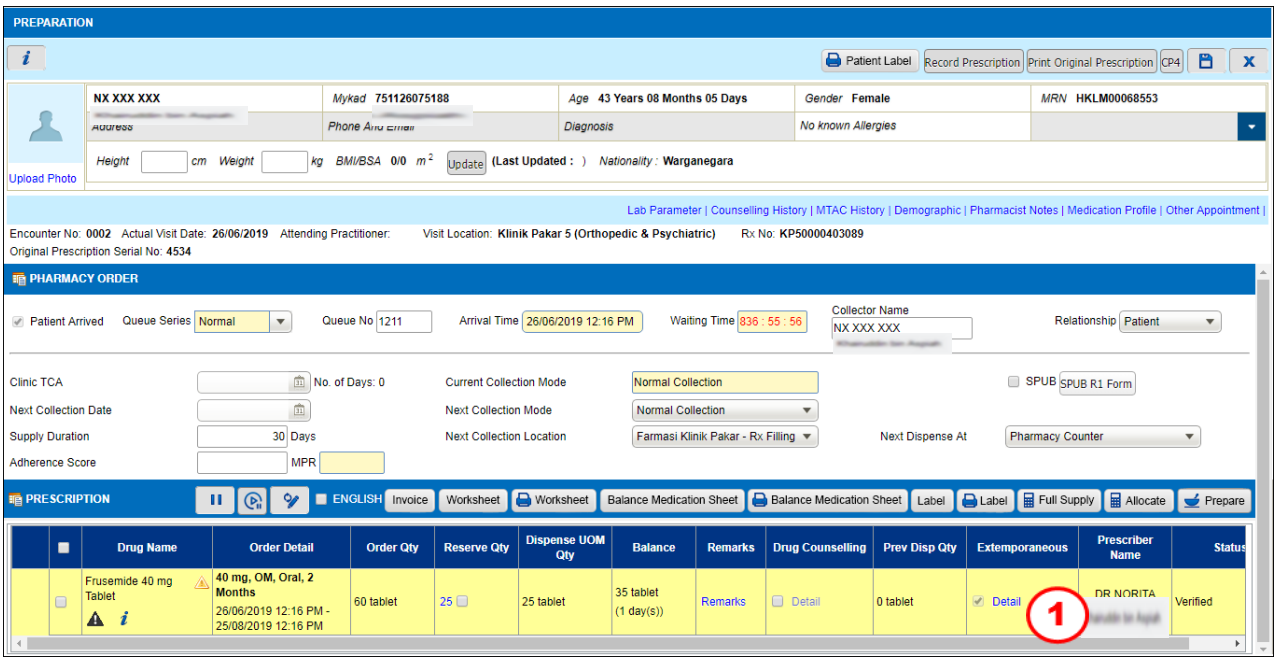


Figure 6.1.5-1 Preparation screen

Note

Repeat step 1 *and* ***3*** *as per section* ***6.1.1 Prepare*** *and performs Extemporaneous by Pharmacist steps.*

STEP 1

Click on the ***Extemporaneous*** checkbox or the **Detail** link and system will display extemporaneous screen as **Figure 6.1.5-2**

Note

If extemporaneous is based on previous patient's extemporaneous, then there is an edit button. If this is a new extemporaneous, then there is no edit button

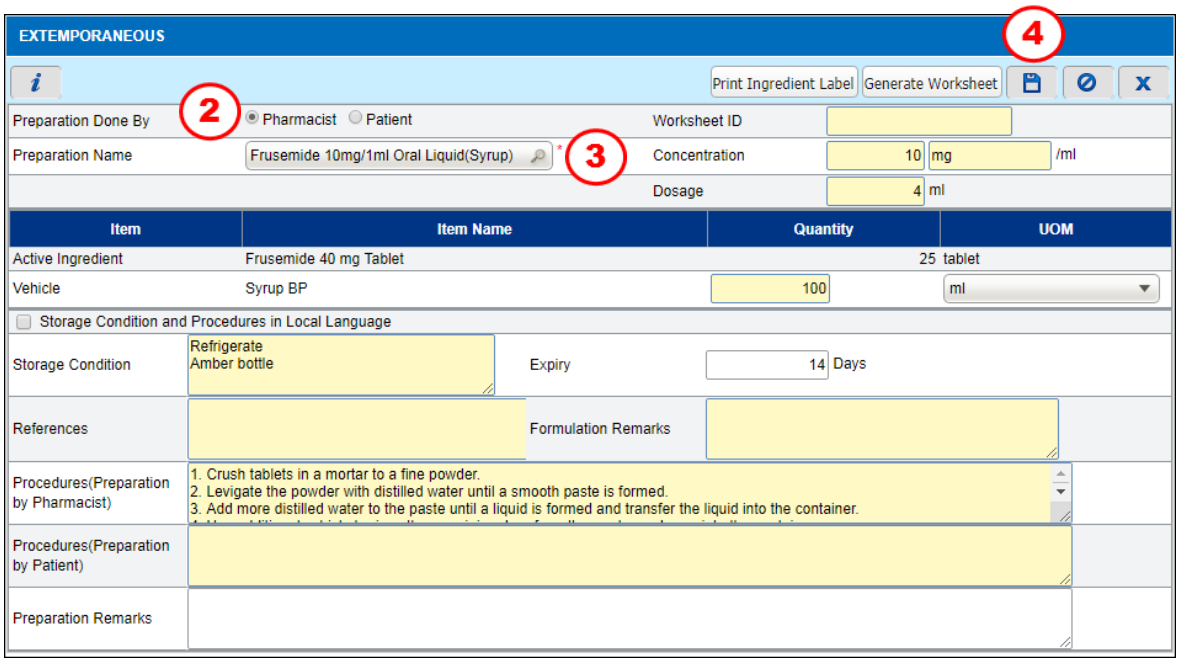


Figure 6.1.5-2 Extemporaneous screen

Note

Freshly prepare screen will be displayed:

a) Active Ingredient
b) Vehicle
c) Quantity
d) UOM
e) Storage Condition
f) Expiry day
g) Reference
h) Procedures (Preparation by Pharmacist)
i) Procedures (Preparation by Patient)
j) Formulation Remarks
k) Preparation Remarks
l) All information will be auto capture from the selected drug information

STEP 2

Click on 'Pharmacist' radio button

STEP 3

Select ***Preparation Name*** from drop down box

Note

- *Concentration, dosage, Quantity, Storage Condition, Vehicle, Expiry Date, Formulation Remarks and Procedures/Preparation by Patient and Reference will be retrieve from Master Setup.*
- *Able to select Storage Condition and Procedures in Local Language.*
- *Allow to change Vehicle UOM if applicable.*

STEP 4

Click on the button to save record

Note

If the screen returned to Preparation screen, click again the Details link

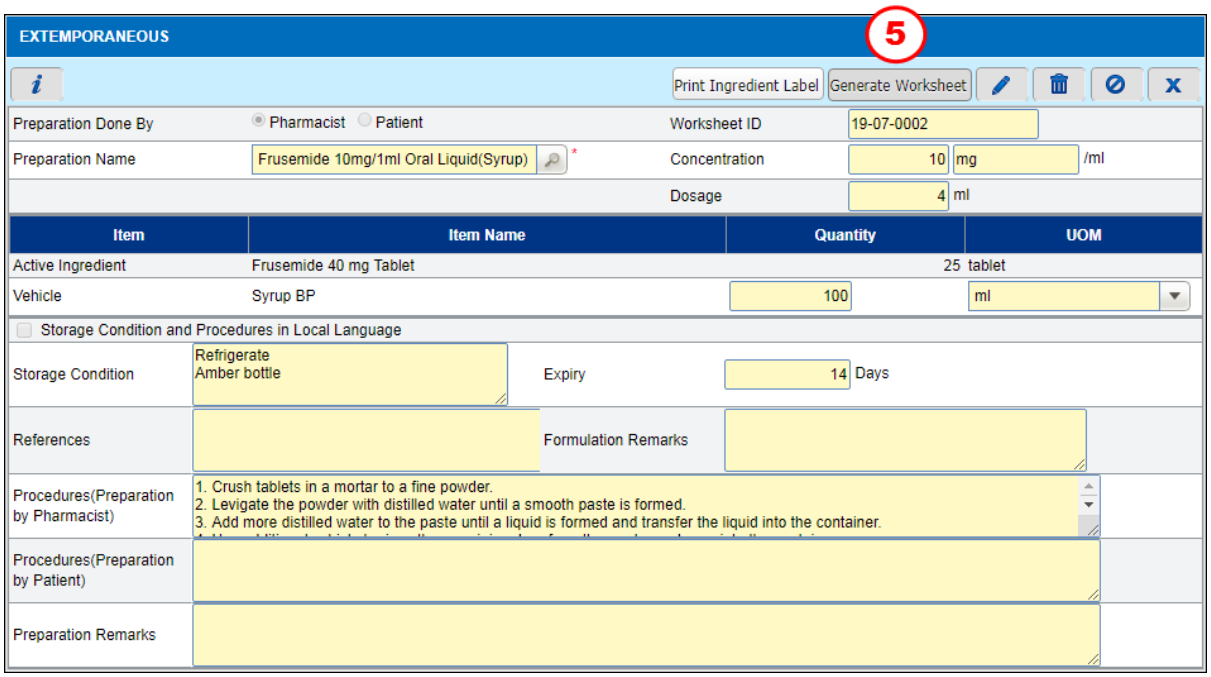


Figure 6.1.5-3 Extemporaneous screen

STEP 5

Click on the Generate Worksheet button to view the extemporaneous worksheet

Note

Generate Worksheet *will only be enabled when the record has been saved*

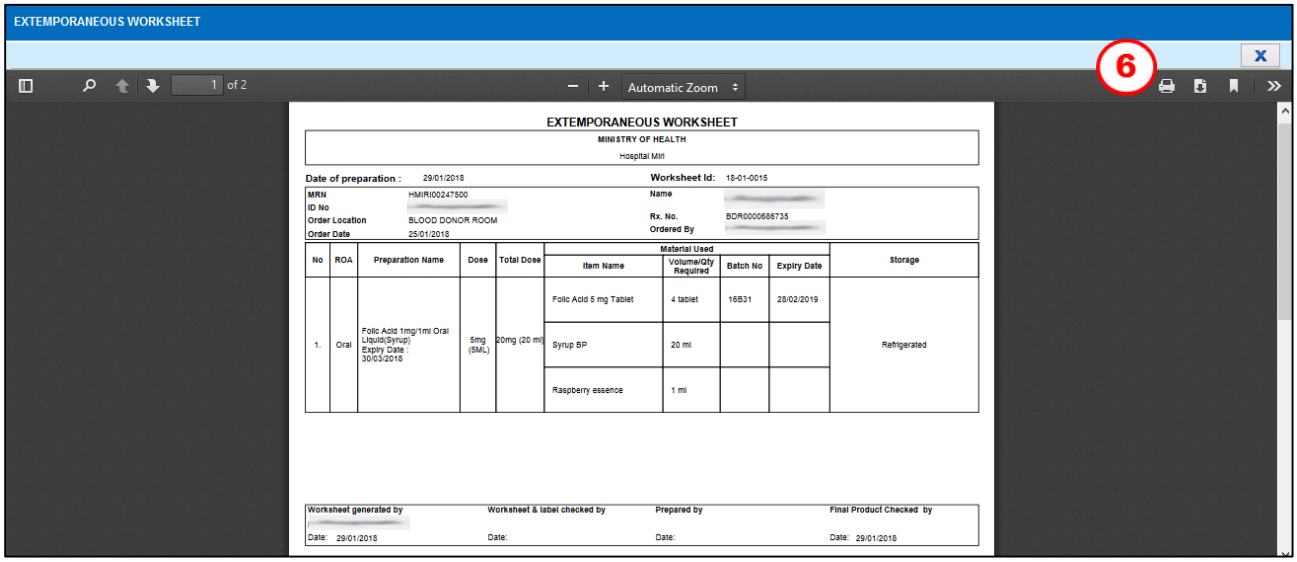


Figure 6.1.5-4 Extemporaneous Worksheet

STEP 6

Click on the button to print the worksheet

Note

- *Refer Figure 3.3.5-4 for the Extemporaneous Worksheet by Pharmacist sample.*
- *Able to print Worksheet to prepare drug for patient.*
- *Extemporaneous Worksheet will be displayed:*

a) *Worksheet name*
b) *Ministry of Health*
c) *Hospital name*
d) *Date of preparation – auto display current date*
e) *Worksheet ID – auto generated by the system*
f) *MRN – auto display patient medical record number*
g) *Name – auto display from patient details*
h) *ID No – auto display from patient details*
i) *Rx No – auto display from order details*
j) *Order Location – auto capture from order details*
k) *Ordered by – auto capture from order details*
l) *Order Date – auto capture from order details*
m) *Duration – auto capture from order details*
n) *ROA – route of administration code of the drug*
o) *Drug Name – auto capture from order details*
p) *Dose required - auto-capture from order details*
q) *Volume required – allocated quantity of materials*
r) *Batch no, expiry date & manufacturer – auto capture from allocated batch of materials*
s) *Instruction – based on defined instruction in Drug Master for compounding*
t) *Storage – as defined in Drug Master*
u) *No. of preparation – as determined in preparation screen*
v) *Reference – from drug master*
w) *Worksheet generated by – auto capture form login name of person who generates the worksheet*
x) *Worksheet & label checked by*
y) *Prepared by*
z) *Final Product Checked by*

- *User has option to print Labels and Worksheet by clicking on the Printer button.*
- *Once the status is updated to Prepared, the worksheet may no longer be edited.*

7.1 Dispensing

This function will allow the user to dispense medication to the patient after it was prepared.

7.1.1 Dispense

This function is used to dispense the drug(s) to the patient.

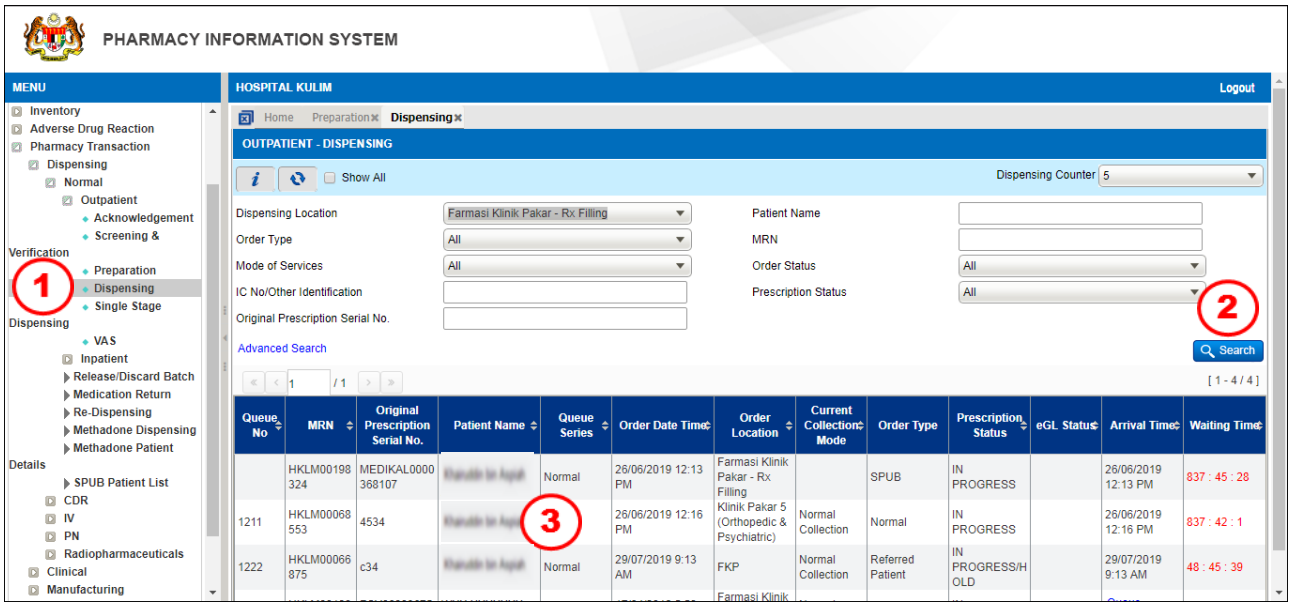


Figure 7.1.1-1 Dispensing Landing Screen

STEP 1

Click on '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	Patient Name	Name of patient	Able to filter and search by patient's name
d	Order Type	-All -Normal -SPUB -Discharge	Able to filter and search patient's record by order type
e	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: *Example: HPSF00001234 or "1234"*
f	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

g	Order Status	-All -New Order -Partial Supply	Able to filter and search patient's record by order status
h	IC No/Other Identification	Identification Number	Allow to search by full or partial ID Number
i	Prescription Status	-All -Hold -Expired	Able to filter 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

Table 7.1.1-1

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*
- *Queue Series*
- *Order Date Time*
- *Order Location*
- *Current Collection Mode*
- *Order Type*
- *Prescription Status*
- *eGL Status*
- *Arrival Time*
- *Waiting Time*

STEP 3

Double click on the selected patient and patient detail information will be shown as per **Figure 7.1.1-1**

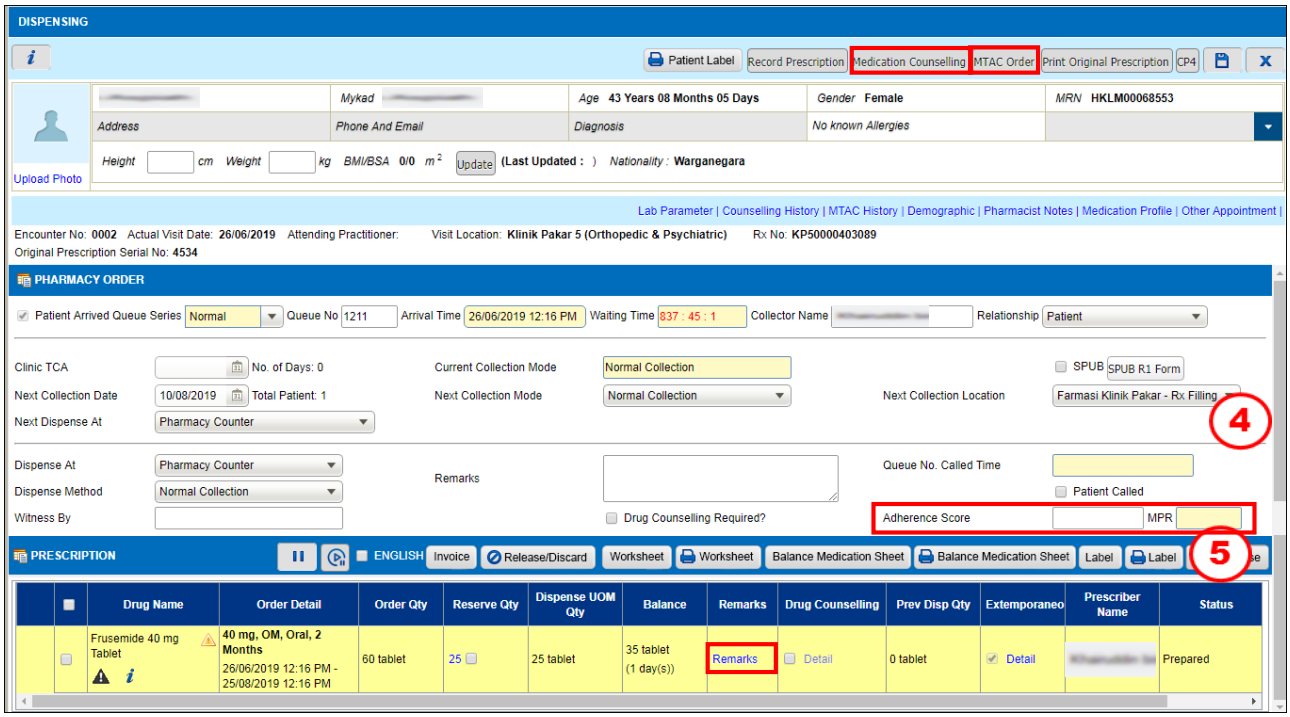


Figure 7.1.1-2 Dispensing

STEP 4

Click on the Call Patient button

STEP 5

Click on the Dispense button to dispense

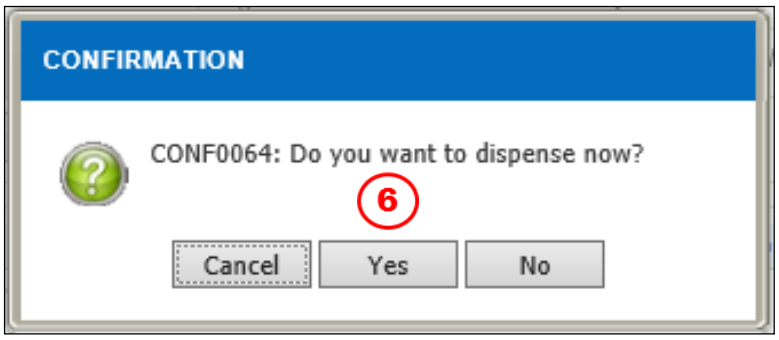


Figure 7.1.1-3 Confirmation Alert Message

STEP 6

Click on the Yes button to confirm

Note

- *Once the Call Patient button is clicked, waiting time will automatically stop and the Patient Called checkbox is ticked.* Patient Called
- *To close/complete medication, select the checkbox* Complete *then click on the* Dispense *button. The selected drug is considered as full supply.*
- Medication Counselling *button added at Dispensing screen and Single Stage screen as per Figure 7.1.1-2. Once click on the button, Medication Counselling Order screen will appear.*

- MTAC Order *button added at Dispensing screen and Single Stage screen as per Figure 7.1.1-2. Once click on the button, MTAC Order screen will appear.*
- *A notification icon* Remarks *in the Remarks column is display if there are past Remarks in all dispensing screens. User will be able to view past Remarks (with timestamp & NAME OF PERSON making remark), including the doctor's remark as per Figure 7.1.1-4*

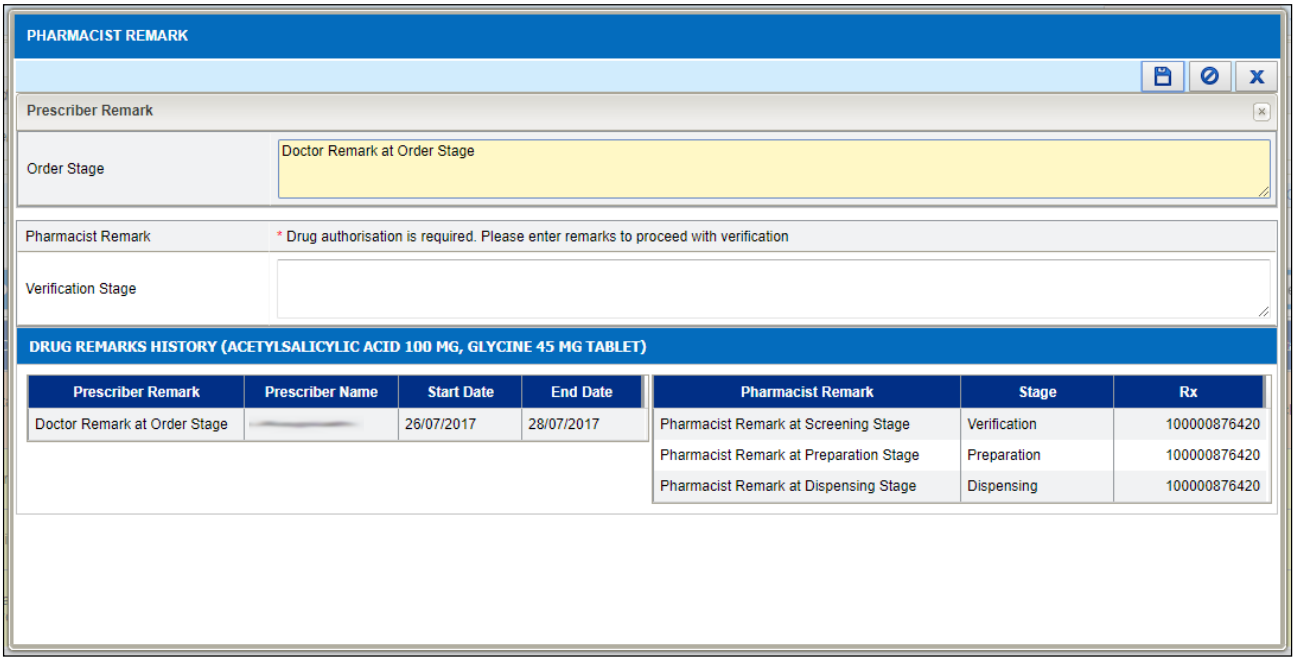


Figure 7.1.1-4 Pharmacist Remark Screen

- *Previous Pharmacist Remarks inside Additional Info links at Medication Profile is displayed as per Figure 7.1.1-5*

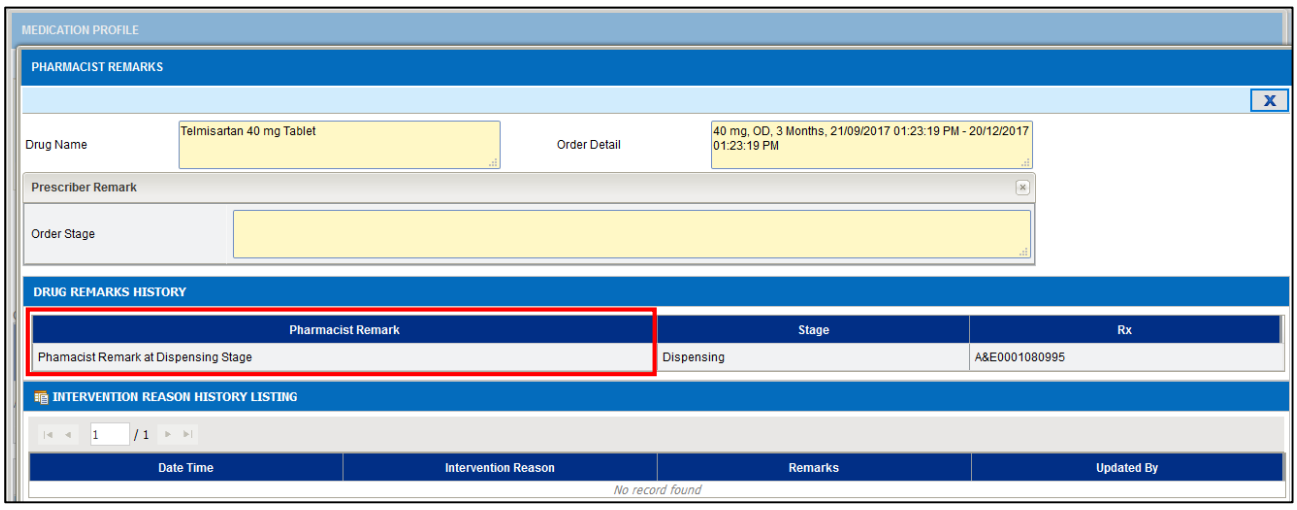


Figure 7.1.1-5 Previous Pharmacist Remark Screen

7.1.2 Next Collection Record for Partial Supply

This function will allow user to set the next collection record before dispensing.

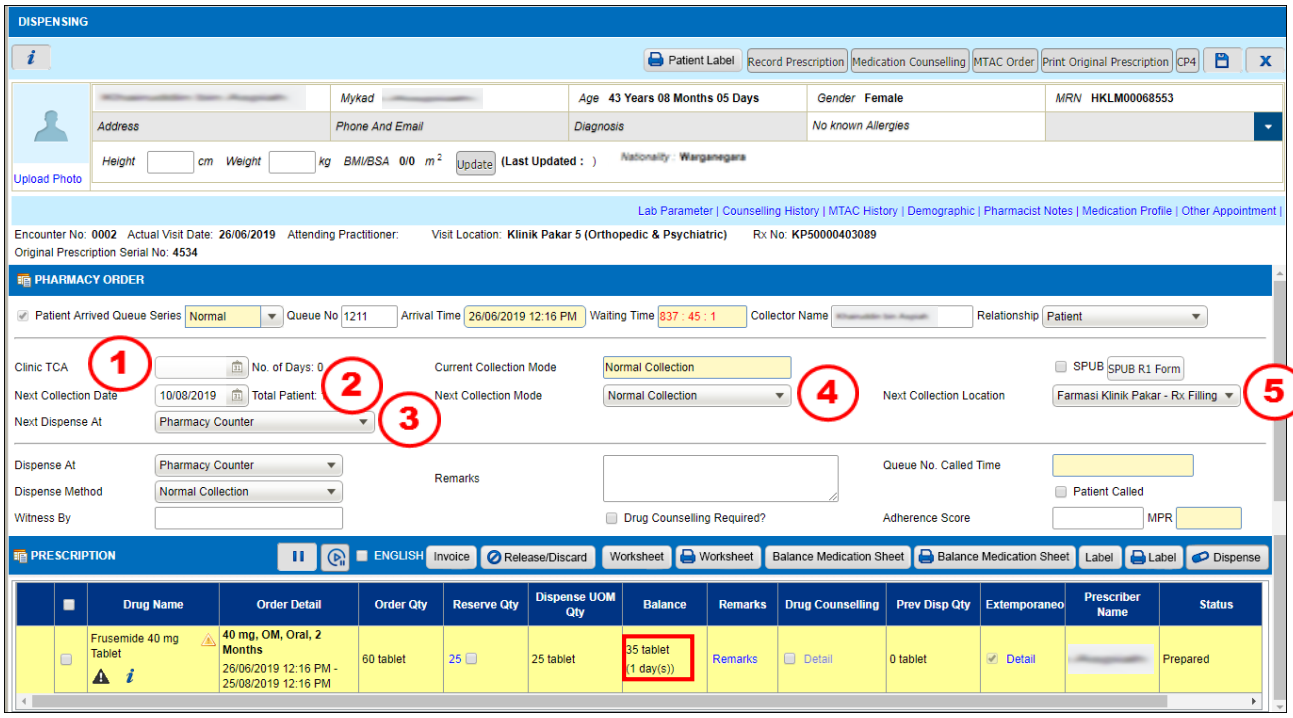


Figure 7.1.2-1 Dispensing

Note
Repeat step 1 *and* ***3*** *as Section* ***7.1.1 Patient Called*** *before performs dispense and next collection record steps.*

STEP 1
Select date from the ***Clinic TCA*** calendar

STEP 2
Select date from the ***Next Collection Date*** calendar

Note
This date will be retrieved from the third party appointment to visit clinic. However, user is allowed to select other date. This date will be reflected into 'Next Collection Date'. No. of Days will be automatically display.

STEP 3
Select the ***Dispense at*** from the drop down:

- Pharmacy Counter
- Drive Through Counter

Note

- *The* ***Next Collection Date*** *will be retrieved from balance medication record for patient to collect medication at dispensing counter. However, user is allowed to select other dates by selecting it manually.*
- *Changes on the* ***Next Collection Date*** *will not affect the* ***Clinic TCA*** *date.* ***Total patient*** *is the number of patients scheduled to come on the selected date.*

STEP 4
Select the ***Next Collection Mode (Value Added Services)*** from the drop down:

- SMS and Take
- Fax and Take
- Email and Take
- Appointment Card
- UMP

- Telephone and Take
- Others
- Normal Collection

STEP 5
Select the ***Next Collection Location*** from the drop down

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.*
- *Balance Days is shown at the Balance column. Eg. 83 tablets (9 days)*

7.1.3 Hold / Resume

This function allows user to record any error during counter check at dispensing stage.

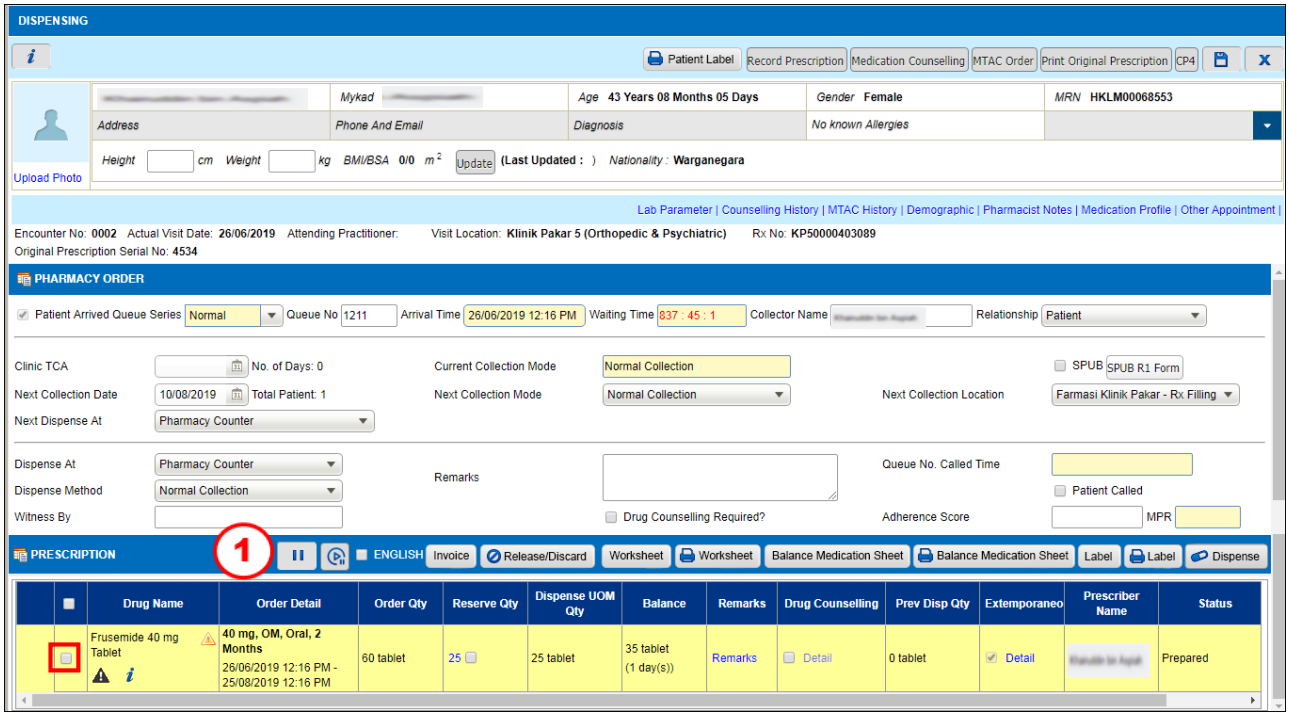


Figure 7.1.3-1 Dispensing screen

Note
***Repeat step 1** and **3** as in Section 4.4.1 **Patient Called** as per **Figure 7.1.1-1** before performs Hold / Resume steps.*

Hold

STEP 1

Select the drug □ and click on the button as per **Figure 7.1.3-1**

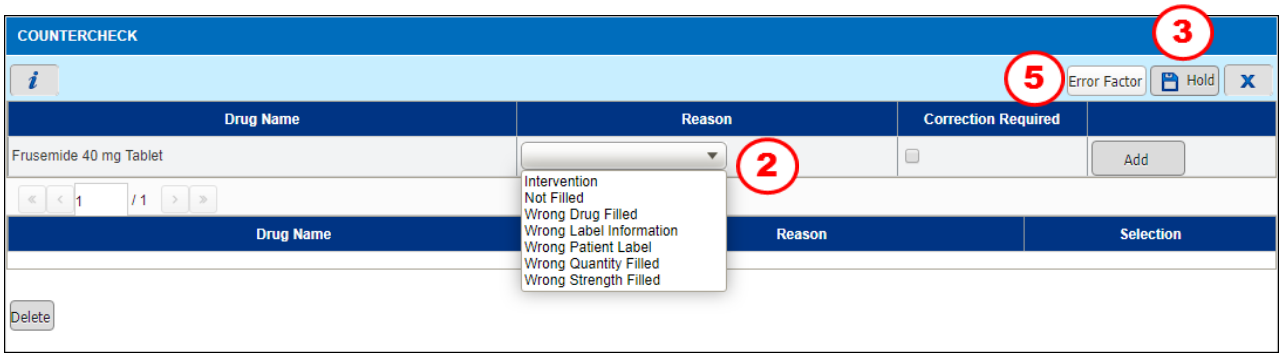


Figure 7.1.3-2 Hold Order – Countercheck

STEP 2
Select from the ***Hold Reason*** drop down:

- Intervention
- Not Filled
- Wrong Drug Filled
- Wrong Label Information

- Wrong Patient Label
- Wrong Quantity Filled
- Wrong Strength Filled

STEP 3

Click on the Hold button to proceed Hold

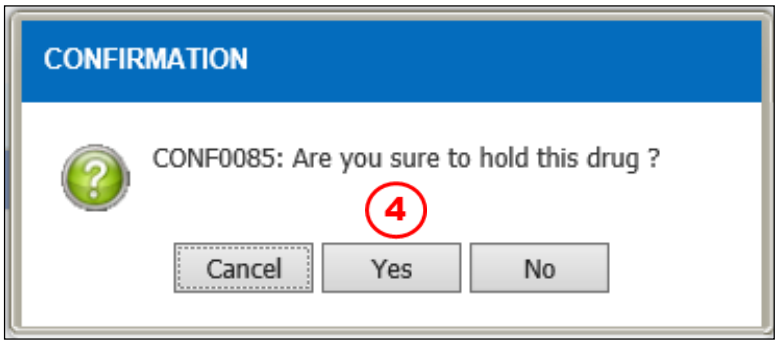


Figure 7.1.3-3 Confirmation Alert Message

STEP 4

Click on the Yes button to Hold the drug and confirmation pop up message will close automatically

Note

- *Drug status will change to Prepared/Hold (Dispensing screen).*

STEP 5

Click on the Error Factor button to record the error factor.

Note

- *Once hold the drug user able to record error factor as shown in Figure 7.1.3-4*

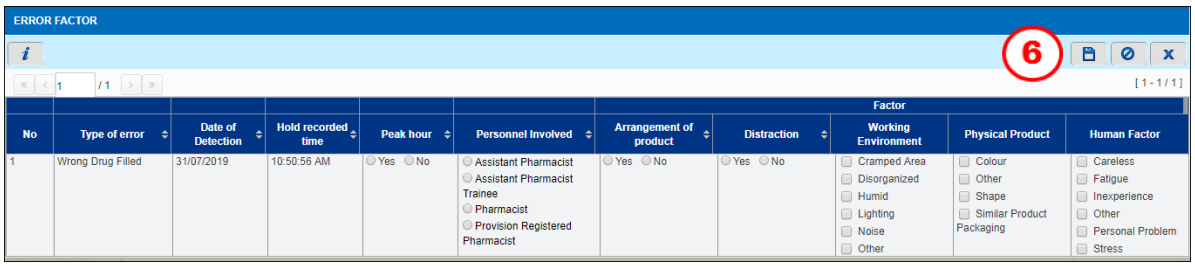


Figure 7.1.3-4 Error Factor

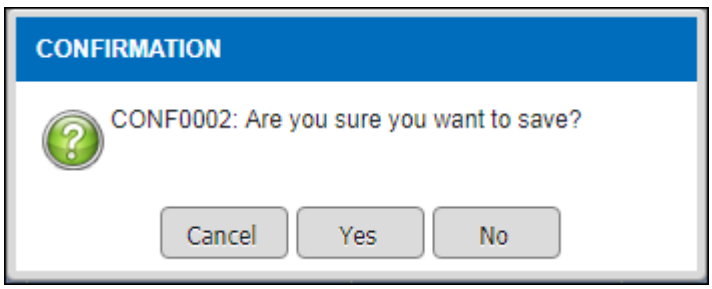


Figure 7.1.3-5 Alert Message

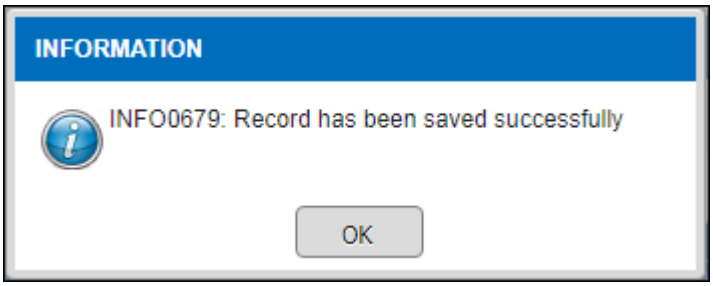


Figure 7.1.3-6 Alert Message

STEP 6

Click on the button to save the error factor.

Note

- *Confirmation alert message will appear as shown in Figure 7.1.3-5. Click on* Yes *button to proceed.*
- *Click* OK *as shown in Figure 7.1.3-6.*

Resume

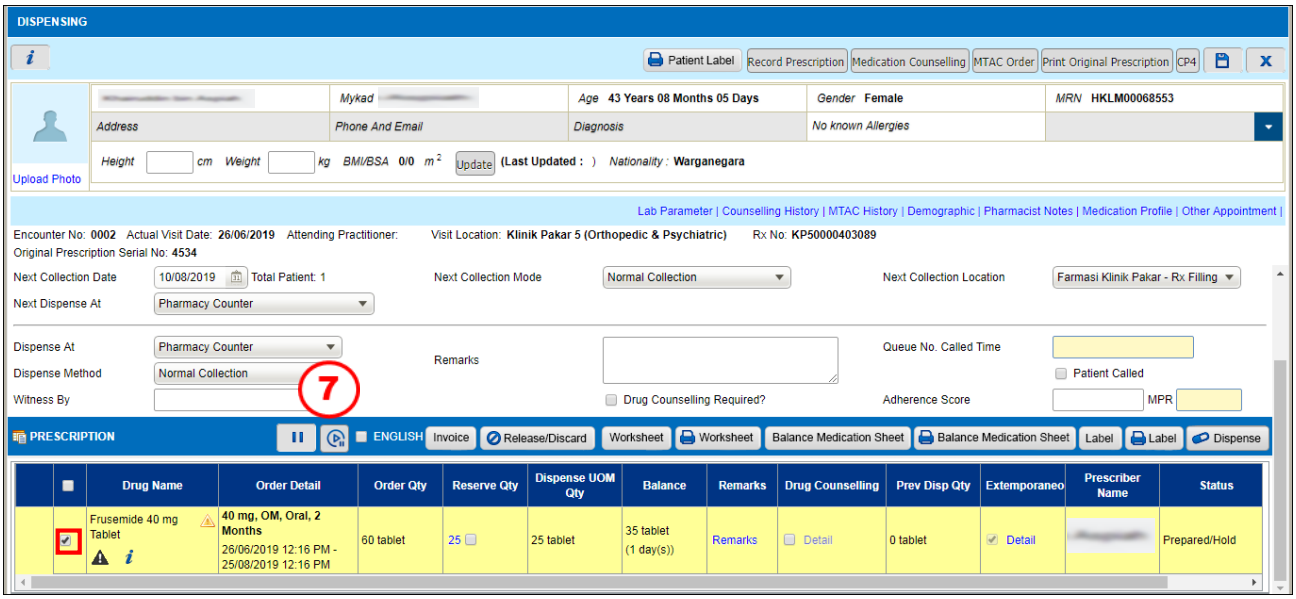


Figure 7.1.3-7 Dispensing screen

STEP 7

Select the drug □ and click on the button to Resume as per **Figure 7.1.3-7**

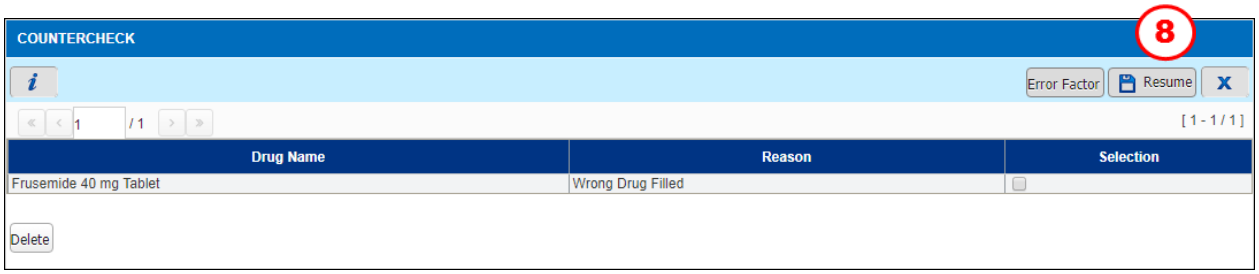


Figure 7.1.3-8 Resume Order Screen

STEP 8

Click on the Resume button

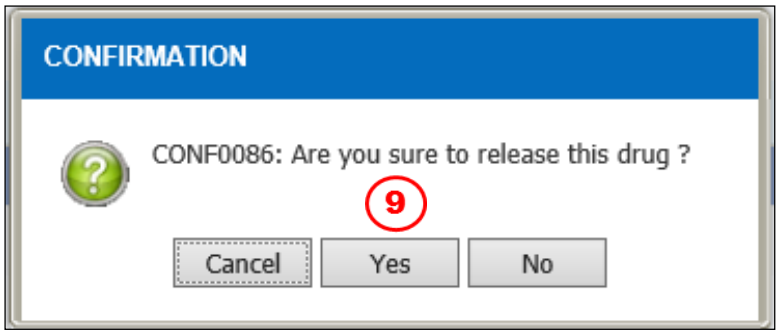


Figure 7.1.3-9 Confirmation Alert Message

STEP 9

Click on the Yes button to release drug from hold state

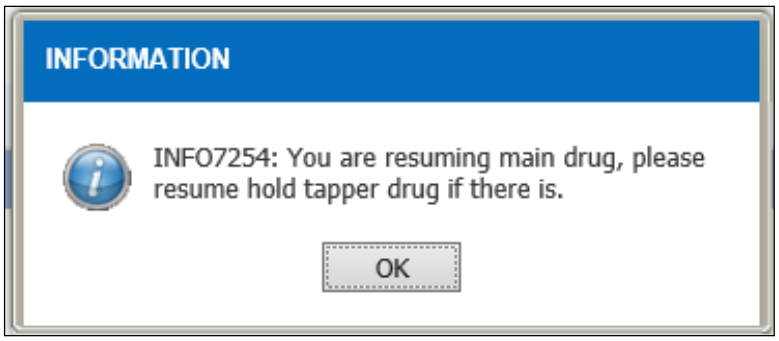


Figure 7.1.3-10 Information Alert Message

Note

- *Click on the* OK *button as in* ***Figure 7.1.3-10*** *to resume.*
- *User can delete the Hold record by selecting intervention reason check box* Selection ☐ *and click the* Delete *button.*

7.1.4 Send SPUB

This function allow user to generate and send SPUB information to other facilities.

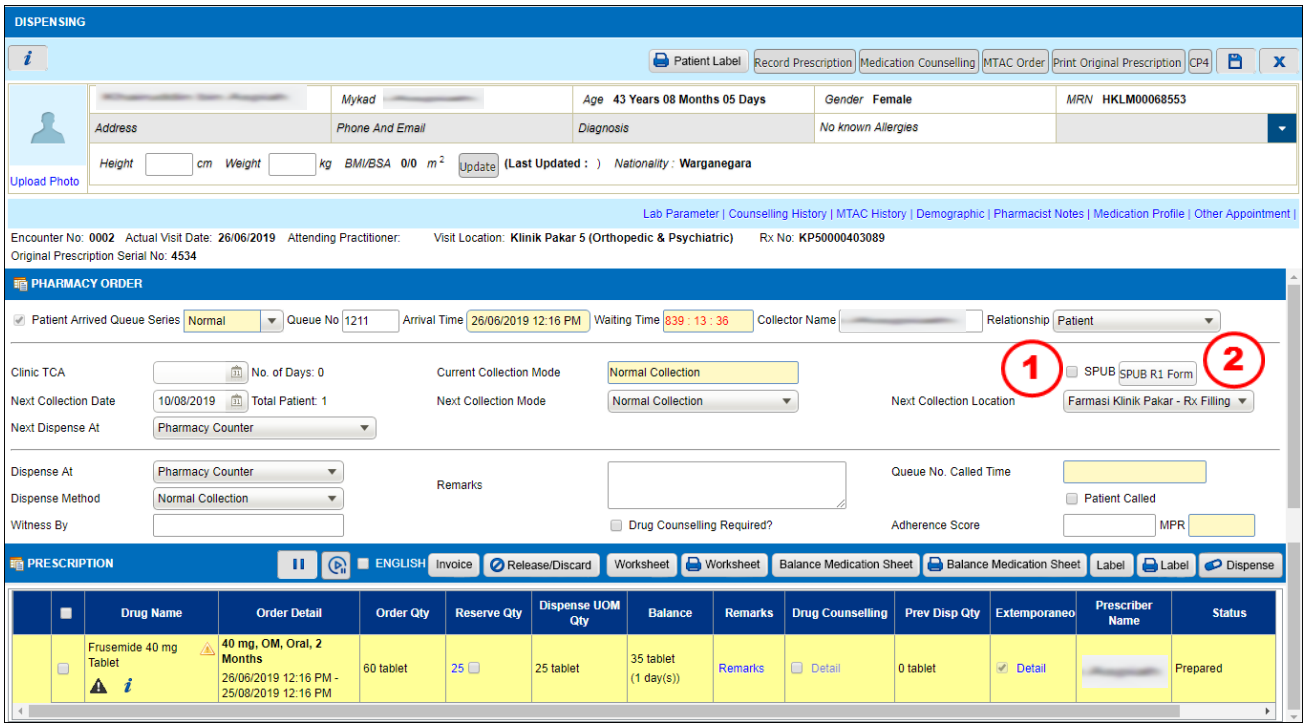


Figure 7.1.4-1 Dispensing

Note

- ***Repeat step 1*** *and* ***3*** *as in* ***Section 7.1.1 Patient Called*** *as per* ***Figure 7.1.1-1*** *before performs send SPUB steps.*
- *User able to request SPUB R1 form at dispensing screen.*
- *Enter Next collection detail as per partial dispense and next collection record.*

STEP 1

Click on check box at SPUB

STEP 2

Click on the

button and *Figure 7.1.4-3* will be display

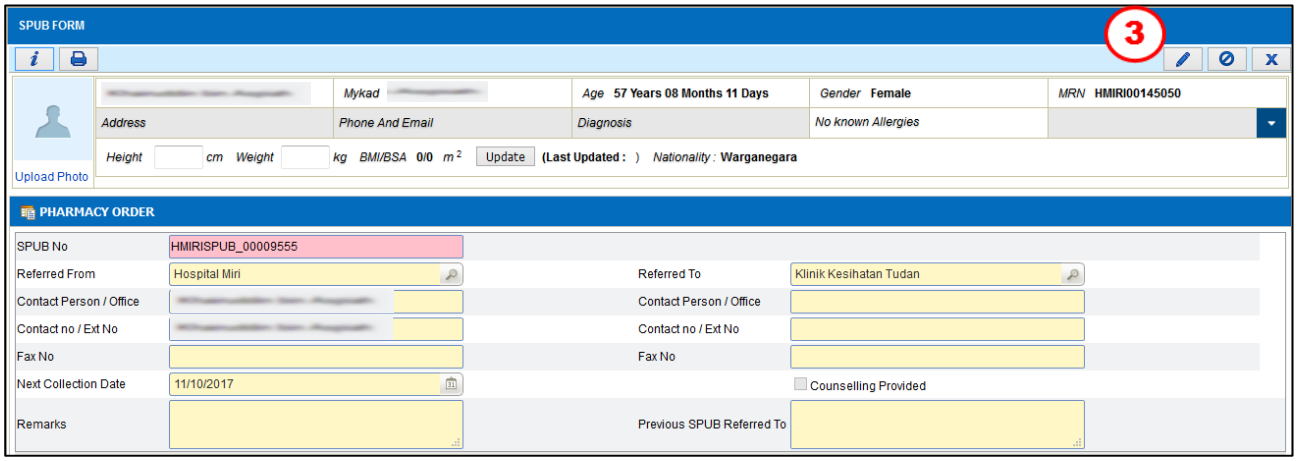


Figure 7.1.4-3 SPUB R1 form

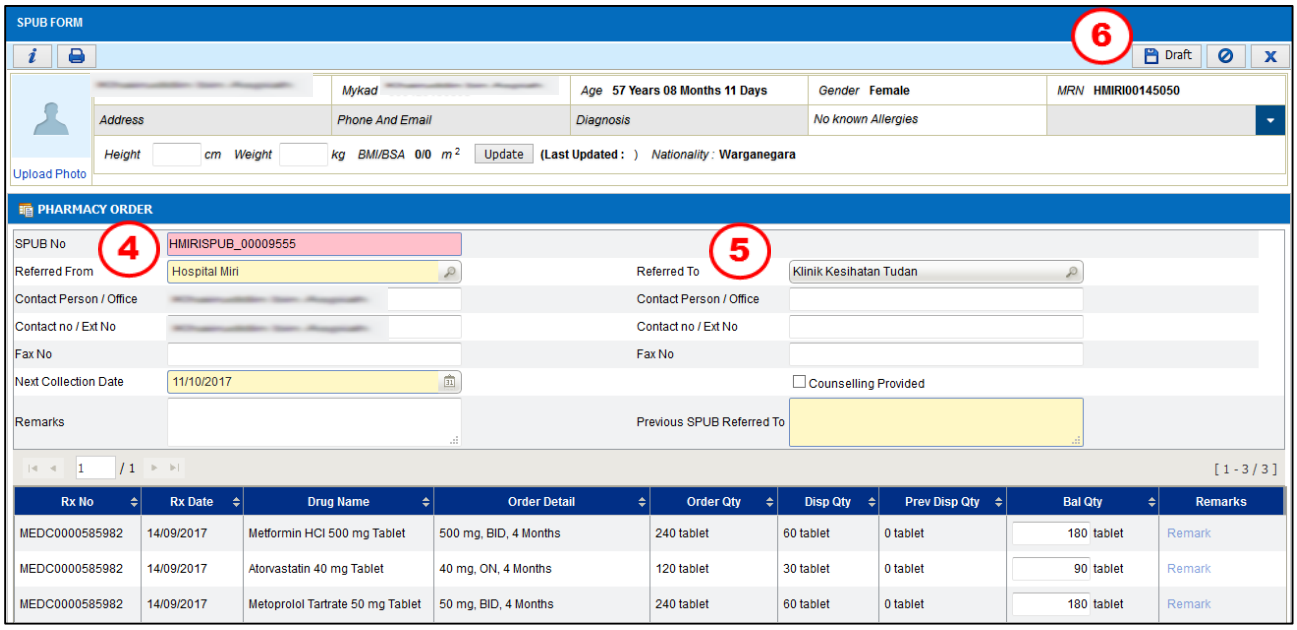


Figure 7.1.4-4 SPUB R1 form Edit

STEP 3

Click on the button

STEP 4

Enter Pharmacy Order details:

Referring Facility

a) SPUB No – will be auto display

b) Referred From - will be auto defaulted to requester hospital's name

c) Contact Person / Office – will be auto defaulted to the person in charge, however user is allowed to change this value

d) Contact No / Ext No - will be auto defaulted to the person in charge, however user is allowed to change this value

e) Fax No – will auto defaulted to the person in charge, however user is allowed to change this value

f) Next Collection Date – This value is auto defaulted to 'Next Collection Date' in the dispensing screen

g) Remarks – enter remarks regarding the patient

STEP 5

Referred Facility

a) Referred to – Select referring hospital or clinic from list. This list will contain a list of active facilities as configured in 'External Facility' master table.

b) Contact Person / Office - will be auto defaulted to the Person in Charge for referring hospital configured in 'External Facility' master table. However, user is allowed to change this value.

c) Contact No / Ext No (Referring hospital) - will be auto defaulted to the Person in Charge for referring hospital configured in 'External Facility' master table. However, user is allowed to change this value.

d) Fax No - will be auto defaulted to the 'Fax No.' found in the 'External Facility' master table. However, user is allowed to change this value.

e) Counselling needed – Click on the check box if counselling is required for this patient. This value is defaulted from the counselling indicator in the Dispensing screen.

Note

- *Prescription and Dispense details will contain a list of drugs to be dispensed in the referring hospital.*
- *This list will only display the drugs with balance quantity to be dispensed.*
- *Details of the drug will be displayed as below:*
  - *Rx No - Prescription No.*
  - *Rx Date - Prescription date (order date).*
  - *Drug Name - Name of drug ordered by the prescriber.*
  - *Order Quantity – Quantity of drug ordered by the prescriber.*
  - *Disp quantity – Quantity of drug to be dispensed at requester hospital.*
  - *Prev Disp Qty – Balance quantity to be dispensed at referring hospital.*
  - *Remarks – Remarks by pharmacist.*

STEP 6

Click on the

button to save and send SPUB form

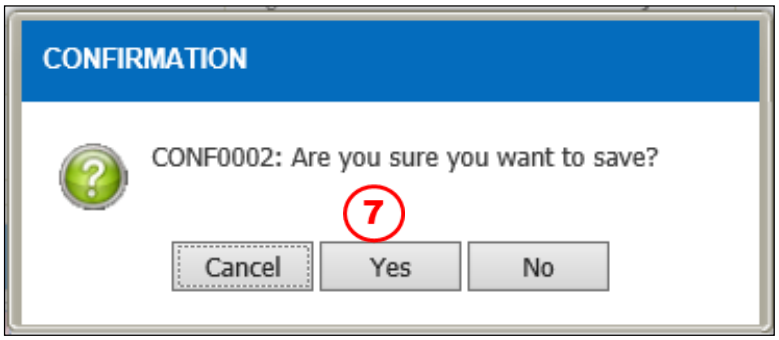


Figure 7.1.4-5 Confirmation Alert Message

STEP 7

Click on the Yes button to confirm

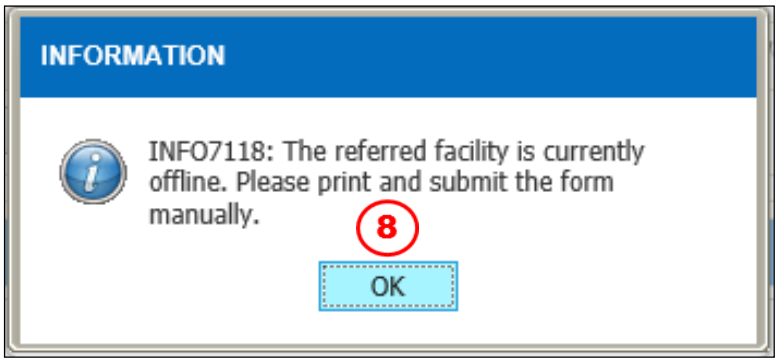


Figure 7.1.4-6 Confirmation Alert Message

STEP 8

Click on the OK button as in **Figure 7.1.4-6** and proceed to print the SPUB form

Note

- Click on the button to print SPUB form as per *Figure 7.1.4-4.*
- *A pop up message as per Figure 7.1.4-6 will appear if the referred facility is offline.*
- *User able to print SPUB R1 form as per Figure 7.1.4-7 and send it manually to the offline referred facility (without PhIS).*

SPUB-R1 (Pindaan 3/2009)

RUJUKAN PRESKRIPSI SPUB | KEMENTERIAN KESIHATAN MALAYSIA

(Borang ini hendaklah dikemukakan kepada fasiliti yang dirujuk melalui faks/ e-mail/ pos dalam masa 7 hari bekerja dari tarikh pesakit diberi bekalan pertama)

Fasiliti Yang Merujuk		**Fasiliti dirujuk**	
Negeri	: Kedah	**Negeri**	: Melaka
Hospital	: Hospital Kulim	**Hospital**	: Hospital Alor Gajah
Nombor SPUB	: HKLMSPUB_00010134		
Daerah/Bandar	: Kulim	**Daerah/Bandar**	:
No. Tel	: 044272733	No. Tel	:
No. Faks	:	No. Faks	:

No. Rujukan (00047/07/2019)

A. Maklumat Pesakit :

Nama : [redacted]

Umur : 4 Years 4 Months 30 Days — Jantina : Perempuan

No. Kad Pengenalan : [redacted] — No. Telefon :

B. Maklumat Preskripsi :

No. Preskripsi : FKPFill0000403088 — Tarikh Preskripsi : 26/06/2019

No. Siri Preskripsi : MEDIKAL0000368107 — Tarikh Akan Datang : 29/08/2019

Catatan:

C. Maklumat Bekalan :

Tarikh	Nama Ubat	Maklumat Ubat	Baki Kuantiti	Tempoh Bekalan	Jumlah Penuh Kuantiti	Catatan Preskripsi
26/06/2019	Prednisolone 5 mg Tablet	5 mg, OD, Oral, 85 Days	78 tablet	85 Days	83 tablet	

D. Kaunseling telah diberikan Ya [ ] Tidak [/]

(Jika Ya, sila lampirkan rekod kaunseling)

Tandatangan :

Nama : [redacted]

Jawatan : Pegawai Perubatan

Untuk diisi oleh Fasiliti yang menerima rujukan :

Tarikh preskripsi dibekal	Tempoh preskripsi dibekal	Tarikh bekalan akan datang	Bilangan Item/Kos ubat (keseluruhan)			
			Kategori A		Kategori lain	
			Item	Kos	Item	Kos
Jumlah keseluruhan						

Figure 7.1.4-7 SPUB R1 Form Preview

8.1 Single Stage Dispensing

This function allow user to record and dispense medication in faster way. Normally it will be use if all the process was handle by one user. User able to allocate quantity of drug by batch, generate and print drug label, extemporaneous worksheet, ingredient label and record next medication collection detail.

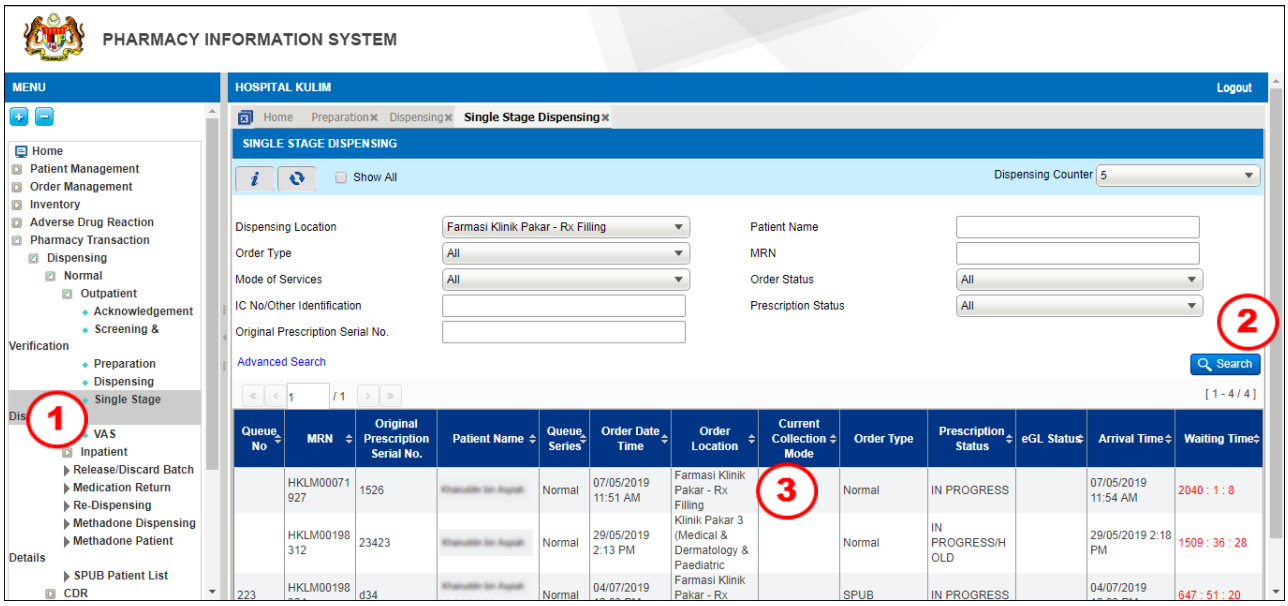


Figure 8.1-1 Single Stage Dispensing Landing Screen

STEP 1
Click on 'Single Stage Dispensing' sub menu

Note

- *To perform Single Stage Dispensing, patient prescription must go through Acknowledgement process. Refer Section **4.1 Acknowledgement** for acknowledgement steps*

- *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	Patient Name	Name of patient	Able to filter and search by patient's name
d	Order Type	-All -Normal -SPUB -Discharge	Able to filter and search patient's record by order type
e	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: *Example: HPSF00001234 or "1234"*
f	Mode of Services	All -Appointment Card -Email and Take -Fax and Take -Normal Collection -SMS and Take	Able to filter and search patient's record by mode of services

		-Telephone and Take -UMP -Others	
g	Order Status	-All -New Order -Partial Supply	Able to filter and search patient's record by order status
h	IC No/Other Identification	Identification Number	Allow to search by full or partial ID Number
i	Prescription Status	-All -Hold -Expired	Able to filter by prescription status
j	Original Prescription Serial No	Original Prescription Serial Number	Able to search by Original Prescription Serial Number
Advanced Search			
h	Order Location	Order location. (It will list down all active location)	Able to filter and search patient's record by order location
i	Order Location Type	- All - Clinic - Day Care - ER - Nursing Unit - Pharmacy	Able to filter and search patient's record by order location type
j	Order Date from	Order Date from	Able to filter and search patient's record by order date from
k	Order Date To	Order Date To	Able to filter and search patient's record by order date to
l	Queue Date	Queue Date	Able to filter and search patient's record by queue date
m	Queue Series	- All - Normal - Express - Special - Others	Able to filter and search p patient's record by queue series
n	Queue No	Queue No	Able to filter and search patient's record by queue no

Table 8.1-1

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*
- *Queue Series*
- *Order Date Time*
- *Order Location*
- *Current Collection Mode*
- *Order Type*
- *Prescription Status*
- *eGL Status*
- *Arrival Time*
- *Waiting Time*

STEP 3

Double click on the selected patient and patient information will be shown as per **Figure 8.1-2**

STEP 4
Enter the clinic TCA and next collection date if applicable

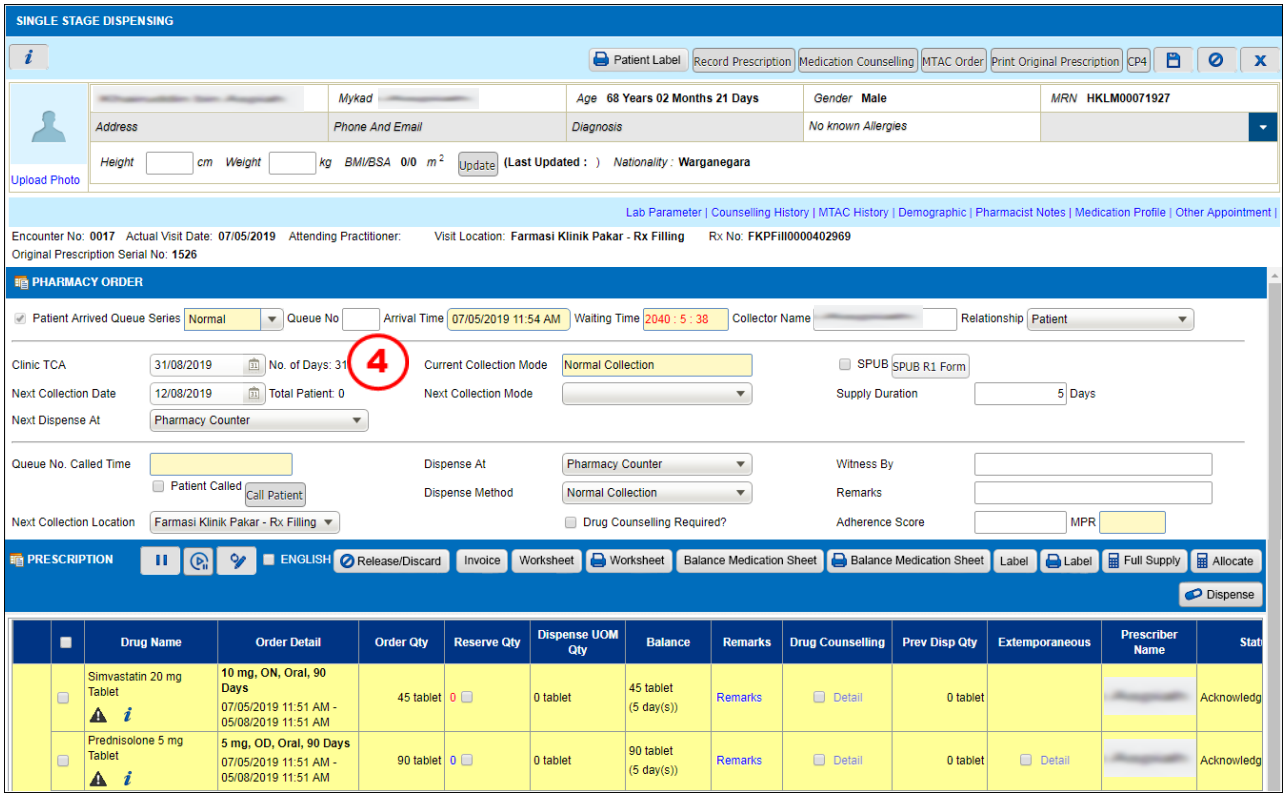


Figure 8.1-2 Single Stage Dispensing

Note

- ***Alternate Drug***
  User to select different drug with the same active ingredient and same administration route.

- ***Hold and Resume***
  Hold' function in dispensing is different from hold function in screening and preparation. This hold function is to record error before dispensing.

- ***Intervention***
  This function allows user to modify drugs details frequency, duration and dose only.

- ***Edit Label***
  User able to edit and print drug label.

- ***Next Medication Collection record***
  User able to record Date and Collection Location for partial medication.

- ***TCA***
  User able to record Date of next appointment to visit doctor / prescriber.

- ***SPUB** R1 Form*
  SPUB R1 Form *button will allow pharmacist to send SPUB request to referred facility. (Only for partial supply drug). Pharmacist will fill in SPUB information in SPUB R1 Form and has option to print SPUB R1 form.*

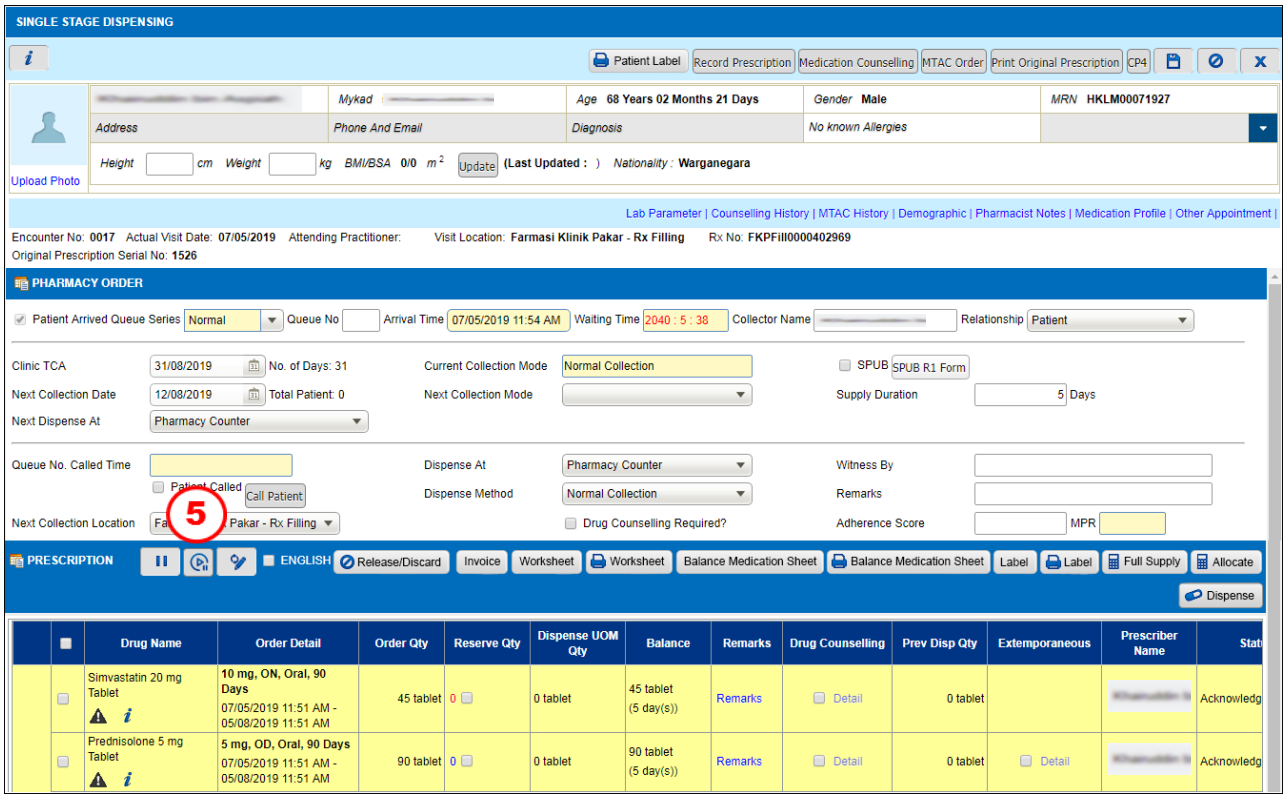


Figure 8.1-3 Single Stage Dispensing

Note

*Details process for each process of **Intervention, Alternate Drug** and **Hold** are as followed:*

- *Intervention : Refer to Section 5.1.2 Intervention.*
- *Alternate Drug : Refer to Section 5.1.3 Alternate.*
- *Hold : Refer to Section 5.1.5 Hold.*

STEP 5

Click on the icon to do any of these functions such as Intervention, Alternate/Combination Drug and Hold.

Note

Reserve Quantity will calculate automatically once *button is click. However, user can manually change the quantity by clicking on the hyperlink number in **Reserve Qty** column.*

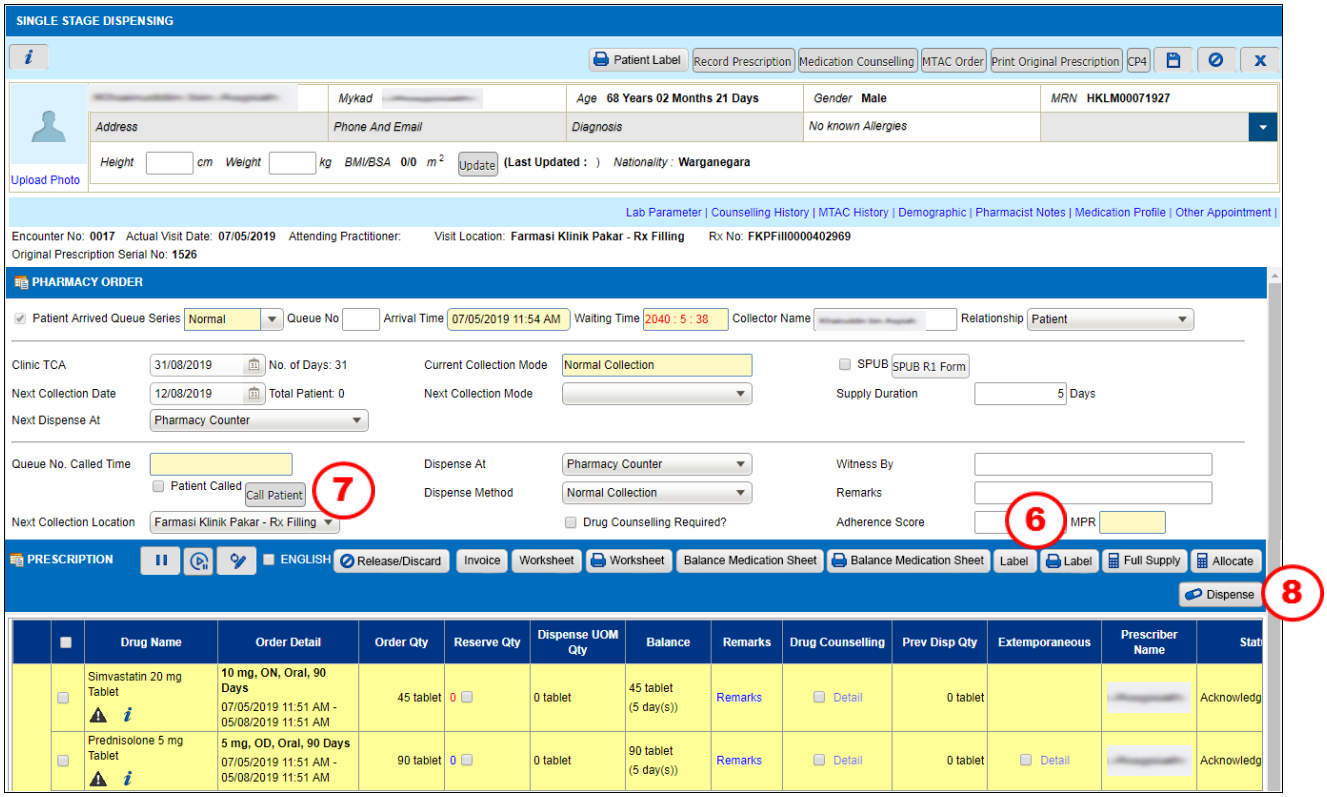


Figure 8.1-4 Single Stage Dispensing

STEP 6

Click on the Label or Label button to print

Note

*Refer to **Section 3.3.3** for Drug Label printing detail process.*

STEP 7

Click at the Call Patient button to stop the waiting time

STEP 8

Click on the Dispense button to dispense the drug

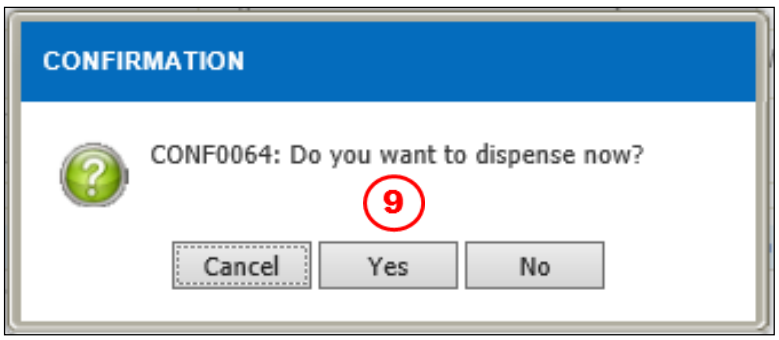


Figure 8.1-5 Confirmation Alert Message

STEP 9

Click on the Yes button to confirm

9.1 SPUB

9.1.1 SPUB Out Online – (Both facility using PhIS)

9.1.1.1 SPUB Out Online (Before Dispense)

SPUB Out Online (referring facility) enable user to send SPUB information to referred facility that is using PhIS during dispensing process

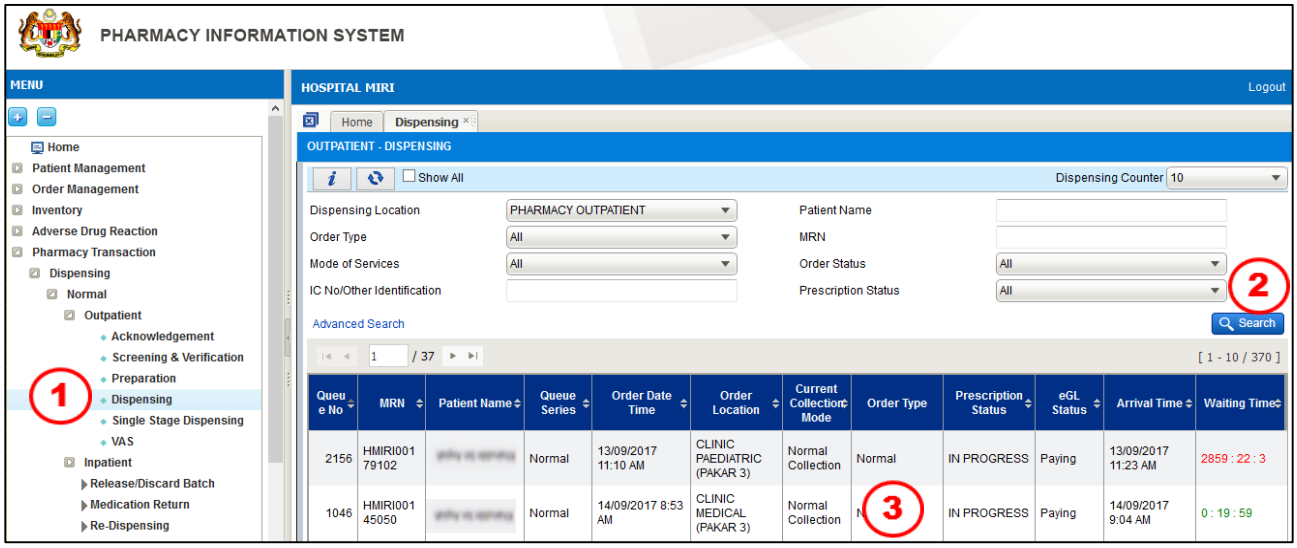


Figure 9.1.1.1-1 SPUB R1 – Patient Listing

Note

SPUB can be send out through:

- *User can send SPUB from screening and verification, preparation or dispensing screen (before dispense).*
- *SPUB R1 menu (after dispense).*
- *User can send SPUB out at the screening, preparation, dispensing and SPUB Patient List (add new patient) – for partial dispense record only*

STEP 1

Click on 'Dispensing' sub menu

Note

- *Various search criteria are provided as below:*

Basic Search			
No	**Field**	**Description**	**Remark**
j	Show All		Able to view all patient record
k	Dispensing Location	Dispensing location. (It will list down all active location)	Able to filter and search patient's record by dispensing location
l	Patient Name	Name of patient	Able to filter and search by patient's name
m	Order Type	-All -Normal -SPUB -Discharge	Able to filter and search patient's record by order type
n	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: *Example: HPSF00001234 or "1234"*
o	Mode of Services	All -Appointment	Able to filter and search patient's record by mode of services

		Card -Email and Take -Fax and Take -Normal Collection -SMS and Take -Telephone and Take -UMP -Others	
p	Order Status	-All -New Order -Partial Supply	Able to filter and search patient's record by order status
q	IC No/Other Identification	Identification Number	Allow to search by full or partial ID Number
r	Prescription Status	-All -Hold -Expired	Able to filter by prescription status
Advanced Search			
o	Order Location	Order location. (It will list down all active location)	Able to filter and search patient's record by order location
p	Order Location Type	-All -Clinic -Day Care -ER -Nursing Unit -Pharmacy	Able to filter and search patient's record by order location type
q	Order Date from	Order Date from	Able to filter and search patient's record by order date from
r	Order Date To	Order Date To	Able to filter and search patient's record by order date to
s	Queue Date	Queue Date	Able to filter and search patient's record by queue date
t	Queue Series	-All -Normal -Express -Special -Others	Able to filter and search p patient's record by queue series
u	Queue No	Queue No	Able to filter and search patient's record by queue no

Table 9.1.1.1-1

STEP 2

Click on the

button to search the patient

Note

Search result of current order patient list will be displayed:

- *Queue NO*
- *Waiting Time*
- *MRN*
- *Patient Name*
- *Queue Series*
- *Order Date Time*
- *Order Location*
- *Current Collection Mode*
- *Prescription Status*
- *eGL Status*
- *Arrival Time*

STEP 3

Double click on the selected patient listed and patient detail information will be shown as per **Figure 9.1.1.1-1**

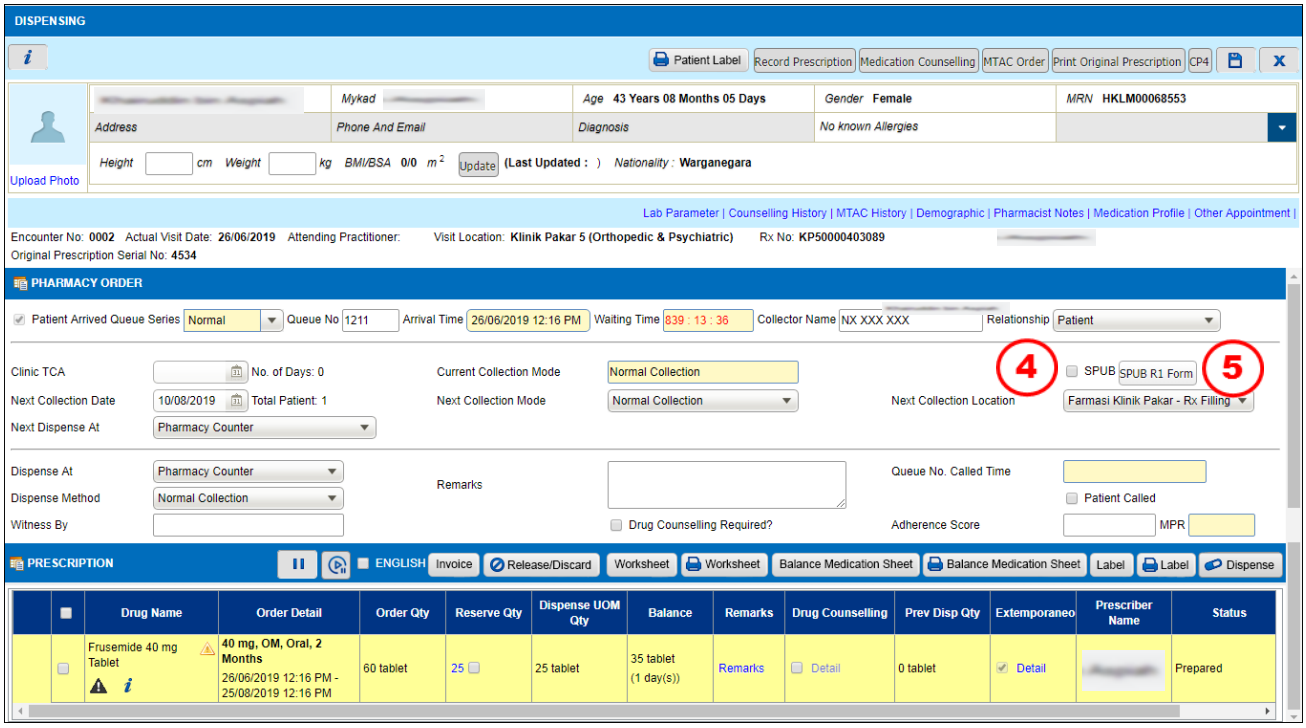


Figure 9.1.1.1-2 SPUB R1 Form

STEP 4

Click on the checkbox when patient request for SPUB

STEP 5

Click on the button

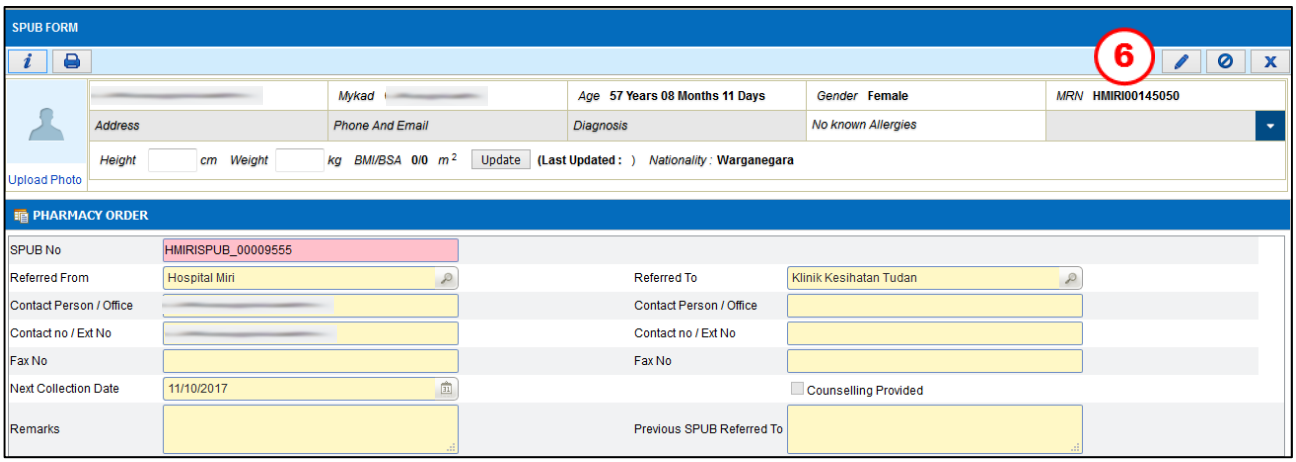


Figure 9.1.1.1-3 SPUB Form

STEP 6

Click on the button

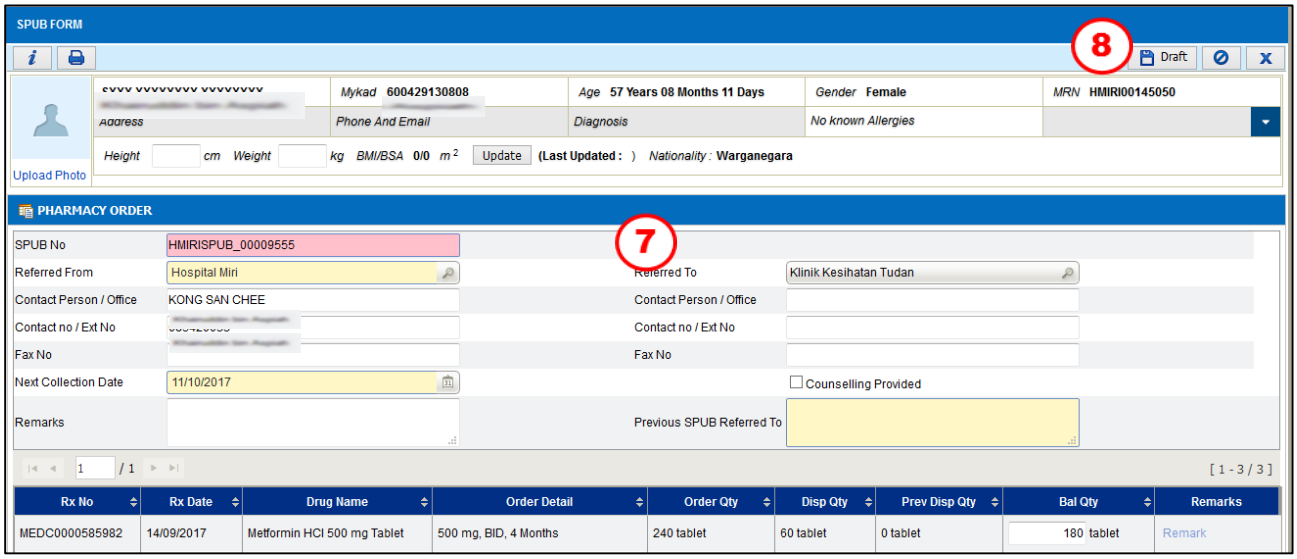


Figure 9.1.1.1-3 SPUB Form

STEP 7

Fill the details of SPUB R1 form are as below:

a) Referred From
b) Referred To
c) Contact Person / Office
d) Contact No/Ext No
e) Fax No
f) Next Collection Date
g) Remarks
h) Counselling Needed

Referring Facility

a) **SPUB No** – will be auto generated
b) **Referred From** - will be defaulted to requester hospital's name
c) **Contact Person / Office** – will be defaulted to the Person in Charge for referring hospital configured in 'External Facility' master table. However, user is allowed to change this value.
d) **Contact No / Ext No** - will be defaulted to the person in charge, however user is allowed to change this value
e) **Fax No** – will be defaulted to the person in charge, however user is allowed to change this value
f) **Next Collection Date** – This value is defaulted to 'Next Collection Date' in the dispensing screen
g) **Remarks** – enter remarks regarding the patient

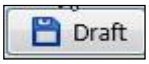
Referred Facility

a) **Referred to** – Select referring hospital or clinic from list. This list will contain a list of active facilities as configured in 'External Facility' master table.
b) **Contact Person / Office** - will be defaulted to the Person in Charge for referring hospital configured in 'External Facility' master table. However, user is allowed to change this value.
c) **Contact No / Ext No** (Referring hospital) - will be defaulted to the Person in Charge for referring hospital configured in 'External Facility' master table. However, user is allowed to change this value.

d) **Fax No** - will be defaulted to the 'Fax No.' found in the 'External Facility' master table. However, user is allowed to change this value.

e) **Counselling needed** – Click on the check box if counselling is required for this patient. This value is defaulted from the counselling indicator in the Dispensing screen.

STEP 8

Click on the 

button to save the SPUB form and SPUB No will be generated

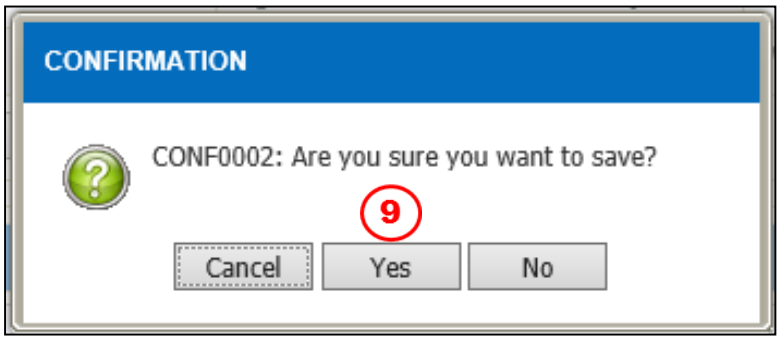
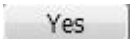


Figure 9.1.1.1-4 Confirmation Alert Message

STEP 8

Click on the 

button to save the SPUB Form

Figure 9.1.1.1-5 Information Alert Message

STEP 9

Click on the

button to acknowledge the saved SPUB

STEP 10

Click on the *button to print SPUB R1 Form if required as per Figure 9.1.1.1-6*

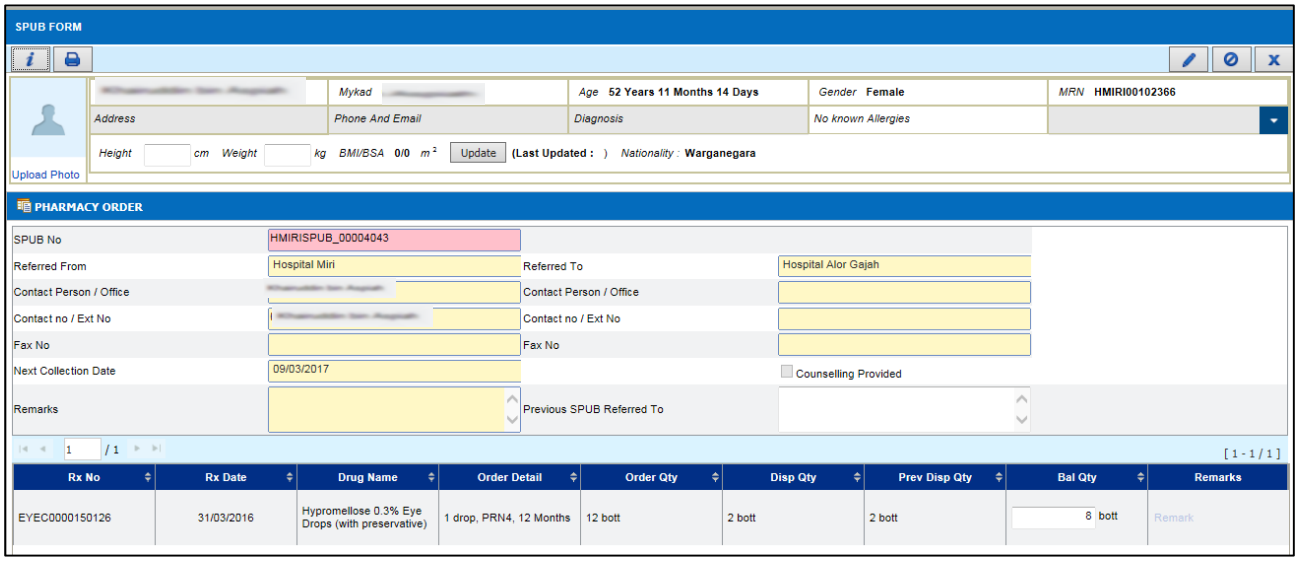


Figure 9.1.1.1-6 SPUB Form screen

SPUB-R1 (Pindaan 3/2009)

RUJUKAN PRESKRIPSI SPUB | KEMENTERIAN KESIHATAN MALAYSIA

(Borang ini hendaklah dikemukakan kepada fasiliti yang dirujuk melalui faks/ e-mail/ pos dalam masa 7 hari bekerja dari tarikh pesakit diberi bekalan pertama)

No. Rujukan (00047/07/2019)

Fasiliti Yang Merujuk		**Fasiliti dirujuk**	
Negeri	: Kedah	**Negeri**	: Melaka
Hospital	: Hospital Kulim	**Hospital**	: Hospital Alor Gajah
Nombor SPUB	: HKLMSPUB_00010134		
Daerah/Bandar	: Kulim	**Daerah/Bandar**	:
No. Tel	: 044272733	No. Tel	:
No. Faks	:	No. Faks	:

A. Maklumat Pesakit :

Nama : [redacted]

Umur : 4 Years 4 Months 30 Days — Jantina : Perempuan

No. Kad Pengenalan : [redacted] — No. Telefon :

B. Maklumat Preskripsi :

No. Preskripsi : FKPFill0000403088 — Tarikh Preskripsi : 26/06/2019

No. Siri Preskripsi : MEDIKAL0000368107 — Tarikh Akan Datang : 29/08/2019

Catatan:

C. Maklumat Bekalan :

Tarikh	Nama Ubat	Maklumat Ubat	Baki Kuantiti	Tempoh Bekalan	Jumlah Penuh Kuantiti	Catatan Preskripsi
26/06/2019	Prednisolone 5 mg Tablet	5 mg, OD, Oral, 85 Days	78 tablet	85 Days	83 tablet	

D. Kaunseling telah diberikan Ya [ ] Tidak [/]

(Jika Ya, sila lampirkan rekod kaunseling)

Tandatangan :

Nama : [redacted]

Jawatan : Pegawai Perubatan

Untuk diisi oleh Fasiliti yang menerima rujukan :

Tarikh preskripsi dibekal	Tempoh preskripsi dibekal	Tarikh bekalan akan datang	Bilangan Item/Kos ubat (keseluruhan)			
			Kategori A		Kategori lain	
			Item	Kos	Item	Kos
Jumlah keseluruhan						

Figure 9.1.1.1-7 SPUB R1 Form

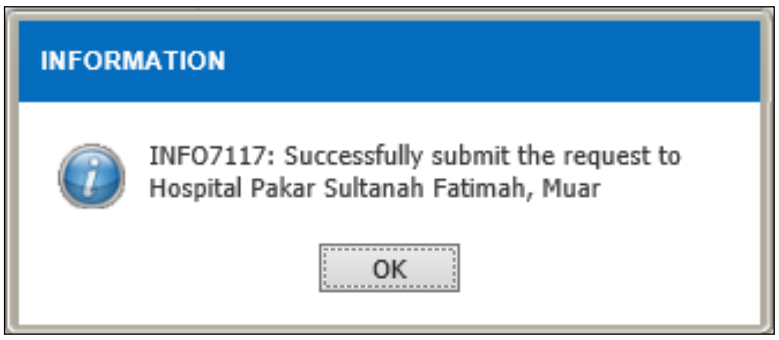


Figure 9.1.1.1-8 Information Alert Message

Note

Upon clicking Yes at dispensing, alert message of successfully submit SPUB request will appear as per Figure 9.1.1.1-8. Click the OK *button to close the alert.*

9.1.1.2 SPUB Out Online (After Dispense)

SPUB Out Online (referring facility) enable user to request for SPUB after dispense.

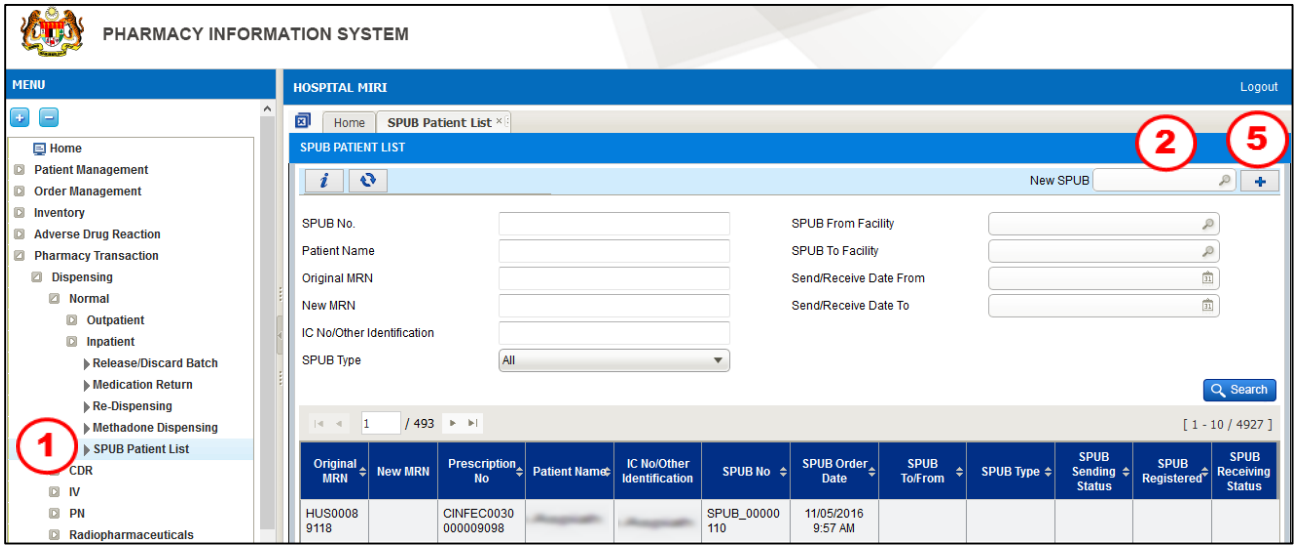


Figure 9.1.1.2-1 SPUB Patient List

STEP 1
Click on the 'SPUB Patient List' submenu

Note
SPUB can be send out through:

- *User can send SPUB from screening and verification, preparation or dispensing screen (before dispense). Refer to* ***Section 3.6.1.1 SPUB Out Online (Before Dispense).***
- *User will send SPUB R1 form by online to referred facility which also use PhIS.*

STEP 2
Click on the to search for the patient

Note
Various search criteria are provided as below:

No	Field	Description	Remark
a	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: *Example: HPSF00001234 or "1234"*
b	Prescription No	Prescription No generated by the system	Able to filter and search patient by prescription number: *Example: MOPC0000001234 or "1234"*
c	Patient Name	Name of patient	Allow to filter and search by patient name

Table 3.6.1.2-1

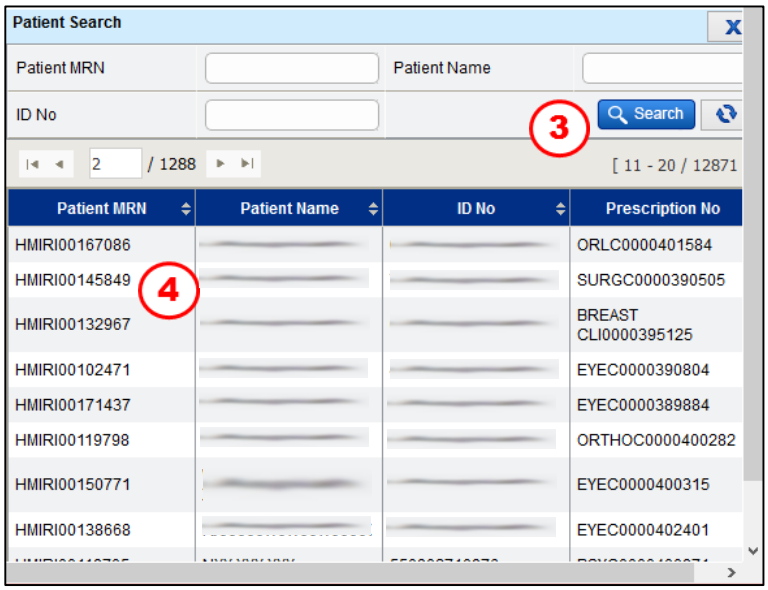


Figure 9.1.1.2-2 SPUB Patient List Search

STEP 3

Click on the Search button to search the patient

STEP 4

Double click on the patient details

STEP 5

Click on the + button as in **Figure 9.1.1.2-1**

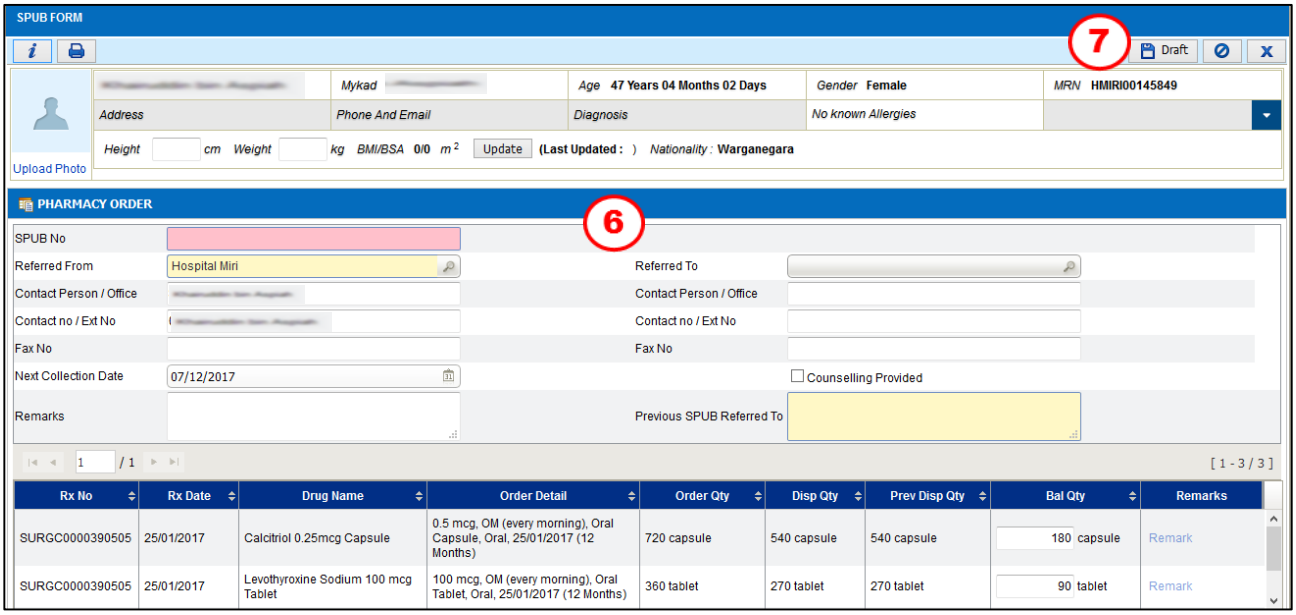


Figure 9.1.1.2-3 SPUB Form screen

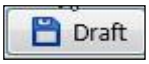
STEP 6

Fill the details of SPUB R1 form are as below:

a) Referred From
b) Referred To
c) Contact Person / Office

d) Contact No/Ext No
e) Fax No
f) Next Collection Date
g) Remarks
h) Counselling Needed

STEP 7

Click on the 

button to save the SPUB form and SPUB No will be generated

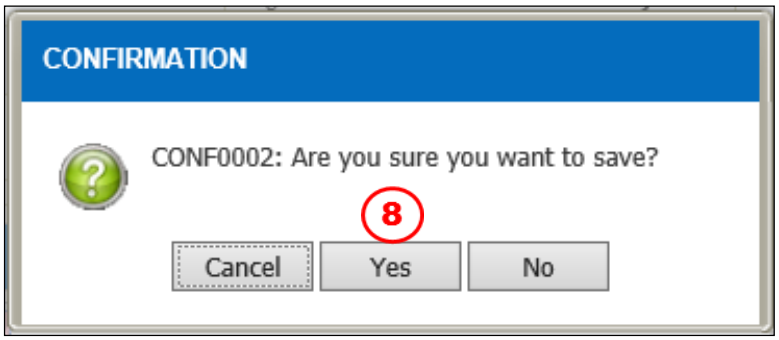
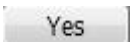


Figure 9.1.1.2-4 Confirmation Alert Message

STEP 8

Click on the 

button to save the SPUB Form

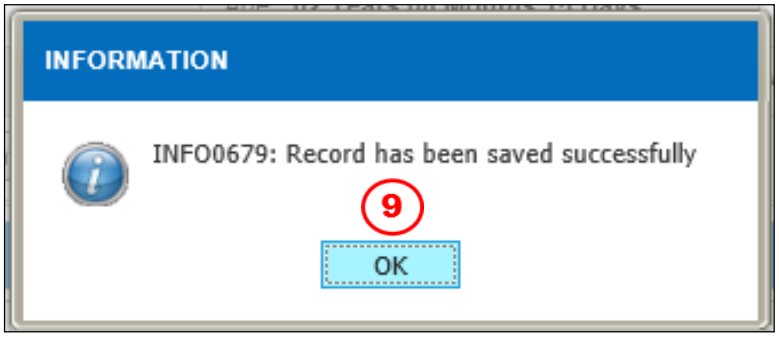


Figure 9.1.1.2-5 Information Alert Message

STEP 9

Click on the

to acknowledge the saved SPUB

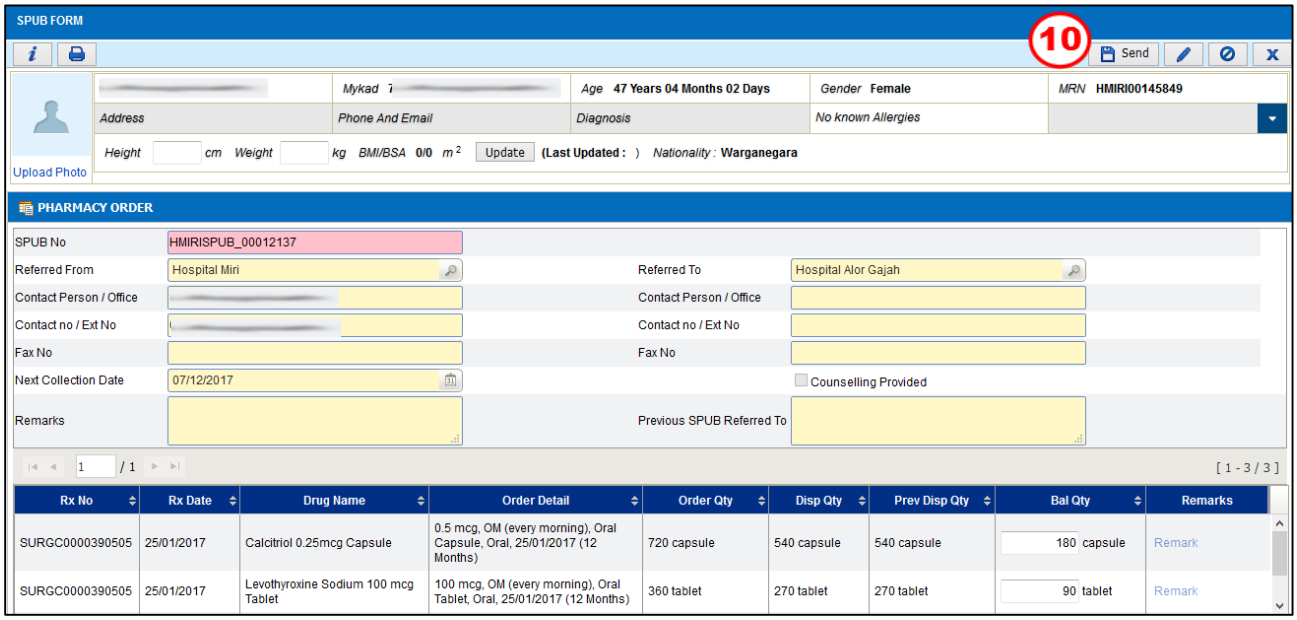


Figure 9.1.1.2-6 SPUB Form

STEP 10

Click on the Send button to submit the request

Note

Before submitting the request, user can still edit the form by clicking on the button

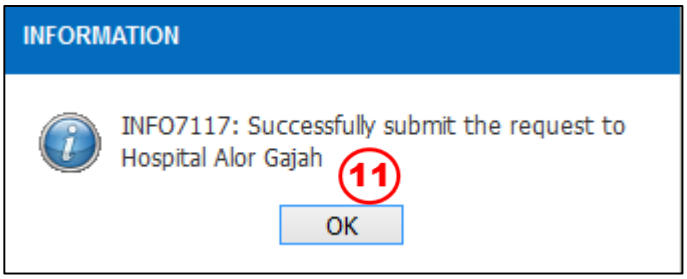


Figure 9.1.1.2-7 Information Alert Message

STEP 11

Click on the OK to acknowledge the SPUB submission

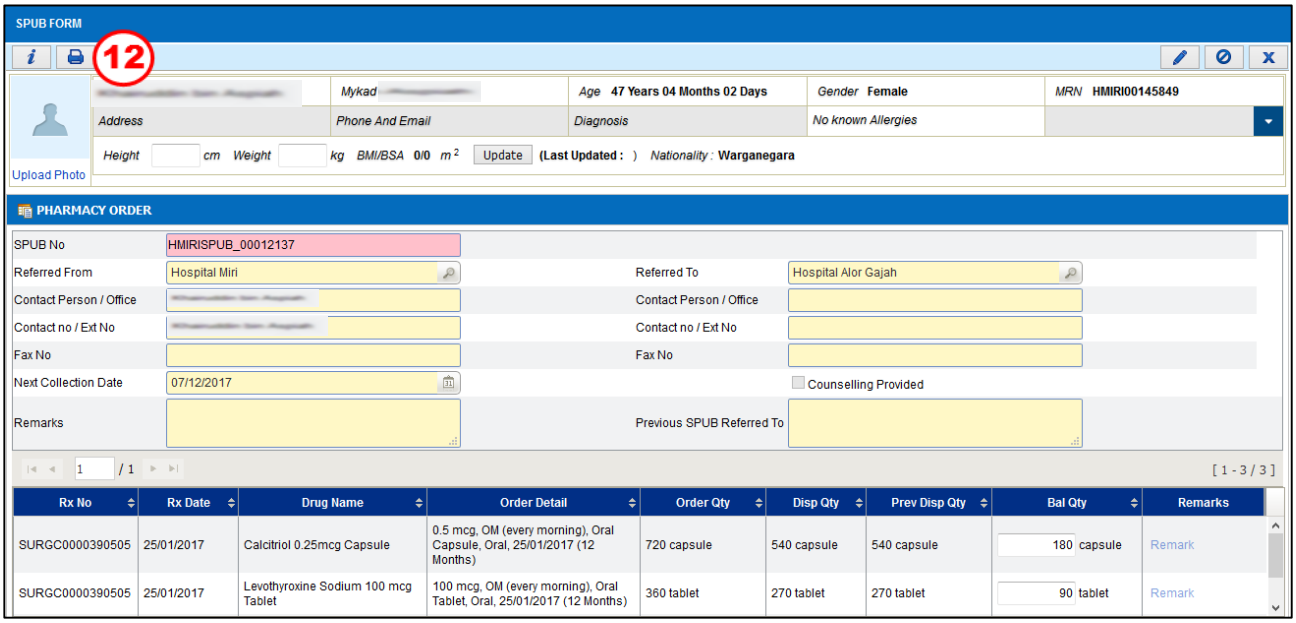


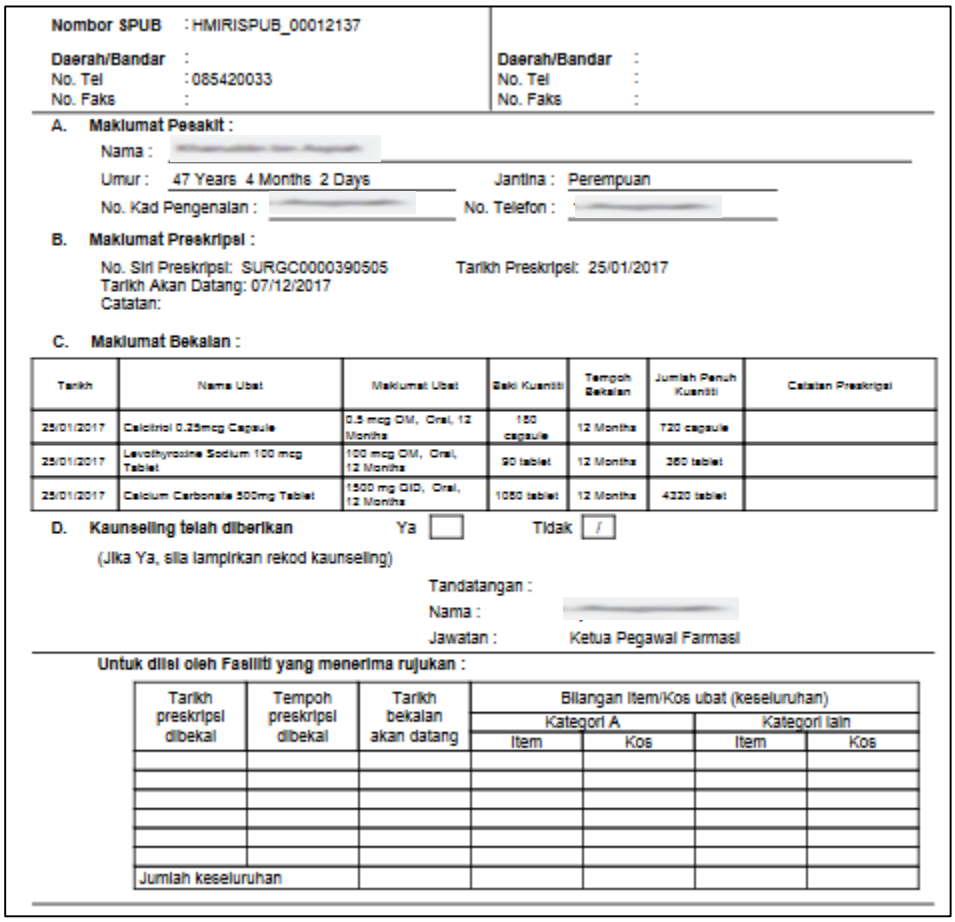
Figure 9.1.1.2-8 SPUB Form screen

STEP 12

Click on the button to print SPUB R1 Form if required as per ***Figure 9.1.1.2-7***

Note

- *Click on the button to print the form and give it to the patient or fax to the referred facility*
- *SPUB menu will allow pharmacist to request for SPUB after the dispensing process (only for partial supply drug).*



Nombor SPUB : HMIRISPUB_00012137

Daerah/Bandar :
No. Tel : 085420033
No. Faks :

Daerah/Bandar :
No. Tel :
No. Faks :

A. Maklumat Pesakit :

Nama : [redacted]

Umur : 47 Years 4 Months 2 Days Jantina : Perempuan

No. Kad Pengenalan : [redacted] No. Telefon : [redacted]

B. Maklumat Preskripsi :

No. Siri Preskripsi: SURGC0000390505 Tarikh Preskripsi: 25/01/2017
Tarikh Akan Datang: 07/12/2017
Catatan:

C. Maklumat Bekalan :

Tarikh	Nama Ubat	Maklumat Ubat	Baki Kuantiti	Tempoh Bekalan	Jumlah Penuh Kuantiti	Catatan Preskripsi
25/01/2017	Calcitriol 0.25mcg Capsule	0.5 mcg OM, Oral, 12 Months	180 capsule	12 Months	720 capsule	
25/01/2017	Levothyroxine Sodium 100 mcg Tablet	100 mcg OM, Oral, 12 Months	90 tablet	12 Months	360 tablet	
25/01/2017	Calcium Carbonate 500mg Tablet	1500 mg OID, Oral, 12 Months	1080 tablet	12 Months	4320 tablet	

D. Kaunseling telah diberikan Ya [ ] Tidak [/]

(Jika Ya, sila lampirkan rekod kaunseling)

Tandatangan :
Nama : [redacted]
Jawatan : Ketua Pegawai Farmasi

Untuk diisi oleh Fasiliti yang menerima rujukan :

Tarikh preskripsi dibekal	Tempoh preskripsi dibekal	Tarikh bekalan akan datang	Bilangan Item/Kos ubat (keseluruhan)			
			Kategori A		Kategori lain	
			Item	Kos	Item	Kos
Jumlah keseluruhan						

Figure 9.1.1.2-9 SPUB R1 Form

9.1.2 SPUB Out from Online facility to Offline facility

This (referring facility using PhIS) enable user to send SPUB request to (referred facility which is not using PhIS)

9.1.2.1 SPUB Out from Online facility to Offline facility (Before Dispense)

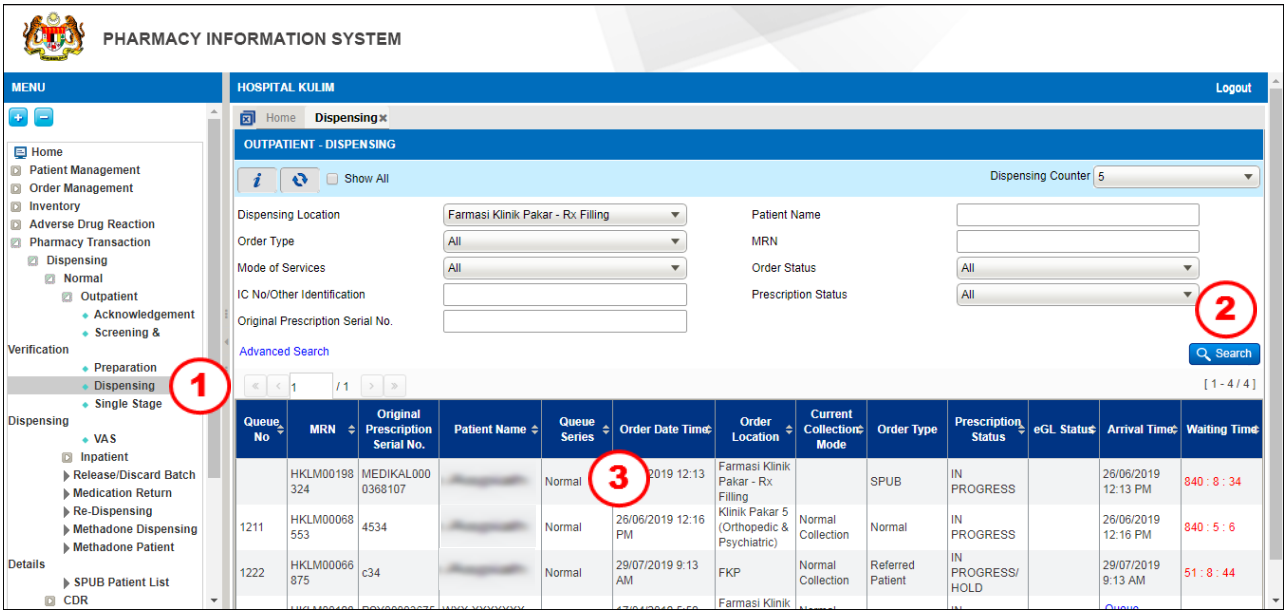


Figure 9.1.2.1-1 SPUB R1 – Patient Listing

Note

SPUB can be send out through:

- *User can send SPUB from screening and verification, preparation or dispensing screen (before dispense).*
- *SPUB R1 menu (after dispense).*

STEP 1

Click on '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	Patient Name	Name of patient	Able to filter and search by patient's name
d	Order Type	-All -Normal -SPUB -Discharge	Able to filter and search patient's record by order type
e	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: *Example: HPSF00001234 or "1234"*
f	Mode of Services	All -Appointment Card -Email and Take -Fax and Take	Able to filter and search patient's record by mode of services

		-Normal Collection -SMS and Take -Telephone and Take -UMP -Others	
g	Order Status	-All -New Order -Partial Supply	Able to filter and search patient's record by order status
h	IC No/Other Identification	Identification Number	Allow to search by full or partial ID Number
i	Prescription Status	-All -Hold -Expired	Able to filter 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

Table 9.1.2.1-1

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*
- *Queue Series*
- *Order Date Time*
- *Order Location*
- *Current Collection Mode*
- *Prescription Status*
- *eGL Status*
- *Arrival Time*

  Waiting Time

STEP 3

Double click on the selected patient listed and patient detail information will be shown as per **Figure 9.1.2.1-1**

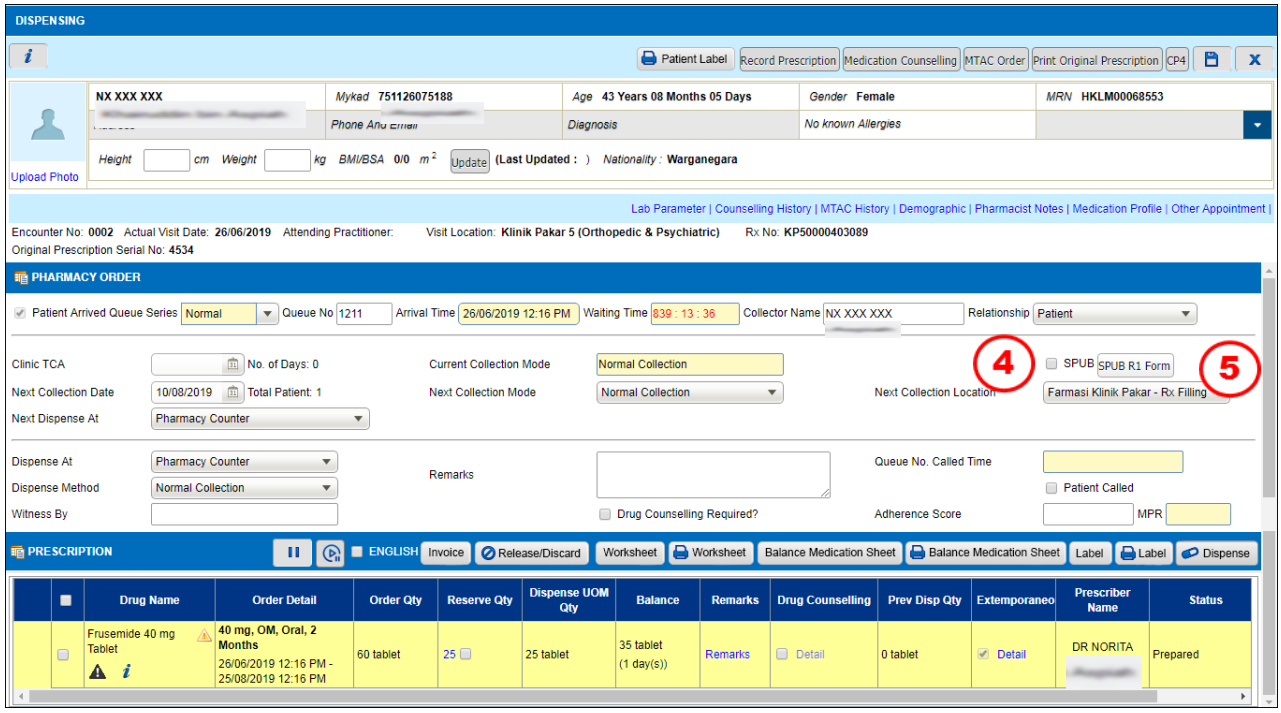
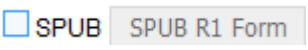
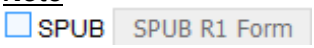


Figure 9.1.2.1-2 SPUB R1 Form

STEP 4

Click on the  checkbox when patient request for SPUB

Note

 *is not checked and the button is disabled initially. After clicking the checkbox, then the button will be enabled*

STEP 5

Click on the button

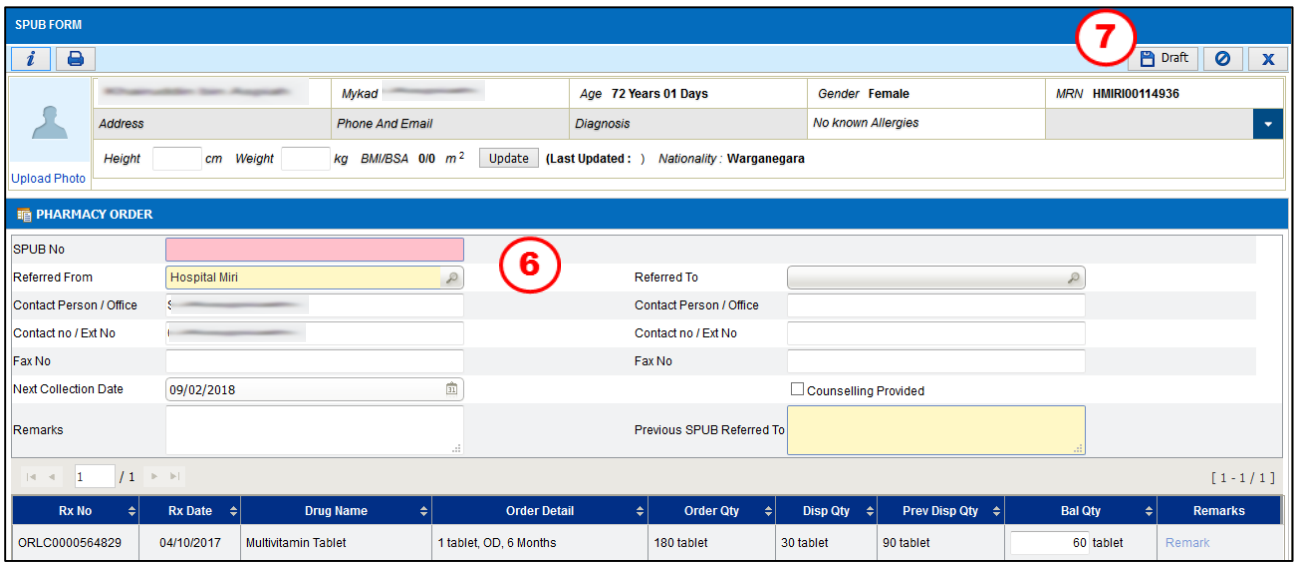


Figure 9.1.2.1-3 SPUB Form

STEP 6

Fill the details of SPUB R1 form are as below:

a) Referred From
b) Referred To
c) Contact Person / Office
d) Contact No/Ext No
e) Fax No
f) Next Collection Date
g) Remarks
h) Counselling Provided

Referring Facility

a) **SPUB No** – will be auto generated
b) **Referred From** - will be defaulted to requester hospital's name
c) **Contact Person / Office** – will be defaulted to the Person in Charge for referring hospital configured in 'External Facility' master table. However, user is allowed to change this value.
d) **Contact No / Ext No** - will be defaulted to the person in charge, however user is allowed to change this value
e) **Fax No** – will be defaulted to the person in charge, however user is allowed to change this value
f) **Next Collection Date** – This value is defaulted to 'Next Collection Date' in the dispensing screen
g) **Remarks** – enter remarks regarding the patient

Referred Facility

a) **Referred to** – Select referring hospital or clinic from list. This list will contain a list of active facilities as configured in 'External Facility' master table.
b) **Contact Person / Office** - will be defaulted to the Person in Charge for referring hospital configured in 'External Facility' master table. However, user is allowed to change this value.
c) **Contact No / Ext No** (Referring hospital) - will be defaulted to the Person in Charge for referring hospital configured in 'External Facility' master table. However, user is allowed to change this value.
d) **Fax No** - will be defaulted to the 'Fax No.' found in the 'External Facility' master table. However, user is allowed to change this value.
e) **Counselling provided** – Click on the check box if counselling is provided for this patient. This value is defaulted from the counselling indicator in the Dispensing screen.

STEP 7

Click on the

button to save the SPUB form and SPUB No will be generated

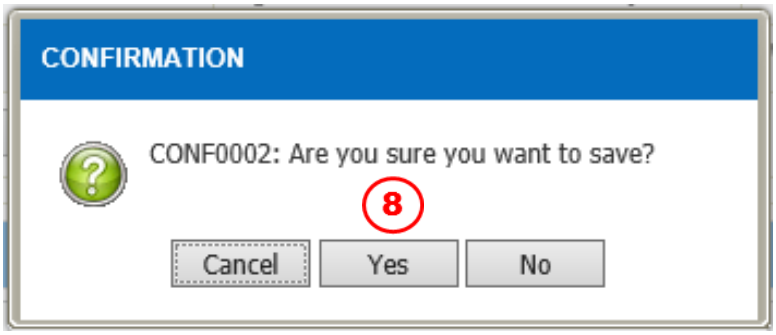


Figure 9.1.2.1-4 Confirmation Alert Message

STEP 8

Click on the Yes button to save the SPUB Form

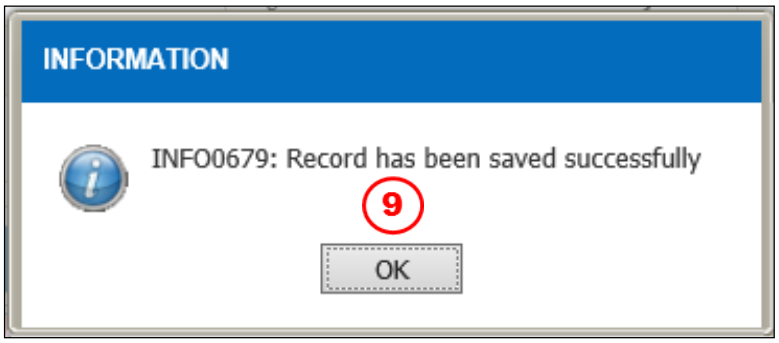


Figure 9.1.2.1-5 Information Alert Message

STEP 9

Click on the OK button to acknowledge the saved SPUB

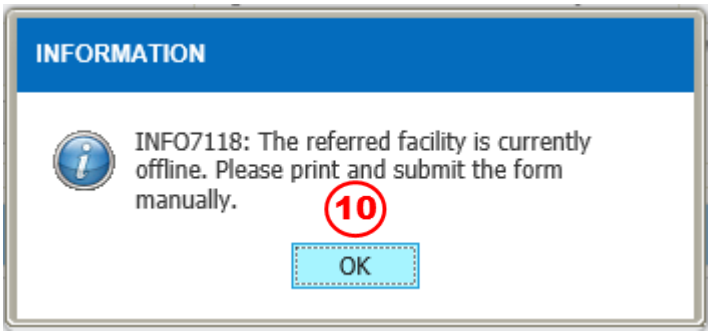


Figure 9.1.2.1-6 Information Alert Message

STEP 10

Click on the OK button

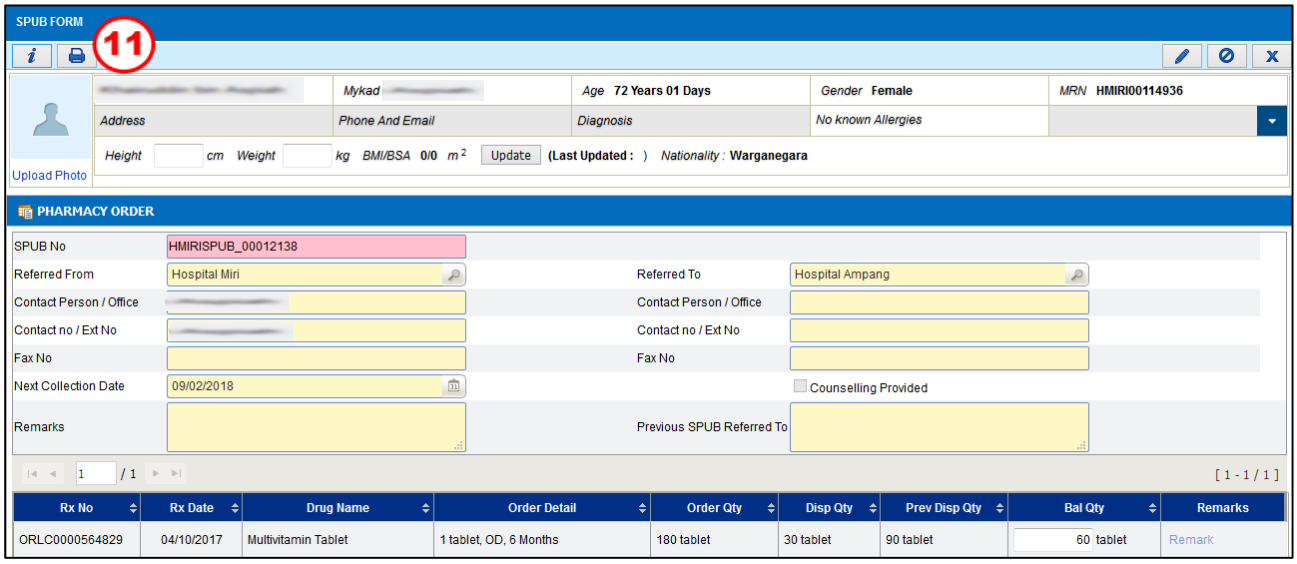


Figure 9.1.2.1-7 SPUB Form

STEP 11

Click on the button to print SPUB R1 Form

Note

- *The information alert message as per Figure 9.1.2.1-6 will appear if the SPUB request is referred to offline facility (without PhIS).*
- *User can print the SPUB R1 Form to submit manually to the referred facility.*
  - *Click on the button to print the form to fax to the referred facility as per Figure 9.1.2.1-8.*

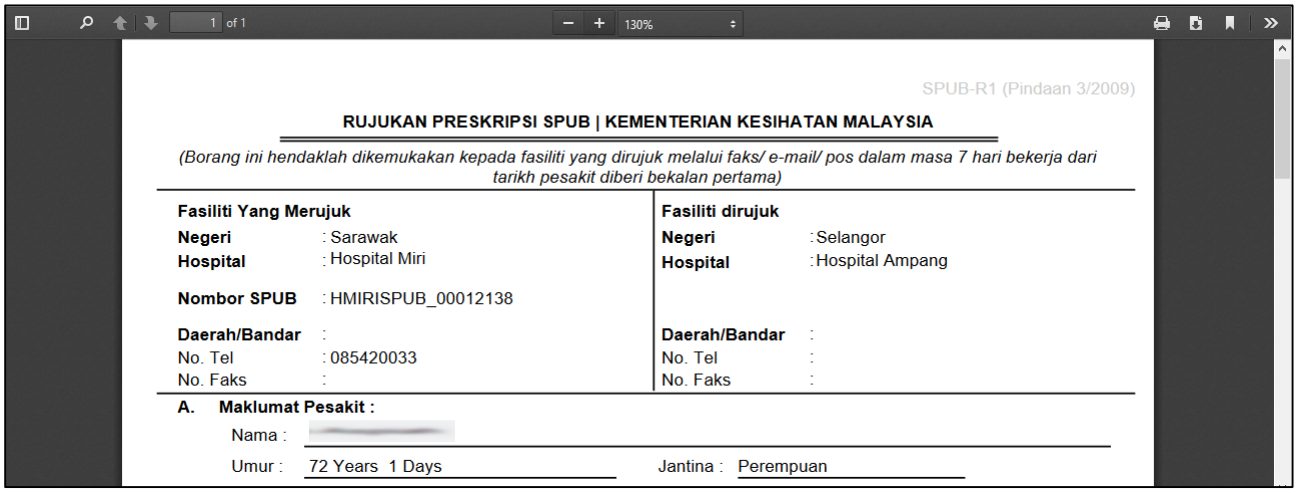


Figure 9.1.2.1-8 SPUB R1 Form

9.1.2.2 SPUB Out from Online Facility to Offline Facility (After Dispense)

SPUB Out (referring facility) enable user to request for SPUB after dispense. This list will display all partial dispense record for user to create new SPUB Out.

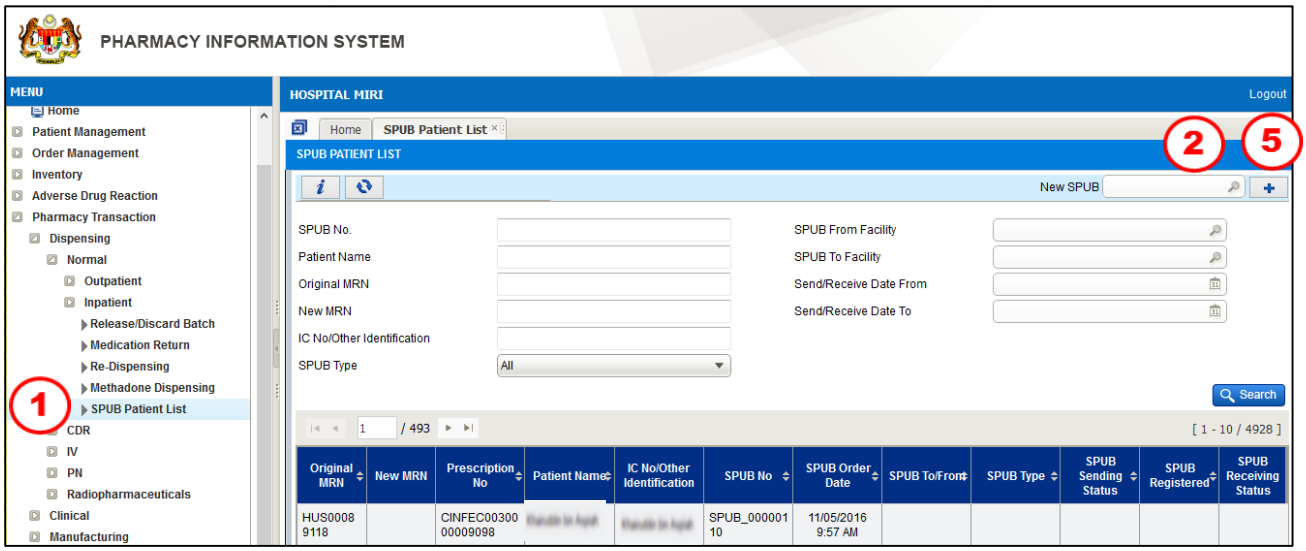


Figure 9.1.2.2-1 SPUB Patient List

STEP 1
Click on the 'SPUB Patient List' submenu

Note
SPUB can be send out through:

- *User can send SPUB from screening and verification, preparation or dispensing screen (before dispense).*
- *SPUB menu (after dispense).*

STEP 2

Click on the to search for the patient

Note
Various search criteria are provided as below:

No	Field	Description	Remark
A	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: *Example: HPSF00001234 or "1234"*
B	Prescription No	Prescription No generated by the system	Able to filter and search patient by prescription number: *Example: MOPC0000001234 or "1234"*
C	Patient Name	Name of patient	Allow to search by patient name

Table 9.1.2.2-1

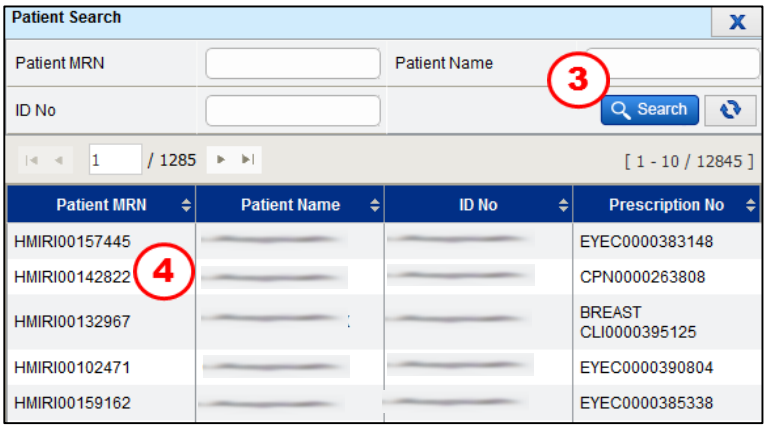


Figure 9.1.2.2-2 SPUB Patient Search

STEP 3

Click on the Search button to search the patient

STEP 4

Double click on the patient details

STEP 5

Click on the + button as in **Figure 9.1.2.2-1**

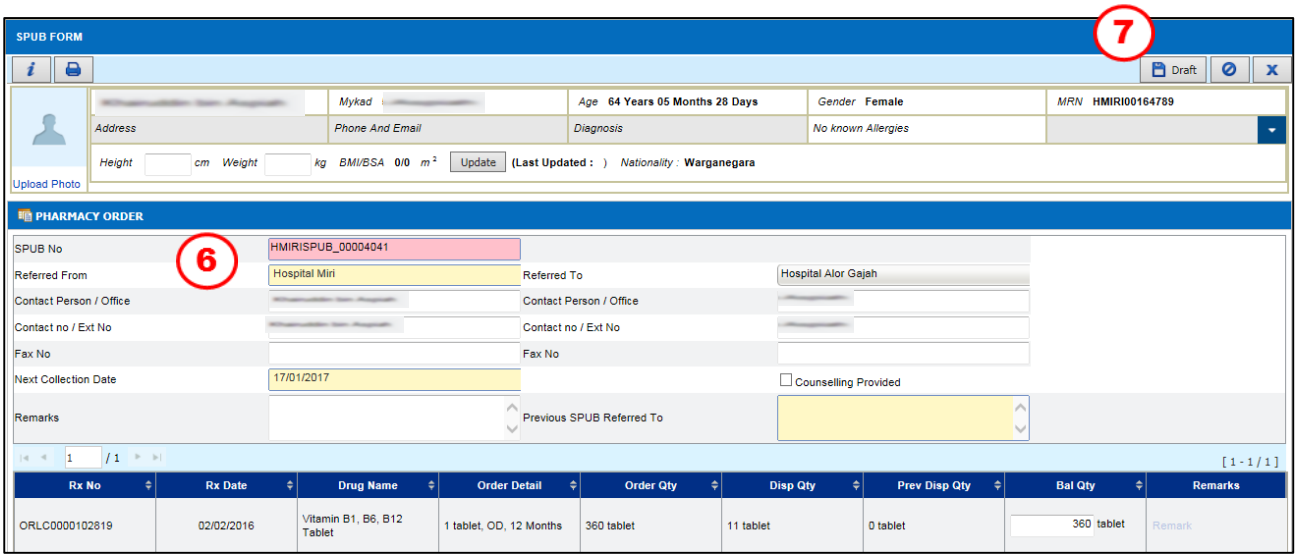


Figure 9.1.2.2-3 SPUB Form screen

STEP 6

Fill the details of SPUB R1 form are as below:

i) Referred From
j) Referred To
k) Contact Person / Office
l) Contact No/Ext No
m) Fax No
n) Next Collection Date
o) Remarks
p) Counselling Provided

STEP 7

Click on the Draft button to save the SPUB form and SPUB No will be generated

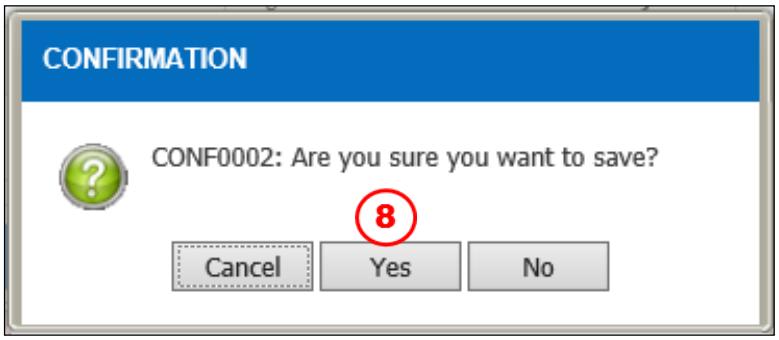


Figure 9.1.2.2-4 Confirmation Alert Message

STEP 8

Click on the Yes button to save the SPUB Form

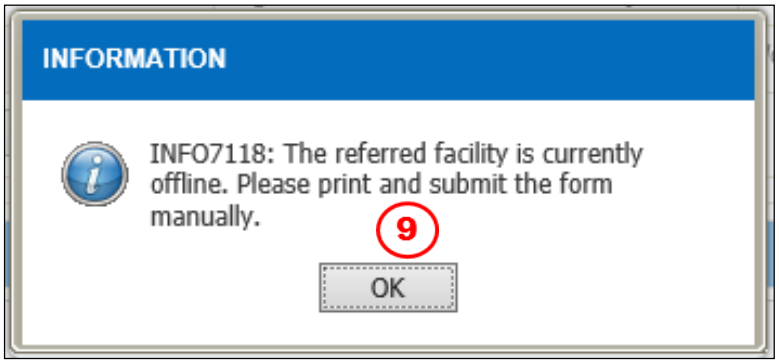


Figure 9.1.2.2-5 Information Alert Message

STEP 9

Click on the OK to acknowledge the SPUB submission

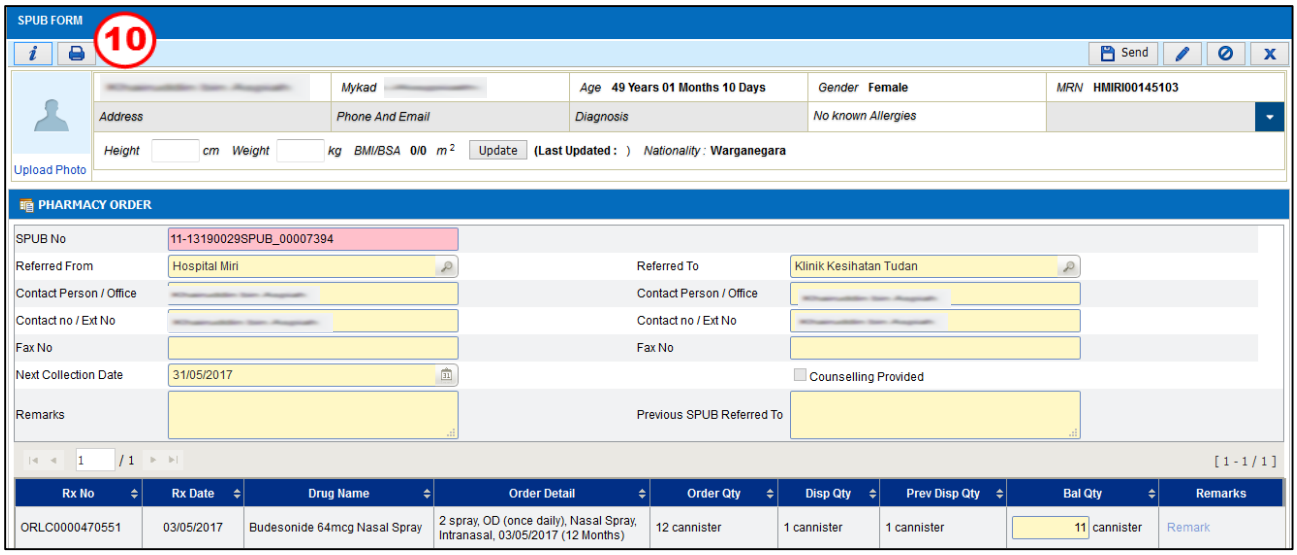


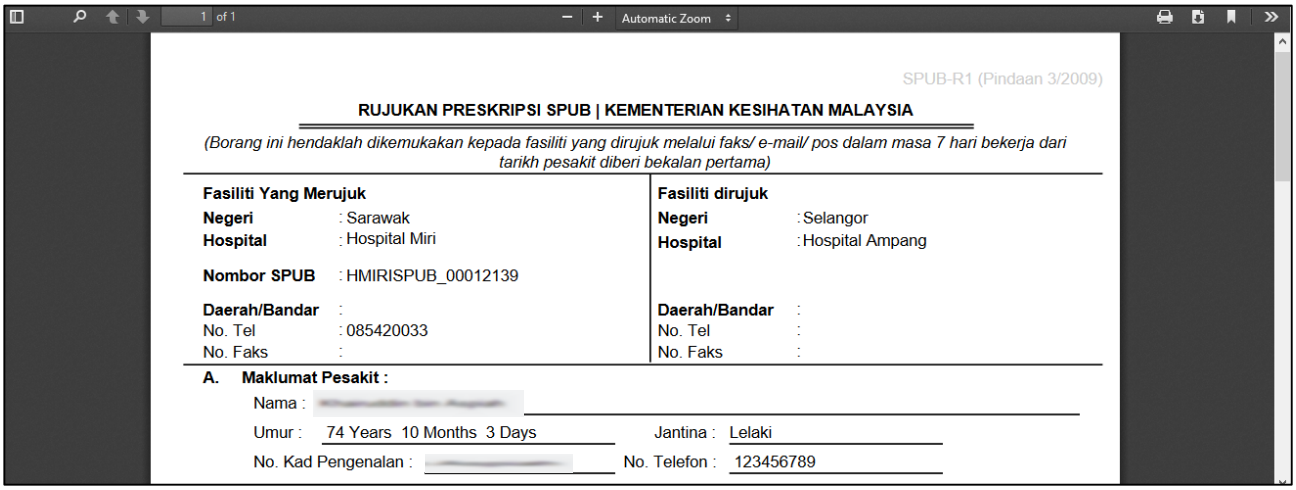
Figure 9.1.2.2-6 SPUB Form screen

STEP 10

Click on the button to print SPUB R1 Form as per ***Figure 9.1.2.2-6***

Note

- *Click on the button to print the form and give it to the patient or fax to the referred facility.*
- *SPUB menu will allow pharmacist to request for SPUB after the dispensing process (only for partial supply).*



SPUB-R1 (Pindaan 3/2009)

RUJUKAN PRESKRIPSI SPUB | KEMENTERIAN KESIHATAN MALAYSIA

(Borang ini hendaklah dikemukakan kepada fasiliti yang dirujuk melalui faks/ e-mail/ pos dalam masa 7 hari bekerja dari tarikh pesakit diberi bekalan pertama)

Fasiliti Yang Merujuk		**Fasiliti dirujuk**	
Negeri	: Sarawak	**Negeri**	: Selangor
Hospital	: Hospital Miri	**Hospital**	: Hospital Ampang
Nombor SPUB	: HMIRISPUB_00012139		
Daerah/Bandar	:	**Daerah/Bandar**	:
No. Tel	: 085420033	No. Tel	:
No. Faks	:	No. Faks	:

A. Maklumat Pesakit :

Nama : [redacted]

Umur : 74 Years 10 Months 3 Days Jantina : Lelaki

No. Kad Pengenalan : [redacted] No. Telefon : 123456789

Figure 9.1.2.2-7 SPUB R1 Form

9.1.3 SPUB In Online – (Both facility using PhIS)

SPUB In Online (referred facility) enable user to received SPUB information from other facility that is using PhIS (referring facility).

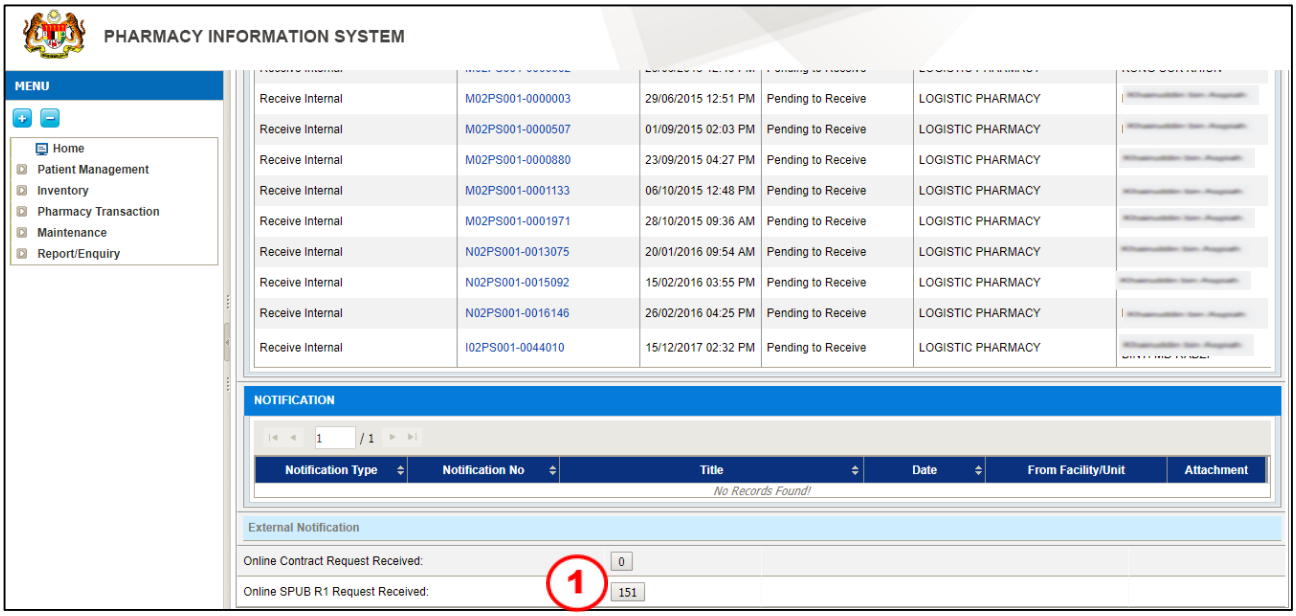


Figure 9.1.3-1 SPUB R1 External Notification

STEP 1
Click on the Online SPUB R1 Request Received from External Notification section on PhIS Home Page

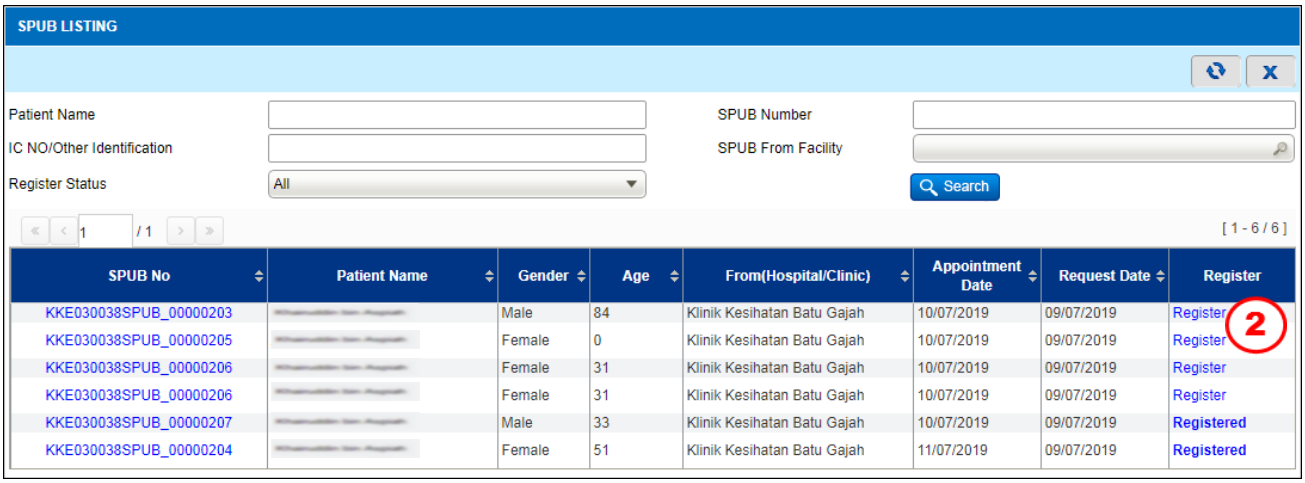


Figure 9.1.3-2 SPUB Listing Screen

STEP 2
Click on the Register hyperlink (not Registered hyperlink)

Note
Registered hyperlink will appear for existing patients; therefore, registration will be skipped.

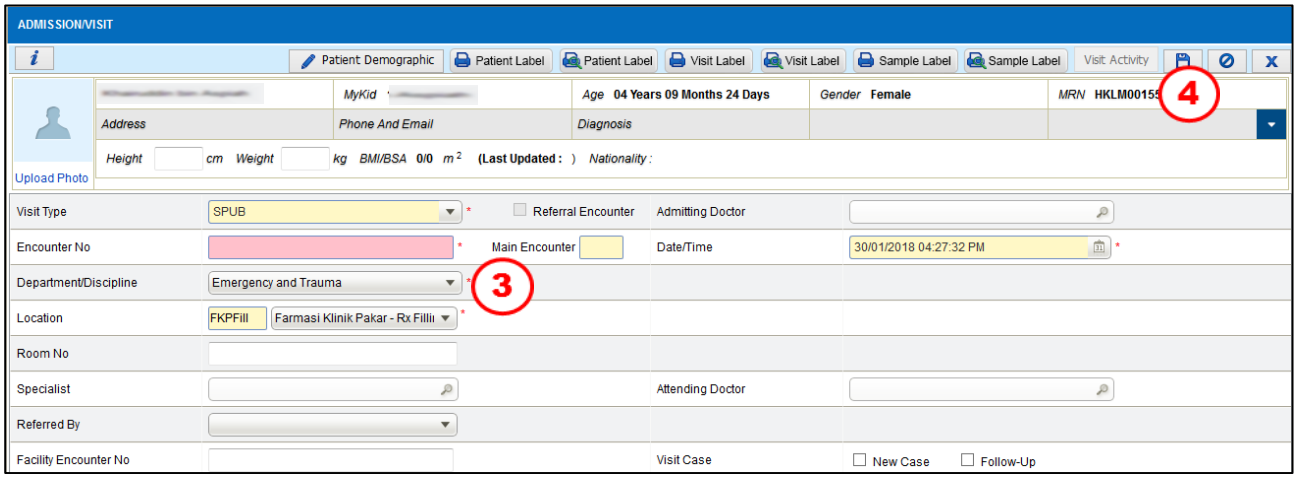


Figure 9.1.3-3 SPUB Visit Management

STEP 3
Select location from drop down box

Note
By default, visit type will be SPUB.

STEP 4

Click on the button to save record

Note
Registered link is for patient which have record at hospital, user don't have to register continue with create visit.

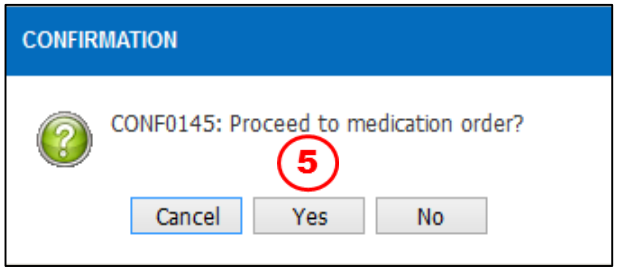
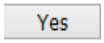


Figure 9.1.3-4 Confirmation

STEP 5

Click on the  button to proceed to medication order

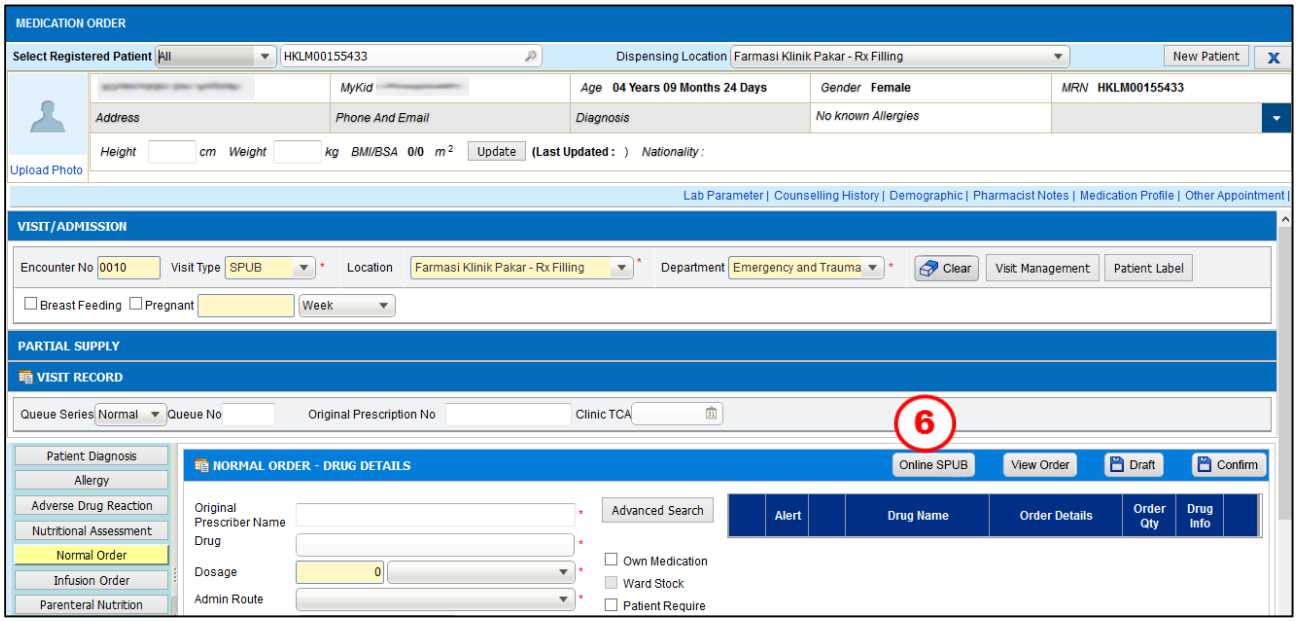


Figure 9.1.3-5 SPUB Order Retrieve

STEP 6

Click on the Online SPUB button to retrieve the order

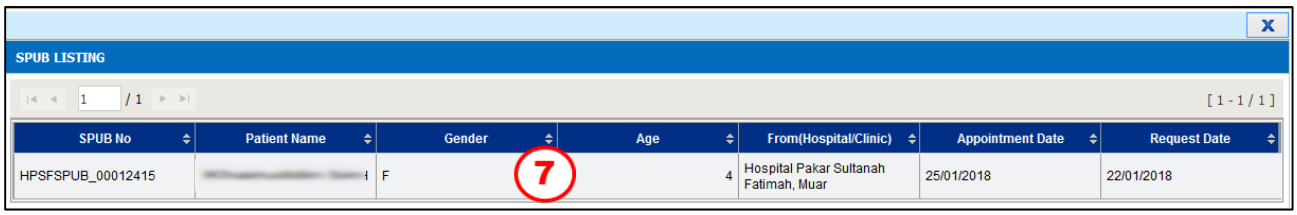


Figure 9.1.3-6 SPUB Listing Dialog Box

STEP 7

Double click on the information from the SPUB Listing

Note

Original Prescriber Name, ***Original Prescription No***, ***Ordered Drug*** *will be updated automatically into the order details.*

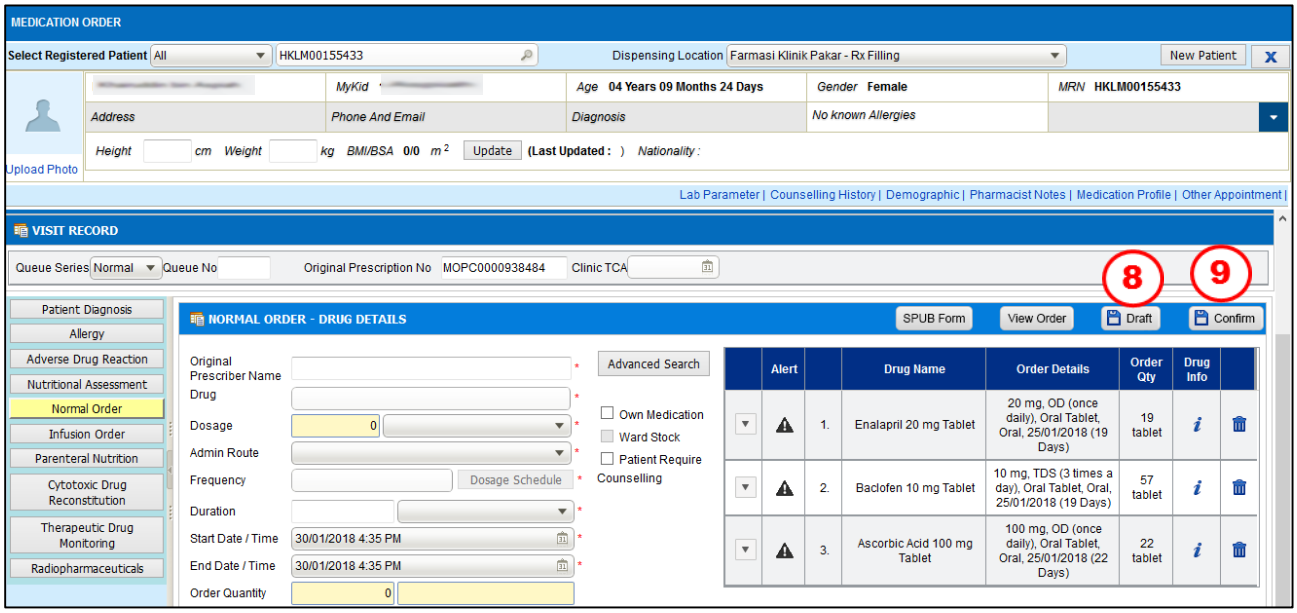


Figure 9.1.3-7 SPUB Listing Dialog Box

STEP 8

Click on the Draft button to save the order

STEP 9

Click on the Confirm button and the order will flow for dispensing process

Note

To complete the process for SPUB prescription, continue as normal dispensing process which after order confirmation. The prescription will flow to screening and verification, preparation and dispensing.

9.1.4 SPUB In from Offline Facility to Online Facility

Referred facility able to receive SPUB manual prescription and enter into the system

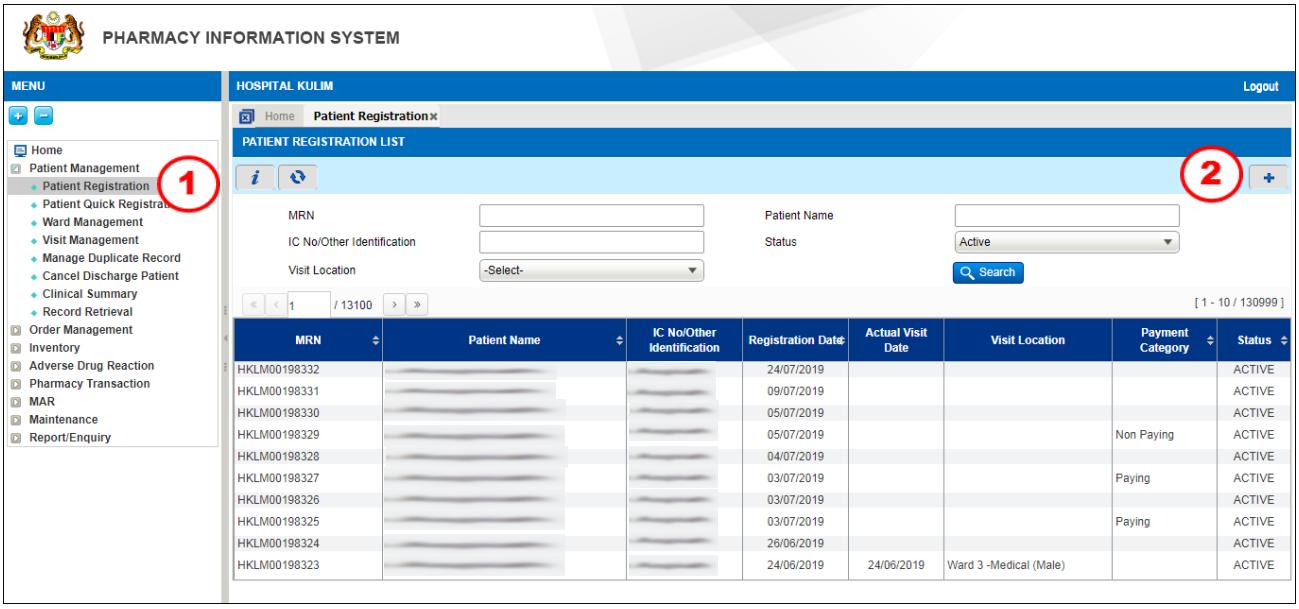


Figure 9.1.4-1 Patient Registration Screen

STEP 1

Click on the 'Patient Management' menu and select 'Patient Registration' sub menu

STEP 2

Click on the to register a new patient

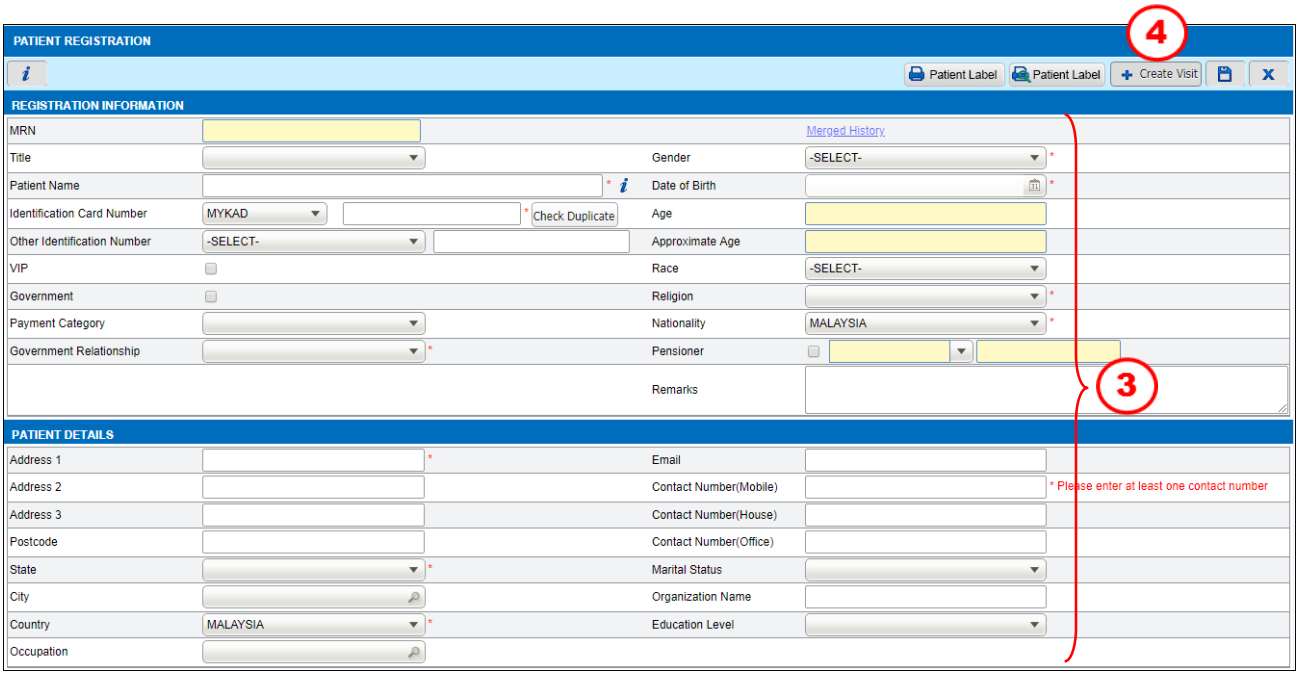


Figure 9.1.4-2 Patient Registration

STEP 3

Fill all the mandatory information and the other field if necessary

STEP 4

Click on the Create Visit button to create patient visit

Note

If the patient is registered to the facility, user can skip this step. User is encouraged to search the patient to avoid duplicate data.

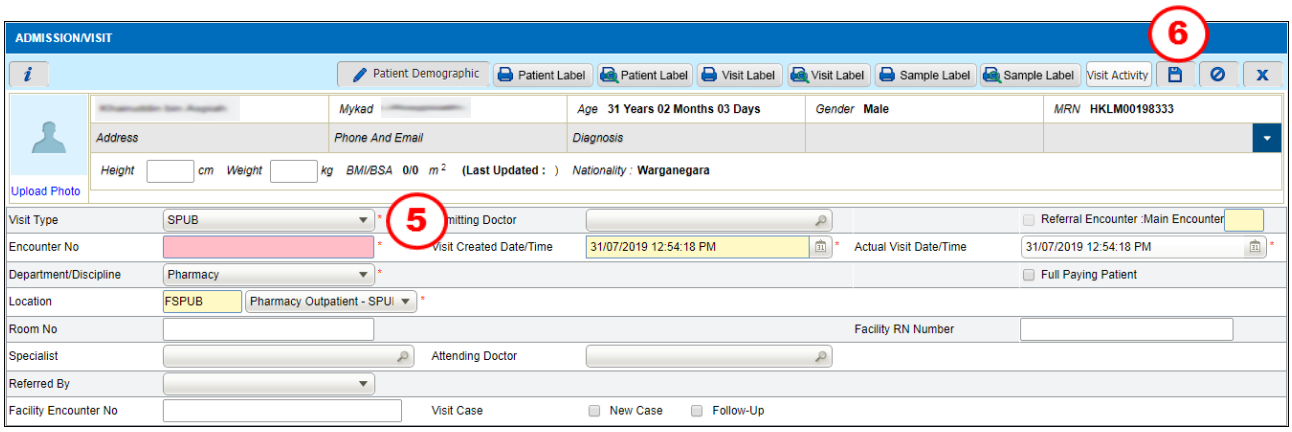


Figure 9.1.4-3 SPUB Visit Management

STEP 5

Select ***Visit Type*** as '**SPUB'**, ***Department*** and the ***Location*** respectively

STEP 6

Click on the button to save record

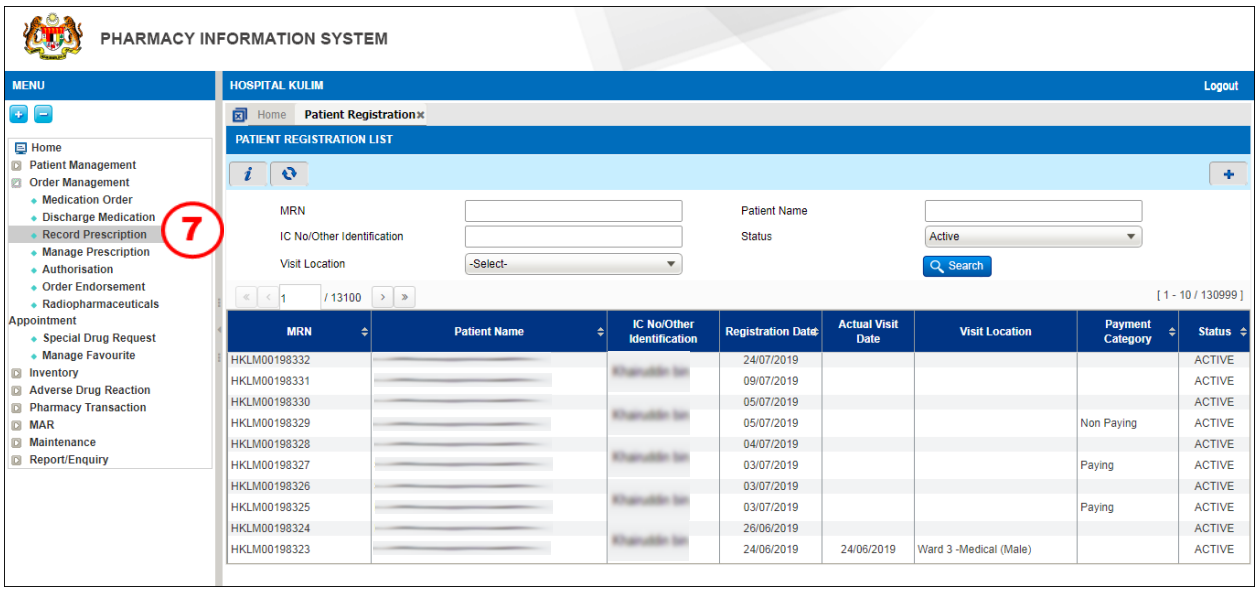


Figure 9.1.4-4 Record Prescription

STEP 7

Click on the 'Order Management' and follow by 'Record Prescription' sub menu

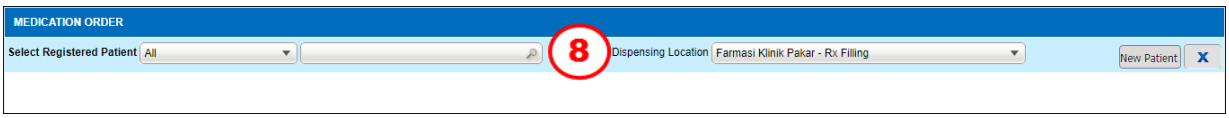


Figure 9.1.4-5 Medication Order

STEP 8
Key in patient name and system automatically will search patient based on existing data

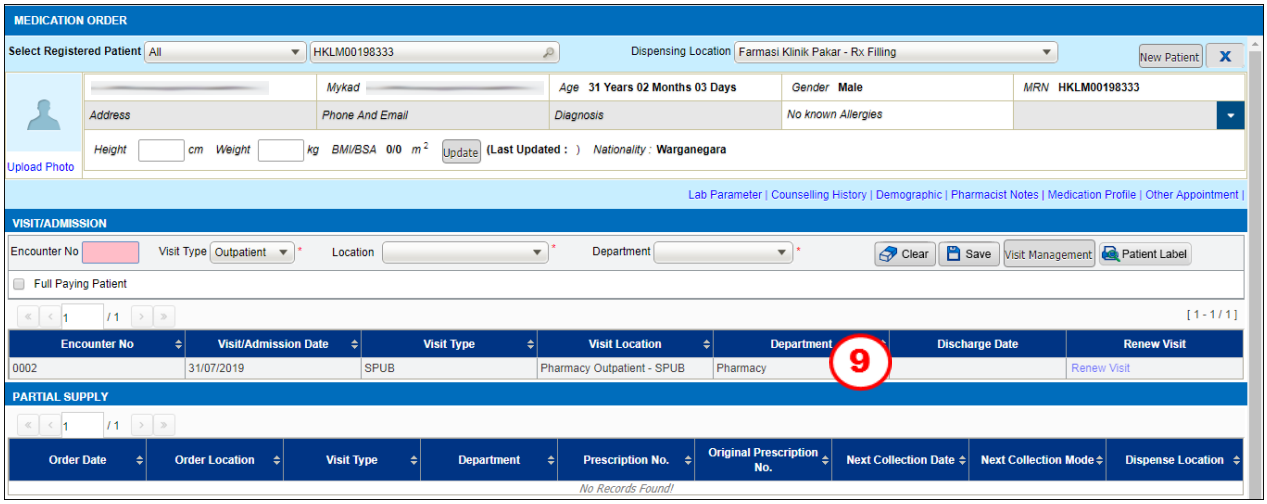


Figure 9.1.4-6 Patient Banner

STEP 9
Double click on visit/admission record or click on Renew Visit

Note
Various search criteria are provided as below:

No	Field	Description	Remark
a	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: *Example: HPSF00001234 or "1234"*
b	Location	Dispensing location. (It will list down all active location)	Able to filter and search patient record by dispensing location
c	Patient Name	Name of patient	Allow to search by patient name
d	Visit Date	*Example: 08/08/2016*	Allow to search by visit date

Table 9.1.4-1

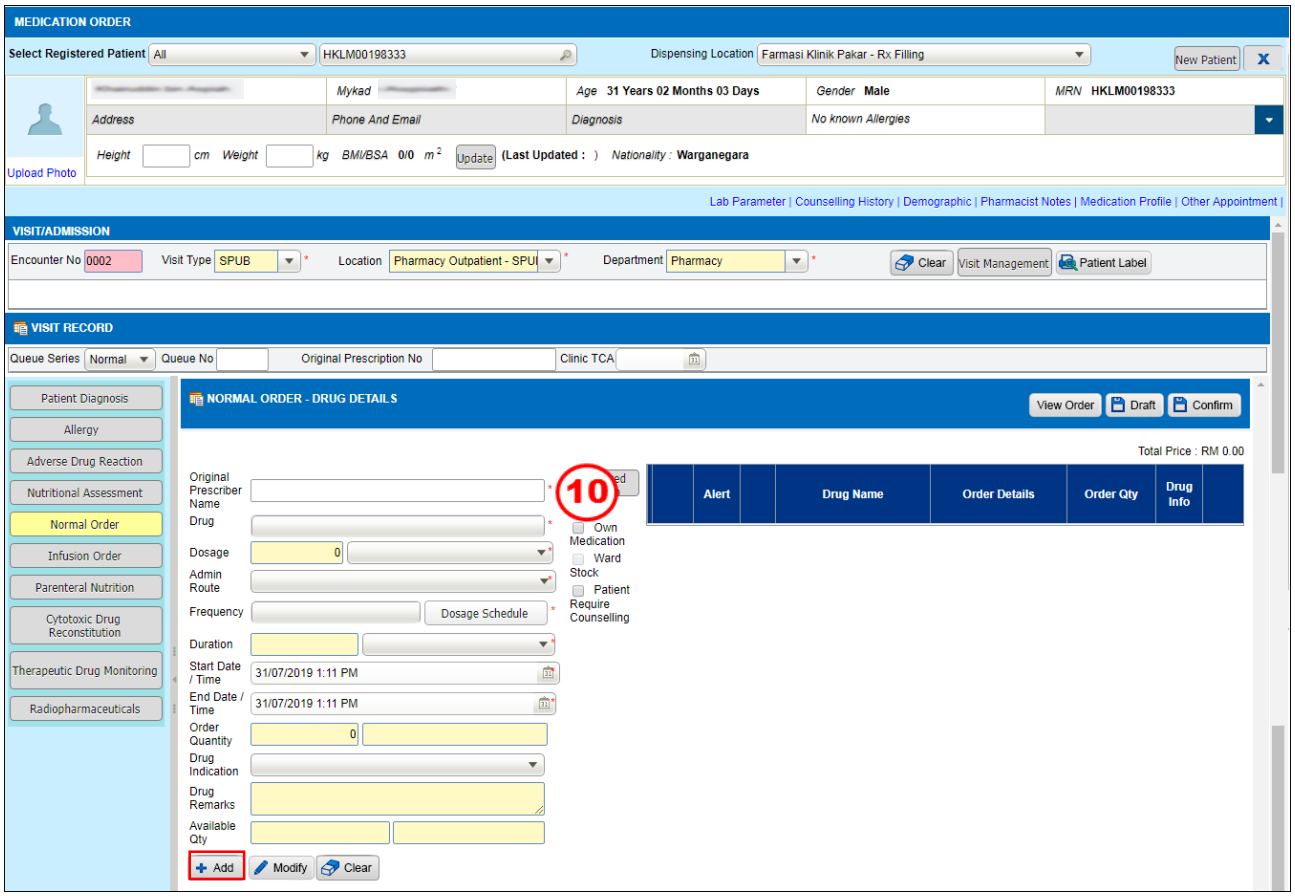


Figure 9.1.4-7 SPUB Order

STEP 10

Enter the ***Original Prescriber Name, Original Prescription Serial Number,*** *and record the drug* by referring to the manual prescription. When done, click Add button

Note

User should record the balance supply medication only (Example: Order duration 3 months, 1st month already supplied by referring facility. Therefore, user will only need to record the balance left which are 2 months.

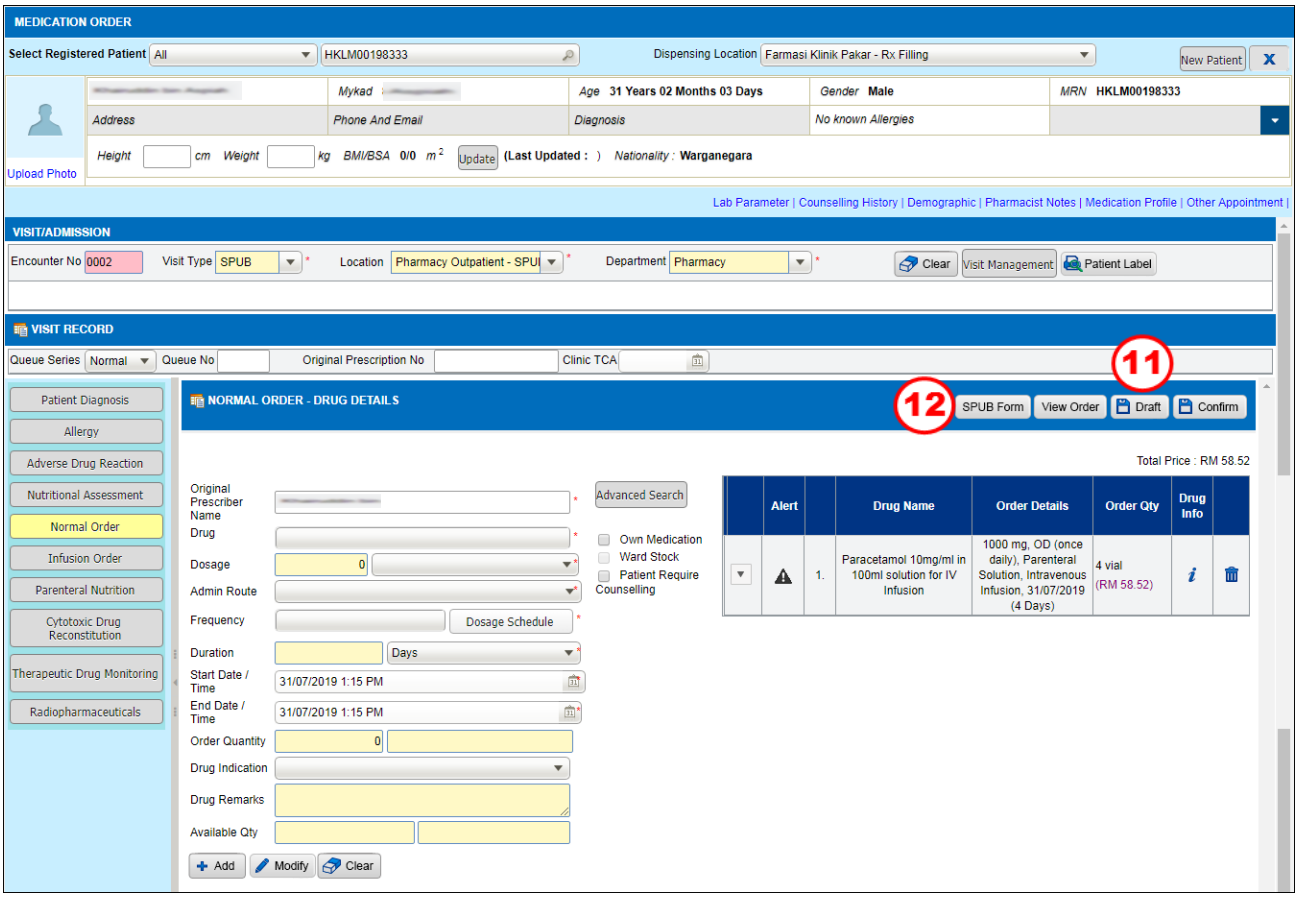


Figure 9.1.4-8 SPUB Draft Order

STEP 11

Click on the Draft to save the medication

STEP 12

Click on the SPUB Form to fill the SPUB Form

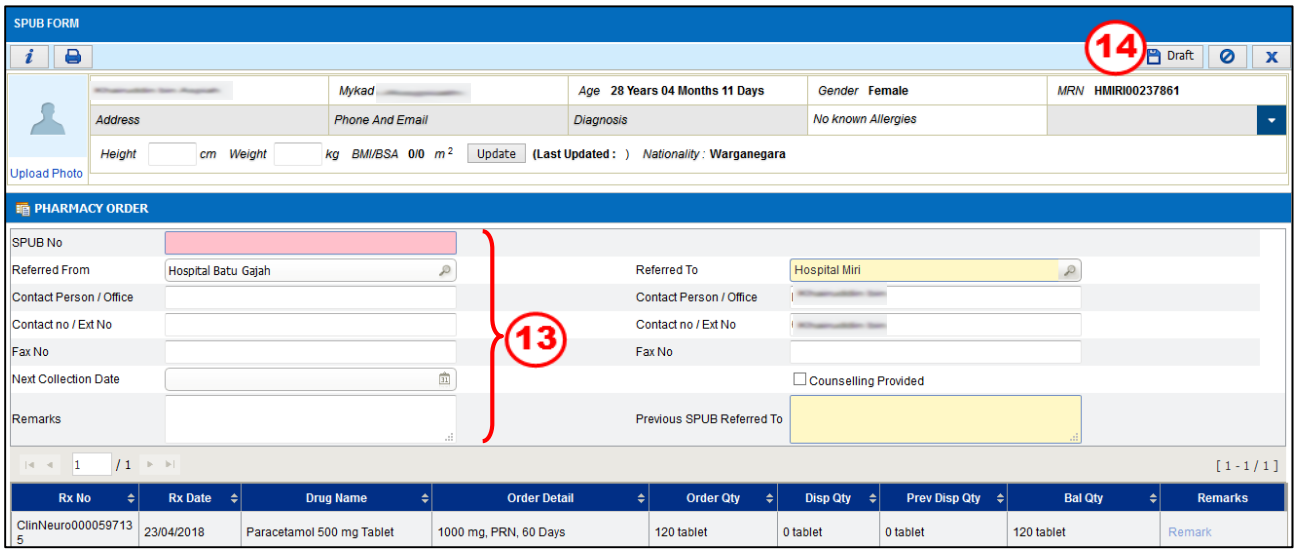


Figure 9.1.4-9 SPUB R1 Form

STEP 13
Enter the information in the selected field

STEP 14

Click on the

button to save the SPUB form

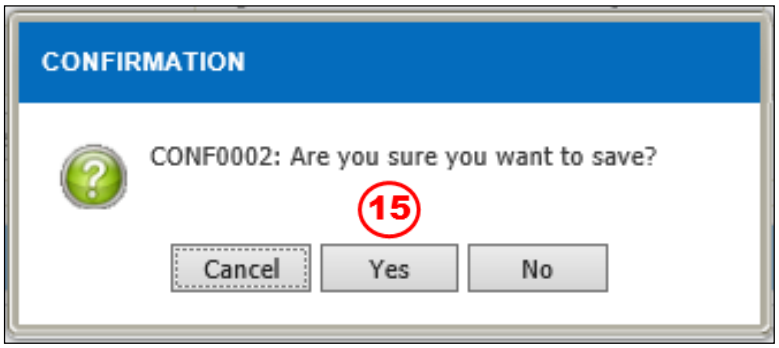
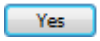


Figure 9.1.4-10 Confirmation Alert Message

STEP 15

Click on the 

button to confirm

Figure 9.1.4-11 Information Alert Message

STEP 16

Click on the

to acknowledge the saved SPUB

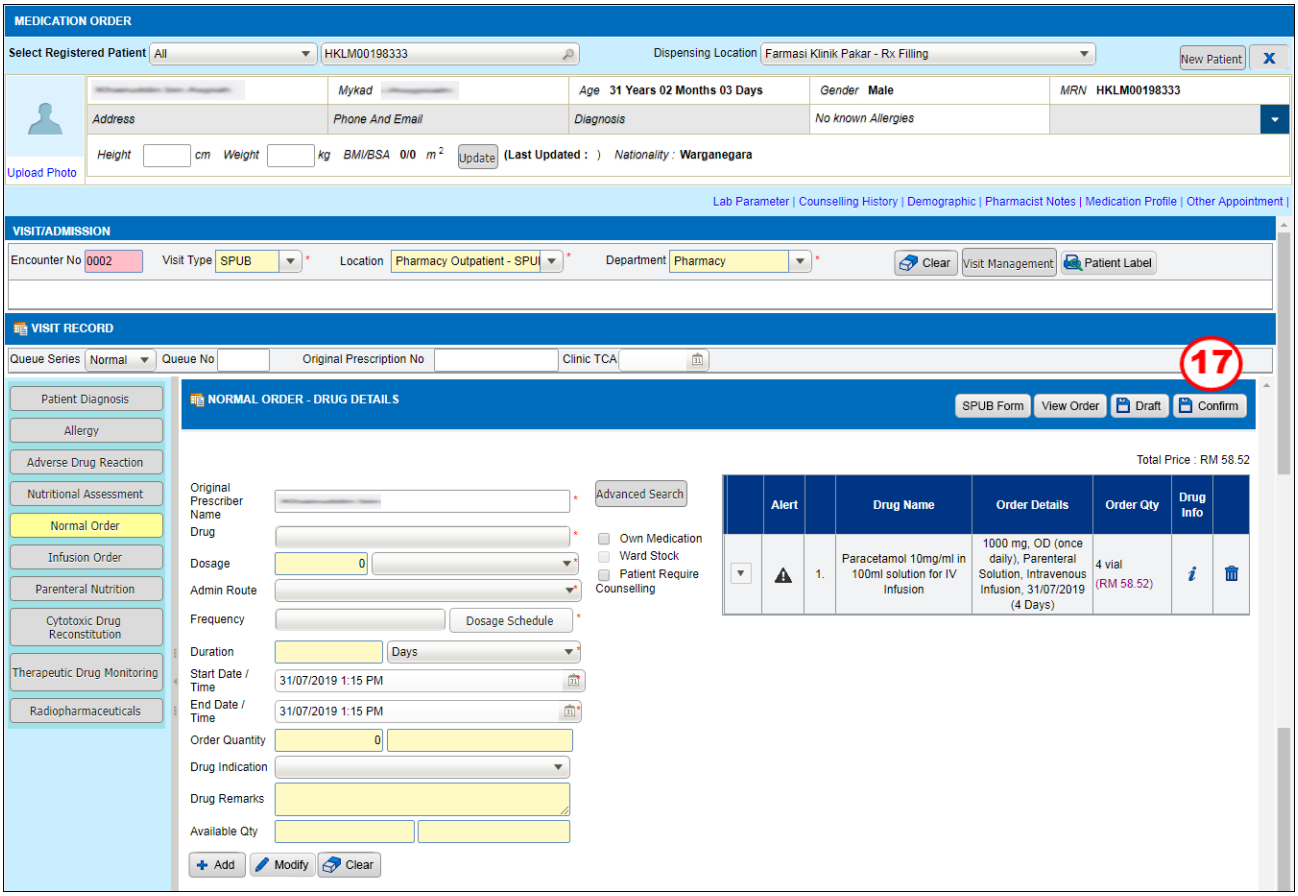


Figure 9.1.4-12 Medication Order

STEP 17

Click on the Confirm button to confirm order

Note

To complete the process for SPUB prescription, continue as normal dispensing process which after order confirmation. The prescription will flow to screening and verification, preparation and dispensing.

9.1.5 Reprint SPUB Form

User able to reprint the saved SPUB form after dispensing process.

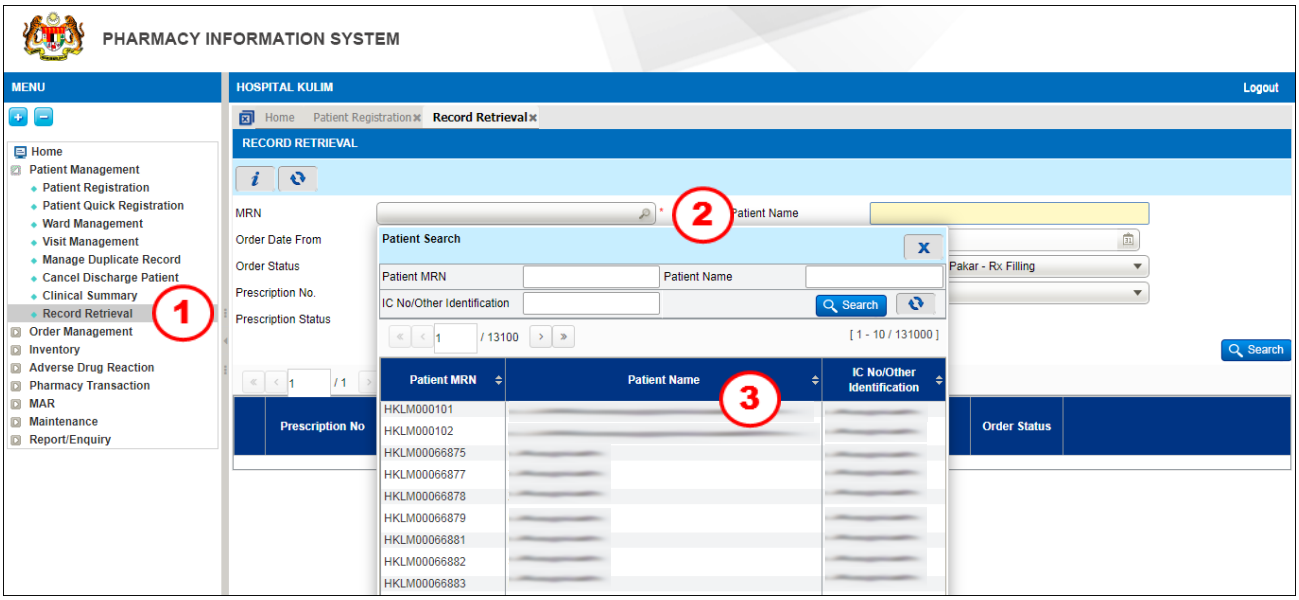


Figure 9.1.5-1 Record Retrieval Landing Screen

STEP 1

Click on '**Record Retrieval**' sub menu

STEP 2

Search patient by clicking on the button

Note
Various search criteria are provided as below:

No	Field	Description	Remark
a	Patient MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: *Example: HPSF00001234 or "1234"*
b	Patient Name	Name of patient	Allow to search by patient name
c	Order Date From	Order Date From	Allow to search by order date from. *Example from 23/01/2018*
d	Order Date To	Order Date To	Allow to search by order date to. *Example to 30/01/2018*
e	Order Status	Order Status	Allow to search by order status *Example: All, New Order, Partial Supply*
f	Order Location	Order Location	Allow to search by order status. Usually automatically selected based on record
g	Prescription No	Prescription No	Allow to search by Prescription No
h	Order Type	Order Type	Allow to search by order type *Example: CDR, IV, Normal, PN, Radiopharmaceuticals*
i	Prescription Status	Prescription Status	Allow to search by Prescription Status. *Example: All, Active, Inactive*

Table 9.1.5-1

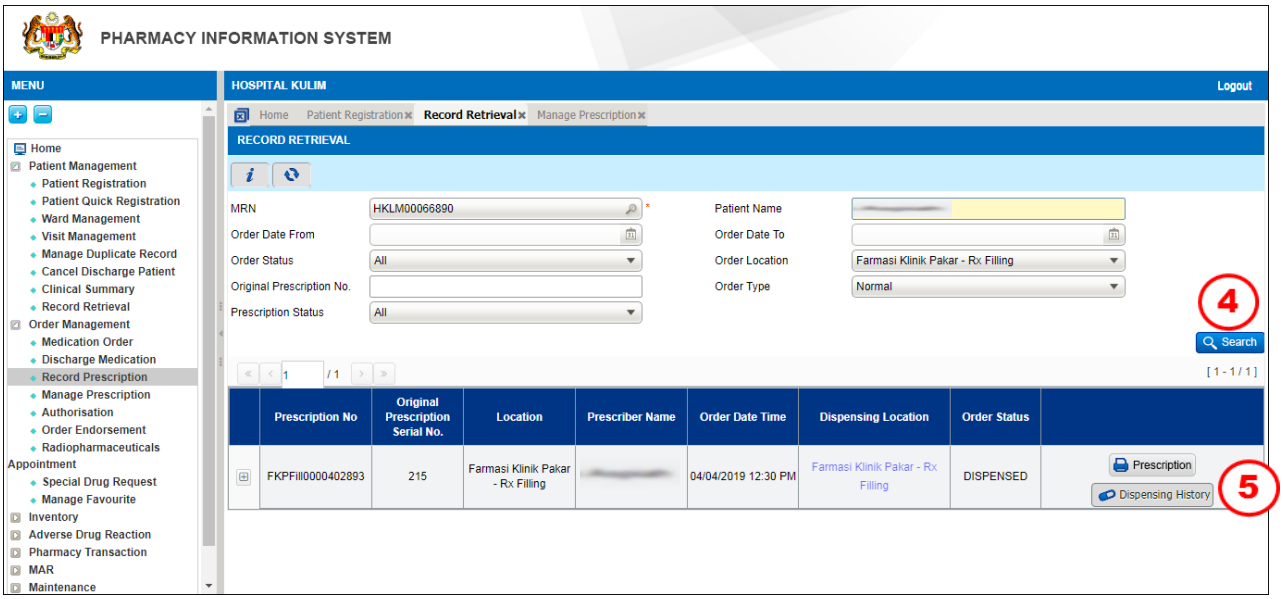


Figure 9.1.5-2 Record Retrieval Screen

STEP 4

Click on the Search button to search the patient

STEP 5

Click on the Dispensing History button

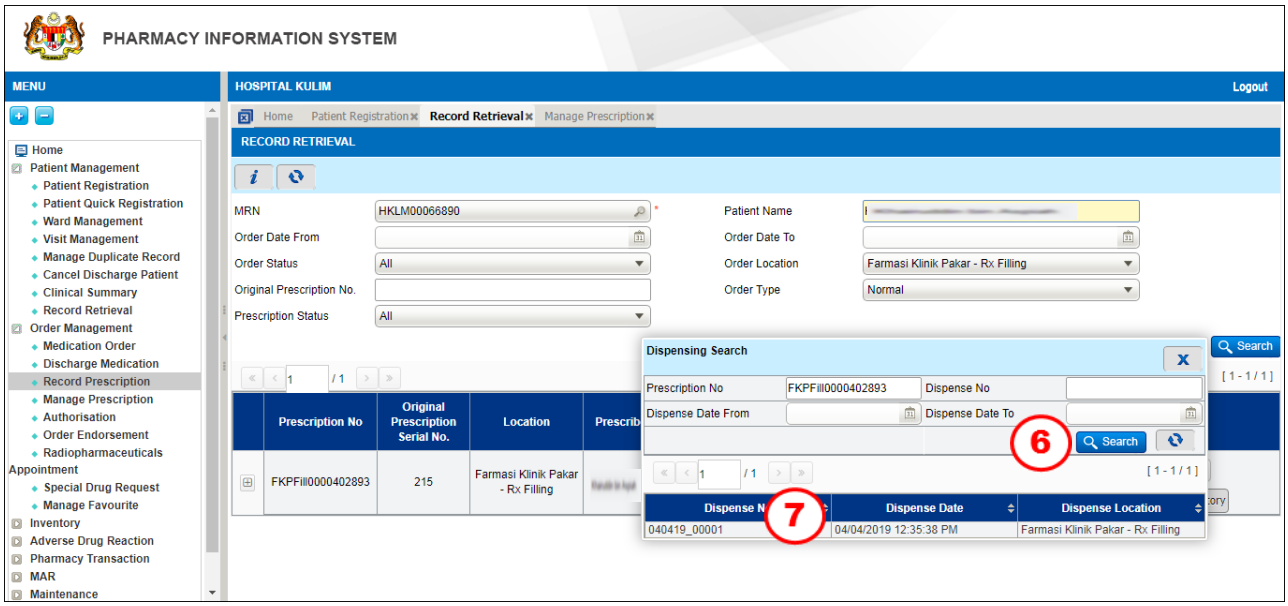


Figure 9.1.5-3 Record Retrieval Screen

STEP 6

Click on the Search button to search the dispensing history

Note

Various search criteria are provided as below:

No	Field	Description	Remark
a	Prescription No	Prescription number generated by the system	Allow to search by Prescription No: *Example: FKP0000123456 or "123456"*
b	Dispense No	Dispense number generated by the system	Allow to search by Dispense No: *Example: 071916_00074*
c	Dispense Date From	Dispense Date From	Allow to search by Dispense Date From. *Example: 22/08/2016*
d	Dispense Date To	Dispense Date To	Allow to search by Dispense Date To. *Example: 26/08/2016*

STEP 7

Double click on the dispensing details and the dispensing history screen will appear as per **Figure 9.1.5-4**

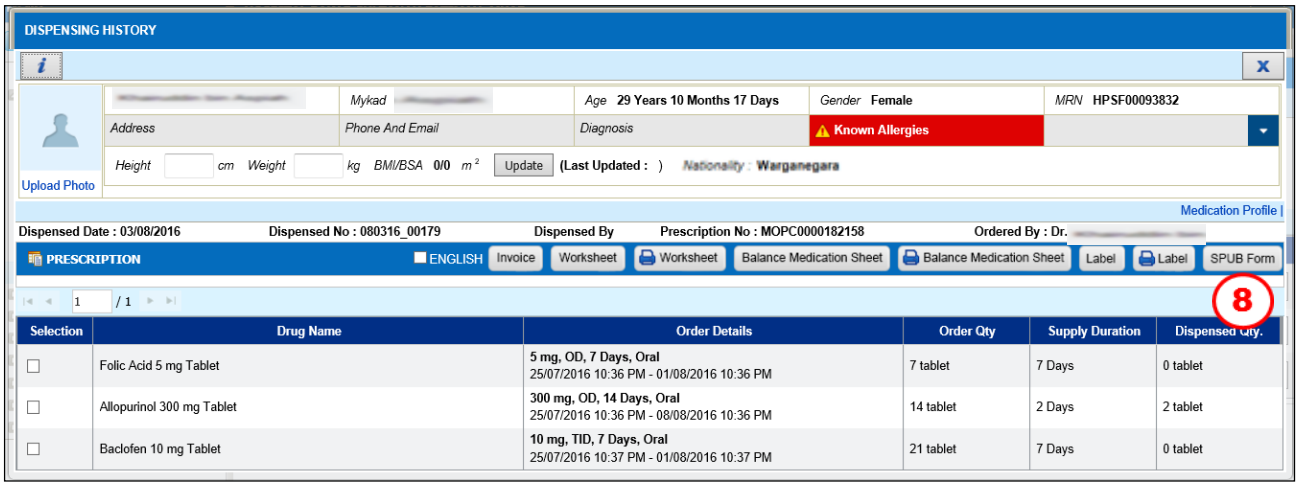


Figure 9.1.5-4 Dispensing History screen

STEP 8

Click on the SPUB Form button and the SPUB Form screen will appear as per **Figure 9.1.5-5**

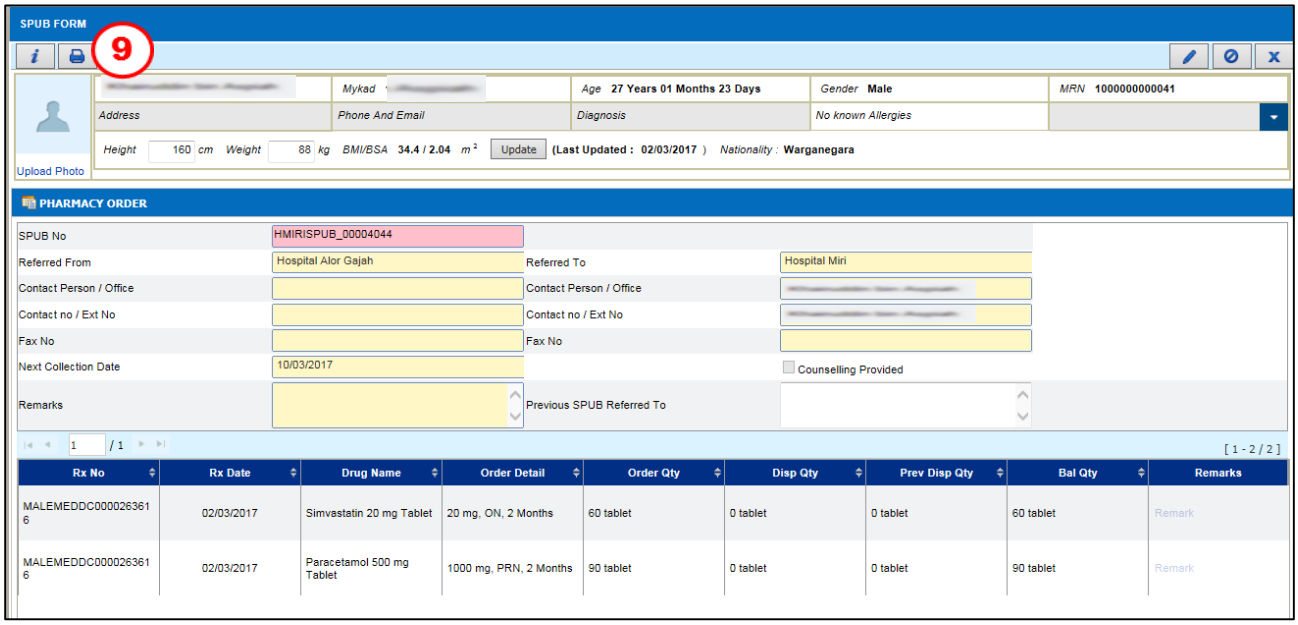


Figure 9.1.5-5 SPUB Form screen

STEP 9

Click on the button and the SPUB R1 Form screen will appear as per **Figure 9.1.5-6**

Note

Click on the *button to print the form*

SPUB-R1 (Pindaan 3/2009)

RUJUKAN PRESKRIPSI SPUB | KEMENTERIAN KESIHATAN MALAYSIA

(Borang ini hendaklah dikemukakan kepada fasiliti yang dirujuk melalui faks/ e-mail/ pos dalam masa 7 hari bekerja dari tarikh pesakit diberi bekalan pertama)

No. Rujukan (00047/07/2019)

Fasiliti Yang Merujuk		**Fasiliti dirujuk**	
Negeri	: Kedah	**Negeri**	: Melaka
Hospital	: Hospital Kulim	**Hospital**	: Hospital Alor Gajah
Nombor SPUB	: HKLMSPUB_00010134		
Daerah/Bandar	: Kulim	**Daerah/Bandar**	:
No. Tel	: 044272733	No. Tel	:
No. Faks	:	No. Faks	:

A. Maklumat Pesakit :

Nama : [redacted]

Umur : 4 Years 4 Months 30 Days — Jantina : Perempuan

No. Kad Pengenalan : [redacted] — No. Telefon :

B. Maklumat Preskripsi :

No. Preskripsi : FKPFill0000403088 — Tarikh Preskripsi : 26/06/2019

No. Siri Preskripsi : MEDIKAL0000368107 — Tarikh Akan Datang : 29/08/2019

Catatan:

C. Maklumat Bekalan :

Tarikh	Nama Ubat	Maklumat Ubat	Baki Kuantiti	Tempoh Bekalan	Jumlah Penuh Kuantiti	Catatan Preskripsi
26/06/2019	Prednisolone 5 mg Tablet	5 mg, OD, Oral, 85 Days	78 tablet	85 Days	83 tablet	

D. Kaunseling telah diberikan Ya [ ] Tidak [/]

(Jika Ya, sila lampirkan rekod kaunseling)

Tandatangan :

Nama : [redacted]

Jawatan : Pegawai Perubatan

Untuk diisi oleh Fasiliti yang menerima rujukan :

Tarikh preskripsi dibekal	Tempoh preskripsi dibekal	Tarikh bekalan akan datang	Bilangan Item/Kos ubat (keseluruhan)			
			Kategori A		Kategori lain	
			Item	Kos	Item	Kos
Jumlah keseluruhan						

Figure 9.1.5-6 SPUB R1 Form

10.1 Release / Discard Batch

This function allow user to release the allocated quantity back into inventory upon non collection by the patient(s). Drug that is not reusable will be discarded.

10.1.1 Release/Discard (Before Call Patient)

During counter check, user can amend the prescription if necessary, such as intervention, alternate and combination or extemporaneous after release/discard.

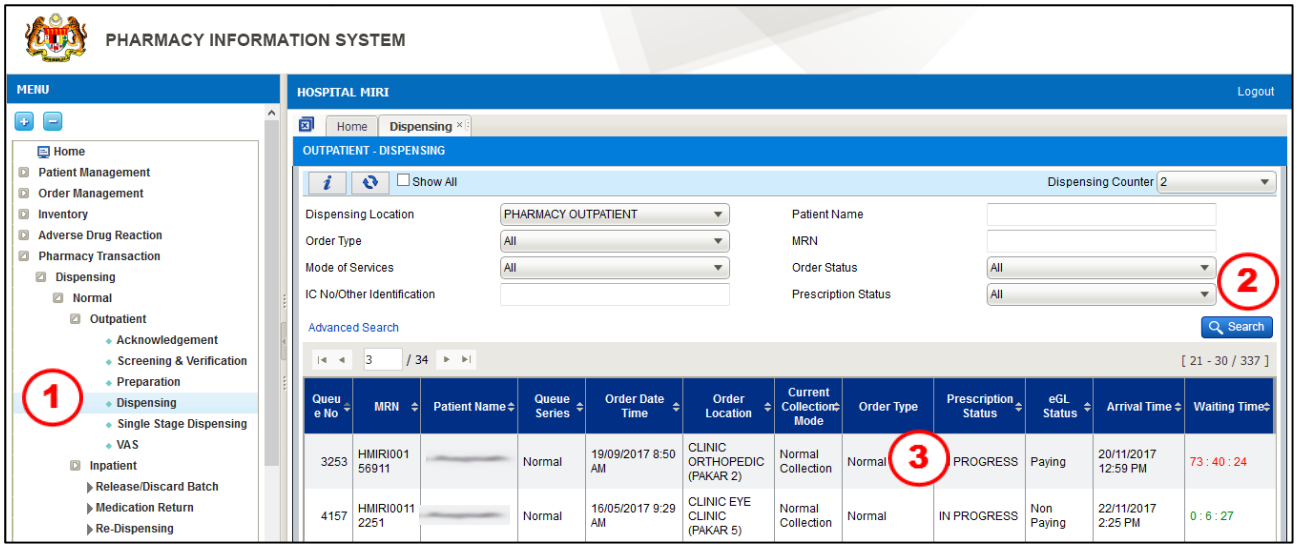


Figure 10.1.1-1 Dispensing screen

Note

- *Release/Discard can be done from:*
  - *Dispensing screen*
  - *Batch management sub-menu*
- *Release/Discard can be done with condition that the status of prescription are Prepared/Uncollected*
- *By default, list of patients will be displayed according to pharmacist's location access.*

STEP 1

Click on 'Dispensing' sub menu

STEP 2

Click on the Search button to search the patient

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	Patient Name	Name of patient	Able to filter and search by patient's name
d	Order Type	-All -Normal -SPUB	Able to filter and search patient's record by order type

		-Discharge	
e	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: *Example: HPSF00001234 or "1234"*
f	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
g	Order Status	-All -New Order -Partial Supply	Able to filter and search patient's record by order status
h	IC No/Other Identification	Identification Number	Allow to search by full or partial ID Number
i	Prescription Status	-All -Hold -Expired	Able to filter by prescription status
Advanced Search			
h	Order Location	Order location. (It will list down all active location)	Able to filter and search patient's record by order location
i	Order Location Type	- All - Clinic - Day Care - ER - Nursing Unit - Pharmacy	Able to filter and search patient's record by order location type
j	Order Date from	Order Date from	Able to filter and search patient's record by order date from
k	Order Date To	Order Date To	Able to filter and search patient's record by order date to
l	Queue Date	Queue Date	Able to filter and search patient's record by queue date
m	Queue Series	- All - Normal - Express - Special - Others	Able to filter and search p patient's record by queue series
n	Queue No	Queue No	Able to filter and search patient's record by queue no

Table 10.1.1-1

Note

Search result of patient list will be displayed:

- *Queue No*
- *MRN*
- *Patient Name*
- *Queue Series*
- *Order Date/Time*
- *Order Location*
- *Current Collection Mode*

- *Order Type*
- *Prescription Status*
- *eGL Status*
- *Arrival Time*
- *Waiting Time*

STEP 3

Double click on the selected patient record and patient detail information will be display as per **Figure 10.1.1-2**

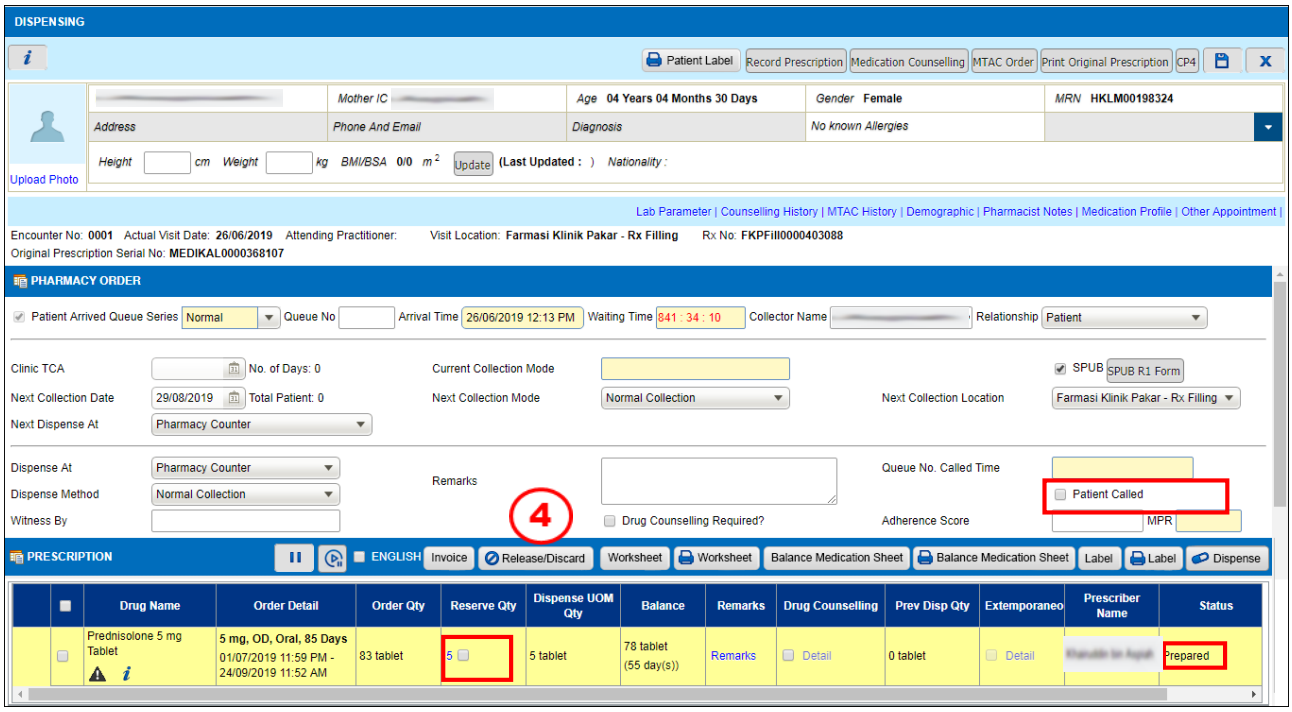


Figure 10.1.1-2 Dispensing screen

Note

- *Patient is not called*
- *Reserve Qty has a value*
- *Status is Prepared*

STEP 4

Click on Release/Discard button

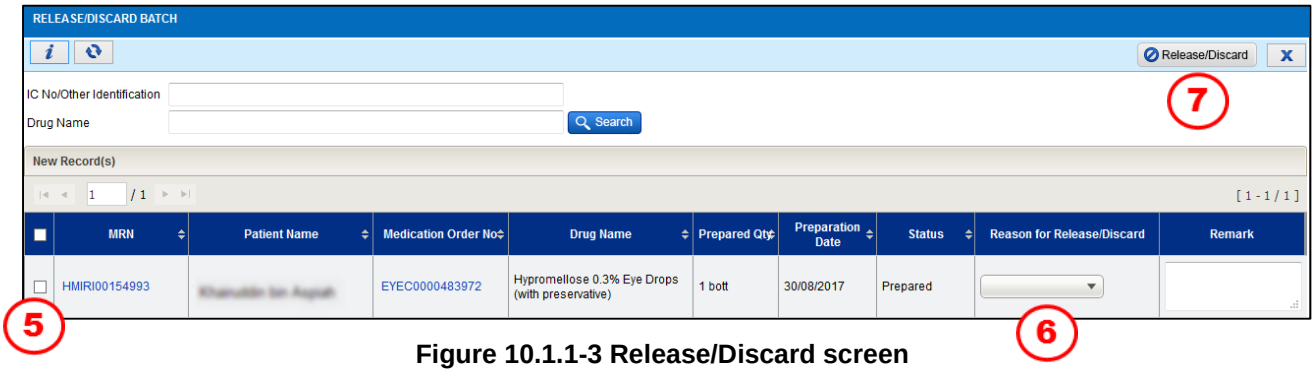


Figure 10.1.1-3 Release/Discard screen

STEP 5
Select check box of the selected drug for release batch

STEP 6
Select ***Reason for Release / Discard***

- Change of Regimen
- Faulty Product
- Intervention
- Patient Refused
- Uncollected
- Wrong Allocation

STEP 7

Click on the

button

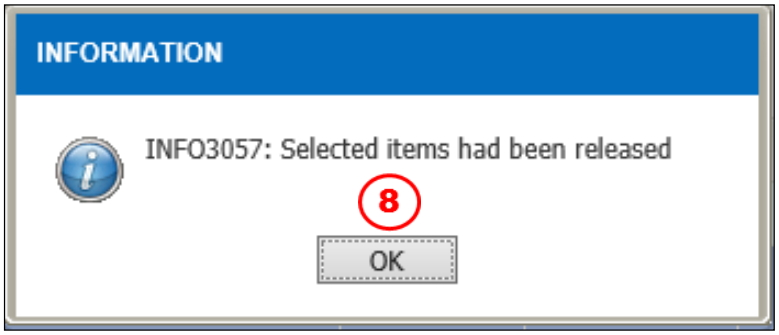


Figure 10.1.1-4 Information Alert Message

STEP 8

Click on the

button and *system will return to dispensing screen automatically as per* ***Figure 10.1.1-5***

Note
After clicking the OK button above, it may also return to the main dispensing screen automatically as per Figure 10.1.1-1. If this happened, user can skip step 9

Note
The Reserve Quantity will be null [0] and the status will change from Prepared to Verified.

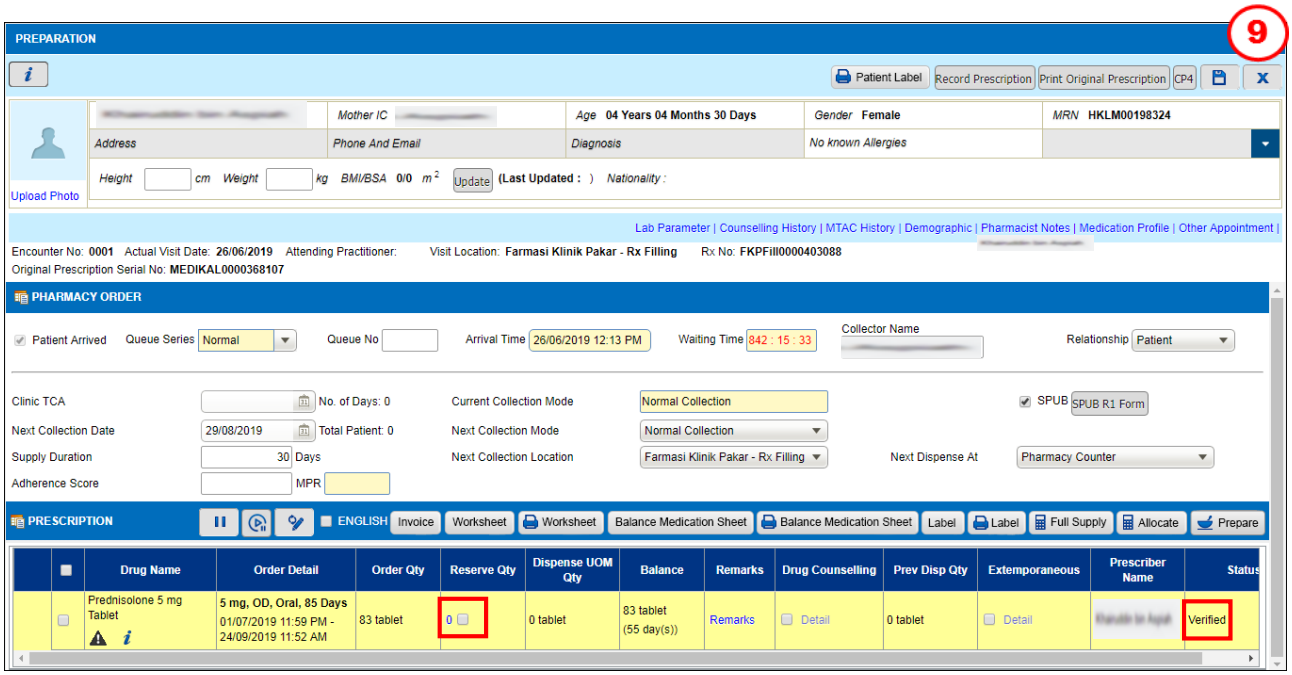


Figure 10.1.1-5 Dispensing screen

STEP 9

Click on the button to close the dispensing screen

Note

- *As the prescription status changed to Verified, user will have to close the dispensing screen and go to the preparation screen to perform the intervention (for new order only). Refer* ***Section 5.1.2 Intervention***

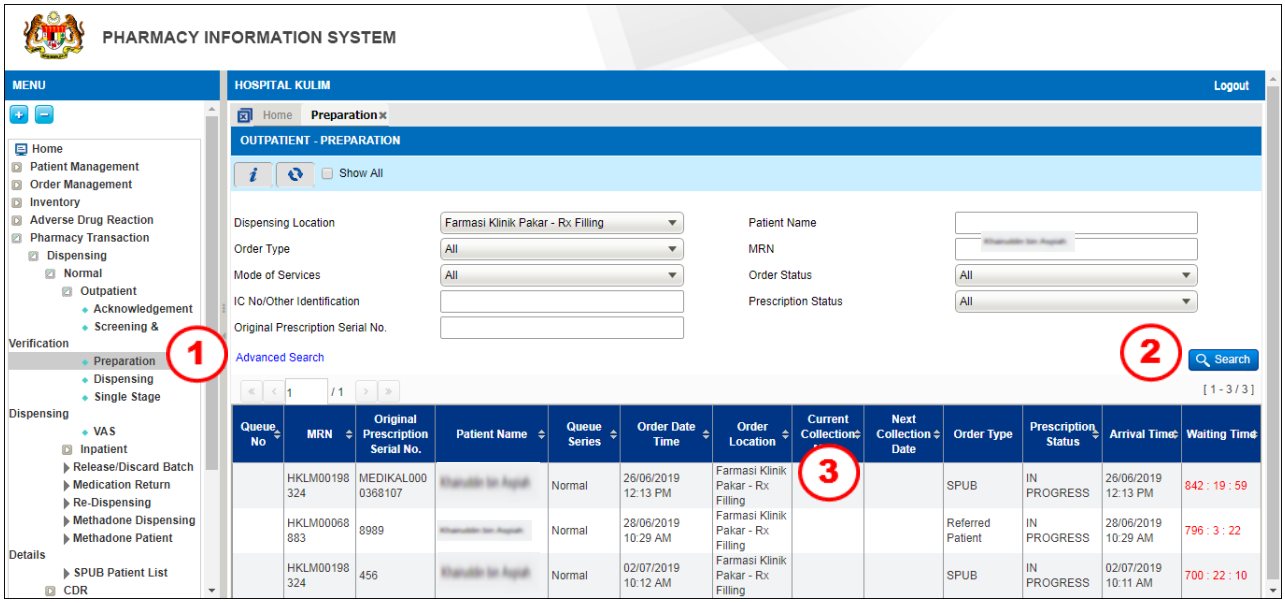


Figure 10.1.1-6 Preparation screen

Note

Repeat step 1 *and* ***3*** *as per* ***Section 6.1.1 Prepare***

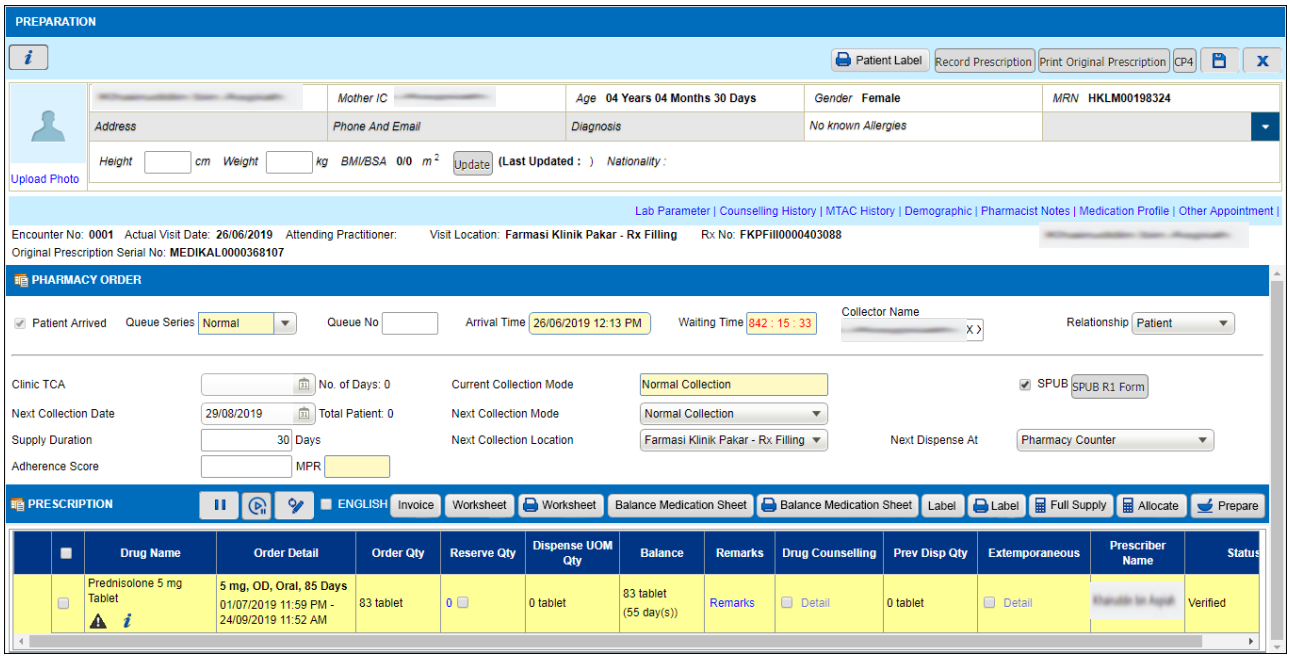


Figure 10.1.1-7 Preparation screen

Note

- *User may refer the intervention steps from **Section 5.1.2 Intervention**.*
- *User can also do other functions such as Alternate, Alternate/combination, Extemporaneous or change the Reserve Quantity.*
- *After intervention, proceed until dispense.*

10.1.2 Release/Discard (After Call Patient)

This function can be use when patient does not come to collect the medication or patient refused the medication

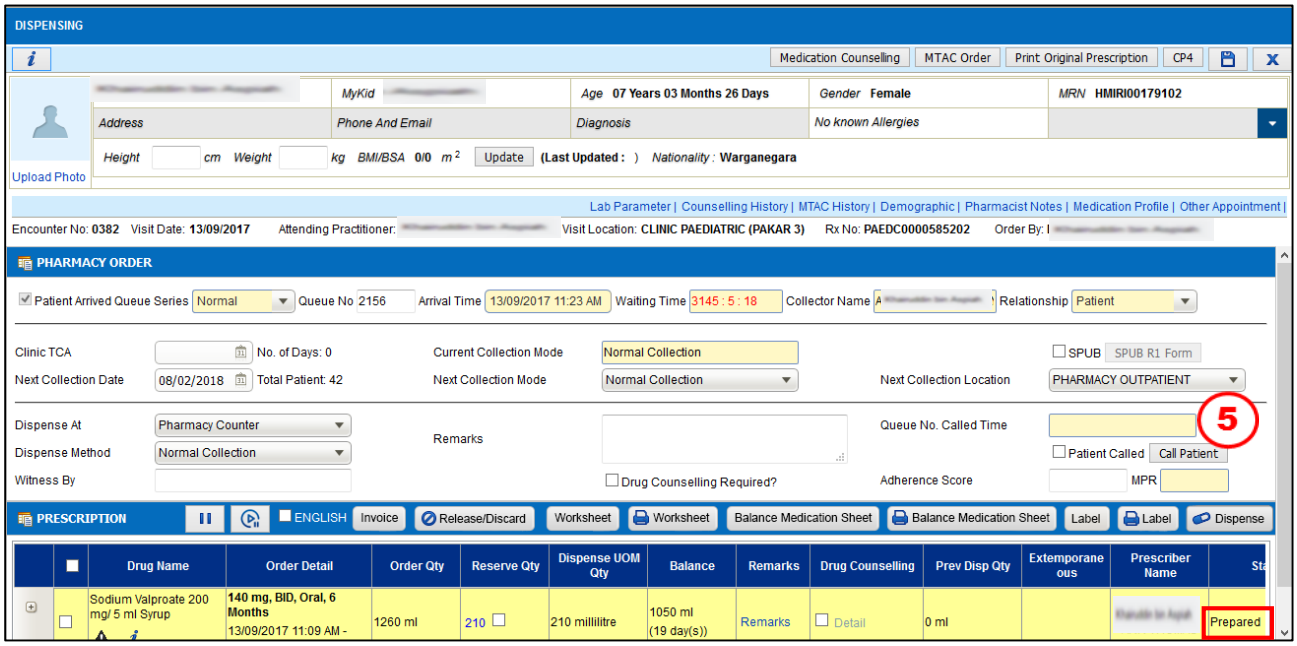


Figure 10.1.2-1 Preparation screen

Note

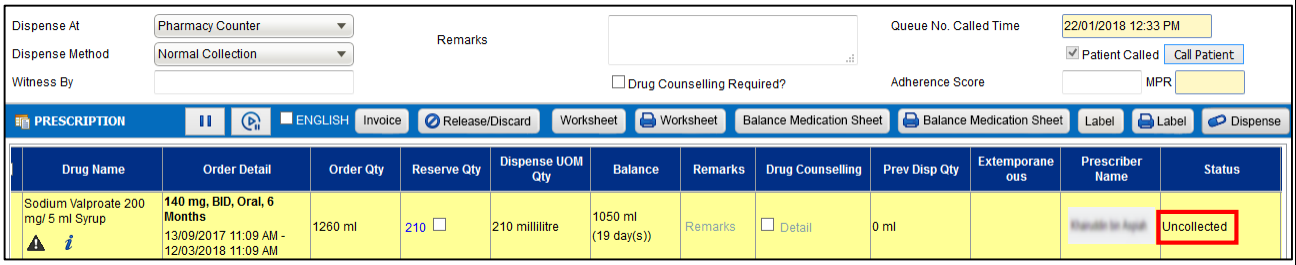
*Repeat **step 1 to 3** as in **Section 10.1.1 Release/Discard (Before call patient)***

STEP 5

Click on the Call Patient button to call patient

Note

- *The prescription status will change from prepared to uncollected once the Call Patient button is click.*



- *Repeat **step 4 to 8** as in **Section 10.1.1 Release/Discard (Before Call Patient)***
- *Once click on the OK button as per Figure 10.1.1-4, system will return automatically to dispensing screen as per Figure 10.1.1-5 or to the main dispensing screen as per Figure 10.1.1-1*
- *The **Reserve Quantity** will be null [0] and the status will change from **Prepared** to **Ordered** (new order)*
- *If patient did not collect the medication, user can use Release/Discard function by selecting **Uncollected** as the reason. The order will be send to **Acknowledgement** screen until patients arrive the next time.*
- *If user use Release/Discard function to do **Intervention**, after intervention proceed as usual to verify, prepare and dispense.*
- *If user use Release/Discard function due to the patient's unwillingness to collect (**Patient Refused)** one of the medications, user will have to **Hold** the drug at **Screening & Verification** (Refer steps as in **Section 5.1.5 Hold**. After hold, directly proceed at **Dispensing** screen to dispense the rest of the drug. (No need to go through preparation)*
- *Click at the checkbox beside the reserve quantity to dispense '0'.*

10.1.3 Release/Discard (Batch Management menu)

User can also do Release/Discard function from Release/Discard sub-menu.

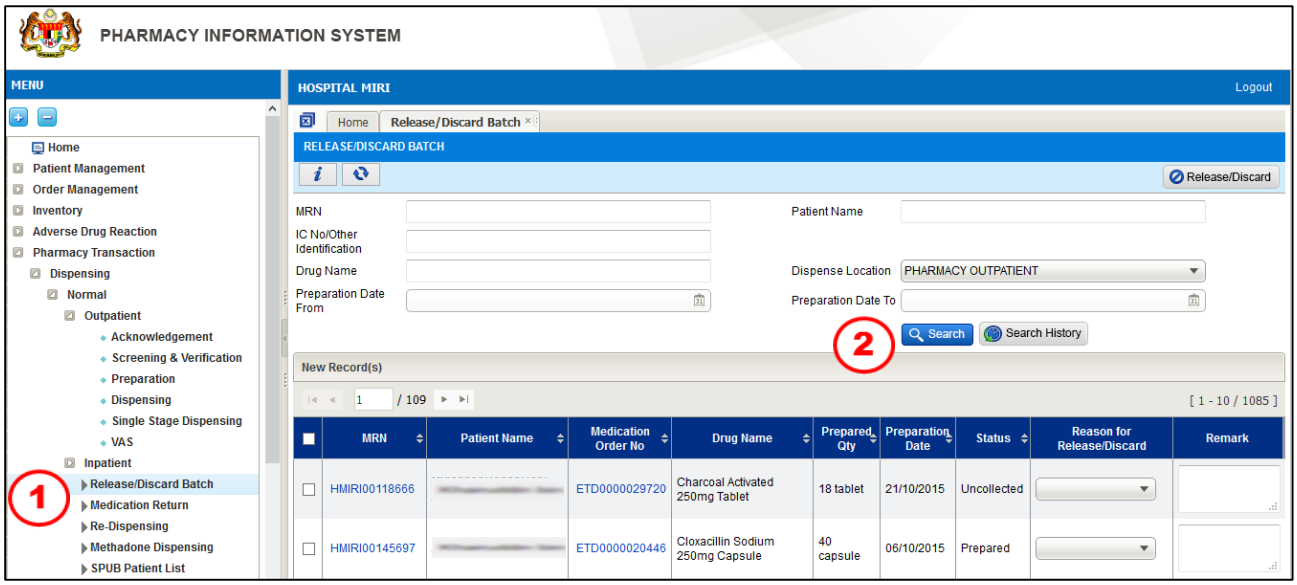


Figure 10.1.3-1 Release/Discard Batch Landing Screen

STEP 1
Click on 'Release/Discard Batch' sub menu

Note
Various search criteria are provided as below:

No	Field	Description	Remark
a	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: *Example: HPSF00001234 or "1234"*
b	Patient Name	Patient name	Able to filter by patient name
c	IC No/Other Identification	Identification Card	Example: 57083104321
d	Drug Name	Drug Name	Example: *Tramadol or "Tram"*
e	Dispense Location	Dispensing location. (It will list down all active location)	Able to filter and search patient name by dispensing location
f	Preparation Date From/To	The date of the drug being prepared	Example: *21/06/2017*

Table 10.1.3-1

STEP 2
Click on the Search button to search the patient

Note

- *Click on the Search History button to view the history of previous transactions.*
- *Search result of current order patient list will display:*
  - *Select - checkbox*
  - *MRN*
  - *Patient Name*
  - *Drug Name*
  - *Medication Order No*
  - *Preparation Date*

- *Preparation Quantity*
- *Status*
- *Dispense Location*
- *Reason for Release / Discard*

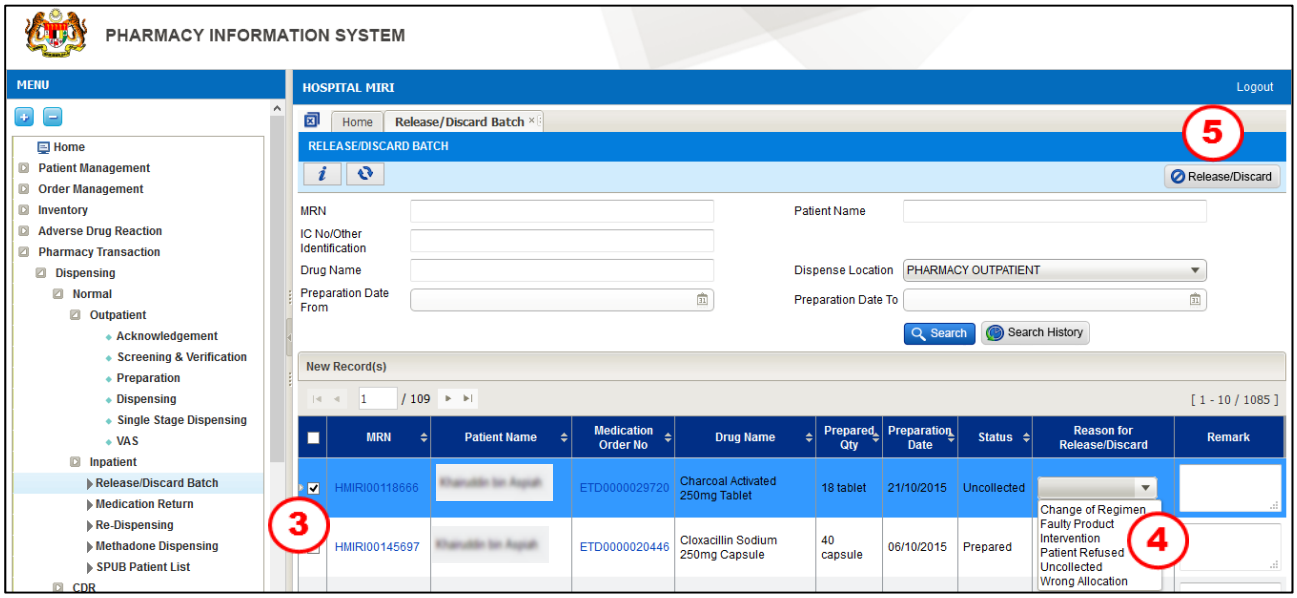


Figure 10.1.3-2 Release/Discard Batch Landing Screen

STEP 3
Select check box of the selected drug for release batch

STEP 4
Select ***Reason for Release / Discard***

- Change of Regimen
- Faulty Product
- Intervention
- Patient Refused
- Uncollected
- Wrong Allocation

STEP 5

Click on the

button to proceed the release/discard process

Note

- *If patient did not collect the medication, user can use Release/Discard function by selecting **Uncollected** as the reason. The order will be send to **Acknowledgement** screen until patients arrive the next time.*
- *If user use Release/Discard function to do **Intervention**, after intervention proceed as usual to verify, prepare and dispense.*
- *If user use Release/Discard function due to the patient's unwillingness to collect (**Patient Refused)** one of the medications, user will have to **Hold** the drug at **Screening & Verification** (Refer steps as in **Section 5.1.5 Hold**. After hold, directly proceed at **Dispensing** screen to dispense the rest of the drug. (No need to go through preparation)*

11.1 Medication Return

This function will allow user to record the returned medication from the patient or units into the system. This functionality enable user to track the transaction record and able to manage the stock in proper way.

11.1.1 View Medication Return Record

This function will allow user to view medication return record.

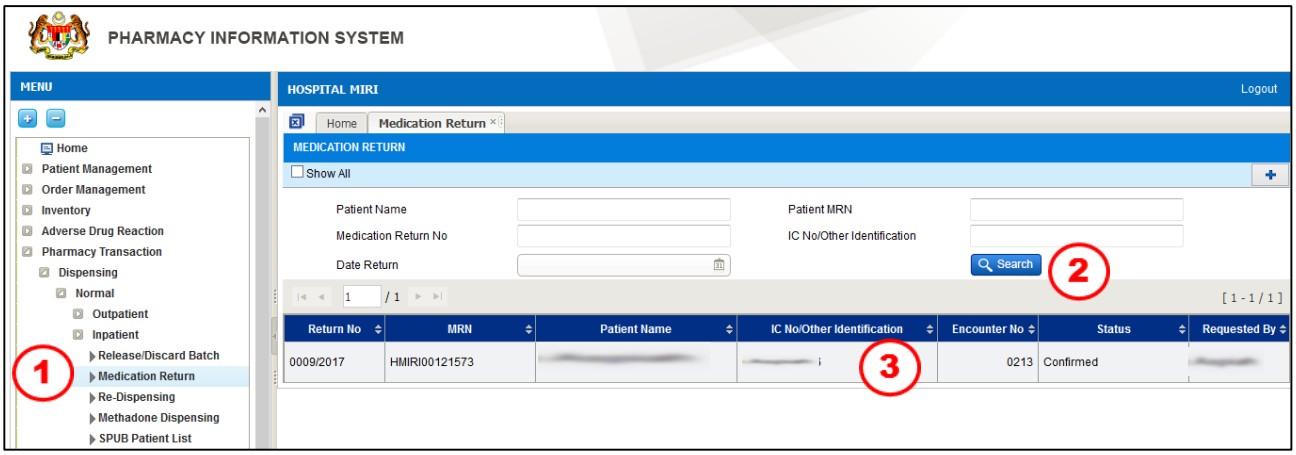


Figure 11.1.1-1 Medication Return Landing Screen

STEP 1

Click on 'Medication Return' sub menu

STEP 2

Click on the Search button to search the patient

Note

Various search criteria are provided as below:

No	Field	Description	Remark
a	Patient Name	Patient Name	Able to filter by patient's name
b	Patient MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: *Example: HPSF00001234 or "1234"*
c	Medication Return No	Medication Return No	Return no: *Example: 0010/2016*
d	ID Number	ID Number	Patient's IC No: xxxxxxxxxxxx

Table 11.1.1-1

STEP 3

Double click on the selected patient details and the medication record will be display as per Figure 11.1.1-2

Note

Search result of current order patient list will be displayed:

- *Return No*
- *MRN*
- *Patient Name*
- *ID Number*
- *Encounter No*
- *Status*
- *Requested By*

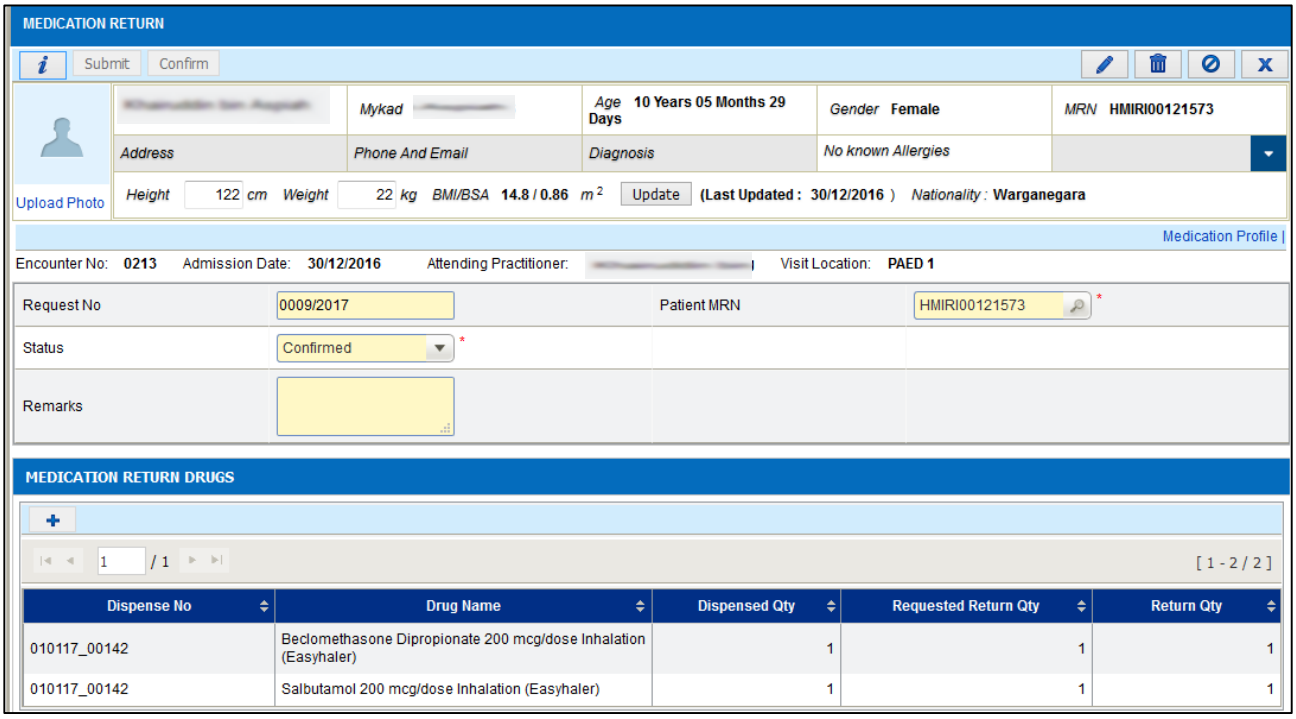


Figure 11.1.1-2 Medication Return Record

11.1.2 Add New Medication Return Record

User able to add new record of medication returns drugs.

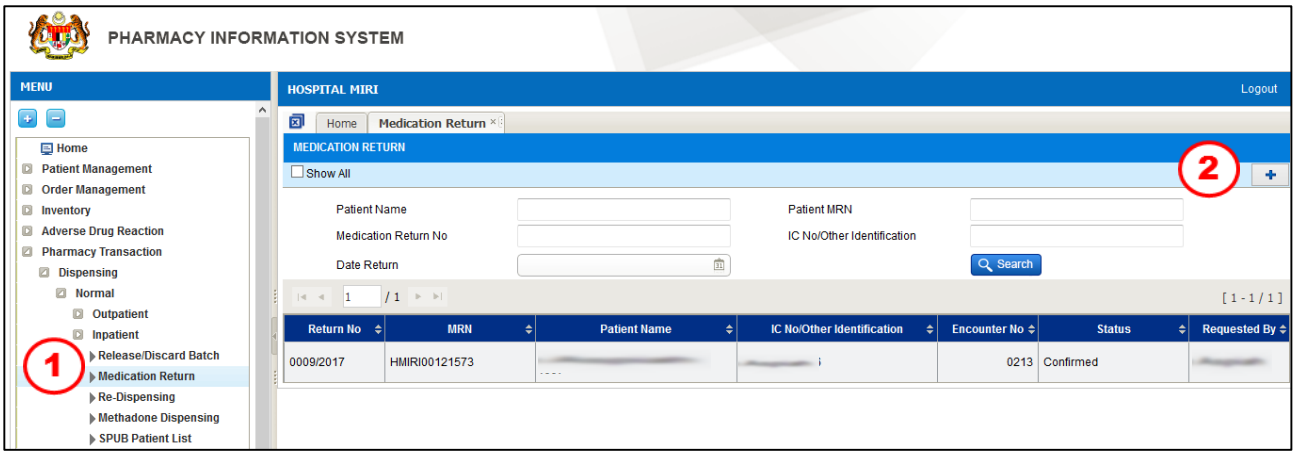


Figure 11.1.2-1 Medication Return Landing Screen

STEP 1
Click on 'Medication Return' sub menu

STEP 2

Click on the button to add new patient record

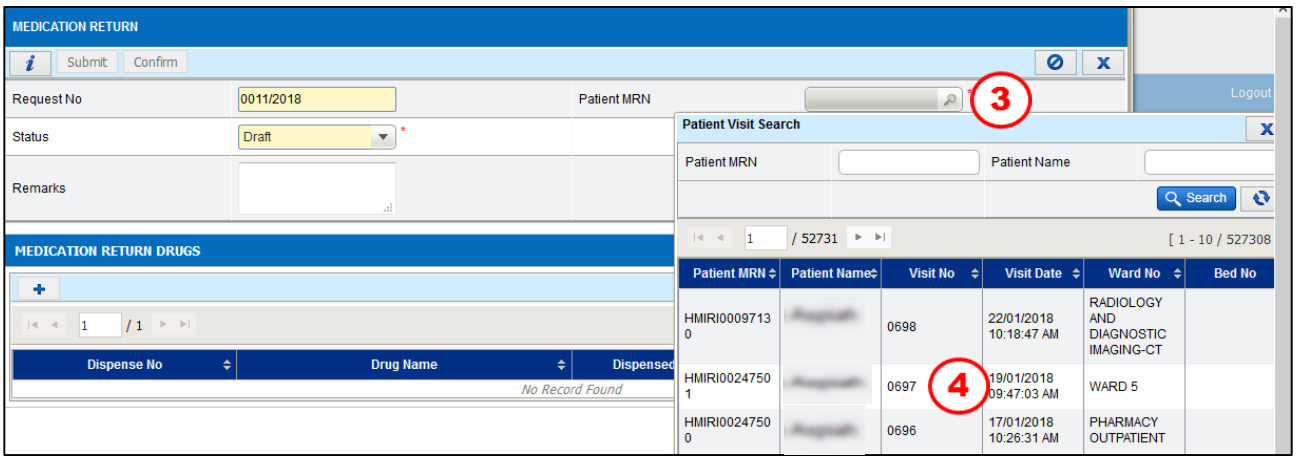


Figure 11.1.2-2 Medication Return

STEP 3

Click on the button to search the patient

Note

Various search criteria are provided such as Patient MRN and Patient Name. Click *button to search*

STEP 4
Double click on the selected patient's details

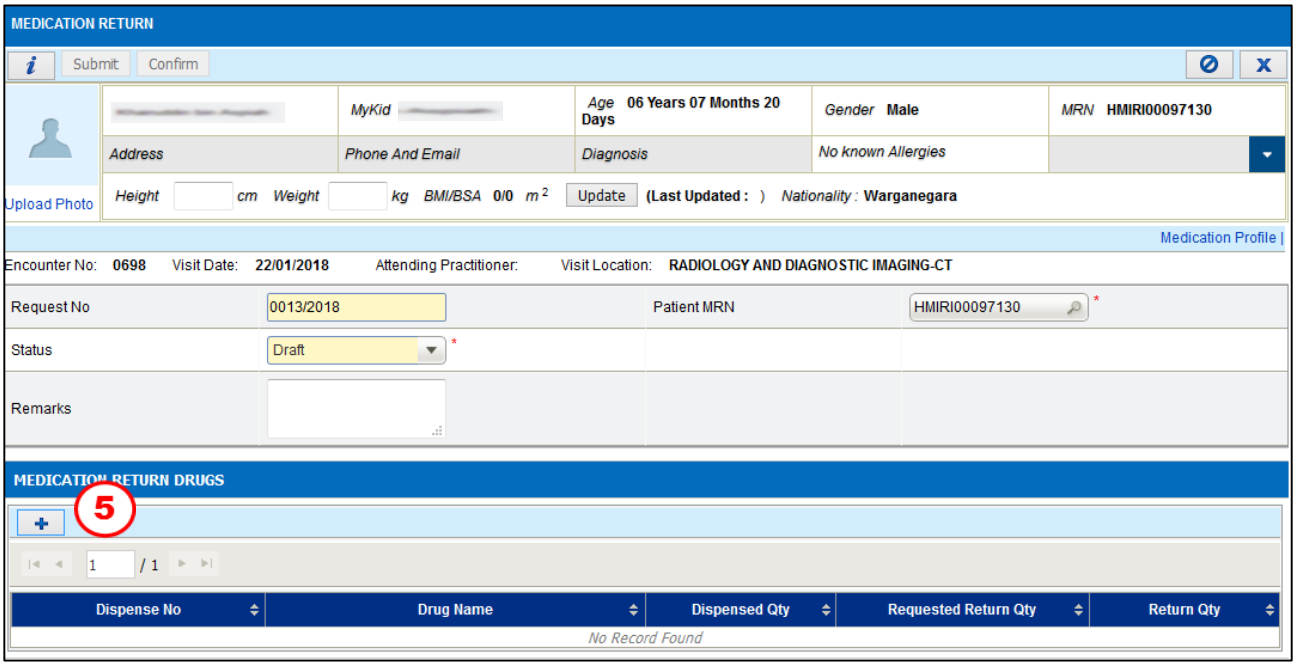


Figure 11.1.2-3 Medication Return

STEP 5

Click on the button to add drug to medication return list

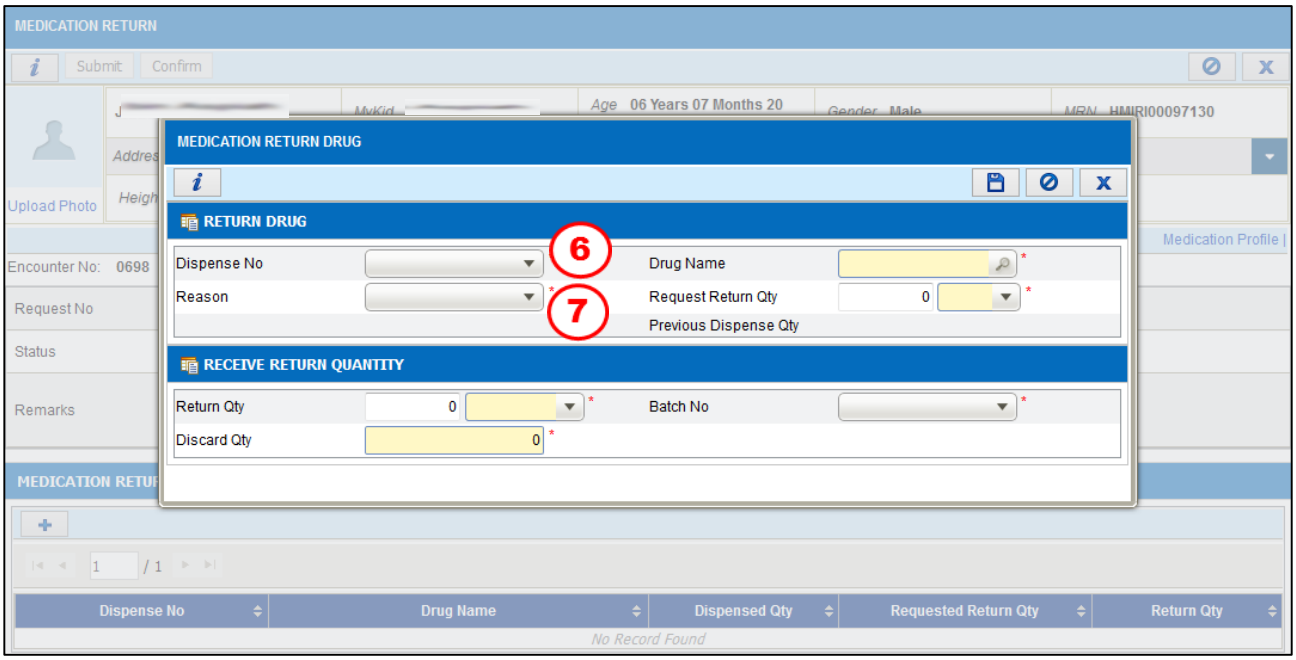


Figure 11.1.2-4 Medication Return Drug

STEP 6

Select ***Dispense No*** from drop down box

STEP 7

Select ***Reason*** for return the drugs as below:

- Change of Regimen
- Excess Supply
- Patient Deceased
- Patient Discharged

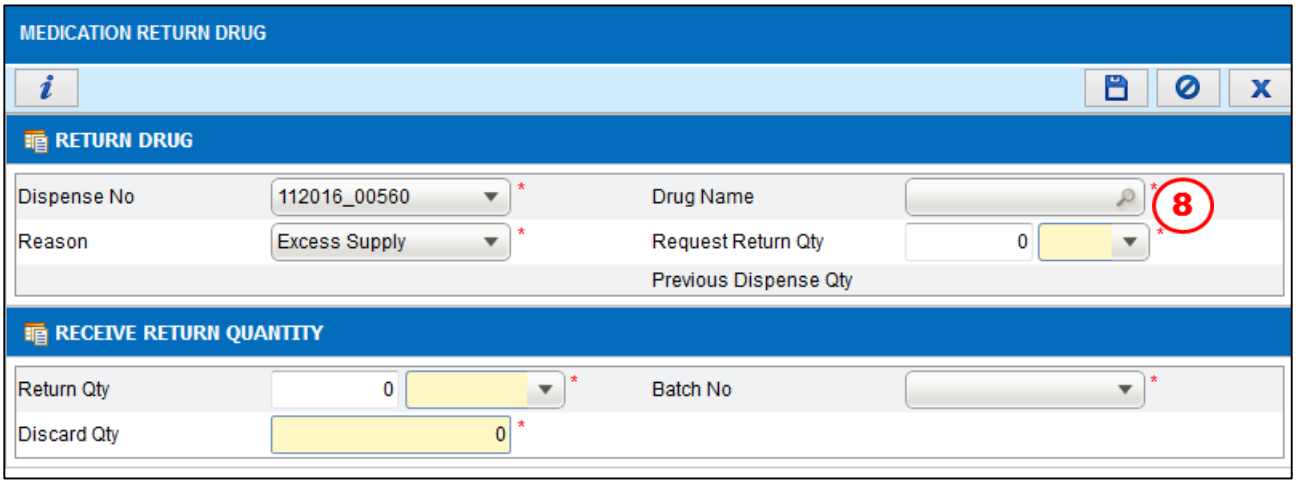


Figure 11.1.2-5 Medication Return Drug

STEP 8

Click on the button to search drug as per Figure 11.1.2-5

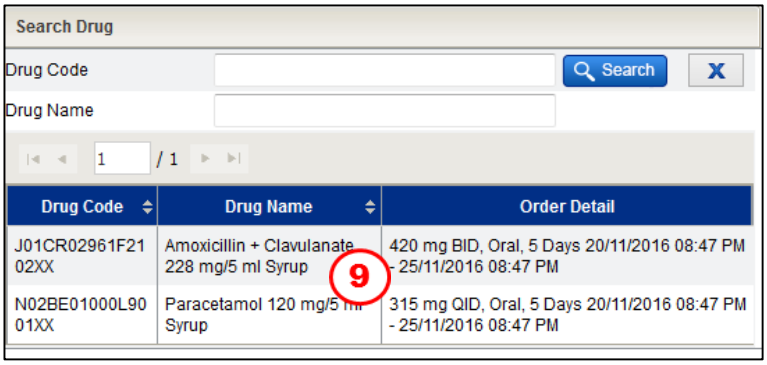


Figure 11.1.2-6 Medication Return Drug

Note

Various search criteria are provided such as Drug Code and Drug Name. Click Search *button to search*

STEP 9

Double click on the selected drug

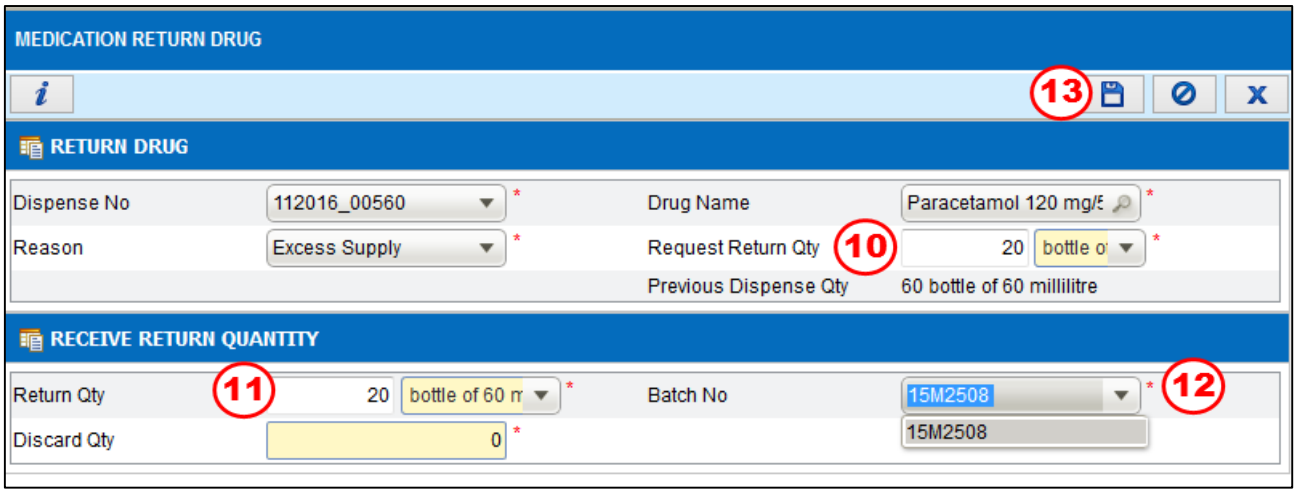


Figure 11.1.2-7 Medication Return Drug

STEP 10
Enter ***Request Return Qty***

STEP 11
Enter ***Return Qty***

STEP 12
Select ***Batch No*** from drop down box

STEP 13

Click on the button to save the transaction

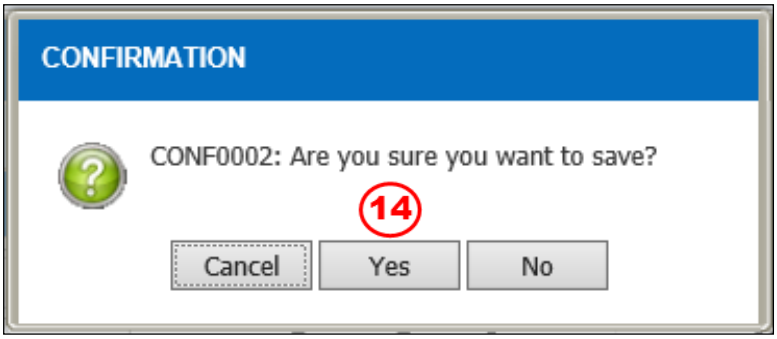
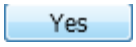


Figure 11.1.2-8 Confirmation Alert Message

STEP 14

Click on the  button to save the record

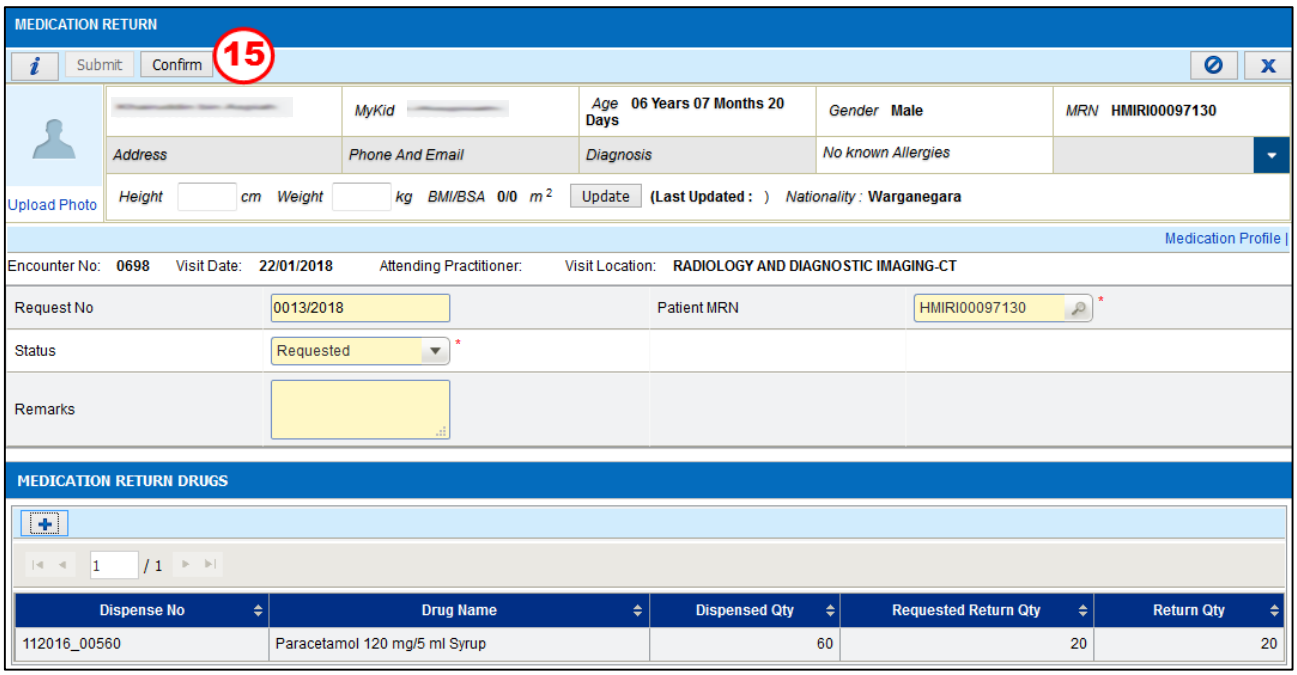


Figure 11.1.2-9 Medication Return Screen

STEP 15

Click on the button to return back the drugs

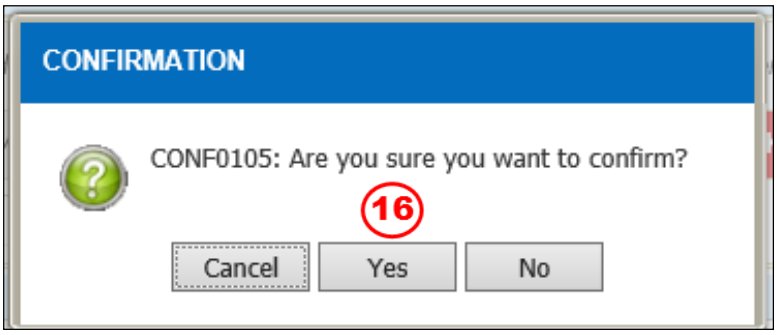


Figure 11.1.2-10 Confirmation Alert Message

STEP 16

Click on the Yes button to confirm the record

STEP 17

Click on the OK to confirm the transaction

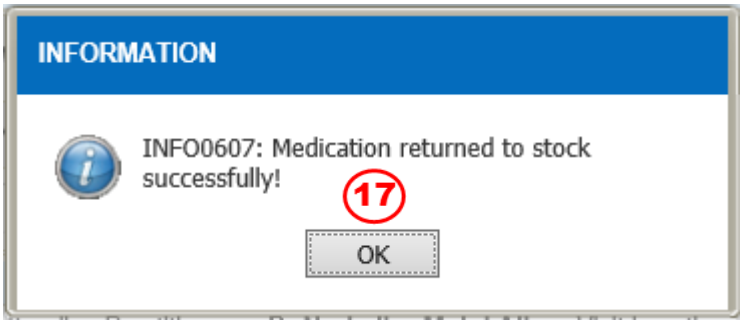


Figure 11.1.2-11 Information Alert Message

Note

User can return any type of medicatiom but only for the one that is dispensed by own facility.

12.1 Re-Dispense

12.1.1 View Re-dispense List

This function will allow user to view re-dispense medication record.

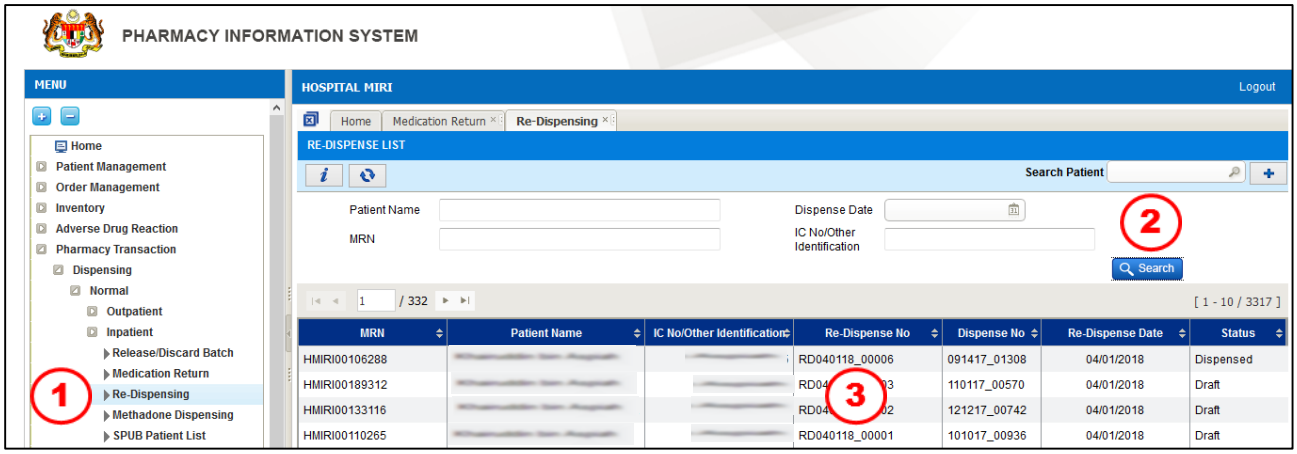


Figure 12.1.1-1 Re-Dispensing Landing Screen

STEP 1
Click on 'Re-Dispensing' sub menu

Note
Various search criteria are provided as below:

No	Field	Description	Remark
a	Patient Name	Patient Name	Able to filter by patient's name
b	MRN	Patient Medical Record Number	Search option: • Type the MRN either full or partial: *Example: HPSF00001234 or "1234"*
c	Dispense Date	Re-Dispense Date	Able to trace back previous re-dispense record
d	ID Number	ID Number	Patient's IC No: xxxxxxxxxxxx

Table 3.9.1-1

Note
At the listing screen as per Figure 12.1.1-1, user able to see the list of Re-Dispensed

STEP 2
Click on the Search button to search the patient

Note
Search result of current medication return list will be displayed:

- *MRN*
- *Patient Name*
- *ID Number*
- *Re-Dispense No*
- *Dispense No*
- *Re-Dispense Date*
- *Status*

STEP 3
Double click on the selected patient details and the record will appear as Figure 12.1.1-2

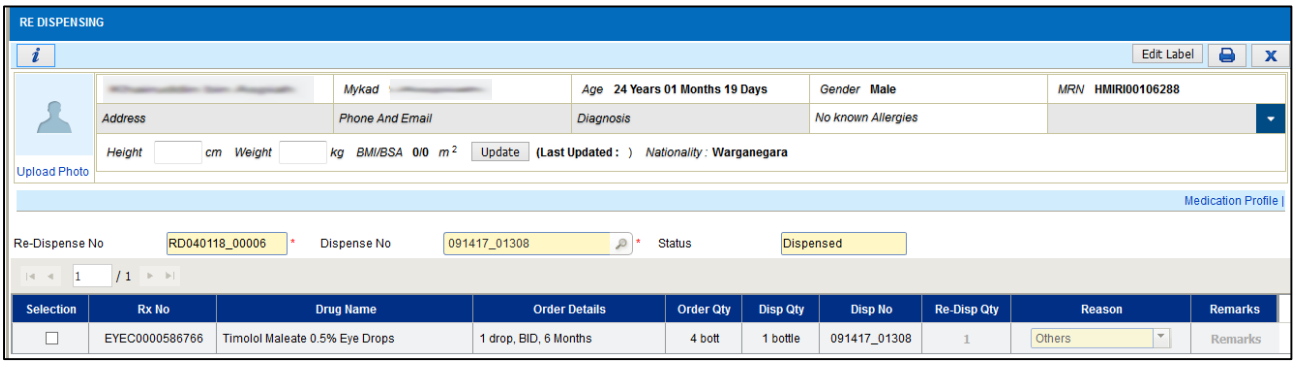


Figure 12.1.1-2 Re-Dispensing Record

Note

Re-Dispensing screen will be displayed:

a) Patient Banner

b) Re-Dispense No – will show re-dispense number generated during re-dispense

c) Dispense No –will show dispense medication number generated during dispensing.

d) Status – will show status

e) Drug prescription will be displayed:

- *RX No*
- *Drug Name*
- *Order Details*
- *Order Qty*
- *Disp Qty*
- *Disp No*
- *Re-Disp*
- *Reason*
- *Remarks*

.

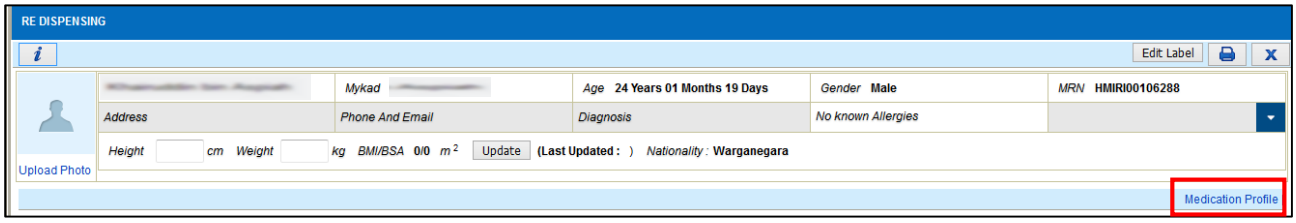


Figure 12.1.1-3 Re Dispensing

Note

- *The hyperlink* Medication Profile *as per Figure 12.1.1-3 will display the* ***Current Medication*** *and* ***Previous Medication*** *of the patient. User can view the* ***Medication Profile*** *hyperlink for reference.*

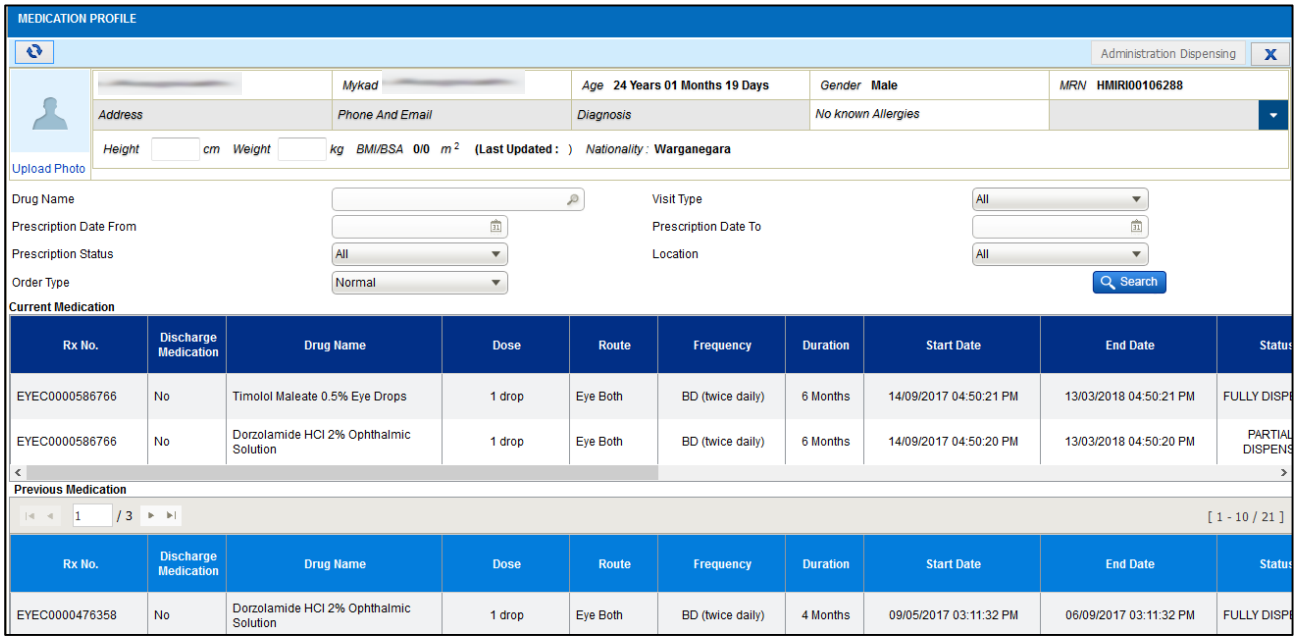


Figure 12.1.1-4 Medication Profile Screen

Medication Profile screen will be displayed:

a) *Search criteria*

- *By drug name*
- *Prescription Date From*
- *Prescription Status*
- *Order Type*
- *Visit Type*
- *Prescription Date To*
- *Location*

b) *Current and Previous Medication*

- *Rx No*
- *Discharge Medicine*
- *Drug Name*
- *Dose*
- *Route*
- *Frequency*
- *Duration*
- *Start Date*
- *End Date*
- *Status*
- *Reason*
- *Prescribed Qty*
- *End Date of Supply*

- *Dispensed Qty*
- *Re-dispensed Qty*
- *Pending Qty*
- *Administered*
- *Additional Info*
- *Order By*
- *Visit Information*

12.1.2 Add New Re-dispensing Record

This function will allow user to re-dispense medication due to spilled, broken, lost and other reason.

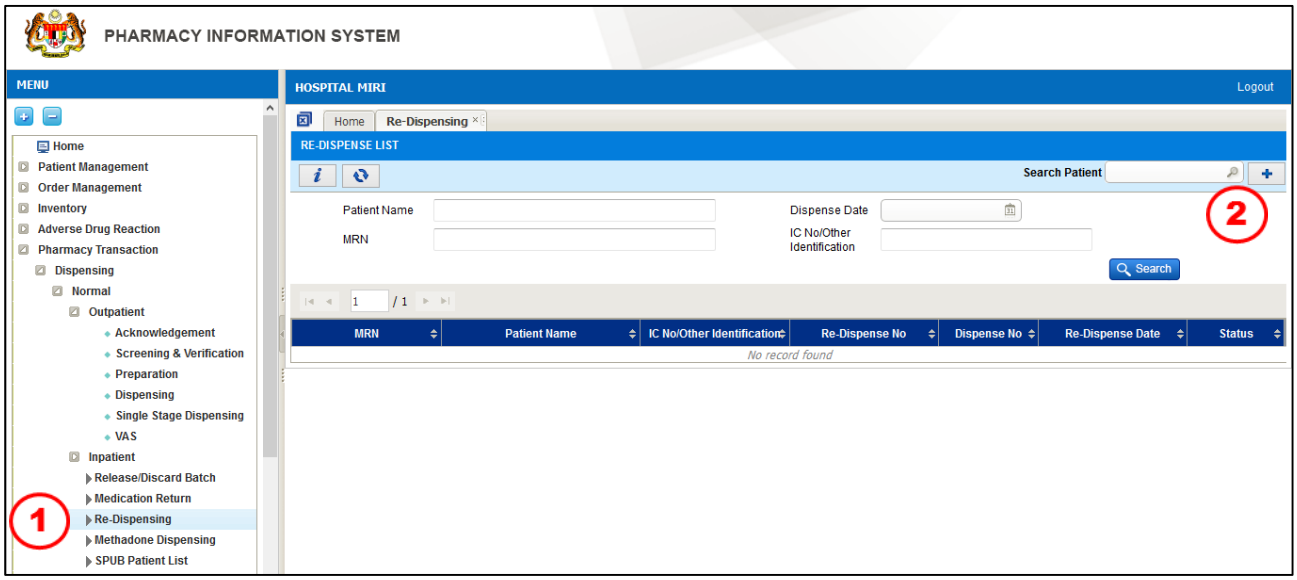


Figure 12.1.2-1 Re-Dispensing Landing Screen

STEP 1
Click on 'Re-Dispensing' sub menu

STEP 2

Click on the button to search the patient

Note

- *Search Patient screen will be display as per Figure 12.1.2-2.*
- *On this screen, user will be able to search existing patient record by:*
  a) Patient MRN
  b) *Patient Name*
  c) ID No

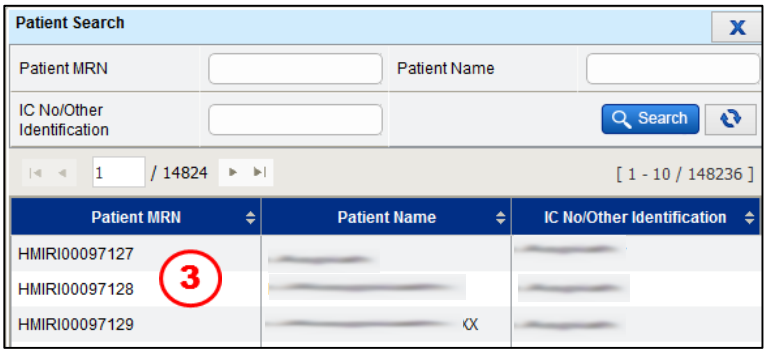


Figure 12.1.2-2 Search Patient Screen

STEP 3
Double click on the selected patient's details

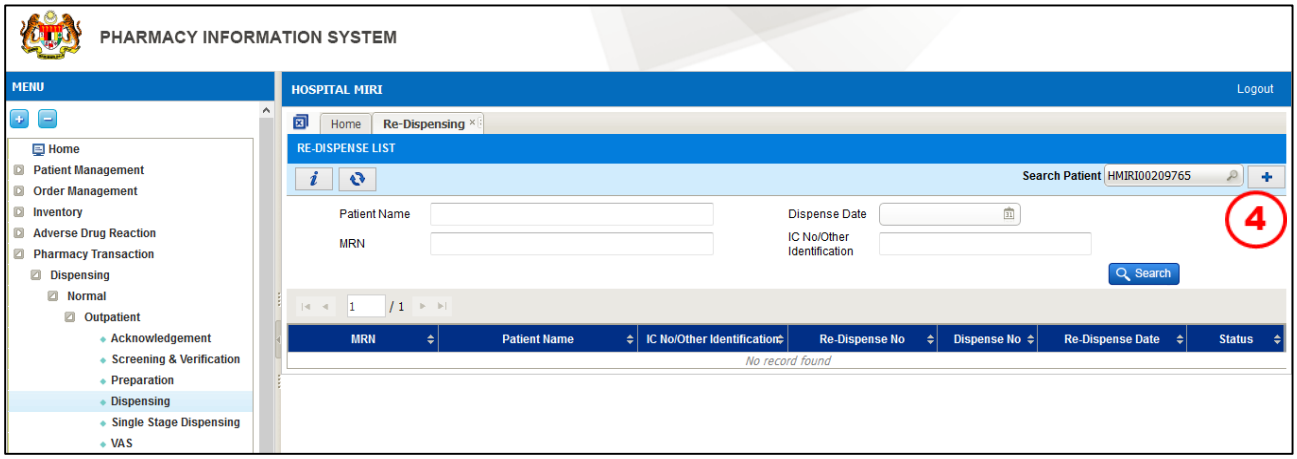


Figure 12.1.2-3 Re-Dispensing

STEP 4

Click on the button to add new re-dispensing record as Figure 12.1.2-3

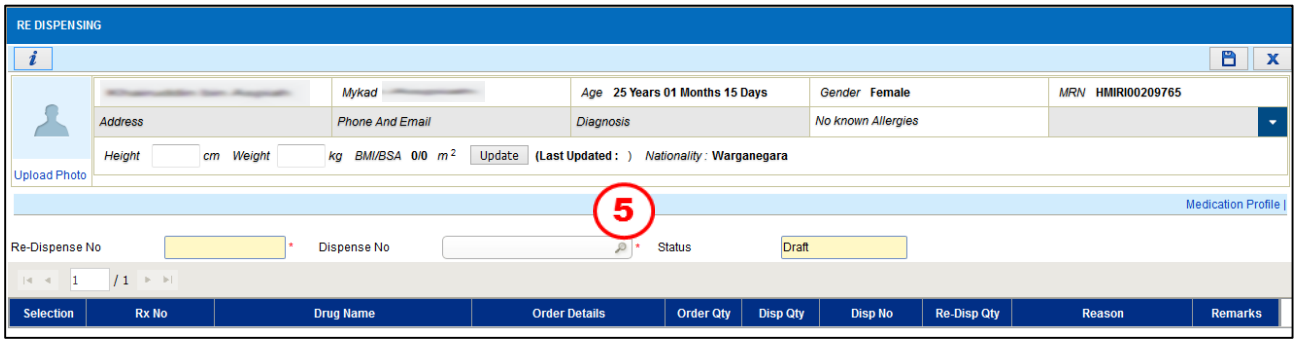


Figure 12.1.2-4 Re-Dispensing

STEP 5

Click on the ***Dispense No*** button to search dispense record

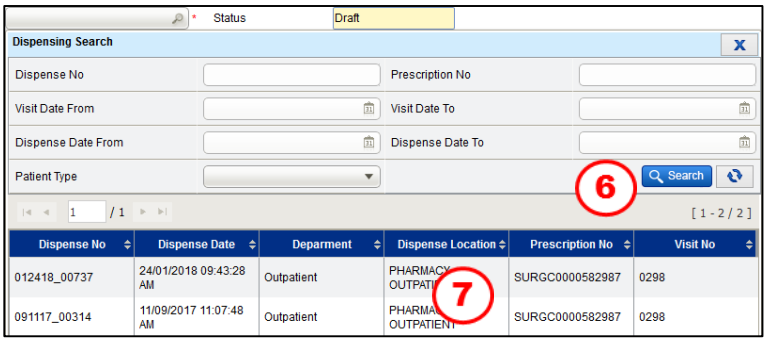


Figure 12.1.2-5 Re-Dispensing Screen

STEP 6

Search dispense record based on the criteria as below:

a) Dispense No

b) Visit Date From

c) Dispense Date From

d) Patient Type

e) Prescription No

f) Visit Date To

g) Visit Date To

h) Dispense Date To

STEP 7

Double click on the selected Dispensing record

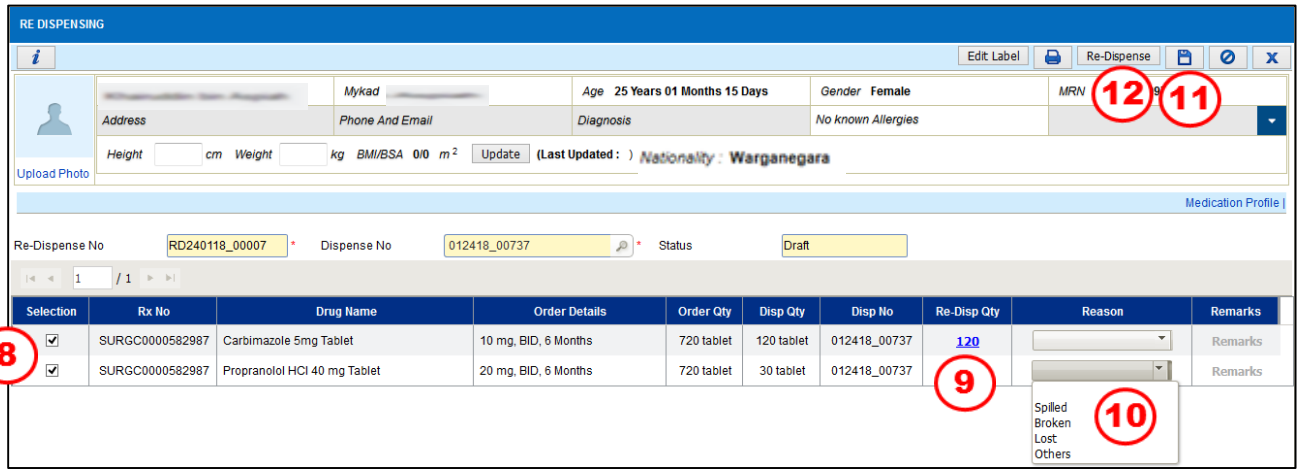


Figure 12.1.2-6 Re-Dispensing

STEP 8

Check the selection checkbox

to choose the drug, if not selected in the first place. Uncheck the selection box those not applicable

STEP 9

Allocate the re-dispensed quantity by clicking on the hyperlink number

STEP 10

Select the reason

Note

Reason consist of:

a) Spilled
b) Broken
c) Lost
d) Others

STEP 11

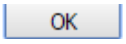
Click on the button to save record

STEP 12

Click on the

button to redispense

STEP 13

Click on the 

to confirm the transaction

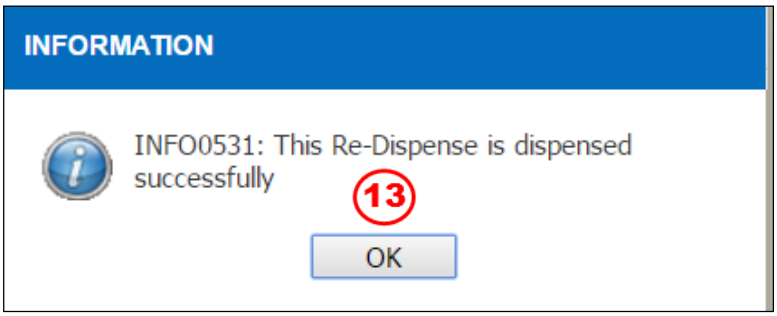


Figure 12.1.2-7 Information Alert Message

12.1.3 Re-dispensing Drug Label

This function enable user to print the re-dispensing drug label.

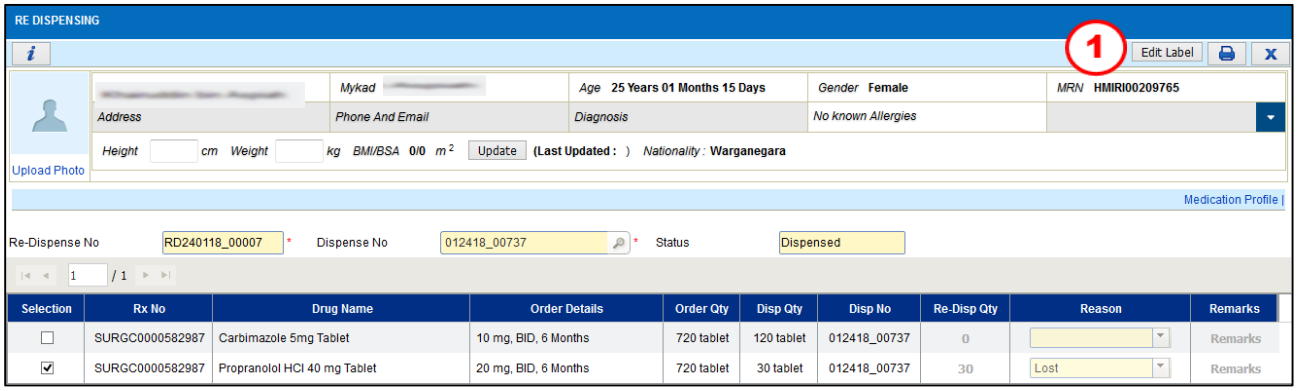


Figure 12.1.3-1 Re-Dispensing Screen

STEP 1

Click the Edit Label button

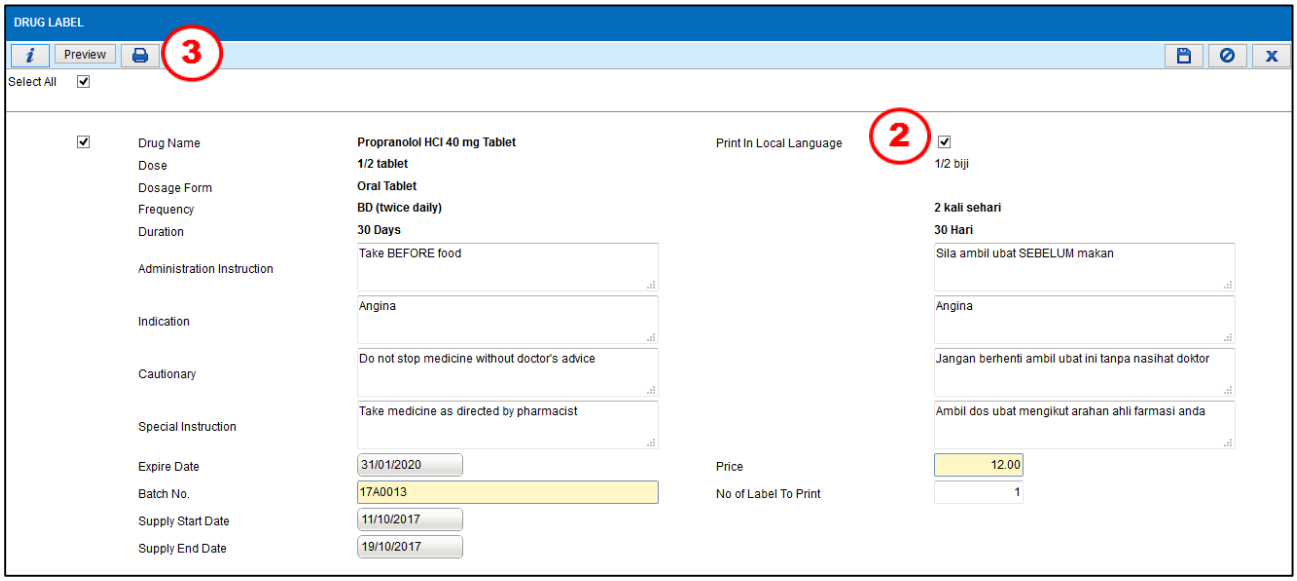


Figure 12.1.3-2 Drug Label screen

Note

Drug label will display:

a) Name of drug - Auto capture from the selected drug information.

b) Dose - Auto capture from the selected drug information.

c) Dosage Form - Auto capture from the selected drug information.

d) Frequency - Auto capture from the selected drug information.

e) Duration - Auto capture from the selected prescription.

f) Administration Instruction - Auto capture from the selected drug information.

g) Indication - Auto capture from the selected drug information. However, user is allowed to change the value. This field is free text with a capacity of 50 characters.

h) Cautionary advice - Auto capture from the selected drug information. However, user is allowed to change the

value.

i) *Special instruction - Auto capture from the selected drug information. However, user is allowed to change the value.*

j) *Expiry date – Auto capture from selected drug expiry date according by batch.*

k) *Batch No - Auto capture from the selected batch information.*

l) *Price - Auto capture from the selected drug price. However, user is allowed to change the value.*

m) *No of Label – How many labels to be printed.*

STEP 2

Select checkbox to Print in Local Language or untick checkbox to print in English

STEP 3

Click on the button to print drug label

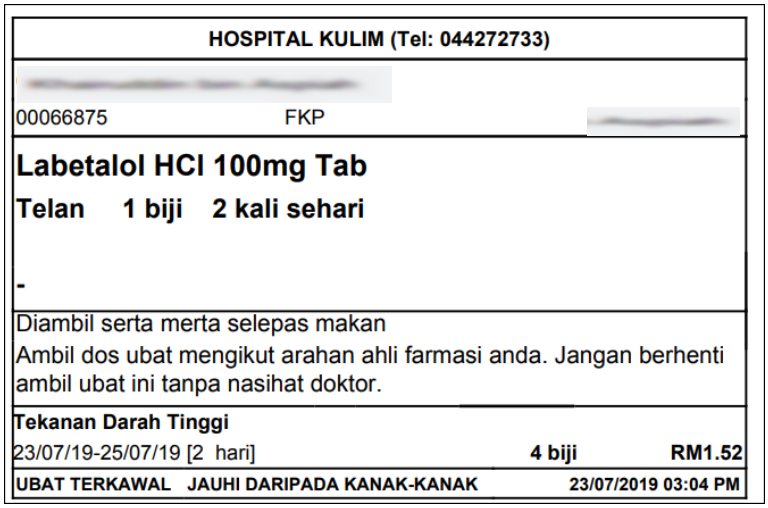


Figure 12.1.3-3 Drug Label

Note

User can click on the Preview *button and the label will be displayed as Figure 12.1.3-3*

13.0 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

14.0 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		