



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

Release Note

For version 1.4.1.1

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Revision History

Version No	Date of Release	Prepared by	Reviewed / Verified by	List of changes from Previous Version
1.0	22/07/2016	Zainura	Chew Ming Ping	First Version

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Peer Review

Version No	Reviewed / Verified by	List Of Changes from Previous Version
1.0	Juridah (QA)	Initial document



- 1 INTRODUCTION 1**
 - 1.1 PROJECT INFORMATION..... 1
 - 1.2 OBJECTIVES..... 1
- 2 PURPOSE 2**
- 3 SUMMARY – REFINEMENT AND DEFECT LIST 3**
 - 3.1 REFINEMENT LIST 3
 - 3.2 RESOLVED DEFECT LIST 3
 - 3.3 DEFECT LIST FROM PREVIOUS VERSION (BEFORE 1.4.1) 8
- 4 REFINEMENT LIST – DETAIL CHANGES 58**
- 5 DEPLOYMENT - PROCEDURES..... 59**
 - 5.1 LIST OF ITEMS TO BE DEPLOYED..... 59
 - 5.2 BACKUP PROCEDURE BEFORE DEPLOY 60
 - 5.2.1 *Backup Procedure* 60
 - 5.3 DEPLOYMENT/INSTALLATION GUIDELINES..... 61
 - 5.3.1 *Deployment at Facility*..... 61
 - 5.3.2 *Deployment at HQ - IWP*..... 62



1 Introduction

1.1 Project Information

Project ID	:	PhIS and CPS
Project Name	:	Pharmacy Information System and Clinic Pharmacy System
Version No	:	1.4.1.1
Client Name	:	Ministry of Health
Release ID	:	RL16/006
Release Date	:	22/07/2016

1.2 Objectives

No.	Objective	Reference
1.	Release PhIS & CPS Application to Facility	Refer Section 3 – Refinement and Defect list



2 Purpose

The purpose of the document is to update the end-user of the changes and defects have been resolved to be included in the new version of application and will be deployed to production server.

This document outlines the list of request and issue to be delivered in the newer version of application and also the guidelines on how to deploy the new version of application in production.



3 Summary – Refinement and Defect List

3.1 Refinement List

N/A

3.2 Resolved Defect List

The following are the summary of defect list in ver 1.4.1 that resolved in PhIS and CPS version 1.4.1.1.

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
1	I-PhIS015199316 S	Hospital Tanah Merah	MAR - Mobile	22/6/16	(1.4.1) - MAR (Mobile) - Request task bar of date and time remain in place in version 1.4.1	In view MAR 1.4.1, when scroll down the medication, the task bar for date and time is disappear. User suggest that the task bar could remain there even the user scroll down.	Time panel not freeze	30/6/16	
2	I-PhIS015291916 S	Hospital Tanah Merah	MAR - Mobile	28/6/16	1.4.1 Medication Order (Ipad) - Staff Nurse able to login.	User reported staff nurse able to login ipad if select at medication order checkbox. She inform supposedly only doctor's ID able to login for medication order using ipad while staff nurse only able to login if select at MAR record checkbox. User ID: 900828035486	Previously system not checking on Prescriber master record for Medication Order login and only check for mobile access in User Profile screen	1/7/16	
3	I-PhIS015363416 S	Hospital Tanah Merah	MAR - Mobile	4/7/16	1.4.1 View MAR (Ipad) - Doctor with different discipline unable to view MAR	User reported when patient refer to differences discipline, only doctor from main discipline can view MAR. Doctor from referral discipline cannot view MAR. Same goes to staff nurse, if staff nurse not under	All filter was displaying mar from all locations regardless of user locations	19/7/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						<p>main discipline, staff nurse cannot do MAR record and view MAR. Example Scenario: Patient from Medical department was transferred to surgical department. Doctor at surgical department unable to view MAR using ipad. User informed same issue for staff nurse and pharmacist. User request to check.</p> <p>User ID: 900828035486</p>			
4	I-PhIS015193916 S	Hospital Tanah Merah	Order Management - Mobile	22/6/16	(1.4.1) Mobile Order management - Default duration different web and mobile	<p>failed when testing using mobile</p> <ul style="list-style-type: none"> - Drug 1: IV Augmentin 1.2g tds for 3days with STAT - Drug 2 : IV Cefuroxime 750mg tds - When ordering drug 1 using web, duration for drug 2 defaulted as 3 days - When ordering drug using mobile, duration for drug 2 defaulted as 1 day instead of 3 days - Kindly refer the attached pic <p>MRN : HTM00010216</p>	Previously system consider STAT duration as last duration when use 'with STAT' function	28/6/16	
5	I-PhIS015185816 S	Hospital Tanah Merah	Outpatient Pharmacy	21/6/16	(1.4.1) - Transcribe Order label printed not in sequence	<p>User reported, after transcribe, when user print label through direct print, sequence doesnt follow as ordered. When user try to print manually (preview), label follows sequence as medication ordered.</p>	Missing sorting in direct printing function for drug label	1/7/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
6	I-PhIS015317916 S	Hospital Tanah Merah	Outpatient Pharmacy	29/6/16	1.4.1 - Methadone Dispensing Issue	From email: Next collection date in the screen appear as next month but suppose based on days of DOT and TA provided. Example if 1 DOT dose given 29/6/16, next collection date should be 30/6/16 This will affect the quantity of drug at missed dose column as the collection date is inaccurate.	Previous logic next collection date calculating based on dispense location default duration.	15/7/16	
7	I-PhIS015270416 S	Hospital Tanah Merah	Outpatient Pharmacy	27/6/16	Screening & Verification - incorrect date range	From Email: Duration of drugs ordered Amlodipine 10mg tablets , user order for 5 months but date rage is incorrect.	Issue comes during create the order. When modify drug details without click on Modify button, like change the duration, system updated the changes but order end date not recalculate and not checking back the ward stock validation. So when confirm the order, drug is recorded with incorrect order end date and as ward stock.	30/6/16	
8	I-PhIS015270616 S	Hospital Tanah Merah	Outpatient Pharmacy	27/6/16	Preparation - Error when alternate drug. Item Batch Detail Null	From email: user release batch to alternation drug at preparation stage, but when user click on alternate drugs button , alternate drug details pop out error box and all the details inside shows blank.	Error appear when open Alternate drug screen and failed to open correctly due to main drug not de-allocated correctly with incorrect balance qty displayed. This can happened when perform manual de-allocation by	1/7/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
							enter zero value on UOM Qty then click cancel and save. After save, Reserve Qty updated to zero but Balance Qty not calculated back due to wrong Logic for cancel function. Suppose when do changes then cancel and save, the changes will revert back and will not save.		
9	I-PhIS015363316 S	Hospital Tanah Merah	Outpatient Pharmacy	4/7/16	Screening & Verification (Outpatient) - Patient name still exist	User reported doctor order discharge medication. There 9 drug in one prescription with 2 drug tick with own medication. Pharmacist proceed the order, tick on proceed dispensing. At dispensing screen, user dispense all the drug except the Own Medication due to no allocation needed (pink background). After complete dispensing, user check on medication profile, the Own Medication status still in Ordered status. User still found patient details in Screening & Verification but no response when click on patient details. Own Medication Drug name: 1) Tiotrapium 2.5mcg/puff inhalation	Missing logic for handle Queue Ordered to Inactivate if there are own medication drug in Rx and prepared the Rx using Proceed to Dispense. So even after fully dispensed, Rx still listed in screening screen.	15/7/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						2) Slameterol 50mcg, Fluticasone Propionate 500mcg Acuuhaler(60 doses) MRN Patient: htmh00046674			

Verified and Acknowledged By:

Signature: _____ Name: _____
Date: _____ Designation: _____

Signature: _____ Name: _____
Date: _____ Designation: _____



3.3 Defect List from Previous version (Before 1.4.1)

The following are the summary of defect log from old version (v1.3.8.4 or before) of PhIS and CPS that had resolved in version 1.4.1.1 or before version 1.4.1.1.

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
1	I-PhIS014884316S	Klinik Kesihatan Kampung Simee	BCP	3/6/16	BCP File -Search patient take too long because include inactive rx	Search patient take too long because in the Active Prescription report, found out that the report include the Inactive Prescription. Expected: Should filter out the Inactive Prescription in the Active Prescription report.	Existing code not filtering based on drugs end date. Due to this found inactive prescriptions.	9/6/16	
2	I-PhIS015029016S	Klinik Kesihatan Chemor	BCP	13/6/16	Report/Enquiry - BCP active prescription not tally with medication profile.	SIT reported BCP Active Prescription not tally with medication profile. At medication profile have 9 drugs. At BCP report only show 3drugs (please refer attachment) Steps: Report/Enquiry > BCP > Active prescription	Previously system have not covered: 1. In Progress, Order Hold, Verified Hold, Prepared Hold, Uncollected statuses for both prescription level and drug level 2. Active prescription. Expired drug also included 3. Tapered cases	27/6/16	
3	I-PhIS014696216S	Hospital Miri	Clinical Pharmacokinetic Services (CPS) & TDM	24/5/16	TDM - 1 sample of TDM missing	User reported doctor order TDM and sent to pharmacy to make TDM reporting and pharmacy noticed 1 drug have 2 sample and user proceed make reporting. User informed after proceed, only 1 sample appear and another sample missing. MRN Patient: HMIRI00178864 - Chin Ted Tian	The issue happens when user want to create 2nd order after confirm the first order without click new button. It means overwriting existing order with newly created order.	25/5/16	
4	I-PhIS014895616S	Hospital Seri Manjung	Clinical Pharmacokinetic	4/6/16	TDM - Drug order not tally with Sampling details	SIT Onsite inform drug order for no. TDM000000417 not same like appear on Sampling details.	In one scenario it happens when user want to create 2nd order after confirm the	7/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
			c Services (CPS) & TDM			Drug order : Phenobarbitone 30 mg tab Sampling details appear : Phenobarbitone, Phenytoin, Valporic Acid.	first order without click new button. It means overwriting existing order with newly created order.		
5	I-PhIS014993816S	Hospital Seri Manjung	Clinical Pharmacokinetic Services (CPS) & TDM	9/6/16	TDM reporting- Detail appear both Pre sample and Random sample	SIT reported when doctor want to create report for Pre sample but it appear both Pre sample and Random sample to be fill in. after that the result of test at Pharmacist Note appear both result for Pre sample and Random sample. See attachment. MRN: HSM00119669	In one scenario it happens when user want to create 2nd order after confirm the first order without click new button. It means overwriting existing order with newly created order.	13/6/16	
6	I-PhIS014928316S	Hospital Tawau	General Module	7/6/16	PO - Max Storage Qty incorrect	User reported in PO screen the Max Storage Qty in PKU the value same with Max Storage Qty in SKU at screen Item/Product Buffer Level. Item: Methyl Salicylate 25% Ointment	Code to convert Max Storage Qty (SKU) to Max Storage Qty (PKU) was not done	7/6/16	
7	I-PhIS015099216S	Klinik Kesihatan Bintangor	General Module	16/6/16	Unit Catalogue List - Unable to filter item below buffer level	User reported unable to generate item below buffer level for unit Counter pharmacy as the result show the same as below : Choose below buffer level : All display about 41 page. Choose below buffer level : YES display about 41 pages also.	The validation to select buffer level is wrongly apply.	28/6/16	
8	I-PhIS014520216S	Hospital Miri	Inpatient Pharmacy	12/5/16	Discharge Medication- order display as ward stock	SIT reported on behalf user, inform during dr do discharge medication the category not ward stock but when pharmacist check at screening and verification the order category	Issue comes during create the order. When modify drug details without click on Modify button, system updated the changes and	26/5/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						as ward stock. Patient registered under ward. MRN:HMIRI00112638	not checking back the ward stock validation. So when confirm the order, drug is recorded as ward stock.		
9	I-PhIS014619516S	Hospital Seri Manjung	Inpatient Pharmacy	19/5/16	Fill List - Patient discharge include in fill list	User reported Patient already discharge include in fill list. User will send screenshot.	Previously system displayed Discharge Medication record when generating Fill List. Suppose Discharge Medication no need to be displayed in Fill List.	6/6/16	
10	I-PhIS014710516S	Hospital Tanah Merah	Inpatient Pharmacy	25/5/16	CP1 - Prescription Medication's Field Not Reset	User reported got issue with : CP1 - Prescription Medication's Field Not Auto Reset Step 1. User click edit 2. User Click Add Prescription Medication 3. Fill in all details. Click Save 4. Pop up :CONF5023: Record added successfully. Do you want to add more prescription medication? 5. User click Yes. Screen still appear for current drug. Previously after click YES, screen will auto reset/clear to add more prescription medication. MRN : 3854	Prescription medication popup box not auto close after confirmation save. So the box is not refresh .	1/6/16	
11	I-PhIS014850916S	Hospital Sungai Bakap	Inpatient Pharmacy	1/6/16	Dispensing - Pop up error message	User reported hit with pop up error msg An error has occurred. Please contact your system administrator. when clicking dispense button. Moreover, order status is still show Ordered in dispensing screen.	Drug status is ordered but can open at Preparation screen. Supposed Rx can open in Preparation if there only drug with status verified or verified/hold. Previously, after partial	28/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						MRN: HSBP00082463	dispensed IP Rx, system not checking on drug status and record will created to be opened at preparation even only ordered status is there. Rx can flow to dispensing after prepared but status not change and error will appear when click on dispensing.		
12	I-PhIS015059516S	Hospital Tanah Merah	Inpatient Pharmacy	14/6/16	Screening & Verification - Column quantity per dose appear in ML instead of mg	Drug cefuroxime 1.5mg injection was order for dose of 750mg. User wish to alternate to cefuroxime 750mg. When in alternation drug details, column quantity per dose appear in ML instead of mg. When user enter 1ml and print label, no dose appear on label. Only dosing schedule (4am, 12pm, 8pm) appear. HTM00006989	Missing code while calculate split dose.	24/6/16	
13	I-PhIS015081916S	Hospital Tanah Merah	Inpatient Pharmacy	15/6/16	Medication profile - Current medication still appear drug even patient discharge from ward	User reported current medication still appear drug even patient already discharge from ward. Informed by user she received info from SA Zainura, active medication will auto stop after 12am on patient discharge day. Patient discharge on 12/6 but drug still active now.	When run scheduler, system not execute the discharge record for discharge backdate, only execute for current date. Discharge on 13/06/2016, but select discharge date on 12/06/2016 (backdate), when run scheduler on 14/06/2016, only record on 13/06/2016 change to status 'Discontinued'. For all	30/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
							record backdate, status not change to ' Discontinued'		
14	I-PhIS014968716S	Bahagian Perkhidmatan Farmasi (BPF)	IWP	8/6/16	IWP Item Master - Unable to edit Item Price	In IWP Item master, unable to edit price for APPL item code 01.0413.02 (Chlorhexidine Gluconate 5% in 70% alcohol & lanolin). When double click price record should able to edit price/effective date but what happened, when double click the row, record is not loaded in AP Item Price section Since unable to edit, please patch data based on attachment. (Urgent patch).	Unable to edit Item Price for item that effective Date To = Current Date.	10/6/16	
15	I-PhIS015287716S	Makmal Ubat & Stor Bahagian Sri Aman	IWP	28/6/16	Unable to select facility name in Request Order Status screen	User reported, she want to print Request Order as report for KK Lubok Antu from IWP. Assist user to open Request Order Status screen and select facility name. However, she said when she try to click arrow to select facility, system not respond.	Coding issue on Request order status screen, allowed only for PKD users	30/6/16	
16	I-PhIS015325916S	Pejabat Kesihatan Putrajaya	IWP	30/6/16	IWP - Request Order Authorization - LP and contract order appear	User reported LP and contract order appear at screen request order authorization in IWP. User inform have 17 order appear at screen.	LP and Contract PO move to PKD auth screen due to there is not enough budget to move when the PO insert to IWP, Current production have coding issue on this case where PKD or MUSN/PBFN users not able to approve Contract and LP po due to approve button missing. Button not appear	4/7/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
							on screen due to wrong checking in code only KK users can approve lp/contract po not other users.		
17	I-PhIS014738016S	Hospital Tawau	Manufacturing - CDR	26/5/16	CDR Preparation- Patient name not appeared	<p>User reported user made order for 2 regimen with 2 days. for day 1 user done partially dispensed and patient should appeared at preparation screen for day 2. But patient name not appeared at preparation screen at day 2. Already check at clinical summary and record retrieval, the status=fully dispensed even user didn't do any dispense for day 2. User inform it happen to some patient which user use step by click at renew RX button at CDR cycle history.</p> <p>Example MRN patient: HTWU00086752 HTWU00095036 Dispensing Location: chemotherapy drug reconstitution (CDR) User who prepare order:- User name: Nur Amirah binti Mohd Noor Azami User who dispense order:- User name: Chan Swee How</p>	When renew, system didnt copy the edited previous prescription. The edited Chemo day as Day 1, 2 is not captured.	7/6/16	
18	I-PhIS015153316S	Hospital Tawau	Manufacturing - CDR	20/6/16	Preparation CDR - Unable to combine drug	User reported got issue with : Preparation CDR - Unable to combine drug	The issue because the combination drugs are many batches and it will display multiple pages, each	28/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						<p>User wants to combine drug with diluent.</p> <ol style="list-style-type: none"> 1. User click on combine drug 2. Already Select dose to supply 3. Diluent Drug Details got 2 pages. <p>-1st Page - able to allocate (Qty per dose box in white colour) but user wants to allocate batch in 2nd Page</p> <p>-2nd Page - unable to allocate due to box Qty Per Dose in yellow colour.</p> <p>When user click previous button back to first page, unable to allocate due to box Qty Per Dose in yellow colour.</p> <p>User also inform (No) in Combination Drug Details always change. Whenever user use next or previous button the (No) become unproper. Sometimes got (No. 5) in first page.</p>	page display for 5 records. If select first page, then go to next page and come back to first page, it is refreshed the value entered and field change to read only.		
19	I-PhIS015391016S	Hospital Miri	MAR - Mobile	11/7/16	Medication Order - Active Medication is not sync.	<p>SIT Thiben reported that patient active medication do not appear in medication profile of iPad.</p> <p>MRN: HMIRI00101551</p>	<p>This issue happens when there is javascript error when setting the drug information to the order item template. Single minor error breaks whole drug list from displaying. to fix the issue added handles to catch the unexpected errors and continue the code the without breaking the code. And also for 1.4.1, the Active Medication is</p>	13/7/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
							separated to 2 lists which are 'Active Current Visit Medication' and 'Active Other Visit Medication' sections.		
20	I-PhIS015455116S	Hospital Miri	MAR - Mobile	15/7/16	Mobile Medication Order - Active Medication is not sync in mobile	SIT Thiben reported that patient active medication do not appear in medication profile of iPad. MRN: HMIRI00124807	This issue happens when there is javascript error when setting the drug information to the order item template. Single minor error breaks whole drug list from displaying. to fix the issue added handles to catch the unexpected errors and continue the code the without breaking the code. And also for 1.4.1, the Active Medication is separated to 2 lists which are 'Active Current Visit Medication' and 'Active Other Visit Medication' sections.	15/7/16	
21	I-PhIS014668116S	Hospital Tanah Merah	Medication Counseling	23/5/16	Medication Councelling - Filter discipline not functioning	User report got issue with : 1. Medication Counseling Registry report, Medication Councelling- Order & Councelling- Reporting Filter discipline not functioning in all the three screen. If user select All, able to find the record. Etc Paediatric When user filter Discipline : Paediatric - No Record Found	When searching by Discipline, record not appear in listing screen because wrong pointing Discipline in database	2/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						User will send screenshot 2. Medication Counseling Registry report - User ask why got 2 filtration for discipline.			
22	I-PhIS015115716S	Klinik Kesihatan Durian Tunggal	Medication Counseling	17/6/16	Medication Councelling - Pharmacist Notes not appear all when print out	User reported got issue with : Medication Councelling - Pharmacist Notes not appear all when print out	The data not properly loaded to report.	1/7/16	
23	I-PhIS014848816S	Hospital Tanah Merah	Order Management - Mobile	1/6/16	Mobile - Medication order - error could not connect to server appear	SIT reported on behalf user, inform that user unable to order due to pop up Could not connect to server when click confirm button and draft button. It happens to any patient which the issue sometime happen sometime not. It only happen to all Ipad. This issue not happen at PC.	request to change the alert message	15/6/16	
24	I-PhIS015097416S	Hospital Tanah Merah	Order Management - Mobile	16/6/16	Mobile Order - Taper Up/Down cannot do when order qty same	User reported Dr already save order with frequency TDS for 2 days and quantity=12 tablets. 1) Then, Dr make tapper down to change the frequency to BD for 3 days to maintain the quantity of 12 tablet but pop up Order Qty should be decreased for tapper down. Current value is 12 after click save. 2) Dr already save order with frequency BD for 3 days and quantity=12 tablets. Then, Dr make tapper down to change the frequency to OD for 6 weeks=84 tablets but pop up Order Qty should be decreased for tapper down. Current value is 12 after click	Previously system was comparing between old order quantity and new order quantity whether it is increase or decrease to validate the taper record.	23/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						<p>save.</p> <p>To avoid this problem user do separate the RX and modify date Drug name: Diosmin 450 mg and Hesperidin 50 mg Tablet 2 tablets with frequency TDS for 2 days 2 tablets with frequency BD for 3 days 2 tablets with frequency OD for 6 week Dr name: Dr Muhammad Firdaus MRN no: 53677</p>			
25	I-PhIS015102716S	Hospital Tanah Merah	Order Management - Mobile	16/6/16	Mobile - Medication order - alert 'error occurred on server' appear	<p>SIT reported on behalf user, inform that user unable to order due to pop up Error occur on server when click confirm button and draft button. It happens to any patient which the issue sometime happen sometime not. It only happen to all Ipad. This issue not happen at PC.</p>	<p>This issue happens when trying to stop by specifying a reason more than 50 chars. But this issue is already being resolved in 1.4</p>	29/6/16	
26	I-PhIS015152816S	Hospital Tanah Merah	Order Management - Mobile	20/6/16	Mobile - Medication order - alert error occurred on server appear	<p>User report unable to stop drug due to error error occurred on server appear after she key in reason and click DONE. She inform unable to proceed stop drug after error appear. Currently user already stop drug use web. Issue happen to one patient only.</p> <p>MRN : HTM00011295 Drug : Sodium Valproate 200 mg Tablet.</p>	<p>System allow to add more than 50 characters for Stop Reason in screen but database only can support up until 50 characters</p>	23/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
27	I- PhIS01526121 6S	Hospital Tanah Merah	Order Management - Mobile	27/6/16	[mobile] Medication Order- error when add normal drug	SIT report, when user click at add normal drug , pop up 'could not connect to the server'. User informed it only happens when ipad being at location of Kaunter Ward 1. Example:- MRN: HTM00049135	Alert message from 'Could not connect to server' to 'Unable to connect. Due if WiFi connection,when the network is offline.	29/6/16	
28	I- PhIS01449641 6S	Hospital Pakar Sultanah Fatimah	Order Management - Web	11/5/16	Medication Order - Error Java	User reported got issue with error java when add drug for patient. issue only happened for this patient. Patient IC :780829-01-5571 Klinik Psychiatric Room 4 user unable to provide screenshot User request urgent. User : Dr Sara SIT informed issue only happened to this patient. Other doctor already try to order for same patient with same drug but issue still persist. (File Upload:99385) Doctor order same drug to other patient, no issue. (File Upload:99386) File Upload :99387 - SIT inform unable to delete from system. Order save as Draft.	Renew order and double click order to modify, once change frequency, duration refresh to null and order qty = 0, then without click Modify button, directly click Draft or Confirm. Error displayed when click Draft or Confirm due to both values are mandatory.	2/6/16	
29	I- PhIS01450011 6S	Hospital Umum Sarawak	Order Management - Web	11/5/16	Transcribe order - Error at Queue number	SIT on Site reported when user done choose a drug and click Confirm , at Queue number field appear message Too many character are enter .	Alert appear when queue number already reached max four digit (9999). System was set cannot generated more than four digits so the alert appear.	30/5/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						Happened to all user ID at outpatient Pharmacy.			
30	I-PhIS014561216S	Hospital Miri	Order Management - Web	16/5/16	SPUB Online - Appointment date shows date before Request date	User reported user received SPUB Online from Hospital Umum Sarawak. User noticed for SPUB_00000004 shows Request date 11/05/2016 but Appointment date shows date before Request date 4/5/2016. User did not sure the actual Request date from Hospital Umum Sarawak. Appointment date: 4/5/2016 Request date: 11/5/2016	Appointment Date is refer to Next Collection Date in SPUB R1 form. The issue is come from source facility. At source facility, SPUB R1 form that already saved before dispense not updating the NCD in that form with latest NCD when reallocate the drug.	1/6/16	
31	I-PhIS014573416S	Hospital Seri Manjung	Order Management - Web	17/5/16	Pharmacy Transaction - Prescription missing - emergency visit	User reported Prescription missing for patient. Previously patient from emergency. Doctor already order drug for patient. Then user discharge patient from emergency to ward. Discharge Type : Discharge to ward The order from emergency is missing. Status Ordered in Medication Profile. Record Retrieval : Satelite Pharmacy Unable to find patient in all screen.	When discharge emergency visit, scheduler backend missed to update order record to discontinued (only updating record for IP visit, not emergency visit), results to medication profile still displaying as Ordered status, while dispensing record already not displaying in Ver/Prep/Disp screen due to patient already discharge.	31/5/16	
32	I-PhIS014574216S	Hospital Dungun	Order Management - Web	17/5/16	Transcribe Order - Error appear when add item - heparin sodium	User reported an error Please contact your system admin appear when user select item to add. Item Name: Heparin Sodium 5000IU/ml Inj MRN: HDGN00096308	Previously system checked for Infuse Over when calculate order qty for Normal Order.	2/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
33	I-PhIS014766816S	Hospital Kuala Lumpur	Order Management - Web	27/5/16	Pharmacy Transaction - Patient not found in any pharmacy screen after resume order	<p>Yesterday, user Cheng Kai Sin has hold order Calcitriol 0.25mcg Capsule for this patient, then today another user has resume this patient order at Manage Order screen. But user cannot find this patient in neither Acknowledge, Screening, Preparation nor Dispensing screen.</p> <p>Facility : Hospital Kuala Lumpur Location : Farmasi Satelit 1 User/ID : Cheng Kai Sin 830702065152 (user that hold order yesterday) Chai Yee Yien 880924085314 (user that resume order today) Date/Time : 27/5/2016 3.00pm HKL00012047 Workaround : Ask user to stop and re-order for Calcitriol 0.25mcg Capsule.</p>	Record no more available in any screen due to Queue Order record is inactivate after resume drug in manage order if other drug in Rx already fully dispensed.	30/6/16	
34	I-PhIS014824316S	Hospital Tanah Merah	Order Management - Web	31/5/16	Medication Order - Able to proceed duplicate order	<p>User reported got issue with : Patient already discharge in march Got discharge medication for 4 months.Partially dispense medication.</p> <p>Patient warded 30.5.2016 Dr order Ward Medication, able to proceed.</p> <p>In Medication Profile, got both drug op & ip medication User check one of the drug status in drug master.</p>	Wrong alert implemented when confirm the order if ordered drug are same with active drug in previous medication. In alert message displayed two option, STOP CURRENT ORDER (stop active drug and save new order drug) or CONTINUE CURRENT ORDER (save new order drug with duplicate drug created).	10/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						Allow duplicate order not ticked. User not sure the order thru ipad or web. Unable to provide the step made by doctor when did ordering. MRN : 47089			
35	I-PhIS015078216S	Hospital Queen Elizabeth II	Order Management - Web	15/6/16	Ward Pharmacy (CP2) - Expired patient name still list in ward pharmacy (CP2)	User reported an expired patient yet his name still list in ward pharmacy (CP2) screen. MRN: HQEI00085301	No validation to filter active and inactive patients	17/6/16	
36	I-PhIS015080116S	Klinik Kesihatan Seremban	Order Management - Web	15/6/16	Dispensing - Next collection mode need to select again	User reported next collection mode need to select again after user already select at Screening and verification screen. User only test the transaction and noticed this problem. Step user: (Screening&Verification screen) Select next collection mode as Others > Prepared > Dispensing (User need to select again)	On verify button click, there are missing code to record next collection mode.	23/6/16	
37	I-PhIS014544816S	Klinik Kesihatan Kampung Raja Besut	Outpatient Pharmacy	15/5/16	Transcribe Order-error when verify - renew visit - department/location null	From email: Problem occur when proceed to dispense. A dialog box 'an error has occurred. Pls contact your system admin' appear. MRN: KKE11003500076239	Department is deleted inside Location Setup screen after patient order have being created previously thus error displayed for existing patient order record.	3/6/16	
38	I-PhIS014545916S	Hospital Miri	Outpatient Pharmacy	15/5/16	Acknowledgement /Screening-Patient Name not appeared-emergency visit	SIT reported on behalf user, inform that after patient auto discharged by system, the patient name not appeared for their latest order status.	When discharge emergency visit, scheduler backend missed to update order record to discontinued (only updating record for IP	31/5/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						<p>Latest order status: Ordered Visit type: Emergency Dispensing location: Satellite Pharmacy 1. Vivien anak Asoi (HMIRI00178458) Time visit: 22/4/2016 5.37pm Time Discharged: 24/4/2016 12.00am 2. Jehry Joseph Bernadus (HMIRI00178426) Time visit: 22/4/2016 12.59pm Time Discharged: 24/4/2016 12.00am user name : Adeline Sim Hui Tze</p>	visit, not emergency visit), results to medication profile still displaying as Ordered status, while dispensing record already not displaying in Ver/Prep/Disp screen due to patient already discharge.		
39	I-PhISO14566016S	Hospital Miri	Outpatient Pharmacy	17/5/16	SPUB online - Disp qty and prev disp qty show 0	SIT report on behalf of user. SIT inform Disp qty and prev disp qty show 0 in SPUB form.	Source facility send SPUB info with balance qty only to receiving facility. So, SPUB received at received facility will showing 0 value for prev disp qty. Order qty in SPUB received also wrong due to it based on balance qty only.	27/5/16	
40	I-PhISO14570816S	Hospital Tanah Merah	Outpatient Pharmacy	17/5/16	Drug Label - Error Status 410 in drug label preview	User report got error Status 410 in drug label preview. Rx No: PAED0000094313 Patient MRN: HTM00002796	Selected drug was prepared with Extemporaneous. But when preview label, error appear due to system failed to fetch the UOM for extemp drug from prepared drug.	31/5/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
41	I-PhIS014577916S	Hospital Tanah Merah	Outpatient Pharmacy	17/5/16	Dispensing - med profile - Order End Date and ward stock for discharge med	Dr ordered medication for 3 months but date order appear for only 3 days (18/4/16-21/4/16) drug name : Tiotropium Bromide Inhalation 18 mcg Capsules	Issue comes during create the order. When modify drug details without click on Modify button, like change the duration, system updated the changes but order end date not recalculate and not checking back the ward stock validation. So when confirm the order, drug is recorded with incorrect order end date and as ward stock.	26/5/16	
42	I-PhIS014592316S	Hospital Sultanah Aminah	Outpatient Pharmacy	18/5/16	Screening & Verification - System keep on processing when manual allocate.	SIT reported on behalf user. He inform system keep processing after click save button when user manual allocate. If user click allocate or full supply, there is no issue. Issue happen only for this patient. Step: Screening & verification > click on reserve qty to manual allocate > set UOM qty > click save > system processing. Item: Baclofen 10mg tablet MRN: HSA00152653	When simulate, there is no issue found for Item Allocation. Suspect due to may be relational data missing from distribution from IWP or may be network slowness during transaction. But got 2 issue for this record. 1st is patient listing is not displayed due to scheduler will update record to close if 1 of the drug is Expired. 2nd issue is drug listing is not displayed due to wrong formula to calculate supply duration that cause the duration become negative.	9/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
43	I- PhIS01459731 6S	Hospital Tanah Merah	Outpatient Pharmacy	18/5/16	Medication Profile - Double prescriber	Ms Yap report by email to inform that there is 2 prescriber's name for same prescription. User clarify the order confirmed by Dr Mohd Akhir not Dr Husna, but on balance medication sheet and clinical summary appear name Dr Husna.	Previously, Order By in balance medication sheet and clinical summary was referred to whose user created order, supposed need refer to whose confirm the order. This issue happened if doctor A added one drugs and save as draft for patient X and doctor B access the same patient X with draft order from doctor A, then added other more drugs and confirm the order. So, Order By will displayed both doctor.	31/5/16	
44	I- PhIS01462731 6S	Hospital Tanah Merah	Outpatient Pharmacy	19/5/16	Screening and Verification - Wrong duration appear - order end date display wrong value.	Ms Yap email to inform that user prescribe order for drug for duration for 4 months. But when check at screening and verification, date range only calculate for 4 days.	Issue comes during create the order. When modify drug details without click on Modify button, like change the duration, system updated the changes but order end date not recalculate and not checking back the ward stock validation. So when confirm the order, drug is recorded with incorrect order end date and as ward stock.	26/5/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
45	I-PhIS014709416S	Hospital Tanah Merah	Outpatient Pharmacy	25/5/16	Record Retrieval-Unable to print label	User reported unable to print label for 'Betamethasone Valerate 1 in 2 Ointment' drug. User inform when click at label button which direct print label, pop up message please allocate drug quantity . User also try print label by click at label button but unable to open preview button due to same message pop up. MRN: HTM00003582	This issue happen during manual allocation. Total Allocation Qty not recalculated if enter invalid UOM Qty (e.g: qty greater than balance qty or order qty allowed). If reallocate with invalid qty, UOM Qty field will revert to 0 value but Total Allocation Qty not calculated back. Impact: After save manual allocation, Reserve Qty is allocated but no batches created.	24/6/16	
46	I-PhIS014714016S	Hospital Tanah Merah	Outpatient Pharmacy	25/5/16	Screening and Verification - Different puff at screening and printed label	Ms Yap report by email state that for drug SALBUTAMOL 100mcg/dose inhaler Dr. ordered as 4 puff PRN. Initially, User intervene to 6 puff. But when user print label, on label appear as 6 puff while the screening & verification screen still shows 4 puff. When user reopen in screen intervention, no details can be intervene as the screen appear blank, screen item batch also appear blank.	Wrong logic implemented on confirmation to save the changes when close intervention screen by click X button without click on Confirm button. Previously, after modified drug detail in intervention and save changes through confirmation message at close screen not click Confirm button, system not updated the order details but dispense details correctly updated.	15/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
47	I-PhIS014735716S	Klinik Kesihatan Ayer Keroh	Outpatient Pharmacy	26/5/16	Screening & Verification - Unable to verify	SIT Onsite inform when user want to verify the prescription, error Please contact your system administrator appear. He also inform original prescriber name also disappear. User name : Cik Hafizah User id : 821125075320 MRN : KKE04001000000046 Drug : Perindopril 4mg tablet Acecylsalicylic acid 300mg soluble tablet Insulin regular isophane lictard 100iu/ml	Department is deleted inside Location Setup screen after patient order have being created previously thus error displayed for existing patient order record.	3/6/16	
48	I-PhIS014737016S	Hospital Tanah Merah	Outpatient Pharmacy	26/5/16	Medication Profile - Date range incorrect	User reported duration ordered is 3 months, but date range only 3 days.	Issue happened when got 2 or more drugs in Draft status inside drug listing in Medication Order. When double click the first drug, drug information will populated back inside left side. Then user change something on frequency or duration UOM. But without click modify btn to save the changes on 1st drug, user have click on the second drug. Thus information changed inside 1st drug will be newly saved.	3/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
49	I- PhIS01484411 6S	Hospital Kulim	Outpatient Pharmacy	1/6/16	Screening and Verification - Alert appear even when allocate main Taper drug	User informed that she hold medication for patient for the next supply for 3 months. And then user would like to proceed to prepare the drug. However, appear alert message INFO 0764:please do full allocation for main tapered drug or hold the tapered child drug before proceed with preparation Drug name : Frusemide 40mg tablets MRN : HKLM 00070124	Wrong logic used for Proceed To Dispense checkbox which is cannot prepare the drug if main drug taper not fully allocate even child taper drug on hold. Supposed, system can prepare drug even though partially allocated main drug with child taper drug are on hold.	7/6/16	
50	I- PhIS01486861 6S	Hospital Tanah Merah	Outpatient Pharmacy	2/6/16	Dispensing - med profile - Order End Date and ward stock for discharge med	Discharged medication appear as floor stock and duration of order 3 months appear as date range of 3 days. MRN: htmh00047089	Issue comes during create the order. When modify drug details without click on Modify button, like change the duration, system updated the changes but order end date not recalculate and not checking back the ward stock validation. So when confirm the order, drug is recorded with incorrect order end date and as ward stock.	9/6/16	
51	I- PhIS01490801 6S	Klinik Kesihatan Jalan Macalister	Outpatient Pharmacy	6/6/16	Record Summary - Prescriber name wrongly appear	SIT Farhan report on behalf of user that when user check record retrieval patient, the prescriber name appear pegawai farmasi's name. Also, when click button print 'prescription', the 'prescribed by'	This issue because when update the user name in user profile, prescriber name not updated properly. In Record retrieval the name retrieve from user name in user profile, in	20/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						suppose the pegawai farmasi's name not Dr's name.	print prescription the name retrieve from prescriber name.		
52	I-PhIS014918116S	Hospital Rehabilitasi Cheras	Outpatient Pharmacy	6/6/16	Transcribe order - Unable to print label	User reported unable to print label for one drug only. Happen to 2 MRN for today 6/6/2016. User able to provide one MRN. Drug Code: N01BB02110G4001XX Drug Name: LIGNOcaine 2% Jelly MRN: HRC00076255, HRC00076067	Wrong calculation on Total Allocated Qty in Manual allocation screen. Previously, when allocate more than actual order qty system not allowed which is in UOM Qty field entered value not recorded, but Total Allocated Qty was updated. So, Reserve Qty updated with Total Allocated Qty value without batch created and label unable to print.	22/6/16	
53	I-PhIS014959016S	Hospital Dalat	Outpatient Pharmacy	8/6/16	SPUB Online - Wrong duration	User report wrong duration when do SPUB online. Issue happen to 1 item only. Appear 0 duration 26/8/2016 - 26/8/2016. Details as below- MRN : HDLT00084923 Drug Name : Calcium Carbonate 500mg Tablet	Issue happened due to system is not updating to the correct order information after select drug to modify and edit but directly select other drug to modify and then click Clear btn. Here duration showing 0 value due to user edit multiple drugs together and then click on Modify, Clear or Draft btn for the last drug.	29/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
54	I-PhIS014960616S	Hospital Parit Buntar	Outpatient Pharmacy	8/6/16	Drug Label - Show wrong dose- Alternate Combination	User reported got issue with : Drug Label - Show wrong dose Transcribe Order - Screen Preparation - Combination Drug Dose : 2.5mg (Combine 2mg & 1mg) Supply Duration : 30hari When print label, dose show 45 biji for 1mg label suppose show 1/2 biji. MRN : HPB00083262 Drug : Prazosin HCl 1mg Tab	Wrong calculation logic in code. Label maintained the dosage when update Qty per dose on other batch. Qty per dose not correctly recorded while save allocation after reallocate to another batch.	30/6/16	
55	I-PhIS014962516S	Hospital Sungai Bakap	Outpatient Pharmacy	8/6/16	SPUB out-R1 form not recorded detail of referred facility	User reported she want to send SPUB patient at KK Bandar Tasek Mutiara, Penang but when print R1 form at dispensing screen, the form only recorded name of referred facility as KK Bandar Tasek and not in full name. The Tel. No also not recorded even user already fill it before print. It happen to any patient who referred to KK Bandar Tasek Mutiara.	Not enough space to display facility names that is long name. User havent fill contact number field in form (Refer attachment where no contact no. data recorded). Suspect user not save after enter data.	23/6/16	
56	I-PhIS014967116S	Klinik Kesihatan Greentown	Outpatient Pharmacy	8/6/16	Dispensing - status acknowledged only display in dispensing, not display in screening.	User inform prescription cannot auto allocate for the drug Sodium Bicarbonate Citric, but it flowed to dispensing with status acknowledged. When opened screening & verification screen, Rx cannot be found. MRN : 2121	Auto allocation not carried out if available qty batch for default Dispense UOM (e.g: pack of 6 sachet) > 0 but < conversion factor qty (6 sachet). So system fail to validate from verification and preparation drug process for 0 qty allocation and status drug not changed.	29/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
57	I-PhIS014969516S	Hospital Queen Elizabeth II	Outpatient Pharmacy	8/6/16	Drug Label - Instruction is not complete when print using direct print	User reported that that label printed instruction is not complete when using direct print.	Instruction label text not fit for last long words.	9/6/16	
58	I-PhIS014976516S	Hospital Raub	Outpatient Pharmacy	9/6/16	CP1 - Only can add 1 prescription	Mr Chen reported he only able to add 1 prescription only for patient under cp1 module. User state, while adding in prescription medication, once the new medication is added, the old med will be replaced by newer med.	Fixed the code, once click confirmation to save, the screen will auto refresh. So the previous drug will saved. Prescription medication popup box not auto close after confirmation save. So the box is not refresh .	10/6/16	
59	I-PhIS014986316S	Hospital Miri	Outpatient Pharmacy	9/6/16	Preparation - Quantity alternate not tally with quantity at label	SIT reported on behalf user. User make alternate drug as '20' at preparation screen. When she want to print label, but at label only shows quantity '2'. MRN: HMIRI00159662 Medroxyprogesterone Acetate 5mg	Wrong calculation logic in code. Label maintained the dosage when update Qty per dose on other batch. Qty per dose not correctly recorded while save allocation after reallocate to another batch.	30/6/16	
60	I-PhIS014986616S	Hospital Tanah Merah	Outpatient Pharmacy	9/6/16	Record Retrieval-error when print prescription	User reported unable to print prescription due to error pop up Drug code cannot be empty . MRN: 2884	The issue because the prescription status not in draft or cancelled or stop or discontinue, but all drugs status in the prescription are in draft or cancelled or stop or discontinue. The record will display in record retrieval and click on the print show the error popup message. This issue happened due to scheduler.	23/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
61	I-PhIS01498671 6S	Hospital Tanah Merah	Outpatient Pharmacy	9/6/16	Record Retrieval-detail prescription wrongly printed	User reported when print prescription for 10 patients, the prescription printed with same RX and drug for every patient.	Issue happened when user select and search for patient A, then click on Print Prescription button. For next patient, user select patient B but without click on Search btn, user directly click on Print Prescription button for patient A. So system will print out Prescription with person information for patient B with drug information for patient A.	15/6/16	
62	I-PhIS01498971 6S	Hospital Tanah Merah	Outpatient Pharmacy	9/6/16	Screening & Verification - Unable to proceed - cannot open record - dis med	User inform when click MRN patient at screen screening it keep processing and come back to the same page. STEP : Pharmacy Transaction - Dispensing - Normal - Outpatient - Screening & Verification - double click rx, rx did not open. MRN 1 : 52651 MRN 2 : 44288 RX No 1 : wad10000117723 - discharge medication. rx no 2: wad10000120209 - discharge medication	Dispensing drug not created after confirm order and before showing the alert message Save And Confirm Successfully . Only created after click OK alert message Save And Confirm Successfully .	22/6/16	
63	I-PhIS01502261 6S	Hospital Tanah Merah	Outpatient Pharmacy	12/6/16	Pop up appear when do taper up	User reported pop up appear when do taper up.	Wrong logic used for Proceed To Dispense checkbox which is cannot prepare the drug if main drug taper not fully allocate even child taper drug on	22/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
							hold. Supposed, system can prepare drug even though partially allocated main drug with child taper drug are on hold.		
64	I-PhIS015041616S	Hospital Kuala Lumpur	Outpatient Pharmacy	13/6/16	Screening&Verification - Unable to manual allocate more than half of available stock	User cannot manual allocate more than half of available stock due to pop up CONF001. HKL00025558	Wrong validation found on Save event. System not perform save when Allocated Qty greater than Available Qty during manual allocation.	20/6/16	
65	I-PhIS015068616S	Hospital Umum Sarawak	Outpatient Pharmacy	15/6/16	Dispensing-Patient name not appeared	User reported patient name not appeared at dispensing screen. Already checked the status at record retrieval, the status=prepared. Patient name also not appeared at Manage order screen. MRN: HUS00109006 HUS00110578	Issue is in phis scheduler, only dispensing status were updated when drug expire not the order status	1/7/16	
66	I-PhIS015200016S	Hospital Miri	Outpatient Pharmacy	22/6/16	Screening and Verification - Error appear	SIT Kamarul report on behalf of user that user want to proceed to preparation screen. But, when user click verify, an error appear 'unknown exception java' MRN:HMIRI00185525 Drug:Ampicillin Trihydrate 125 mg/5 ml Suspension	This issue comes during order. Add drug into order list, double click on the drug for modify, changed frequency and duration will refresh to null and order qty = 0, then without click Modify button, directly click Confirm. Open Rx at Screening, error will appear because duration update to null even not click Modify.	1/7/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
67	I-PhIS015315516S	Hospital Labuan	Outpatient Pharmacy	29/6/16	Medication Order - Unable to transcribe [heparin 5000IU/ml (5ml)]	Mr Daniel reported by email stated that he unable to order heparin 5000IU/ml (5ml) at medication order screen. When want transcribe the drug, a pop out appear 'an error has occurred, please call your system administrator'. Check at IWP, the IV characteristic is already set by BPF. MRN:HLBN00004833 Drug Code:B01AB01520P3002XX Drug Name:Heparin Sodium 5000 IU/ml Injection (5ml)	Previously system checked for Infuse Over when calculate order qty for Normal Order.	29/6/16	
68	I-PhIS014767316S	Hospital Tengku Ampuan Jemaah	Patient Management	27/5/16	Record Retrieval - Unable to transfer dispensing location	User reported unable to transfer dispensing location. User inform when click save button after change location, appear error please contact your system admin . Issue happen for all patient after deploy new version. Example MRN: HTAJ00096132 (transfer from Farmasi Kecemasan to Inpatient Farmasi).	The issue comes from fill list. When dispensed the drug through fill list, it not recording the next collection location for Dispensing and Medication order table. So, when changed the Dispensing Location at Record Retrieval screen, system will get the medication order from next collection location for dispense location value, and hitting error because the medication order for next collection location value is null.	13/6/16	
69	I-PhIS015318316S	Hospital Jasin	Patient Management	29/6/16	Transcribe Order - Unable to create new SPUB visit,	User reported unable to create new visit and select visit type as SPUB due to hit with error msg INFO1006: Visit already available in	Resolved with revision 86254. Previous logic always checking commonly on duplicate department	15/7/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
					have existing OP visit	Outpatient Pharmacy. Can not create duplicate visit in same department and location. User already set department Pharmacy in location setup for Outpatient Pharmacy but no selection Pharmacy appeared for department. Only happened for this patient only. MRN no: HJS 00003941 Patient's IC : 381019045164 SPUB no: SPUB_00000016	and location only for all visits. Suppose should check on Visit Type also. Now system is no need to check this condition for SPUB, Walk-In and Outsource visits. Changed code accordingly.		
70	I-PhIS014182516S	Hospital Tawau	Pharmacy Inventory	18/4/16	RIQ - Total No. of Item Pending is 0	User reported some indent no show total no. of item pending is 0 . Indent No.: K16005021, 5060, 5350, 5352, 5044	Checking to populate only those records for which drug for pending issue item should be greater then 0 was not being done on listing page.	27/4/16	
71	I-PhIS014590716S	Hospital Tawau	Pharmacy Inventory	18/5/16	RIQ - Total No. of Item Pending is 0	User reported some indent no show total no. of item pending is 0 . User request to clear the history for pending item is 0. Indent No.: K16005021, 5060, 5350, 5352, 5044, 5663, 6032, 6681, 6079	Checking to populate only those records for which drug for pending issue item should be greater then 0 was not being done on listing page.	19/5/16	
72	I-PhIS014625916S	Pejabat Kesihatan Kawasan Beaufort	Pharmacy Inventory	19/5/16	Issue (Inter Facility)- Item Status not update	User reported he had issue Partial supply for Facility as below, however at system item status doesn't update as Partially Supply. Issue to KK Padas Damit : Issue number : N02PS001000006	wrong drug level status was being set	24/5/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
73	I- PhIS01462641 6S	Hospital Umum Sarawak	Pharmacy Inventory	19/5/16	Stock transfer- Transfer Note display duplicate values	lvl 3 unit satellite 2 farmasi stock transfer to inpatient lvl 3. At inpatient 2 pegawai click approve. in Good Receive Note it appear item display as double.	when approve record at the same time by 2 users both records get updated. than records become duplicate.	25/5/16	
74	I- PhIS01463061 6S	Hospital Pulau Pinang	Pharmacy Inventory	19/5/16	KEWPS11 - wrong for column dikeluarkan dan diluluskan oleh	Mr Leong report his colleagues, Pn Zarina make indent from pharmacy satellite sub store (level 2) to farmasi bekalan ward sub store(FBWSS) and Mr Leong approve the indent However, when FBWSS issue out which is approved by Mr Kee Tek Lian (person who approved issue), the column 'dikeluarkan dan diluluskan oleh' from main store shows Mr Leong's name not the correct person who approved issue which is Mr Kee Tek Lian. Issue No: N02FBWSS-0000184	Changed mapping of indenter and receiver with correct columns. These changes may impact KEW.PS-10 reports also. Kindly test KEW.PS(INDENT/ISSUE/REC EIVING) for all scenarios while verifying this ticket	27/5/16	
75	I- PhIS01463801 6S	Klinik Kesihatan Tapah	Pharmacy Inventory	20/5/16	Indent (Inter Facility) - Indent not appear	User reported KK Besout make indent on 25/4/2016 & 26/4/2016 but until today user still not received any notification of this indent. This indent was manufacturing indent. User already login ID for level 3, still unable to find indent no Indent no: R16000032 (25/4/2016) & R16000035 (26/4/2016) ID: 930607085460(counter)	Issue happening, if SPUB and Manufacturing both configured to same unit, control always exiting at SPUB checking.	24/5/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
76	I-PhIS014656516S	Klinik Kesihatan Sungai Limau Dalam	Pharmacy Inventory	22/5/16	Purchase Order - Item not appear with 1 EPO	User reported got issue with : Purchase Order - Unable to proceed with 1 EPO Purchase order - RPL able to generate 3 epo. User able to proceed the PO with 2 ePO but one epo cannot proceed. EPO : E16000049 user will send screenshot User : Cik Norehan	RPL Vote code referring current budget master of previous year(2015) for some rpl vote detail. In Po , EPO number with only current financial year will get populated. The missing EPO is because of above issue.	25/5/16	
77	I-PhIS014661916S	Hospital Pulau Pinang	Pharmacy Inventory	23/5/16	KEWPS 11 Indent (Intra facility) - Disorganized arrangement of item number	User reported arrangement of item number is disorganized (please refer attachment) Indent no.: K16000101	When print report seq no of items are not in order. Please test this report for all 3 screens (Indent/Issue/Receiving)	30/5/16	
78	I-PhIS014663616S	Klinik Kesihatan Bidor	Pharmacy Inventory	23/5/16	Purchase Order - Quantity available shows zero	User reported quantity available shows zero for item Acetyl Salic Ac Sol. 300mg Tab (02.0003.05), user confirmed item have quantity but during purchase qty available become zero. Also effected to item: 1) Acetylsalicylic acid 300mg 2) Ascorbic acid 100mg 3) Atenolol 100mg 4) Captopril 25mg 5) Carbamazepine 200mg 6) Carbimazole 5mg 7) Diltiazem 30mg	when item is being selected quantity is not being populating correctly in field	1/6/16	
79	I-PhIS014711016S	Hospital Mukah	Pharmacy Inventory	25/5/16	Purchase order - Unable to change quantity	User reported she unable to change quantity at Approved Qty (PKU) before proceed approve purchase order. User give example, when	As per checked, any value entered at Approved Qty (PKU) before save is not reflect. Approved Qty only	27/5/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						click and change qty 4 instead of 6 and save. After save, qty remain as 6. Informed by user issue happen may due to new version deploy. Before this, no issue with change qty. purchase type: APPL PO16000322 item code: 02.0407.01	reflect if change at Order Qty. This is consider bugs and need further checking with development team.		
80	I- PhIS01471271 6S	Klinik Kesihatan Berapit	Pharmacy Inventory	25/5/16	Receiving Intra Facility - Stock not add to unit catalog list	SIT Saiful report when he make manual receiving, the stock does not add at unit catalog list. SIT state he go to: 1.inventory-store inventory-receive item-intra facility. 2..create new record. Set receive type to manual and receive from unit name. 3.Add item for Arcabose 50 mg tablet (A10BF01000T1001XX) 4.After fill all for step 2 and 3, he click save. 5.He check at unit catalog list for drug Arcabose 50 mg tablet but stock not added.	movement was missing and stock was not updated due Connection issue between IWP and Facility.	1/6/16	
81	I- PhIS01472571 6S	Hospital Kuala Lumpur	Pharmacy Inventory	26/5/16	Item movement - Transaction issue not recorded at item movement screen	SIT reported transaction issue(inter facility) not recorded at item movement screen. SIT checked at stock balance by item & drug, stock seems not deducted. Issue no.: N02PS001 - 0000018 Drug Code: J07BB02963P5002XX	Checking for reserved quantity was missing.	7/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
82	I- PHIS01472751 6S	Hospital Pulau Pinang	Pharmacy Inventory	26/5/16	Store Location - Unable to create new Store Location	User report unable to create new store location due to nothing happen when click Unit Code. 27.5.2016 1.Click Add Button 2. Click Magnifying Glass 3. Double click on unit code, system processing for a while but nothing happened after that.	The Unit code search function not retrieve record correctly. So after click search button, the selection unable to perform.	3/6/16	
83	I- PHIS01472971 6S	Klinik Kesihatan Dengkil	Pharmacy Inventory	26/5/16	Receive Inter Facility - Filter by Indent No. not function	User report unable to trace receiving using Indent No. User search indent no. but when he click no. no Record Found. User try to randomly click no. appear in Search Indent No list and still appear No Record Found.	Filed Indent number was referring from in correct place . That is why Indent number was unable to search.	31/5/16	
84	I- PHIS01473311 6S	Hospital Kulim	Pharmacy Inventory	26/5/16	Item Movement - Transaction not appear	User reported he has issue out to Special Care Delivery (NCN) Department but when he check in item movement, transaction not appear. All item not deduct from stock. Details as below: K16009301 / N02PS001-0014214	Checking for reserved quantity was missing.	7/6/16	
85	I- PHIS01475401 6S	Hospital Kuala Lumpur	Pharmacy Inventory	27/5/16	Issue Online - KEWPS 10 Wrong indenter designation	User reported got issue with : Issue Online - KEWPS 10 Wrong indenter designation Farmasi klinik pakar send indent to Logistic Penolong pegawai farmasi did the indent Logistic issue out - print KEW PS 10 Indenter Column	Indenter's name was mapped wrongly in report.	27/5/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						Name : (Penolong Pegawai Farmasi Designation (Pegawai Farmasi)			
86	I- PhIS01482411 6S	Hospital Teluk Intan	Pharmacy Inventory	31/5/16	Issue Note - Salinan Pemesan include balance stock	User reported after upgrade version, Issue Interfacility/Intrafacility and generate Issue Note Salinan Store & Salinan Pemesan - Include balance stock. Suppose Salinan Pemesan did not include with balance stock	Coding issue :- Previously there was same report which was getting printed for Indent,issue and receiving. this report is showing Baki di stor and Salinan Pemesan in report of receiving. Due to mapping was checked with received flag which was done as per old was of generating report	31/5/16	
87	I- PhIS01482521 6S	PKD Kinta	Pharmacy Inventory	31/5/16	Vote code - not accumulate with last balance.	User from PKD allocate budget to KK Gunung Rapat. In the vote code user mention it has balance around RM4578.45 but when user allocate RM30,000 into the budget the balance Rm4578.45 not accumulate inside the vote. 052201/020600/27499/99 Farmasi dan bekalan(bukan ubat) User unable to give screen shot since budget movement at KK Gunung Rapat	Budget balance was not referring to updated value.	8/6/16	
88	I- PhIS01484781 6S	Hospital Pontian	Pharmacy Inventory	1/6/16	KEWPS10 - Baki di Stor and Salinan Pemesan suppose not appear	User inform in KEWPS.10 Baki di Stor and Salinan Pemesan suppose not appear. User claimed previously in V1.3.6 not exist but when user used new version, it appear.	Previously there was same report which was getting printed fo Indent,issue and receiving. This report is showing Baki di stor and salinan Pemesan of	1/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
							receiving due to mapping was checked with received flag		
89	I-PhIS014848516S	Hospital Taiping	Pharmacy Inventory	1/6/16	KEWPS-10 - Wrong jawatan	User reported the 'jawatan' shows in KEWPS-10 generated is wrong. It appear pegawai farmasi U54, but user actually pegawai farmasi U36. User confirm jawatan in user profile is pegawai farmasi U36. User inform problem happens to almost all issue note and several user .Kindly refer attachment. User name: Choo Kok Beng User name: Normah Bt.Mohd Salleh	Indenter's name was mapped wrongly in report	1/6/16	
90	I-PhIS014848616S	Klinik Kesihatan Kalumpang	Pharmacy Inventory	1/6/16	Indent (Inter) - Indent category set as default SPUB	User reported he is from Level 1 but when he create indent (inter), indent category shows SPUB and Normal but system set as default SPUB. Step: Indent (Inter) > create new record > Indent category shows SPUB. When click indent category, list shows SPUB and Normal.	coding issue, logic error.	3/6/16	
91	I-PhIS014881916S	Klinik Kesihatan Hutan Percha	Pharmacy Inventory	3/6/16	External notification - Appear double	User reported at home (external notification) for online issue request receive and online issue manufacturing receive appear same. Refer attachment for references. external indent number R16005805	On dashboard if user belongs to more than one unit(normal & spub) then at both buttons (at dashboard) showing same result.	10/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						R16005806 R16005807 R16005804			
92	I- PhIS01495771 6S	Hospital Hulu Terengganu	Pharmacy Inventory	8/6/16	Purchase Order - Quantity available not tally with Item Movement	User reported got issue with : Purchase Order - Quantity available not tally with Item Movement Purchase Order -PO16001224 Double click on Drug-Add Purchase Order Item- Quantity available not tally when compared in Item Movement. User not sure contract or LP.User will send screenshot.	When item is being selected quantity is not being populating correctly in field	8/6/16	
93	I- PhIS01496201 6S	Hospital Kuala Lumpur	Pharmacy Inventory	8/6/16	Requisition order - Unable to Direct Issue	User reported she unable to make direct issue for remaining item of the requisition order. Before this, user already direct issue 5 unit of the item. But, for the remaining unit, she unable to make direct issue due to cannot select requisition order no. The requisition order have 8 unit of the item. User request to allow perform direct issue when receive partial items. Requisition order no; R016000045 By Farmasi Nuklear	When user issue against requisition order but not issue all verified amount then requisition order is not available again for issue	1/7/16	
94	I- PhIS01496771 6S	Hospital Tenom	Pharmacy Inventory	8/6/16	Purchase Order Contract- Revision not updated	In contract facility already revision 4 but at purchase order still revision 2. KKM-277/2014/F(U)	Current version of phis has coding issue getting contract info in po screen, while getting contract info instead of get by revision	21/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
							number getting by primary key which generates not based on revision. Its based on retrieval of contract to facility		
95	I-PhIS014976716S	Hospital Pulau Pinang	Pharmacy Inventory	9/6/16	KEWPS11 - Nama Pelulus wrongly appear.	User reported he have approved indent intra facility. But when he print KEWPS-11, he noticed his name appear at column Nama Pemohon instead of Nama Pelulus . Issue happen to all indent. Example indent no.: 0299	Indenter's name was mapped wrongly in report.	10/6/16	
96	I-PhIS014981816S	Hospital Tumpat	Pharmacy Inventory	9/6/16	Item movement- Stock available not tally during adjustment	User reported at item movement, stock available=12. But, during do stock adjustment, stock available shows 19. Non drug item Item Code: 25.1202.03	Checking for reserved quantity was missing.	14/6/16	
97	I-PhIS015006216S	Klinik Kesihatan Kamunting	Pharmacy Inventory	10/6/16	Stock Balance by Item - Stock not updated	User reported already perform receive item inter facility from KK Taiping on 2/6/16 - 3/6/16. But when check in stock balances by item, stock available not updated. Still appear no stock. Received no.: P160000058 P160000059 P160000060 P160000061 P160000062 P160000063	records are missing in movement.	27/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
98	I-PhIS015009016S	Hospital Tapah	Pharmacy Inventory	10/6/16	Near Expiration Item - LOU status set to No although receive with LOU	In Receive Item from Supplier, user receive item with LOU. When generate Near Expiration Item with LOU = No, the item is listed in the list. Same issue produced in Tawau clone server	Coding issue, Value for LOU was not being refereed form receiving transaction properly	16/6/16	
99	I-PhIS015029216S	Hospital Taiping	Pharmacy Inventory	13/6/16	Recommended Issue Quantity (RIQ) - Pending item not appear	User reported already approved the indent, but the the pending item is not appear. But when checking in the Pending List screen, the item still appear. Kindly refer attachment Indent no: K16000451	Checking was missing to populate only those indent transaction for which pending issue item should be greater then 0	13/6/16	
100	I-PhIS015036716S	Klinik Kesihatan Labis	Pharmacy Inventory	13/6/16	KEW PS 10 - Indent Date same with Issue Date	User reported got issue with : KEW PS 10 - Indent Date same with Issue Date User informed when print KEW PS 10 that already complete with quantity and already approve, the Indent Date same with Issue Date. Suppose different date.	In report Indent date and issue date showing same as indent date is mapped with indents approved date (i.e. ph_online_indent_hdrs.created_date) / issue's created date	17/6/16	
101	I-PhIS015068216S	Hospital Seberang Jaya	Pharmacy Inventory	15/6/16	Issue intra- Kewps 10 wrong info	In KEWPS 10 it appear name of person who create the indent but the designation detail is the person who approve the indent. As for now it happen at substore farmasi bekalan wad and substore Farmasi klinik pakar only. User reported from main store. Farmasi klinik pakar indent no: K16000090 issue no:N02PS001-0000217 Farmasi Bekalan Wad	Coding issue in 1.3.x, getting information from two different columns.	22/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						indent no: K16000069 issue no:N02PS001-0000209			
102	I-PhIS015069816S	Hospital Pulau Pinang	Pharmacy Inventory	15/6/16	Item Movement- Wrong balance stock(rcv intra-manual)	User reported the balance stock is 711. Then user did receiving transaction with amount 7 stock and the balance become 718. After that, they do receiving transaction again for 2 stock and the balance should be 720 but the balance state as 713. item code: N03AE01000T1001XX.01 item description: Clonazepam 0.5 mg Tablet Transaction no = R116000377 (rcv intra-manual)	Received same item, more than one batches are involved. After done receiving for first batch , quantity not get refreshed.	30/6/16	
103	I-PhIS015070316S	Hospital Tumpat	Pharmacy Inventory	15/6/16	Issue (Online) - Quantity item shows different	User reported want to issue from Unit Kecemasan and notice different quantity of item Intravenous Catheter Size 20 G x 3.30 cm Disposable shows different quantity. User checked in item movement, available qty are 150 but during adjust item become 350. Item code: 12.0411.03 Item: Intravenous Catheter Size 20 G x 3.30 cm Disposable	Checking for reserved quantity was missing.	20/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
104	I-PhIS015078616S	Hospital Seberang Jaya	Pharmacy Inventory	15/6/16	Offline Issue - UOM can be selected for substore	SIT reported on behalf user. User substore informed UOM can be selected when perform offline issue. Supposedly for substore UOM will auto set as SKU.	Coding issue, Once change back the tab to manual issue the value was being set AS PKU in UOM selection box	17/6/16	
105	I-PhIS015087516S	Hospital Besut	Pharmacy Inventory	16/6/16	Tasklist - Status approve but show still pending	User reported already approve for both transaction as below. However all the transaction still remain at task list with status Pending to approve. 1.PM16000798 2.PM16000799	Task list Not refreshed properly.	30/6/16	
106	I-PhIS015087916S	Hospital Tawau	Pharmacy Inventory	16/6/16	Count Sheet - Unable to approve	User reported she unable to approve count sheet due to when she try to open this count sheet number, CS16000129 an error has occurred, please contact system administrator appear. User claimed others count sheet number able to open, only this count sheet number affected. Details as below: Count Sheet No: CS16000129 Stock Taking No: ST16000302 Status: Pending for approval	Issue happened due to the store location assigned to Item is Inactive.	21/6/16	
107	I-PhIS015090116S	MUSN Kuching	Pharmacy Inventory	16/6/16	Request to delete receiving record	User request to delete receiving record due to forgot to key in supplier name and unable to cancel request. Received No: P160004534	System allow to type any character in supplier name field	16/6/16	
108	I-PhIS015101816S	Hospital Taiping	Pharmacy Inventory	16/6/16	Recommended Issue Quantity (RIQ) - Pending item not appear	User reported already approved the indent, but the the pending item is not appear. But when checking in the Pending List screen, the item	Indent details drug status wrongly updated to close due to coding issue in current version. That why	1/7/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						still appear. Kindly refer attachment Indent No: K16000487 Indent No: K16000453	there is no pending item on listing.		
109	I-PhIS015109816S	Hospital Umum Sarawak	Pharmacy Inventory	17/6/16	Task List- Error No Record found	User reported he receive 5 task-list at Home, but when click any transaction number message prompt No record found . Transaction number : N02PS001-0007335 N02PS001-0007374 N02PS001-0007430 N02PS001-0007441 N02PS001-0007449	Coding issue to fetch data from task list	1/7/16	
110	I-PhIS015150716S	Klinik Kesihatan Padang Tengku	Pharmacy Inventory	20/6/16	Purchase order (LP) - Cancel LPO but error appear	User unable to cancel LPo due to error appear. PO16003040	One of the item in PO details were pointed to wrong vote code which cant be found in IWP against this facility, due to this hitting error when ever cancel LPO.	30/6/16	
111	I-PhIS015153816S	Hospital Sik	Pharmacy Inventory	20/6/16	PO - Budget Balance show -ve	User reported budget balance after PO for vote code below become - RM0.00. PO Number : PO16000341 Vote Code : 030801032100/2749999 (Patologi) Balance Before PO : Rm180.90 Utilized PO: RM180.90 Balance after PO : -RM0.00 User ID : 860112025238	Budget Balance wrongly show -ve RM0.00. The system not allow PO created when PO Amount = Vote Balance.	30/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
112	I-PhIS01515771 6S	Klinik Kesihatan Kampung Simee	Pharmacy Inventory	20/6/16	RIQ - Total item of item pending become 0	User reported total item of item pending become 0 for both indent in RIQ screen but issue are still in partial supply. It happen for indent no K16000250 &K16000255. For indent no K16000250, user just issue 3 item from 4 item and balance 1 item. For indent no K16000255, user just issue 4 item from 6 item and balance 2 item. Indent no: K16000250, K16000255,	Checking was missing to populate only those indent transaction for which pending issue item should be greater then 0	20/6/16	
113	I-PhIS01517561 6S	Hospital Sultanah Nora Ismail	Pharmacy Inventory	21/6/16	Purchase Order - Requisition Order Number not appear during purchasing	User reported Requisition Order Number not appear during purchasing. User already approved Requisition Order Number but still not appear. Requisition Order Number: RO16000748	Wrong validation on Order amounts calculations Purchase Order screen.	24/6/16	
114	I-PhIS01517641 6S	Hospital Selayang	Pharmacy Inventory	21/6/16	KEWPS.11 - wrong Indenter name	User reported issue done by PPF and approved by PF but at nama pemesan come out PPF name with PF designation. But when PPF did issue and approve the issue, nama pemesan will come out correctly as PPF name with PPF designation and same goes if PF did issue and approve the issue. It happens to all PF and PPF user.	Indenter signature part shows name of requester & designation of approver in KEW.PS-11, this is fixed in 1.4.2 version.	27/6/16	
115	I-PhIS01520031 6S	Hospital Alor Gajah	Pharmacy Inventory	22/6/16	Offline issue(intra) - unable to change UOM	User from DD_OPD Substor want to issue offline but at UOM user unable to choose SKU/PKU. It default in yellow color as PKU	Coding issue, Once change back the tab to offline issue tab the value was being set	22/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
							AS PKU in UOM selection box.		
116	I-PhIS015234816S	Klinik Kesihatan Bayan Baru	Pharmacy Inventory	24/6/16	KEWPS-10 - Have stor balance in KEWPS-10 for 'salinan pemesanan'	User reported have stor balance in KEWPS-10 of 'salinan pemesanan'. User inform stor balance should not be able to be known by other unit.	The column Baki di stor and salinan Pemesan is showing due to wrong mapping apply in Received Intra facility screen	27/6/16	
117	I-PhIS015253616S	Klinik Kesihatan Sri Gading	Pharmacy Inventory	27/6/16	Purchase Order - Quantity Available (PKU) not appear before save	User report when do add item at purchase order, qty available (PKU) not appear before save. Qty available (PKU) will appear qty after she click again on item name at Purchase Order Details List. Login ID : 771125016758	when item is being selected quantity is not being populating correctly in field	27/6/16	
118	I-PhIS015271116S	Hospital Serian	Pharmacy Inventory	27/6/16	Unit catalog list - Reserve quantity show negative value	User reported that in unit catalog list, in reserve quantity column shows negative value. User unable to identify from why transaction that caused the negative value. Kindly refer attachment. 1. Lactulose 3.35g/5ml liquid 2. Diosmin 450mg and hesperidin 50mg tablet 3. Magnesium trisilicate tablet	Reserve qty -ve happened from Schedulers which makes inactive of dispensing records if expired.	30/6/16	
119	I-PhIS015317816S	MUSB Kapit	Pharmacy Inventory	29/6/16	Item Movement - Quarantine stock after transaction is incorrect	User reported quarantine stock after transaction is incorrect in item movement due to minus twice. Thus, quarantine stock after for both items displayed extra 11000 qty and 600 qty respectively. User also informed that reported	Found bug when Quarantine have more then one batch for the same item in same record. When do 'Unquarantine' process, once save button are clicked, the existing	14/7/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						quarantine transaction is still appeared at task list even though user already approve it. Quarantine no: QT16000006 1) Item code: G01AF02000S1002XX.01 Drug name: Clotrimazole 200 mg Vaginal Tablet Wrong quarantine stock after : 1470 qty Correct quarantine stock after : 870 qty 2) Item code: D05AA00946L5002.01 Drug name: Coal Tar 1%, Salicylic Acid 2% Shampoo (Sebitar) Wrong quarantine stock after: 37250 qty Correct quarantine stock after: 26250 qty	transaction created again in item movement screen.		
120	I- PhIS01532611 6S	Hospital Tambunan	Pharmacy Inventory	30/6/16	Stock Adjustment - Actual amount shows wrong amount	User reported he want to do stock adjustment but amount shows greater than the actual amount (RM). Details as below: D1490610001.00 Stock Adjustment (+): 145 bottle = 37700 gm Average Unit Price/ SKU (RM) = RM2.92 Amount = RM28,652.40 Item Master: RM2.92 (1 gram)	Code to calculate amount was not correct.	13/7/16	
121	I- PhIS01532741 6S	Hospital Jerantut	Pharmacy Inventory	30/6/16	Return To Supplying Unit - Some item missing	User reported user return item from Substore Klinik Pakar to Main Store. User return about 20 transaction (20 Return No) from 28/6/2016 to	Coding issue in receive intra facility for more than 10 items against return no.	13/7/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						29/6/2016. User make return in 1 transaction have more than 10 items but user Main Store only received 10 items only. Another item are missing. Return No that effected: RT16000492 RT16000491 RT16000490 RT16000489 RT16000488 RT16000486 RT16000485 RT16000483 RT16000481 RT16000479 RT16000477			
122	I-PhIS015330516S	Hospital Raja Permaisuri Bainun	Pharmacy Inventory	30/6/16	Unit Catalogue list - Unable search by item group 'Drug'	SIT reported on behalf user. User already add item and save in unit catalogue list. Unfortunately, user search the drug by item group 'drug' but the drug is not appear. User has to search by item group 'all' then the drug appear. It can make user confuse either the drug is already exist or not in unit catalogue list. Drug code: J01XE01000T1002XX	individual drug search in unit product lists depends on Current stock information, if no current stock available against the searching drug it will not appear on list.	15/7/16	
123	I-PhIS015363816S	Klinik Kesihatan Labok	Pharmacy Inventory	4/7/16	Purchase Order - Quantity Available (PKU) appear 0 before save	User report when do supplementary purchase order , qty available (PKU) appear 0 before save.	when item is being selected quantity is not being populating correctly in field	5/7/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
124	I- PhIS01539681 6S	Pejabat Kesihatan Daerah Seberang Perai Utara	Pharmacy Inventory	11/7/16	Stock balance by item- stock not tally appear as negative	User reported item appear as negative(-10). User want to erase this record since it not tally with real stock which is 0 (NIL). User allow to do adjustment on his behalf. C09DA07000T1001XX.01 Telmisartan 80 mg Hydrochlorothiazide 12.5 mg Tablet	Quantity turn to -ve because of concurrent access of same current stock by more than one user or for same stock is being used for dispensing and Inventory both.	13/7/16	
125	I- PhIS01540851 6S	Klinik Kesihatan Labok	Pharmacy Inventory	12/7/16	Purchase Order - Quantity Available appear 0.	User reported want to perform purchase order. But he inform when add item, quantity available appear as 0 . He inform still have stock available when check at stock balance by item screen. Issue happen to many item for AP purchase order or LP purchase order. Example Item Code: F2200100003.00	when item is being selected quantity is not being populating correctly in field	12/7/16	
126	I- PhIS01541191 6S	Hospital Kuala Lumpur	Pharmacy Inventory	12/7/16	KEWPS-10 - Incorrect name for Pegawai Pemesan	User reported indenting from Substor Farmasi Klinik Pakar to Farmasi logistik, Pegawai Pemesan is Na Hsiao Hui (640509015164 - Penolong Pegawai Farmasi U36) and Pegawai Pelulus is Pauline Vun Shin Ying (820126125962 - Pegawai Farmasi U48). When received printed Borang Pesanan dan Pengeluaran Stok (KEWPS-10) from Farmasi Logistik , the Pegawai Pemesan was written as Na Hsiao Hui Pegawai Farmasi U48. This has	Indenter's name was mapped wrongly in report	12/7/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						been occurred since Go Live. (Please refer to the lampiran as attached). Indent no: K16001063 Issue no: N02PS001-0003156			
127	I-PhIS015415616S	Klinik Kesihatan Slim River	Pharmacy Inventory	12/7/16	Unit catalogue list- unable to filter by below buffer level	User reported she unable to filter outpatient unit catalogue list base on below buffer level. User set it as YES but after click search it still all item in unit catalogue list.	Quantity criteria to filter buffer level was missing.	12/7/16	
128	I-PhIS015426016S	Klinik Kesihatan Bintangor	Pharmacy Inventory	13/7/16	Unit Catalogue List - Unable to filter by below buffer level	User reported she unable to filter outpatient unit catalogue list base on below buffer level. User set it as YES but after click search it still all item in unit catalogue list. User ID: 910425136476	Quantity criteria to filter buffer level was missing.	13/7/16	
129	I-PhIS014504316S	Hospital Tengku Anis	Report/Enquiry	11/5/16	Inpatient Prescription-RX dispensing amount not tally	User reported the RX Dispensing total amount not tally when user search cumulatively from 1/4/2016 to 30/4/2016 and search day by day. Cumulative 1/4/2016-30/4/2016 = 2734 sum all the RX Dispensing day by day = 8270.	Wrong sql query is used in searching the amount of record. Previously, if search by date then system will collect the record based on date only without time. But during dispensing Rx, date with time are recorded. So, the result will inaccurate.	26/5/16	
130	I-PhIS014767616S	Hospital Taiping	Report/Enquiry	27/5/16	Pending list - Indent status closed is still exist in pending list	User reported that indent item status is already closed but reported indent is still exist in pending list. Issue note generated even though no supplied was made. Moreover, issue note no generated	Query to display data on pending list screen was not correct.	21/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
						was not belong for that item. Kindly refer attachment (Problem 1)for further details. Indent no: K16000200 Issue note no: N02PS001-0000142			
131	I-PhIS014824416S	Hospital Seri Manjung	Report/Enquiry	31/5/16	Prescription Management- Time of Dispensing date not tally when print	SIT reported on behalf user, informed that user try to select any acknowledged date/time from and acknowledged date/time to, click search the dispensing date appeared correctly but when print, for dispensing date, date is correct but time display 12.00am for all prescription.	All date related columns are not formatted. All time value are defaulted to 12:00am	7/6/16	
132	I-PhIS014865316S	Klinik Kesihatan Kampung Simee	Report/Enquiry	2/6/16	SPUB Activities - Details not tally	SIT reported on behalf user. He inform when user generate report and filter by ALL, will appear value at all column. But if user generate report and filter by month, no value appear. User ID: 891005085720	Format for month search criteria is wrong when retrieve the data. When comparing between 2 different criteria, the result will be always zero. E.g. When select Month value = APRIL inside search criteria, system will hold value as APR. But when do back end searching, system will always check any value that is APRIL. So the result will always does not tally.	6/6/16	
133	I-PhIS014907816S	Hospital Tawau	Report/Enquiry	6/6/16	Report inquiry - Details not tally	User reported when she generate report for Drug Utilisation and Drug usage by patient , details appear not tally for both screen. User request to check.	If user id have more than 1 prescriber (record not checking for inactive prescriber) and order normal drug have sub order	13/6/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
							taper stat (normal drug & taper drug order in one prescription) then getting duplicate records. Due to this records not tally in drug usage and drug utilization.		
134	I-PhIS014968016S	Hospital Enche Besar Hajjah Kalsom, Kluang	Report/Enquiry	8/6/16	Drug Utilisation - Appear wrong dispensed qty	User report quantity dispensed appear wrong qty in Drug Utilisation. User inform issue happen to certain patient. Example - MRN HKLG00083216 User inform she dispense only 1 tablet per day but it appear 2. User inform she fill supply duration 1 day before click allocate.	Previously system show the total dispense qty for all dispensing cycle in Quantity Dispensed column in Drug Utilization screen. Means if system already dispense twice with 1 qty for each dispensing cycle, then system will display as 2 qty for each cycle.	27/6/16	
135	I-PhIS015022916S	Hospital Tanah Merah	Report/Enquiry	12/6/16	Report - Drug Utilisation not appear drug	User order drug Piracetam 800mg Tablet and supplied. When user try to trace back record at drug utilization, No record found.	Previous logic always filtering based on original drug even the drug have alternate also.	29/6/16	
136	I-PhIS015173816S	Hospital Tengku Anis	Report/Enquiry	21/6/16	Inpatient Prescription - Report not tally	User reported got issue with : Inpatient Prescription - Report not tally Scenario Kindly refer attachment User print report data 1.5 until 5.5 got total amount. User print 1 by 1 report, when calculate manually, unable to get same total amount.	Wrong sql query is used in searching the amount of record. Previously, if search by date then system will collect the record based on date only without time. But during dispensing Rx, date with time are recorded. So, the result will inaccurate.	21/6/16	
137	I-PhIS015329616S	Hospital Umum Sarawak	Report/Enquiry	30/6/16	Report / Inquiry - Clinical pharmacy registry- filter by	User mention he already filter by ward and date range. But result after search show all result for all	Unable to do filtration.	14/7/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
					ward but detail appear for all ward.	ward. It seem system unable to filter the data. See attachment as user explain using image.			
138	I-PhIS014601016S	Hospital Labuan	Special Drug Request	18/5/16	Special Drug Request-Unable to send the online special drug request for approval via PhIS	When we trying click send for approval after filled up the special drug request using PhIS, a notification An error has occured, please call your system administrator appeared. Our application cannot be send for approval. Hereby i attached the screen shot. For your information, all the mandatory field inside the special drug request are fully filled and the roles has been assigned correctly. Kindly help us to settle this issue as soon as possible as we need to apply the special drug request urgently.	Indication/reason for treatment were more than length allowed by IWP, IWP allows 100 characters where as in facility after combine remarks was more than 100 characters.	1/6/16	
139	I-PhIS014685816S	Hospital Tengku Ampuan Jemaah	Ward Pharmacy	24/5/16	CP1-Drug missing after add at prescription medication	User reported she wants to add 3 drugs. User already add 2 drugs but when she add another 1 drug and save, another 2 drugs suddenly missing. Only 1 drug which just saved is recorded. two drug missing: 1- Gliclazide 60mg BD 2- Simvastatin 10mg ON One drug recorded: Perindopril 4mg OD	Prescription medication popup box not auto close after confirmation save.So the box is not refresh .	30/5/16	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date	Verify Status
140	I-PhIS014710716S	Hospital Tanah Merah	Ward Pharmacy	25/5/16	CP1 - Add Prescription Medication	User reported got issue with : CP1 - Add Prescription Medication At Medication (Specify Strength) : Simvastatin User already type simv, but system just show 's', need to wait for a long time for i,m & v to appear. Perindorpil User already type Peri, system auto show peri without any lagging.	Search drug by enter 1 character make the process of searching slow.	2/6/16	
141	I-PhIS014733916S	Hospital Queen Elizabeth II	Ward Pharmacy	26/5/16	CP1- Unable add another medication straightway at prescription medication	When entering medication in CP1, first medication saved but need to close the window first, cant add another medication straightway or else the first medication will be replaced with new one	Prescription medication popup box not auto close after confirmation save. So the box is not refresh .	1/6/16	
142	I-PhIS015036516S	Hospital Langkawi	Ward Pharmacy	13/6/16	Ward Pharmacy (CP2)-Admission date not arrange in sequence	User reported Admission Date on CP2 not arranged by latest admission by default and user informed this is different from previous version because the admission date will arrange by latest admission.	Ward Pharmacy (CP2)- Admission date not arrange in sequence	15/6/16	
143	I-PhIS015038516S	Hospital Langkawi	Ward Pharmacy	13/6/16	CP1- Unable add another medication straightway at prescription medication	User reported already added drug and when add another 1 drug and save, the added drugs suddenly missing but the drug that just added appeared at listed prescription.	CP1- Unable add another medication straightway at prescription medication	14/6/16	



Verified and Acknowledged By:

Signature: _____ Name: _____
Date: _____ Designation: _____

Signature: _____ Name: _____
Date: _____ Designation: _____



4 Refinement List – Detail Changes

N/A

5 Deployment - Procedures

5.1 List of Items to be Deployed

No.	Items	Components	Path
1	Facility Patch Script	PatchScripts_PhIS_v1.4.1.txt 2. PatchScripts_PhIS_v1.4.1_Func.txt	https://10.1.1.82:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.4.1/facility/scripts
2	Facility Patch Script	PatchScripts_PhIS_v1.4.1.1.txt	https://10.1.1.82:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/facility/scripts
3	Facility Patch Script	PatchScripts_RefAndMsg_Simulation_v1.4.1.1.txt	https://10.1.1.82:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/facility/scripts/Simulation
4	Facility Application	iphis_v1.4.1.1.war	https://10.8.9.130:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/facility/war
5	Facility Application	PhISScheduler_v1.4.1.1.jar	https://10.1.1.82:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/facility/jar
6	Facility Application	PhISService_v1.4.1.1.war	https://10.1.1.82:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/facility/war
7	HQ Patch Script	PatchScripts_IWP_v1.4.1.txt	https://10.1.1.82:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.4.1/hq/scripts
8	HQ Patch Script	PatchScripts_IWP_v1.4.1.1.txt	https://10.1.1.82:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/hq/scripts
9	HQ Application	phishq_v1.4.1.1.war	https://10.1.1.82:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/hq/war
10	HQ Application	epservice_v1.4.1.war	https://10.1.1.82:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/hq/war
11	HQ Application	masterRelease_v1.4.1.1.jar	https://10.1.1.82:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/hq/jar

No.	Items	Components	Path
12	Mobile Application	ipadhosp-1.4.1b44-PhISDS.war	https://10.1.1.82:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/Mobile
13	Mobile Application	iphismobile_user_v1.4.1.war	https://10.1.1.82:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.4.1/Mobile

5.2 Backup Procedure before Deploy

5.2.1 Backup Procedure

Using backup tool, backup the following files and folder and database as per table below;

No.	Type	Backup Item	Description
1	Application	/home/phisesb /opt/phisesb /usr/share/fonts/truetype	PhIS Integration Application PhIS Core Application Fonts required by PhIS
2	Database	phisprod database	PhIS Live database

5.3 Deployment/Installation Guidelines

5.3.1 Deployment at Facility

Below table is described the deployment steps at Facility:

Step	Items	File Name	Source Path	Action
1	Facility Patch Script	PatchScripts_PhIS_v1.4.1.txt PatchScripts_PhIS_v1.4.1_Func.txt	https://10.1.1.82:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.4.1/facility/scripts	Please ensure all the script is execute before iphis.war deploy. Please ensure the script is executed in sequence. Highlight each Script and press (F5).
2	Facility Patch Script	PatchScripts_PhIS_v1.4.1.1.txt	https://10.1.1.82:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/facility/scripts	Please ensure all the script is execute before iphis.war deploy. Please ensure the script is executed in sequence. Highlight each Script and press (F5)
3	Facility Patch Script	PatchScripts_RefAndMsg_Simulation_v1.4.1.1.txt	https://10.1.1.82:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/facility/scripts/Simulation	Script files Execute as pgScript
4	Facility Application	iphis_v1.4.1.1.war	https://10.8.9.130:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/facility/war	Please rename the war file from iphis_v1.4.1.1.war to iphis.war then deploy.
5	Facility Application	PhISScheduler_v1.4.1.1.jar	https://10.1.1.82:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/facility/jar	Backup jar file from /home/phisesb/phisjars/ and copy downloaded jar and rename to PhISSchedulers.jar.
6	Facility Application	PhISService_v1.4.1.1.war	https://10.1.1.82:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/facility/war	Please rename the war file from PhISService_v1.4.1.1.war to PhISService.war then deploy.
7	Mobile Application	ipadhosp-1.4.0b55-PhISDS.war	https://10.1.1.82:44330/svn/Workspace_Dataware/31_Implementation/Applications/PhIS_ReleaseV1.3.8.4.4/Mobile	Rename ipadhosp-1.4.1b44-PhISDS.war to ipadhosp.war and deploy. Frontend Apps: 1.4.1r43

Step	Items	File Name	Source Path	Action
				Backend Apps: 1.4.1b44
8	Facility Application	PhISService_v1.4.1.1.war	https://10.1.1.82:44330/svn/Workspace_Dataaware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/facility/war	Rename iphismobile_user_v1.4.1.war to iphismobile_user.war and deploy.

5.3.2 Deployment at HQ - IWP

Below table is described the deployment steps at IWP:

Step	Items	File Name	Source Path	Action
1	HQ Patch Script	PatchScripts_IWP_v1.4.1.1.txt	https://10.1.1.82:44330/svn/Workspace_Dataaware/31_Implementation/Applications/PhIS_ReleaseV1.4.1/hq/scripts	Execute as Script
	HQ Patch Script	PatchScripts_IWP_v1.4.1.1.txt	https://10.1.1.82:44330/svn/Workspace_Dataaware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/hq/scripts	Execute as Script
	HQ Application	phishq_v1.4.1.1.war	https://10.1.1.82:44330/svn/Workspace_Dataaware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/hq/war	Rename the war file from phishq_v1.4.1.1.war to phishq.war then Deploy using Glassfish Administration Console
	HQ Application	epservice_v1.4.1.war	https://10.1.1.82:44330/svn/Workspace_Dataaware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/hq/war	Rename the war file from epservice_v1.4.1.1.war to epservice.war then Deploy using Glassfish Administration Console
2	HQ Application	masterRelease_v1.4.1.1.jar	https://10.1.1.82:44330/svn/Workspace_Dataaware/31_Implementation/Applications/PhIS_ReleaseV1.4.1.1/hq/jar	Rename file to masterRelease.jar and copy to /home/phisesb/phisjars/