



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

Release Note

For version 2.6.2

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Revision History

| Version No | Date of Release | Prepared by | Reviewed / Verified by | List of changes from Previous Version |
|------------|-----------------|--------------------|------------------------|---------------------------------------|
| 1.0 | 10/04/2023 | Mohd Hilmi Mohamad | Zainura Said | 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 |



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1 Introduction

1.1 Project Information

| | | |
|--------------|---|--|
| Project ID | : | PhIS and CPS |
| Project Name | : | Pharmacy Information System and Clinic Pharmacy System |
| Version No | : | 2.6.2 |
| Client Name | : | Ministry of Health |
| Release ID | : | RL23/007 |
| Release Date | : | 10/04/2023 |

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

The following are the refinement that included in PHIS and CPS version 2.6.2:

| No | CR No | Module | Function | Description | Ticket No | Facility | Reference |
|----|---------|---------------------------|--|---|--|--|---|
| 1. | R220143 | Pharmacy Inventory | Indent Intra | To block indenting for user level 3 once exceed maximum storage quantity | 220008241E 210007640E 220008920E | Hospital Betong Hospital Jitra Program Perkhidmatan Farmasi, KKM | PHIS_CPS_Quick_Guide_2.6 .2_INV_INDENT_v1.0 |
| 2. | R230007 | Pharmacy Inventory | Indent Intra | <ol style="list-style-type: none"> 1. To add 2 new fields at Indent Intra and Indent Inter (Add Item) screens: <ol style="list-style-type: none"> a. Back Order Quantity - will display existing back order quantity for the drug b. Pending to Receive Quantity - will display existing pending to receive quantity for the drug | 230011952E | Program Perkhidmatan Farmasi, KKM | PHIS_CPS_Quick_Guide_2.6 .2_INV_INDENT_v1.0 |
| 3. | R220138 | Special Approval Medicine | Special Approval Medicine Request & Complete Registration Report | <ol style="list-style-type: none"> 1. Changes for Complete Registration Report <ol style="list-style-type: none"> a. To rename 'Sumber Peruntukan' to 'Sumber Pembiayaan'. Changes shall apply to all formats (Report Screen, PDF, Excel) b. To add filter for 'Sumber Pembiayaan'. 2. To rename 'Request Category' to "Source of funding" in SAM request. Apply to both facility and IWP. | 220009487E | Program Perkhidmatan Farmasi, KKM | PHIS_CPS_Quick_Guide_2.6 .2_SAM_v1.0 |



| No | CR No | Module | Function | Description | Ticket No | Facility | Reference |
|----|---------|---|----------------------------|--|--|---|---|
| 4. | R220139 | Clinical Pharmacokinetic Services (CPS) & TDM | LIS-PHIS Integration | <ol style="list-style-type: none"> To add patient banner that includes (Patient Name, MRN, Identification Number) To add new status in Lab Result Listing. To add function to review lab test without download and print. To add Reference Range hyperlink in TDM tab To add verify and approve process for pharmacist recommendation. To add Visit location column and searching filter in Lab Result Listing | 220010661E 220010663E 220010664E 220010665E 220010666E | Program Perkhidmatan Farmasi, KKM Program Perkhidmatan Farmasi, KKM Program Perkhidmatan Farmasi, KKM Program Perkhidmatan Farmasi, KKM Program Perkhidmatan Farmasi, KKM | PHIS_CPS_Quick_Guide_2.6.2_TDM_LIS_Integration_v1.0 |
| 5. | R220144 | Report Enquiry | Receive Item Report | To add 'Standard Item' filter that allows user to filter item by All / Standard / Non Standard / N/A in Receive Item report | 210007601E | Hospital Kulim | PHIS_CPS_Quick_Guide_2.6.2_Report_Enquiry_INV_v1.0 |
| 6. | R220137 | Report Enquiry | Psychotropic Supply Report | To add Prescriber's Name in Psychotropic Supply Report | 210005491E 210005798E | Hospital Sultanah Aminah, Johor Bahru Hospital Sultanah Aminah, Johor Bahru | PHIS_CPS_Quick_Guide_2.6.2_RPT_Pharmacy_PsychotropicSupply_v1.0 |
| 7. | R220135 | Report Enquiry | KKUPP Report | <ol style="list-style-type: none"> To have unique transaction numbers (nationwide) to ease data analysis. Additional request to add in 'DRUG CODE' field in this report (after CR discussion on 23/12/2022 with module owner) To have filter options for Summary report and Details report which impact to screen, PDF and Excel. | 210006356E 210006642E 210006682E 210006685E | Program Perkhidmatan Farmasi, KKM Program Perkhidmatan Farmasi, KKM Program Perkhidmatan Farmasi, KKM Program Perkhidmatan Farmasi, KKM | <ul style="list-style-type: none"> PHIS_CPS_Quick_Guide_2.6.2_RPT_Pharmacy_KKUPP_v1.0 PHIS_CPS_Quick_Guide_1.4_Dashboard(Pharmacy)_Lap_Kos_PerPreskripsi_v1.0 |



| No | CR No | Module | Function | Description | Ticket No | Facility | Reference |
|----|-------|--------|----------|--|-----------|----------|-----------|
| | | | | Summary will display by 1 row, but details will display multiple rows. 4. To give option Download for KKUPP Dashboard before user generate the report | | | |



3.2 Resolved Defect List

The following are the summary of resolved issue list that included in PhIS and CPS version 2.6.2.

| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|----|----------------------------|----------------------------------|----------------|---------------|--|--|---|---------------|
| 1. | I- PhIS081328722S | Klinik Kesihatan Sg Bertik (B) | General Module | 19/01/2022 | Facility Configuration - unable to save | User reported when user try to change quantity for item per EPO in facility configuration system not allowed to save as appear pop up to fill up Default SPUB Location, user inform no selection can be select when user click on drop down box | Cosmetic issue. Default SPUB Location field has no asterisk (*) symbol, but the field is compulsory to be filled up. | 16/02/2022 |
| 2. | I- PhIS081583522S | Klinik Kesihatan Bukit Mendi (B) | General Module | 16/02/2022 | Location Setup - Error contact admin popup after select and search Dispensing location | <p>Pn Atikah reported that unable to find patient in Preparation and Dispensing screens due to pop up 'An error has occurred. Please contact your system admin. Message Error: 395' appears.</p> <p>Steps taken: At Preparation & Dispensing screens>Select Dispensing Location: Farmasi Kaunter>Search>Pop up appears. User ID: 96090906XXXX</p> | System was not automatically trimming the space value at the back for Location Code and Location Description | 26/05/2022 |
| 3. | I- PhIS076580022A PP | Hospital Queen Elizabeth (A) | General Module | 26/05/2022 | User Profile - Display Error Message | Mr Jasper reported already update user id in user profile screen. User remove space in user ID. But when user try to login again popup appear "Please contact your system admin". The reason user remove space in user ID is to update user's email. | Patching activity has been done to remove space value in User ID. But this patching activity was not fully implemented to all related tables and has caused mismatched value. | 22/08/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|----|------------------|---|--------------------|---------------|---|--|---|---------------|
| | | | | | | Issue happen to all ID that she already change. user id: gsw2 fs change to gsw2fs user id: gsw2 et change to gsw2et user id: gsw2 ca kit change to gsw2cakit | System was unable to retrieve user login ID when there were mismatched User ID values between these tables | |
| 4. | I-PhIS081060222S | Klinik Kesihatan Bandar Tun Abdul Razak (B) | Pharmacy Inventory | 07/01/2022 | Receive Inter Facility (Manual) - Receiving quantity not tally with order quantity, UOM SKU | User reported she has perform offline receiving (inter) from HTAA and user has selected UOM as SKU but when click save receiving quantity not tally with order quantity. User claimed she insert order quantity as 30 and receiving quantity 30 but when click save order quantity change into 100 (sku). User query why this issue happened. Details as below: Item code: 02.0402.01 UOM: SKU | Issue happens when user receive UOM as SKU and item's conversion factor is more than 1. Suppose receive quantity should not be recalculated with conversion factor if UOM is in SKU | 17/01/2022 |
| 5. | I-PhIS081158022S | Hospital Setiu (A) (PSV) | Pharmacy Inventory | 12/01/2022 | Purchase Order (Contract) - Able to edit vote code at stage pending for eP Approval | Email from user, Kami tidak dapat meneruskan pengesahan ep kerana keluar pop-up insufficient budget namun baki dalam sistem masih ada. Error - Insufficient budget for vote code 120162/080400/27401/99-operating PO contract - PO220000020 | 'Vote Code Description' field was enabled and editable during 'Pending for eP Approval' status. Suppose once record is in 'Pending for eP Approval' status, this field should be disabled | 14/02/2022 |
| 6. | I- | Pejabat Kesihatan | Pharmacy | 12/01/2022 | Allocation/Deductio | User Pn Hayati reported unable to | System did not check on | 28/01/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|----|------------------|---|--------------------|---------------|--|--|--|---------------|
| | PhIS081163722S | Kawasan Penampang (B) | Inventory | | n/Virement - User KK able to create transaction | find purchase order no. in request order authorization screen if she select financial year as 2022. User informed she able to find order if she change financial year to 2021. Order from KK Putatan: PO22000001 PO22000002 PO22000003 PO22000004 PO22000005 PO22000006 | KK user whether they have PKD role or not. Thus, system just let KK user to do approve or create allocation/deduction/Transfer transactions. | |
| 7. | I-PhIS081170922S | Hospital Sultanah Nora Ismail (A) (PSV) | Pharmacy Inventory | 13/01/2022 | Budget Adjustment - Details missing when open transaction from tasklist, previous financial year | Miss Yap reported unable to proceed anything due to page blank. User wants to clear all the transaction from tasklist. Transaction No: BJ21002103 BJ21002104 BJ21002105 BJ21002258 | Wrong condition was applied to retrieve Budget Adjustment when opening record from tasklist for previous financial year | 11/02/2022 |
| 8. | I-PhIS081181722S | Hospital Dutchess of Kent (A) (PSV) | Pharmacy Inventory | 13/01/2022 | Receive from supplier - DO not appear (replacement) - return APPL offline | Miss Stephanie reported, receive from supplier - DO not appear, user already receive physical item. Check at IWP, same with user report. No DO number for reported item LPO: CO210000000547320 Return: T210000121 | Wrong condition was applied on integration for APPL Offline. Supposedly return to supplier for APPL Offline should have no integration to sync data from IWP as same as LP/Contract. | 17/02/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|----------------------|-----------------------------------|--------------------|---------------|---|---|--|---------------|
| | | | | | | DO: 561332410 | | |
| 9. | I- PhIS081173122S | Pejabat Kesihatan Daerah Bera (B) | Pharmacy Inventory | 13/01/2022 | Request Order Authorization - Popup message appear when click button approve, duplicate budget type | Email from user, PKD (IWP) unable to perform approval for KK kemayan (nondrug) for order authorization as prompt error " insufficient budget: PO22000119 | Validation was not applied in system during checking for availability of current budget master. It has caused system to point to wrong vote code due to duplicate vote code is available | 08/02/2022 |
| 10. | I- PhIS081270722S | Hospital Sibul (A) | Pharmacy Inventory | 17/01/2022 | Work Order - 'Please do the Batch Allocation...' Pop-up Appear | Cik Ngu Siao Bing email as below: Unable to proceed for work order. I opened a new work order for Morphine HCl 10 mg/5 ml Solution, however the work order cannot proceed due to 'INFO5086: Please do the Batch Allocation for Material Item', although all allocation is done. | Saving function was not correctly applied for alternate item | 25/04/2022 |
| 11. | I- PhIS081320822S | Hospital Kota Tinggi (A) | Pharmacy Inventory | 19/01/2022 | Receive from Supplier (APPL) - Expiry date not tally with physical hardcopy | User reported expiry date not tally with physical hardcopy. User claimed she has created the receiving but still not approve. Details as below: LPO: CO220000000015099 PHIS - 29/02/2024 Hardcopy: 27/02/2024 Item Code: 09.2401.09 Receive No: P220000135 | Batch No and Expiry Date fields for APPL records were enabled during 'Pending for Approval' status | 14/02/2022 |
| 12. | I- PhIS081402322S | Hospital Gerik (A) | Pharmacy Inventory | 25/01/2022 | Receive Replacement (APPL) - Item Movement, | Pn Siti reported transaction not captured in item movement after done receiving from supplier | Previously system was not creating movement at item movement screen if | 21/02/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|----------------------|---|--------------------|---------------|---|--|---|---------------|
| | | | | | transaction not captured | (replacement) User notices this issue when user check from item movement. Transaction not captured. Receipt no: P220000113 Item code: 1. 03.0405.06 batch no: 211030L | Approved checkbox is unselected during saving or approve inside Receive From Supplier screen. Suppose movement should be created regardless of Approved checkbox is selected or unselected | |
| 13. | I- PHIS081411422S | Klinik Kesihatan Sungai Buloh (A) | Pharmacy Inventory | 26/01/2022 | Slow Moving - Popup message Stock has been deducted - same batch different brand checking | Reported by Ms Saw that when she tries to proceed for saving the transaction of slow moving item, appear INFO7626: stock has been deducted, for item endotracheal tube with cuff 6.5mm batch: 977H19. please reallocate quantity. when check at item batch, stock is still same and not moving | Issue happen if got same item batch no with different brand which will cause system to check on stock balance of the first item batch. If the first item batch stock balance is less than offered quantity, system will appear popup informing that stock has been deducted due to insufficient available stock quantity. | 20/04/2022 |
| 14. | I- PHIS081418222S | Pejabat Kesihatan Daerah Kuala Muda (B) (PSV) | Pharmacy Inventory | 27/01/2022 | Purchase Order - Lampiran Q not appear | Puan Aizamin reported QU no not appear. Email: The lampiran q for Iron Sucrose is valid until 14 Jun 2022 but in purchase order the QU number for iron sucrose does not appear. | Design issue and sorting function not implemented inside Lampiran Q popup screen | 21/02/2022 |
| 15. | I- PHIS081430522S | Hospital Cameron Highlands (A) | Pharmacy Inventory | 28/01/2022 | YTD Issue - Price not tally with YTD Issue | Pn Yen reported YTD Issue not tally with YTD Issue Value for certain | Price did not tally due to YTD Issue used current | 13/04/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|----------------------|-------------------------------------|--------------------|---------------|--|--|--|---------------|
| | | | | | Value | <p>purchase type. Only tally for: - Item Group: Non-Drug Item Purchase Type: LP Not tally (big value) Item Group: Drug Item Purchase Type: Contract</p> | item average price SKU to calculate the amount whereas YTD Issue value used price from the issue table during the transaction created. | |
| 16. | I- PHIS081428422S | Hospital Parit Buntar (A) | Pharmacy Inventory | 28/01/2022 | Stock Replenish - Wrong Issue quantity | <p>Ms Ng reported when replenish item to ward melur, suggested quantity and issue quantity = 20. However, when approve and print kewps 7, issue quantity shows 30. When check in movement, item deduct also 30.</p> <p>F02KFPD-0008918 (ward melur) N02BE01000T1001XX</p> | No concurrent access validation was applied for Stock Replenish transaction | 13/04/2022 |
| 17. | I- PHIS081428922S | Hospital Dutchess of Kent (A) (PSV) | Pharmacy Inventory | 28/01/2022 | Receive Inter (Offline) - Expiry date not auto change when edit batch number | <p>Encik Siva informs for item's expiry date below in receiving transaction appear as 12/05/2021 but after user generate report from Receive Inter Facility expiry date appear as 12/11/2021. User informs he has received item from Hospital Lahad Datu. This has cause item to become bad stock and user has done stock adjustment on this issue. User also query if this issue is a bug, it's possible to delete or remove adjustment that has been done.</p> | Expiry date was not auto populated during changing batch number in receiving offline inter screen | 22/02/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|---------------------|---------------------------------|--------------------|---------------|---|--|---|---------------|
| | | | | | | Received No.: P210002773 Item Code: J06BB04000P3001XX.01 Stock Adjustment No.: SA21002276 | | |
| 18. | I-PhIS081680122S | Klinik Kesihatan Bunan Gega (B) | Pharmacy Inventory | 28/02/2022 | Indent (inter facility - receive) - Unable to approve indent, no response | <p>Pn Tiffany reported receive online indent SPUB from Hospital Serian. User to approve the indent but it shows 0 in stock available. Pn Tiffany checked stock available at unit catalogue list/stock balance/item movement, it shows still have stock available</p> <p>Indent no. R2213PS001-0000060 Indent from: Hosp Serian Status: pending for approval Drug code: A12AA05125T1001XX - Calcium Lactate 300mg Tablet Unit catalogue: Farmasi pesakit luar filling counter</p> | Concurrent user validation was not implemented when multiple users are accessing same Indent Inter Receive record | 04/04/2022 |
| 19. | I-PhIS074640122A PP | Hospital Pekan (A) | Pharmacy Inventory | 05/04/2022 | Prepacking - System allow to select backdated date for new expiry date | <p>Pn Fareha reported that for following prepacking transactions, the end product does not added in system. Hence, user is not able to proceed with issuing.</p> <p>Unit: Manufacturing Prepacking ID: PR22000042 Item Code: 01.3030.03.306T</p> | Issue happens because of new expiry date was allowed to choose backdated date and this has caused stock will become bad stock | 28/04/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|----------------------------|---|-----------------------|---------------|--|---|--|---------------|
| | | | | | | Final Item Packaging: D08AG02000L9902-120 Prepacking ID: PR22000041 Item Code: RAW00044.01 Final Item Packaging: RAW00044-30 | | |
| 20. | I- PhIS074887922A PP | Hospital Jerantut (A) | Pharmacy Inventory | 11/4/2022 | Receive to Supplier (APPL) -Cancelled LPO able to return | Pn Johanna reported that unable to proceed with receiving in Phis due to pop up 'Info 7835: Cannot send for Approval because LPO is cancelled' appears upon saving. Return No: T220000010 (confirmed) Receive No: not generated yet LPO No: CO21 388161 (cancelled due to changes from OE to DE) DO No: 593019759 | Previously system allowed to do return for cancelled LPO. Supposedly only LPO with 'eP Approved' status is allowed to do return. | 10/05/2022 |
| 21. | I- PhIS074911322A PP | Hospital Raja Perempuan Zainab II (A) | Pharmacy Inventory | 12/04/2022 | Disseminate: an error has occurred, please contact admin during save disseminate | Puan Tasneim reported an error occur, please contact admin during save disseminate transaction. Near expiry item: E220000003 State: Kelantan | Saving function was not working correctly because of 'Batch No' column size at backend is not enough to keep information | 16/06/2022 |
| 22. | I- PhIS074953922A PP | Institut Kanser Negara (B) | Pharmacy Inventory | 13/04/2022 | PS1 APPL Without eP Integration - Delay Days and Delivery Lead Days incorrect | Pn Fatin reported penalty calculation was not tally between manual and phis. Incident no: PE111601007522400557 phis: 14 days | Issue happens due to delivery due date was wrongly calculated based on order date instead of LPO date. | 19/07/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|----------------------------|---|-----------------------|---------------|---|--|---|---------------|
| | | | | | | <p>manual: 15 days</p> <p>Incident no: PE111601007522400548</p> <p>phis: 22 days manual: 23 days</p> <p>-----</p> <p>Update: User calculate expected delivery date is 21/3 but in phis appear 22/3. It will affect their penalty calculation as well.</p> | | |
| 23. | I- PhIS075014122A PP | Pejabat Kesihatan Daerah Batu Pahat (B) | Pharmacy Inventory | 14/04/2022 | PS 14 not generate properly | <p>Pn Farahin would like to query about PS14.</p> <p>Under KK Semerah for LPO No: CO22 35390, there are total of 9 penalty transactions for this LPO No. Based on user understanding, this penalty is charged on invoice. Supposedly, 1 LPO No is for 1 invoice. User queries on why there is 9 penalty transactions are charged to a single LPO No?</p> <p>Kindly refer to User Attachment for further details.</p> | <p>Issue happens for PKD/KK environment. System was not handled properly to create PS 14 at facility level once payment done at IWP and 14 days delay submission of invoice from fulfillment in eP.</p> <p>Supposed PS 14 should be created by LPO but previously it have created against number of DO. Thus, at facility level has more than one incident penalty.</p> | 03/06/2022 |
| 24. | I- PhIS075132122A PP | Klinik Kesihatan Seremban (A) | Pharmacy Inventory | 18/04/2022 | Purchase Order (Contract) - Unable to save - Unit Price blank | <p>Pn Zafira reported that unable to save PO in PhIS for following item due to pop up 'Unit Price cannot be blank, negative or 0' appears.</p> | <p>1. Unit Price was not handled correctly and become 0 after changing item code in PO screen</p> | 18/07/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|---------------------|-----------------------------------|--------------------|---------------|---|--|---|---------------|
| | | | | | | Item Code: R03BB04320A3001XX.03 | (for more than one item code) 2. Duplicate record was not handled for contract that have more than one item code and one drug code | |
| 25. | I-PhIS075209722A PP | Pejabat Farmasi Bahagian Sibu (B) | Pharmacy Inventory | 20/04/2022 | Purchase Order Contract (Indent Based): Item not display properly | Mr Law Ee Ho reported when he tried to create a purchase order for the quadrivalent influenza vaccine under central contract, the unit price didn't come out. Item Code: J07BB02963P5003.01 Item Description: Quadrivalent Seasonal Influenza Vaccine Contract Number: KKM-66/2022/BKP(U) | Previously item took default item instead of contract item when do purchase by indent. | 23/05/2022 |
| 26. | I-PhIS075227922A PP | Pejabat Kesihatan Cheras (B) | Pharmacy Inventory | 20/04/2022 | Purchase Order (RPL) (Contract) - Item not display properly | Pn Farah reported that for following details, user is not able to proceed order due to only 1 item appear in order screen. RPL No: RP22000011 consists of 15 items (approved) There are few contracts which have 2 items. EPO Details already confirmed EPO No: E220000103 - Consists of 2 items | Incorrect condition applied in system whereby item was not updated properly if there is more than one item/contract in one ePO | 23/05/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|------------------------|--|--------------------|---------------|---|---|---|---------------|
| | | | | | | <p>EPO No: E220000102 - Consists of 2 items</p> <p>EPO No: E220000099 - Consists of 2 items</p> <p>Upon selecting EPO above to proceed with order, only 1 item appears instead of 2.</p> | | |
| 27. | I-PhIS075297622A PP | Pejabat Kesihatan Titiwangsa (B) | Pharmacy Inventory | 22/04/2022 | Item Movement - Able to edit date when filter as YTD date range | <p>Ms Yap reported when check in stock balance by drug and stock balance by item, stock available = 245. But when user check in item movement, good stock = 275.</p> <p>stock balance by drug = 245 stock balance by item = 245 item movement = 275 Item code: B01AC04192T1001XX.01</p> | 'From Date' and 'To Date' search criteria were enabled when searching by Date Range = YTD | 23/06/2022 |
| 28. | I-PhIS075396822A PP | Pejabat Kesihatan Daerah Kuala Kangsar (B) | Pharmacy Inventory | 25/04/2022 | Budget Movement - Wrong movement displayed after virement out | <p>User reported for budget movement, user found incorrect amount appear for vote 051901/990100/24701/99 (Ubat APPL) as user inform she was done virement out on 11/4/2022 with transaction no : BT22001870 for amount rm 13.46 but appear in budget movement as double amount deducted.</p> <p>amount before virement: Rm1013.46</p> | <p>During virement movement, current budget master was not read from the database but from session object.</p> <p>For example, if user open transaction about 11 am and approve around 11:30 am, system will use the balance from 11 am. In between, there is possibility other transactions might be</p> | 20/10/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|----------------------------|---|--------------------|---------------|--|---|---|---------------|
| | | | | | | amount after virement: RM986.54 facility: KK karai | using same current budget master. | |
| 29. | I- PhIS075485422A PP | Pejabat Kesihatan Daerah Seberang Perai Selatan (B) | Pharmacy Inventory | 27/04/2022 | Penalty (Lampiran 9) - Wrong value display for Nilai Denda | Pn Hidayah reported Nilai denda appear wrong for point no vii. Supposedly it only appear RM500 but in user view it appear RM5000. Same issue for other transaction. User provide example as below and request to login using her ID to check more. PE no: 121386 ID: 87091401XXXX | 'Nilai Denda' for item (vii) inside Lampiran 9 report was wrongly set as RM 5000. Suppose the correct value should be RM 500 | 03/06/2022 |
| 30. | I- PhIS075485522A PP | Pejabat Kesihatan Daerah Seberang Perai Selatan (B) | Pharmacy Inventory | 27/04/2022 | IWP:Penalty (Lampiran 9) - Wrong value display for Nilai Produk/LPO (RM) | Pn Hidayah request to reconfirm Nilai Produk/LPO (RM) supposedly display which nilai? Currently system shows jumlah from 3% x nilai produk gagal dibekalkan x bilangan hari lewat which is point no (i). Issue affected to all transaction. | 'Nilai Produk/LPO (RM)' value was not set properly inside Lampiran 9 report. Previously it displayed as penalty amount. Supposedly, it should display as LPO amount | 12/07/2022 |
| 31. | I- PhIS075485822A PP | Pejabat Kesihatan Daerah Seberang Perai Selatan (B) | Pharmacy Inventory | 27/04/2022 | IWP: Penalty (Lampiran 10) - Kuantiti Produk Diterima not fully appeared | Pn Hidayah reported catatan not fully appear at column no 4. Supposedly appear 'Kuantiti produk diterima' but it only shows 'Kuantiti produk'. Issue affected to all transaction. | Design issue. System was not displaying the full label as 'Kuantiti Produk Diterima' when printing Lampiran 10 report | 09/08/2022 |
| 32. | I- PhIS075568422A PP | Pusat Jantung Sarawak (A) | Pharmacy Inventory | 29/04/2022 | Receive Intra (Stock Transfer) - Unable to proceed with receiving - | Ms Adelyne reported unable to clear transaction at tasklist. Stock transfer from OPD to IPD. User did approve and stock already available at unit | No concurrent user validation was applied for same stock transfer record when clicking on | 15/11/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|----------------------------|---|-----------------------|---------------|--|--|--|---------------|
| | | | | | Concurrent | IPD. Status: Pending for approval unit: IPD Counter PJS Transaction no.: N01PHPJS007-0000482 Transaction type: Receive from stock | 'Transfer Note' button | |
| 33. | I- PhIS075973522A PP | Klinik Kesihatan Port Dickson (A) | Pharmacy Inventory | 10/05/2022 | Recommended Issue Quantity (Inter Facility) - Indent not found - Logistic | Puan Dina reported RIQ not appear after approve indent. Indent Inter from HTJ Indent No: R2205Farmasi-0000794 External Indent No: R22005259 Click approve at indent screen > Transaction does not appear at RIQ Inter | Issue happens when SPUB Issuing unit do a reroute to other level (example Level 1), system was still checking on the configuration on SPUB Issuing Unit and this has caused the indent will not flow to new issuing unit | 20/07/2022 |
| 34. | I- PhIS076458922A PP | Pejabat Kesihatan Daerah Timur Laut (B) | Pharmacy Inventory | 23/05/2022 | Penalty Incident (PS21) - Does not have option to select DO No in penalty screen | Penalty Incident (PS21) - Wrongly reject the transaction. User reported she wrongly reject the transaction and user want to know on how to proceed with payment if she performs manual penalty. Details as below: Transaction No: PE041100- 22500534 | Technical improvement ticket to add DO selection in penalty screen since current screen does not list related DO and not have option to select DO. | 05/09/2022 |
| 35. | I- PhIS076484522A PP | Hospital Pakar Sultanah Fatimah (A) | Pharmacy Inventory | 23/05/2022 | Prepacking label for External Preparation round asymmetrical / not symmetry | Prepacking label-label asymmetrical Please refer attachment | Design issue which caused Batch No value was not properly displayed inside prepacking label | 18/07/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|----------------------------|---|-----------------------|---------------|--|--|---|---------------|
| 36. | I- PhIS076549322A PP | Klinik Kesihatan Seksyen 19 Shah Alam (A) | Pharmacy Inventory | 25/05/2022 | Receive item interfacility (offline indent) - No. Of Item Received blank | En Adam reported No. Of Item Received blank for receive type: offline indent. May refer attachment. Receive number: P220000809 | Missing implementation to save 'No of Items Received' value at backend during offline receiving | 18/07/2022 |
| 37. | I- PhIS076598122A PP | Hospital Sarikei (A) | Pharmacy Inventory | 26/05/2022 | Budget Movement- Show record double charge under status PO eP approve excess | Mr Law reported that for following Vote Code, there were duplicate charges recorded in Budget Movement. Vote Code: 151801/080700/27401/99 Vote Description: Bekalan Perubatan Fasiliti Kesihatan PO22000060 - double charge of RM 8688. | Issue with vote code listing. While creating movement, data was reading from vote code listing instead from the Purchase Order details | 20/10/2022 |
| 38. | I- PhIS076725322A PP | Hospital Seri Manjung (A) | Pharmacy Inventory | 30/05/2022 | Issue (KEWPS 7) - Baki Selepas Pengeluaran show wrong value | Email: Untuk ubat yang mempunyai lebih daripada satu nombor kelompok (batch number), jumlah "Baki Selepas Pengeluaran" tidak seragam dengan stok fizikal. Hal ini disebabkan oleh baki tersebut merangkumi semua nombor kelompok ubat walaupun baki ubat untuk salah satu daripada nombor kelompok tersebut telah kosong (rujuk Rajah 2). | 'Baki Selepas Pengeluaran' value does not tally with stock balance by batch due to previously it referred to stock balance by item. | 20/07/2022 |
| 39. | I- PhIS076888122A PP | Hospital Kepala Batas (A) | Pharmacy Inventory | 02/06/2022 | Stock Transfer unable to enter 6 digits | Query by Mr Ooi , he unable to key more than 6 digits number for stock transfer SKU drug quantity from OPD to manufac. refer attachment. | Character limitation on system whereby it allows only 5-digit number as system had limitation of 6 | 02/08/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|------------------------|-----------------------------------|--------------------|---------------|---|---|---|---------------|
| | | | | | | | characters which include comma | |
| 40. | I-PhIS077180922A PP | Hospital Sri Aman (A) | Pharmacy Inventory | 10/06/2022 | Purchase Order (APPL) - eP status blank (-) | <p>Mr Kiu inform status not updated in PhIS PO22000558 (APPL)</p> <p>Step: Click Approve - got error Insufficient balance Click Close Dialogue Box User reopen PO Screen - Status become approve Purchase Order Column eP status, normally pending for ep approval but now only appear (-) In eP - status approve, got LPO number. CO22000000326017 In IWP : eP Approved Balance before PO PO22000558 RM12712.27 Total amount PO22000558 : RM8847.80 but when user create new record for purchase order, balance still showing RM12712.27. Suppose after deduction RM8847.80, new balance = RM3864.47</p> | Issue happens due to no validation when user double clicks on approve button, and this has caused PO send to IWP twice. Due to this, eP status at Facility become blank and user unable to proceed and also eP status was not able to sync to facility. | 07/09/2022 |
| 41. | I-PhIS077357222A | Pejabat Kesihatan Daerah Langkawi | Pharmacy | 15/06/2022 | Purchase Order (Contract) - Vote | Pn Fathiyah reported that unable to proceed order due to user is not | Incorrect condition was implemented in PO | 29/08/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|------------------------|------------------------------------|--------------------|---------------|--|--|--|---------------|
| | PP | (B) | Inventory | | code not appear | able to find intended Vote Code in order screen after selecting the item. Item Code: D2130460001.01 Blood Glucose Test Strip Intended Vote Code: 031301/030200/27403/01 User informs that user do not want to select this Vote Code as default in Item/Product Buffer Level since this Vote Code will be used once. User also informs that allocation has been made into the Vote Code as well. | Contract screen for vote object with Use by Others = No. Supposedly vote code should appear since all requirements have been meet where drug/non drug is tied to correct vote object, vote code is active and budget is available. | |
| 42. | I-PhIS077361522A PP | Klinik Kesihatan Selayang Baru (A) | Pharmacy Inventory | 15/06/2022 | Prepacking - Concurrent user able to complete/cancel transaction | Pn Athirah reported that for following transaction, status is Cancelled but somehow it is recorded in Item Movement. Item has been deducted and user is not able to proceed with new Prepacking transaction. Prepacking ID: PR22000339 Cancelled Item Code: 02.2412.08 Unit: Prabungkus | Concurrent user validation was not handled during Prepacking transaction | 05/09/2022 |
| 43. | I-PhIS077453222A PP | Hospital Dutchess of Kent (A) | Pharmacy Inventory | 17/06/2022 | Issue: Inter Facility Indent (Offline) - Issue note not listed | User reported he unable to print issue note as reported issue note missing at screen issue, issue to HTAR issue note no: E02PS001-0005355 | Query to display offline issue record was not correctly applied in Issue listing screen | 23/08/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|----------------------------|-------------------|-----------------------|---------------|---|---|--|---------------|
| | | | | | | issue type: online issue inter facility | | |
| 44. | I- PhIS078019022A PP | Hospital Sibu (A) | Pharmacy Inventory | 30/06/2022 | RIQ - Item not display when print KEWPS 7 | <p>Item missing after approved issue transaction on 30.6.2022. User found the item Paracetamol 250 mg/5 ml Syrup didn't appear in Kewps 7 generated. Upon checking, the issuing of paracetamol syrup was not captured in item movement and issue report while the stock balance is still the balance before the transaction.</p> <p>The only trace left for the transaction is under "issue" function and notification appeared as below after i clicked the item:</p> <p>INFO5072: No stock available with default dispense UOM for Paracetamol 250 mg/5 ml Syrup in Pharmacy Logistic</p> <p>issue note: I02PS001-0109426 Indent number: K22011767 Requester Unit Name: Pharmacy Inpatient missing item: Paracetamol 250 mg/5 ml Syrup</p> | Issue with missing issue batches. Suppose system should has extra validation while deleting issue batches. If the issue batches saved with 0 quantity, validation message should be prompted and alert user to allocate again. | 21/10/2022 |
| 45. | I- PhIS080961622A PP | Hospital Sik (A) | Pharmacy Inventory | 01/09/2022 | Item Master - Wrong average price if receive inter PKU in decimal value | Email from user: 07.4201.06: BCG vaccine. Receive from Hospital Kulim BN:1705 (20&rm31.58&rm). When issue | Item master average price calculation was not handled properly when quantity in PKU had | 16/12/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|------------------|--|--------------------|---------------|---|---|---|---------------|
| | | | | | | <p>that item (same batch) price rm31.20/amp? This will cause the report received value not the same issue.</p> <p>Updated: Mr Azrie reported he already proceeded receiving from H Baling on 2/8/2022 with quantity 20amp (SKU). During receiving, price = RM31.58/amp. But when he performed the issue, the price appeared to be RM31.20/amp.</p> <p>Mr Azrie informed he had proceeded receiving from H Kulim on 14/8/2022 with quantity 100amp (1pack = 100amp). During receiving, price = RM31.58/amp. Then when he performs issuing, price appears same as receiving which is RM31.58/amp.</p> <p>User suspected issue will happen if receiving quantity in SKU.</p> | decimal value. | |
| 46. | I-PhIS081449922S | Pejabat Kesihatan Kawasan Keningau (B) | Pharmacy Inventory | 31/01/2022 | Return to Supplier - Unable to confirm transaction - Delivery Lead Period | Ms Sophie reported that unable to Confirm following transaction due to pop up 'Integration Failed' appears. Issue happens since last week. User informs that Internet connection is fine. Able to proceed with other | Delivery due date value was wrongly calculated based on order date instead of LPO approval date | 29/03/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|----------------------|--------------------------------|--------------------|---------------|---|---|---|---------------|
| | | | | | | external transaction with no issue. Return No: T220000004 Kindly refer to User Attachment for further details. | | |
| 47. | I- PhIS081511222S | Klinik Kesihatan Penampang (A) | Pharmacy Inventory | 09/02/2022 | Penalty (Lampiran 9) - Approved date not tally between IWP and facility | Pn Hayati reported after approve penalty and print lampiran 9 in IWP, user notice Disediakan oleh appear wrong details at jawatan side. Nama pegawai is correct, jawatan also appear nama pegawai. Phone no is blank. Supposedly it appears correct jawatan for pegawai penyedia. No issue with Disahkan oleh column. PE21-12140095-22200365 | 1. Designation field was wrongly retrieved from username value when displaying in report 2. Date for 'Disediakan oleh' value in Lampiran 9 was not correctly updated with approval date from IWP | 02/03/2022 |
| 48. | I- PhIS081621722S | Hospital Machang (A) | Pharmacy Inventory | 21/02/2022 | PO (APPL) - User change vote, ep project/program while add item | Merujuk kepada PO22000234. Pn Zunaidah memaklumkan sebelum PO dibuat, fasiliti mewujudkan dan mengaktifkan vote code. Semakan di module maintenance/vote activity: ep vote code - kod yang dipaparkan hanya P4242, tiada pilihan bagi kod P9942. ep program/project code - tiada pilihan kod dipaparkan. Memandangkan tiada pilihan ep | When changing vote code where ministry is different from previous vote code (from B42 to P42), system was updated both program and project at the backend process and this has caused wrong program or project send to eP | 15/03/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|----------------------|--|-----------------------|---------------|--|---|--|---------------|
| | | | | | | <p>vote code - P9942 dan ep program/project code - 008000420117, pengguna hanya mewujudkan vote code dengan memilih kod yang sedia ada di PHIS sistem.</p> <p>Manakala dibahagian PO (add purchase order item)/eP Project / Program - tiada default code dan pilihan yang dipaparkan hanya kod 117.</p> <p>Walaupun bagaimanapun, semakan pada hari ini ep vote code P9942, program/project code - 008000420117 telah wujud dan Pn Zunaidah telah membuat PO yang baru (eP direct).</p> <p>Bagaimana pengguna hendak membatalkan PO22000234 dan memasukkan semula budget pada vote code yang betul.</p> | | |
| 49. | I- PHIS081628022S | Klinik Kesihatan Seksyen 7 Shah Alam (A) | Pharmacy Inventory | 22/02/2022 | KEWPS 17 - Remarks only appear at pemesan - Online/Offline Inter Issue | <p>Puan Kristine reported Remarks only appear at pemesanan</p> <p>User inform issue happened to all transactions; user provide 1 example.</p> <p>Example KK Seksyen 7 to Poliklinik Swesh M02PS001-0008353 KEWPS 7 Remarks at pengeluaran & Pemesan</p> | Issuer remarks was not set to be displayed when printing in KEWPS PDF report | 15/03/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|----------------------|----------------------|-----------------------|---------------|--|--|---|---------------|
| | | | | | | KEWPS 17 Remarks only appear at pemesanan | | |
| 50. | I- PhIS081631922S | Hospital Kudat (B) | Pharmacy Inventory | 22/02/2022 | Purchase Order APPL (RPL) - Vote Code & Ministry not tally | User Ms Lee reported already perform purchase order using KWC yesterday and eP already approved order in eP this morning. But when user check in PHIS, status still appear as "pending for eP approval". When check in IWP, order status appears as eP approved. PO No.: PO22000076 Order created: 21/2/2022 | Issue happened for same vote code with different ministry when user create order APPL online against RPL request type. After select RPL No & EPO No and click save, system will select random ministry that has been created under the same vote code. Due to that, vote description and ministry was not tally in PO screen where vote description was referring to the vote set in item/product buffer level but ministry referring to random ministry. | 16/03/2022 |
| 51. | I- PhIS081666322S | Hospital Kanowit (A) | Pharmacy Inventory | 25/02/2022 | Purchase Order Contract (RO) - Unable to proceed order - item code not set in RO | Continuance of report number 22060537C. Ms Ting reported through email, 'Unable to proceed requisition order RO22000002. Mandatory data not available. 1. Supplier Name. 2. Effective end date. 3. Unable to add item.' | Missing condition to show 'KKM Code Contract Ref No' field during Purchase Order Contract transaction with Request Type = Requisition Order | 24/03/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|----------------------|--|-----------------------|---------------|--|---|--|---------------|
| | | | | | | Kindly refer to attachment for further details. | | |
| 52. | I- PhIS081683122S | Klinik Kesihatan Air Tawar 5 (Felda) (B) | Pharmacy Inventory | 28/02/2022 | Receive Interfacility - Goods receive note button does not appear | Encik Farhan reported goods receive note button does not appear for transaction receive interfacility- Offline indent. Unit: Dispensary Receive No: P220000118 | Missing condition to show the button for user under level 2 and level 3 | 06/04/2022 |
| 53. | I- PhIS081688822S | Hospital Tawau (A) (PSV) | Pharmacy Inventory | 01/03/2022 | Purchase Order - Usage Quantity not tally with Drug Dispensing, order type | Madam Young informs Usage & Issue Quantity column value in Purchase Order for item below not appear accordingly. User informs as per checked in Drug Dispensing - Total Quantity Dispensed, item appears as 25 while in Usage & Issue Quantity is 1. User query on how Usage & Issue Quantity (Purchase Order) is counted. Item Code: PNA00017.02 Purchase Order - Usage & Issue Quantity = 1 Drug Dispensing - Total Quantity Dispensed = 25 | Previously Issue & Usage calculation were taking from wrong column in dispensing table | 29/03/2022 |
| 54. | I- PhIS081690422S | Klinik Kesihatan Taiping (A) | Pharmacy Inventory | 01/03/2022 | Issue - Wrong Issue Date | En Shahrizam reported Issue - Date at screen issue not tally with screen item movement. Issue No.: E02PS001-0005382 Facility Name: kk tangkak jering | Issue happens if user save as Draft at RIQ Inter and approve on different date. Supposedly, issue date should be same as | 29/03/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|----------------------|---|-----------------------|---------------|---|--|---|---------------|
| | | | | | | at issue screen: date is 21/01/2022. at movement / report :date is 11/2/2022 | approved date | |
| 55. | I- PHIS081707222S | Hospital Semporna (B) | Pharmacy Inventory | 02/03/2022 | RPL (Contract) - Different EPO generate for same item sub-class and vote code | Encik Amin request advise on RPL for contract item User inform when generate RPL for 10 contract item-ePO generated for 10 ePO. User query is this the correct way or PhIS got issue. User need to confirm since before proceed ePO got dialogue box to confirm amount per ePO or per subclass item. User query got any issue or not to proceed with the 10 ePO since in eP, user will key in separately. | Issue happens due to EPO generation was referred to wrong table. Suppose it should base on contract header table, not contract details table | 29/03/2022 |
| 56. | I- PHIS081703222S | Pejabat Kesihatan Daerah Sabak Bernam (B) | Pharmacy Inventory | 02/03/2022 | Penalty (IWP) - Quantity wrongly display in report Lampiran 10 | Puan Farhana query on why PS4 Penalty (The quantity order not tally with the LPO (more than order quantity) quantity tally which supposedly not same in Lampiran 10 and in system. User also query why value from Order Quantity (PKU) & Actual Received Quantity (PKU) is not same as in Lampiran 10 (Kuantiti pada LPO & Kuantiti pada produk) for some penalty and some penalty appear same value. | Wrong formula was implemented to calculate 'Kuantiti pada LPO' and 'Kuantiti Produk Diterima' values in Lampiran 10 report. Previously it was only filtered by PO, not filtered by item. | 29/03/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
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| | | | | | | User provide one example of penalty as below: Penalty No.: PE21-10080239-22200027 Order Quantity (PKU) = 2 Actual Received Quantity (PKU) = 2 Lampiran 10:- Kuantiti pada LPO: 413 Kuantiti pada produk: 411 | | |
| 57. | I-PhIS081697222S | Pejabat Kesihatan Daerah Timur Laut (B) | Pharmacy Inventory | 02/03/2022 | Purchase Order (APPL Offline) - eP cancelled Status not update at facility | User reported PKD has cancelled the LPO in IWP but status still shows as PKD approval. Details as below: CO22116823 | Issue happens due to when PKD user did Cancel LPO, sync flag column was not updated in Purchase Order header table. Thus, when scheduler is running it will not sync the status. | 04/04/2022 |
| 58. | I-PhIS081726822S | Hospital Seri Manjung (A) | Pharmacy Inventory | 04/03/2022 | Purchase Order: Vote not listed if vote object not assign to any drug/nondrug | Ms Ng Li Meng melaporkan peruntukan bagi Paliatif, dan HIV telah diagihkan dalam sistem PhIS pada 10/1/2022. Namun, Vote Code bagi Paliatif, dan HIV menunjukkan No Records Found dalam modul Purchase Order. Maka, peruntukan bagi Paliatif, dan HIV tidak dapat digunakan (Sila rujuk lampiran). | Wrong condition was applied in system to show vote object whereby it will only show if it is tied to drug or non drug value. Suppose vote object should be displayed even it is not tied to drug or non drug value | 05/04/2022 |
| 59. | I-PhIS081782822S | Hospital Banting (A) | Pharmacy Inventory | 10/03/2022 | Purchase order LP Lampiran Q - Unable to save item - revise | En Shukri reported, Purchase order LP Lampiran Q - Unable to save item due to appear message order | Revised quotation value was not handled during validation. | 04/04/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|----------------------|---|-----------------------|---------------|--|---|--|---------------|
| | | | | | quotation | quantity cannot greater than remaining quantity. Lampiran Q No.: QU22000016 Item: Stock available: 0 | | |
| 60. | I- PhIS081864322S | Pejabat Farmasi Bahagian Miri (B) (PSV) | Pharmacy Inventory | 20/03/2022 | Purchase order (without eP) : Error admin when select item - Item product buffer level | Mr Hong reported Message Error: 1068 appear when do procurement "Mask surgical disposable, 3ply" without eP integration in PhIS. Refer attachment | No validation was applied in system when below values are blank during select item when create order without APPL 1) Min Storage Qty (SKU) 2) Min Issue Qty (SKU) 3) Buffer Level Qty (SKU) 4) Max Storage Qty (SKU) 5) Max Order Qty (SKU) | 11/04/2022 |
| 61. | I- PhIS081878822S | Hospital Raja Perempuan Zainab II (A) | Pharmacy Inventory | 22/03/2022 | Penalty PS4: LPO not listed for manual creation | Puan Aini request advise on penalty. User request to update incident status to open Incident: PE11-03040012-22300896 Incident Code: PS4 | Missing implementation to list out LPO when penalty transaction was manually created from add button for rejected/cancelled transaction. | 12/04/2022 |
| 62. | I- PhIS081917222S | Pejabat Kesihatan Daerah Langkawi (B) | Pharmacy Inventory | 28/03/2022 | Receive from Supplier - Wrong calculate Receive amount in SKU | Reported by user Ms Pathma she already receive as others for reported item and key in the unit price. however, after receive, the total amount appear invalid amount. supposedly total amount RM 101.00 verify quantity received was correct. | Previously 'Receiving Amount' calculation was based on 'Receive Quantity (PKU)' and this has impacted on average price at Item Master. Suppose 'Receiving | 14/04/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
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| | | | | | | Receive no: P220000226 | Amount' calculation should be based on 'Receive Quantity (SKU)' value | |
| 63. | I-PhIS081937722S | Klinik Kesihatan Padang Matsirat (B) | Pharmacy Inventory | 30/03/2022 | Average Unit Price: Not updated, unit at user profile keep change | Mr Tan reported total amount blank after generate Stock balance by drug/non-drug. User informed amount/price appear during receiving. Filter report as below: - item code: G03DB01110T1001XX.01 Item Group: Drug Item Facility Status: Active Stock Type: All Stock Available: With Stock Drug/non-drug name: G03DB01110T1001XX Unit Name: Farmasi Logistik at all affected modules. | Issue happened due to unit at user profile can be changed any time. Suppose system should not rely on user profile's unit. Instead, system should be based on transaction's unit during Receiving Inter transaction and updating average unit price | 21/07/2022 |
| 64. | I-PhIS076625122A PP | Klinik Kesihatan Tekek (B) | Pharmacy Inventory | 27/05/2022 | IWP: DO not sync from PIWP to IWP | User reported she unable to do receiving from supplier (Appl) due to DO number not appear in phis system. User claimed she only can't receive for one item due to this item just arrive by this morning. Kindly refer user attachment for reference. Details as below: Goods Receive Date: 27/05/2022 LPO: CO220000000255233 DO: 617399477 | Previously when inserting DO details into IWP, system will insert as a whole batch. Because of this, if 1 DO detail is failed, then all DO details are failed to be inserted into IWP. | 10/11/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
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| | | | | | | Item code: 02.0411.06 Check in IWP, DO number still not appear | | |
| 65. | I- PhIS081859622S | Hospital Rembau (A) | Pharmacy Inventory | 18/03/2022 | Task List Penalty: No transaction listed for approval stage | Miss Cavines request advise on penalty. User send for approval for penalty transaction then HOD will proceed approve. User want to know the pending approval transaction will appear or not at HOD tasklist | No condition was applied in system to display Penalty management record that is in 'Pending for Approval' status at tasklist | 11/04/2022 |
| 66. | I- PhIS081410522S | Hospital Selayang (A) (PSV) | Order Management | 26/01/2022 | Record Prescription - Unable to auto allocate - taper drug | Ms Yap reported system not able to allocate even though user click allocate after tapering drug. For example, this patient have 7 drug, user taper for drug no 4 until 7. When click auto allocate (already set default supply duration: 30 days), only drug 1-3 success. For drug 4-7, system keep showing reserve quantity = 0. They need to manual allocate every time it happens and waste their time to do one by one drug. Refer attachment. HSLY00292975 | Missing implementation on auto allocate function for tapered drugs | 18/02/2022 |
| 67. | I- PhIS081645322S | Klinik Kesihatan Kampung Simee (A) | Order Management | 24/02/2022 | Patient Label (Direct print) - Date format not fully appear | Puan Siti reported when direct print, last 2 digit missing on label printout when preview then print, year fully appear on label printout. Refer attachment for the differences. | Date Of Birth space was not properly arranged inside Patient Label and Visit Label during direct print function | 12/10/2022 |
| 68. | I- PhIS074760522A | Hospital Raja Permaisuri Bainun | Order Management | 08/04/2022 | CDR Order - Item appear reserve | Based on report: 22058000C | Missing implementation in code to release reserve | 30/11/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|-----|------------------------|------------------------------|------------------|---------------|--|--|--|---------------|
| | PP | (A) | | | quantity | <p>Mr Chai inform item appear reserve quantity as prescription status as STOP, DISCONTINUE and FULLY DISPENSED. when checking at record retrieval for all patient related.</p> <p>HRPB999025 - FONKOK0000735030: STOP</p> <p>HRPB452029 - WDC0000736394: DISCONTINUE, STOP</p> <p>HRPB754528 - WDC0000876779: STOP & WDC0000947602: STOP</p> <p>HRPB1041269 - W1C0000986636: FULLY DISPENSED</p> <p>HRPB1042026 - W1C0001069804: FULLY DISPENSED. HRPB908518 - W1C0001156212: FULLY DISPENSED. HRPB1046311 - W1C0001162592: FULLY DISPENSED. HRPB970978 - W1C0001195623: FULLY DISPENSED.</p> <p>Based on drug/RX status already fully dispense for MRN HRPB1042026, RX W1C0001069804 however reserve quantity not clear. Seem the issue happen for MRN/RX with order type CDR</p> | quantity for CDR Order when the prescription was changed to Stop | |
| 69. | I-PhIS076036722A PP | Hospital Sultanah Aminah (A) | Order Management | 11/05/2022 | Clinical Summary - PCI History for patient disappeared | <p>Received email from user, An error popup appeared when trying to add new PCI for the patient: WONG CHEE MING</p> | Saving function was not correctly implemented in PCI screen | 08/11/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
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| | | | | | | 00111401XXXX After this error popup, all previous PCI history disappeared. Kindly advise whether previous PCI history records can be retrieved as those are crucial information for patient treatment. Kindly refer to the attached screenshots. | | |
| 70. | I- PhIS076775322A PP | Hospital Kuala Lumpur (A) | Order Management | 31/05/2022 | Medication Order - No Alert Notification appear when select allergy drug | User reported no alert notifications allergy drug appear for this patient if user select from favorite drug. If user add drug from list, this alert notification will appear. User claimed he has try again using testing MRN number. Details as below: MRN No: 11111011111 / Testing Drug Name: Metoclopramide HCL 10 Mg/2ML Injection user select from favorite order. If user try add order this alert notification appear user id: 87091804XXXX | Missing implementation to show the allergy alert when order initiated from Add from Favourite function | 26/10/2022 |
| 71. | I- PhIS076811422A PP | Hospital Raja Permaisuri Bainun (A) | Order Management | 01/06/2022 | CDR Order - Unable to update Diluent Volume | Medication Order - Unable to edit Total Volume En Alif (Pharmacist) reported on behalf Doctor that for following drug, Doctor is unable to edit Total | Missing condition to retrieve and save the latest 'Diluent Volume' during updating in CDR medication order screen | 03/08/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
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| | | | | | | <p>Volume while ordering. Issue only happens to this drug. Doctor needs to call Pharmacist every time the drug is ordered to edit the total volume which is very time consuming.</p> <p>Drug: IV Daunorubicin in drip NFD5</p> <p>Sample for checking: IC No: 13112508XXXX RX No: WPR0001500644</p> <p>Total Volume ordered by Doctor: 500 ml</p> <p>Total Volume After edited by Pharmacist: 100ml</p> | | |
| 72. | I-PhIS077346822A PP | Hospital Pulau Pinang (A) | Order Management | 15/06/2022 | Record Prescription - Popup weight and height appear - Pediatric Weight Mandatory | <p>User reported for the new version PhIS V2535, at medication order screen, for children need to enter weight, when clicked save shows popup "weight as mandatory". User need confirmation is there any age limit to enter the weight as user mention for 13 years old the popup not appear.</p> <p>MRN - HTP00323041</p> | Previously no checking on 'Paediatric Weight Mandatory' flag was applied in Record Prescription screen | 15/08/2022 |
| 73. | I-PhIS081499822S | Hospital Batu Gajah (A) | Order Management | 08/02/2022 | Record Prescription - Checkbox Ward Stock auto untick | <p>Reported by user, under record prescription, upon ordering medication, user already triple checked if item was ward stock or not. As if she allocated by ward stock, after clicking button confirm, in the next page/screen, item was</p> | Selection of ward stock check box was not handled during double click of order during modification. | 16/03/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
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| | | | | | | not allocate as ward stock. | | |
| 74. | I- PhIS081825122S | Klinik Kesihatan Jalan Perak (A) | Order Management | 15/03/2022 | User ID - Unable to copy & paste | Reported by user she unable to use function copy and paste. Example of situation, when user copy patient NRIC from dispensing and wanted to paste and record prescription, system only display no record found. User already try copy and paste by using mouse however issue persist. She inform her colleagues able to copy and paste. but her ID unable to do. | Space value was not trimmed when do copy and paste the MRN value in Record Prescription screen | 22/08/2022 |
| 75. | I- PhIS086108122A PP | Hospital Umum Sarawak (A) | Order Management | 08/12/2022 | Medication Profile - Slow processing issue | To change medication profile method to improve performance. To change to load previous medication section from summary table instead of loading from transaction tables | Previously system took data from transaction table when showing medication at previous medication section in medication profile. Thus, it has impacted to system performance | 10/04/2023 |
| 76. | I- PhIS076750922A PP | Hospital Miri (A) | Order Management | 30/05/2022 | Medication Order - Prescription wrong order routing | Email from user, We would like to inform you of an issue on the Phis system that we have encountered. We have noticed that for "Iron Sucorse 100mg/5mL" that is ordered under satelite ward supply, the item will be routed to "Inpatient Pharmacy Counter" by default, instead of "Satelite Pharmacy". | Wrong condition was applied in system to gather order routing location if there is available setting for specific drug routing | 22/08/2022 |



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| | | | | | | <p>Please kindly refer to the screenshot attached as an example of the scenario:</p> <p>In this case, Item: Iron Sucorse 100mg/5mL Prescription Location: Female Surgical Ward (FSW) Intended Location: Satellite Pharmacy Incorrect Location: Inpatient Pharmacy Counter</p> | | |
| 77. | I-PhIS077147722A PP | Hospital Tengku Ampuan Afzan (A) | Outpatient Pharmacy | 09/06/2022 | Taper Drug - Print Preview & Direct Print Label not in sequence | <p>User reported she has performed tapering drug from 60 Mg into 50 Mg then 40 Mg but when user check all the transaction does not follow accordingly. User claimed it only happened to prednisolone 5Mg Tablet. Others drug not affected. Details as below: IC No: 77110803XXXX</p> | Drug label was not printed in sequence for tapered drug | 22/09/2022 |
| 78. | I-PhIS074713822A PP | Hospital Selayang (A) | Outpatient Pharmacy | 07/04/2022 | Dispensing - Completed record still able to allocate/dispense/complete: drug balance=0 | <p>Puan Teh Aily reported already complete dispense. But still have duplicate transaction appear at dispensing listing screen. When open it. still able to allocate/dispense/complete the prescription. Dispense Location: Discharge Center MRN: HSLY00179818</p> | Issue on balance quantity whereby it was not correctly deducted based on correct value. This has caused user still able to do allocation even prescription is already completed | 15/11/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
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| | | | | | | Patient name: Wong Kam Mai MRN: HSLY00345923 Patient name: Chew Seng Lai | | |
| 79. | I- PhIS076478622A PP | Hospital Seri Manjung (A) | Outpatient Pharmacy | 23/05/2022 | Screening & Verification - Drug is missing - Drug Master - Strength = 0 | Received email from Ms Rou En, Screening & Verification - Drug is missing. 'Isu ini terjadi semula pagi ini. Syrup Apetton jadi 0ml dan hilang di Screening & Verification. Nama pesakit yang terlibat ialah: B/O Siti Aminah Binti Mohamad, Rn: HSM00274229. Dr telah order balik semula baru boleh nampak.' Kindly refer to attachment for further details. | Issue with the drug master setup. Drug is set as fraction dose applicable; drug strength is 0, and there is no drug duration has been setup. This has caused dose value was displayed as 0 | 13/02/2023 |
| 80. | I- PhIS075485022A PP | Klinik Kesihatan Sungai Pelek (A) | Outpatient Pharmacy | 27/04/2022 | Balance Medical Sheet: Appear Error when click on BMS Button | Pn Nurul Husna reported unable to print BMS. popup an error has occurred, please contact admin. message error 2260. Happen to one patient only. Steps: Record prescription - key in ic patient - dispense location (farmasi pesakit luar) - Single Stage Dispensing - click BMS - error occur. IC: 56052210XXXX Patient name: Ayuzahkaroni | Wrong condition was applied to retrieve 'Original Prescriber Name' value during printing BMS | 17/11/2022 |
| 81. | I- PhIS075804622A | Klinik Kesihatan Tanjung Lalang | Outpatient | 05/05/2022 | Medication Order - Incorrect duration at | En Izzat informs that usually user will allocate drugs to patient for 30 days | Supply duration value was wrongly calculated when | 08/08/2022 |



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| | PP | (Simpang Singsang) (B) | Pharmacy | | printed label | <p>duration. However, due to insufficient stock of certain drugs, user reduced the allocation for 2 weeks supply. User did this reallocation at Preparation screen. Upon printing label, the duration does not reduce. It still shows as 30 days. User informs that usually once user did reduce the allocation, duration at label will be reduced as well. Prescription is now at Dispensing stage.</p> <p>Sample for checking: Name: Mariana IC No: 83101203XXXX Drug: Insugen N Actual allocated Quantity: 4 Reduced Quantity: 2</p> | do allocation for drug with 'Allow dispensing more than prescribed quantity' setting = Yes | |
| 82. | I- PHIS080986022S | Hospital Pakar Sultanah Fatimah (A) (PSV) | Outpatient Pharmacy | 04/01/2022 | Screening - unable to proceed with preparation | <p>Reported by Pn Hajar unable to proceed with preparation due to INFO72667. MRN: HPSF00280358 NRIC:78071101XXXX</p> | Issue happens due to coding issue whereby all data was not completely retrieved from backend database by the time user double click on prescription. | 25/01/2022 |
| 83. | I- PHIS081112822S | Hospital Sultanah Aminah (A) | Outpatient Pharmacy | 10/01/2022 | Incomplete SPUB R1 form when print - missing drug | <p>Email from user. When printing R1 for this patient, Name: Zaidi Konding, IC: 82060101XXXX, only 10 drugs appearing in the R1, when total drug</p> | Design issue. System was not fully retrieving and displaying the list of drugs during printing SPUB R1 form if the number of | 17/02/2022 |



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| | | | | | | transcribed is 15 drugs. | drugs is more than 10. | |
| 84. | I- PHIS081197422S | Hospital Raub (A) | Outpatient Pharmacy | 14/01/2022 | Re-Dispensing: Missing Drug Route in label | User reported an issue where the instruction of administration (eg. Ambil/Sapu) is missing in the labels generated through Re-dispensing function. The examples of the labels are as attached. | Missing implementation to display admin route information when printing drug label from Re-dispensing screen | 12/10/2022 |
| 85. | I- PHIS081260522S | Klinik Kesihatan Tawau (A) | Outpatient Pharmacy | 17/01/2022 | Intervention Report - Intervene RX not appear details - child drug not appear | After do intervention, user print intervened RX, but only appear previous dose (1 day). Intervene from 1 day to 9 day item: iron dextran 50mg /ml injection (2ml) amp taper Patient: Juraedah (IC:01072512XXXX) RX: outpatient0000018048 | Missing condition to gather intervention record for tapered drug inside Intervention report | 15/02/2022 |
| 86. | I- PHIS081338922S | Klinik Kesihatan Muar (A) | Outpatient Pharmacy | 20/01/2022 | Invoice - Incorrect Cost | User reported unit price appear different between invoice and label. Drug code: C07AB02123T1002XX (Metoprolol Tartrate 100 mg Tablet) Invoice: cost rm15.00/tab Label: rm0.25/tab | Cost value in Invoice was wrongly extracted from Dispensing Price for Inpatient even though prescription is Outpatient. | 24/05/2022 |
| 87. | I- PHIS081394822S | Klinik Kesihatan Buntong (A) | Outpatient Pharmacy | 25/01/2022 | Screening & Verification - Error contact admin: - Proceed to Prepare | Puan Alia reported got error contact admin at Screening & Verification. Please refer File Upload for attachment Email: Issue couldn't proceed to dispensing | System was unable to convert allocation quantity to correct data type value when do Prepare function with 'Proceed to Prepare'. Because of this, system is | 11/04/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
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| | | | | | | stage. Kindly log the issue as below: - We could not prepare at screening stage. | hitting null pointer exception and cause error | |
| 88. | I- PhIS081405522S | Hospital Sultanah Aminah (A) | Outpatient Pharmacy | 26/01/2022 | Single Stage Dispensing - Unable to dispense patient - Admin Route/Frequency missing | Miss Lee Wan Nee reported unable to dispense patient. Email: Unable clear dispensing at single stage dispensing Unable to clear the 3 Rx in single stage dispensing. First 2 RX appear error. The 3rd one request to to verified follow dispensing but cannot proceed at screening page because pop out at least one drug must be active. Thank you | No validation applied in system during confirming order for drug with inactive admin route | 03/08/2022 |
| 89. | I- PhIS074998622A PP | Hospital Tanah Merah (A) | Outpatient Pharmacy | 14/04/2022 | Dispensing: allocated quantity deduct to old location | Pn Sarah reported allocated quantity deduct to old location. user informed already re-route the location MRN: HTMH00079081 Patient name: Mohd Abidin Bin Alawi RX No.: WSari0000831250 Drug: Metformin Old Location: Farmasi Pesakit Dalam New Location: Farmasi Pesakit Luar | Stock was wrongly deducted from previous dispensing location instead of new dispensing location after user did reroute process. | 08/08/2022 |
| 90. | I- PhIS075984122A PP | Hospital Seri Manjung (A) | Outpatient Pharmacy | 10/05/2022 | Wrong Dose in label when do alternate drug | Email, Saya ingin melaporkan kes insulin dose yang tidak sama dicetak. Dr order Insulin Actrapid 10 unit TDS, tetapi | Dose value inside drug label was not captured from correct source during alternate | 23/09/2022 |



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| | | | | | | label yang dicetak keluar menjadi 20 unit TDS. Maklumat pesakit adalah seperti berikut: Nama: Nithyananthan A/L Munisamy RN: HSM00003818 | | |
| 91. | I-PhIS076109222A PP | Klinik Kesihatan Kuala Lumpur (A) | Outpatient Pharmacy | 13/05/2022 | Screening & Verification – Unable to allocate drug | Ms Annie reported unable to allocate drug. User manual allocate and click save it appear wrong quantity and unable to save. Happen for all partial prescription. User tested other pc and other user id issue persist. IC: 81040701XXXX Patient name: Ng Chee Hooi Duration: 100 day user to allocate: 100 day system allocate quantity: 90 tablet available quantity: 180 V2533 | Issue with the lock function during saving item batch. When saving, there was an error at backend due to locked quantity was not properly released and caused data not updated properly. | 22/09/2022 |
| 92. | I-PhIS076780722A PP | Klinik Kesihatan Segamat (A) | Outpatient Pharmacy | 31/05/2022 | Single Stage Dispensing - Unable to proceed - SPUB Received | En Hilmi reported, Single Stage Dispensing - Unable to proceed to clear due to, when user click, appear processing and nothing appear. MRN: 112409_s Name: Yap lee nee | Issue happens due to duplicate record when fetching SPUB record. Previously, SPUB record is only filtered by order number which is not unique. Suppose system | 08/07/2022 |



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| | | | | | | MRN: 74229 Name: Sariah bt abd samad | should consider SPUB no as well to differentiate the record | |
| 93. | I-PhIS076822722A PP | Hospital Kuala Lumpur (A) | Outpatient Pharmacy | 01/06/2022 | Methadone Dispensing - Unable to dispense even drug Hold | Pn Shima reported that unable to proceed with Methadone Dispensing due to pop up appears. User informs that already hold the taper drug, but issue persists. Kindly refer to attachments for further details. | No condition applied in system to check on drug with Hold status during dispensing process in Methadone Dispensing screen | 22/11/2022 |
| 94. | I-PhIS077052022A PP | Hospital Sultanah Aminah (A) | Outpatient Pharmacy | 07/06/2022 | SPUB R1 Form-Incomplete catatan/remarks on the printed form | Email from user: There are remarks written on the r1 page. However, when print it out, the catatan is not complete. This will cause the facility to miss out the information. Please investigate as soon as possible. 76010301XXXX (Fadly Fandy) spub no: HSASPUB_00082572 | Design issue. Remarks value was unable to be fully displayed due to limited space in report | 17/08/2022 |
| 95. | I-PhIS077317622A PP | Klinik Kesihatan Tawau (A) | Outpatient Pharmacy | 14/06/2022 | Details patient weight at screening and verification screen not auto refresh after update | User report user was update patient weight at screening and verification screen but when user print balance medication sheet patient weight that user was update not appear at balance medication sheet. MRN/ IC patient: 10506078 (Mohd Adam) RX no: OUTPATIENT0000047980 | System was not automatically refreshed and retrieved latest patient height and weight values during printing Balance Medication Sheet report | 20/12/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
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| 96. | I- PhIS077340322A PP | Hospital Pakar Sultanah Fatimah (A) | Outpatient Pharmacy | 15/06/2022 | Drug label does not follow sequence | Ms Wong reported that for current version, printed label does not follow sequence of the prescriptions. For instance, if in the Prescription - 1.PCM 2. Perindopril 3. Simvastatin, label printed will follow this sequence. However, currently printed label does not follow this sequence. | Previously printed drug label did not follow sequence of the prescription | 22/09/2022 |
| 97. | I- PhIS077340522A PP | Hospital Pakar Sultanah Fatimah (A) | Outpatient Pharmacy | 15/06/2022 | Clinical Summary - Wrong dosage appear | Ms Wong reported that upon checking in Clinical Summary, incorrect dosage appears. Screening - 1 capsule Clinical Summary - 1 mg RN No: 00297725 Snavi RX No: FOPC0002936679 | Previously the dosage unit taken from order normal dosage unit instead of dispense UOM description | 15/08/2022 |
| 98. | I- PhIS077446222A PP | Hospital Taiping (A) | Outpatient Pharmacy | 17/06/2022 | SPUB Form - Section D show prescriber name instead of pharmacist name | Pharmacist reported: SPUB form generated from Preparation screen, Tarikh Bekalan Susulan not appear. SPUB form generated form SPUB Patient List screen, Officer name appear Doctor name. it should appear officer name who prepare the form. Please refer user attachment. | Issue happens due to Section D was wrongly showing prescriber name instead of Pharmacist name who created the SPUB record. | 23/09/2022 |
| 99. | I- PhIS077964822A | Hospital Segamat (A) | Outpatient Pharmacy | 29/06/2022 | Record prescription - Drug dosage form | User reported when user do medication order on profile, drug | System was taking wrong order quantity UOM value | 13/12/2022 |



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| | PP | | | | changed when do Renew Rx with Different Duration | appear as 3 tablet. When user renew RX, the drug appear as 3 mg as shown in attachment by user. MRN- HSGP00282038 | when do re-order from different duration function | |
| 100. | I-PhIS081468822S | Klinik Kesihatan Sungai Tenggi Kanan (B) | Outpatient Pharmacy | 03/02/2022 | Pharmacy Partial Supply - Pop up error appear after click verify | Pn Sahira reported that there is pop up error appear while user did transcribe in Phis. User is able to proceed with transaction despite the pop up appears. | Issue happens due to system was expecting to do 'refresh listing' function after done the verification process but at pharmacy partial supply screen, there is no listing is available in the screen. | 16/03/2022 |
| 101. | I-PhIS081612822S | Klinik Kesihatan Simpang Renggam (B) | Outpatient Pharmacy | 20/02/2022 | Screening & Verification - 'Processing...' and No Response | Puan Siti Aisyah unable to proceed with dispensing for 4 patients due to patient unable to proceed with screening & verification. After user has selected patients and double clicked patient, system will display 'Processing' but patient details window will not appear and still listed in Screening & Verification screen. User verified Waiting Time still counting as usual. | Issue happens when same prescription with same SPUB No had been sent to 2 different facilities at the same time. This issue has caused system unable to retrieve the correct value from backend | 24/05/2022 |
| 102. | I-PhIS092475823A PP | Klinik Kesihatan Kuala Tekal (B) | Outpatient Pharmacy | 28/03/2023 | Medication Return - Unable to Submit/Confirm transaction | En Fikri reported about medication return. User informed he creates new medication transaction and submit, but system does not respond after click submit. User clicks again submit > appear info0444: medication return has been submitted. Status only appears as draft. | Previously Status field was enabled and user can always amended the status value. Suppose status should be always disabled. | 10/04/2023 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
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| | | | | | | MRN: KKE06022300053990 Patient name: Sharifah Habshah Drug: gliclazide & metformin User id: 90020506XXXX password (refer helpdesk observation) | | |
| 103. | I-PhIS081801822S | Hospital Raub (A) | Inpatient Pharmacy | 12/03/2022 | Fill List - Partial Supply Start Date Label for Fill List shows incorrect. | Email from user: I would like to lodge an issue where the date & medication details appear incorrectly in the "Fill List" function. (Correct when using "Partial Supply" function in inpatient). The details of the issue are as attached. We hope to hear from you soon. | Issue happen due to system was wrongly calculating the no of days value during generating fill list | 10/04/2022 |
| 104. | I-PhIS077102622A PP | Hospital Tengku Ampuan Afzan (A) | Inpatient Pharmacy | 08/06/2022 | Medication Profile - incorrect name at Ordered by column - STAT | Medication Profile - incorrect name at Ordered by column. En Arif reported that Ordered by column shows Pharmacist's Name instead of Doctor's for drugs prescribed with STAT frequency. Sample for checking IC No: 48122106XXXX Noriah Bt Ismail Quek Xin Wei: Pharmacist's Name. | 'Original Prescriber Name' value was wrongly captured when using 'With STAT' function | 03/08/2022 |
| 105. | I-PhIS077313922A PP | Hospital Dutchess of Kent (A) | Inpatient Pharmacy | 14/06/2022 | Preparation - Allocation & Extemporaneous | Encik Ahmad Asyraf reported unable to proceed allocate drug for inpatient patient. Please refer step | Issue happens due to system was wrongly calculating and displaying as 0 quantity when do | 10/11/2022 |



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| | | | | | issue | as below: Ursodeoxycholic Acid 250 mg Capsules Dose: 120mg BID Duration: 30 days (For syrup user will prepare straight away for 30 days instead of 7 days only) Order Quantity: 29 Capsule Pop up message inpatient medication for 7 days only. User change Duration: 7 Days Order quantity still: 29 Capsule User Click Confirm Allocation got different batches. 2 capsules from 1 batch 27 capsules from 1 batch Proceed prepare Click Fully Supply - not allow due to got different batch Allocate Manually > Click Reserve Quantity>Item Batch Details> User change figure to 29 for 1 of the batch > Even not click save- auto change to 7 Tablet/7 days Patient Details: Kasrinah Binti Abdullah HDOK00186320 | auto allocation for multiple batches (batches with not enough stock) | |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
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| | | | | | | Prescription No: PEAD0001051877 | | |
| 106. | I- PhIS081598422S | Hospital Batu Gajah (A) | Inpatient Pharmacy | 17/02/2022 | Manage Fill List - Printed label inaccurate | Reported by Ms Jia Ji, when print label sticker using outpatient format after fill list has been done, few NRIC patients will follow 1st patient's NRIC. Fill list number: W5/20220211/2514 Location: Farmasi Bekalan Wad - Filling | Missing implementation in system to display Outpatient drug label for multiple patients in fill list | 11/11/2022 |
| 107. | I- PhIS081040922S | Hospital Dutchess of Kent (A) (PSV) | Manufacturing - CDR | 06/01/2022 | CDR Preparation - Wrong allocation when click fully supply button | User reported status shows partial when print worksheet. User claimed he still can proceed with dispensing even partial status shows in worksheet. User claimed he try to discard then it back to preparation, but user can't proceed with allocation. User claimed there is an error message appear thus it will hang in preparation. This issue will affect his work until this transaction shows as discontinue. Kindly refer attachment for reference. Details as below: MRN No: HDOK00135079 Prescription No: MSW0000976781 | Deallocate function was wrongly implemented in system when clicking on Full Supply button | 26/10/2022 |
| 108. | I- PhIS074884922A PP | Hospital Tuanku Jaafar (A) | Manufacturing - CDR | 11/04/2022 | CDR Preparation Summary List - Display drug name instead of diluent name | Email from user. Error in combination drug under CDR Module, diluent name appeared as drug name in Preparation Summary List when combination drug is used in CDR | Missing condition to display diluent name in report for alternate dispensing | 08/11/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
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| | | | | | | Module. | | |
| 109. | I- PHIS079156522A PP | Hospital Dutchess of Kent (A) | Manufacturing - CDR | 25/07/2022 | CDR - Incorrect Day 1 on label | <p>CDR - Incorrect Day 1 on label (similar issue with report number 21036941C.</p> <p>En Ahmad Ashraf reported that upon doing CDR in Phis for a few Regimens, user found out that the date for day 1 on label is incorrect. User currently found out the issue happens to few other Regimens and few patients only at the moment.</p> <p>For Example:</p> <p>User select Cycle Start Date: tomorrow (26/07/2022)</p> <p>User prepares: 1 day before (25/07/2022)</p> <p>On Label - Day 1: 25/07/2022</p> <p>Based on 21036941C, workaround provided is that user needs to select a correct date when user Prepare the label in CDR Edit label screen and click on Save button. User already select the correct date in Verification screen but issue still persists where the date will revert to the day that user did preparation.</p> <p>User will provide a few samples for further checking the issue.</p> | Incorrect Day 1 value on the label due to system always took the current date as Day 1 value | 28/09/2022 |
| 110. | I- PHIS081764922S | Hospital Sultanah Aminah (A) | Manufacturing - CDR | 09/03/2022 | CDR Order - Error contact admin when click verify | Mr Chew Chin Yong reported got error contact admin after click prepare. | System unable to retrieve user profile information from backend database | 25/05/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
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| | | | | | | <p>Mohd Zulkaria Bin Abd Wahab IC: 79021601XXXX Email: Error semasa nak proceed to prepare</p> <p>Salam sejahtera, merujuk perkara di atas, saya ingin memaklumkan bahawa terdapat error semasa nak proceed to prepare bagi protocol BLOCK A di modul CDR. Harap phis dapat membantu. Dilampirkan gambar bagi masalah tersebut. Terima kasih.</p> | during verification and it has caused error when use this function | |
| 111. | I-PhIS074773022A PP | Hospital Tanah Merah (A) | Manufacturing - PN | 08/04/2022 | TPN Outsource - Not receive result | <p>Pn Nik reported when refer to apps simulate in report no.: 21014687C. (Kindly refer File Upload), application team got mention that "After receiver facility got completed to update the request, receiver will resend back the result to Requester Facility". But user query why cannot find button "resend back the result" at receiver facility?</p> <p>Confirmed by user she had sent TPN Outsource to Hospital Kota Bharu, but user at Hospital Kota Bharu cannot find button "resend back the result". And confirmed by user, she does not receive any notification in "Online External PN Result Received:"</p> | Issue happens due to query issue which caused PN Result found in 'Online External PN Request Received' instead of 'Online External PN Result Received' | 08/07/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|----------------------------|-------------------------------------|-------------------------------------|---------------|--|---|---|---------------|
| 112. | I- PhIS075268622A PP | Hospital Raja Permaisuri Bainun (A) | Manufacturing - PN | 21/04/2022 | PN Dispensing - System auto allocate to item with longer expiry date | PN Dispensing - System auto allocate to item with longer expiry date. Pn Qurasyiah reported that in PN Dispensing, for Type of PN: Commercial, when user uses Allocate button, system auto allocate item with longer expiry date despite there is item with shorter expiry date. Kindly refer to attachments for further details. | Wrong condition was applied between 'order quantity' and 'stock available quantity' when choosing which item to be allocated | 03/08/2022 |
| 113. | I- PhIS081621022S | Hospital Kuala Lumpur (A) (PSV) | Manufacturing - Radiopharmaceutical | 21/02/2022 | Radiopharma Dispensing - Unable to Resume | Ms Fong Ren Yi reported through email, 'I am encountering a problem to resume prescription at Dispensing Stage that was previously on hold. This error message pop out when i clicked to resume. Patient Name: MANISHARMILA A/P SELVARAJO MRN: HKL00417123 Then when I tried to resume again, it say that the hold reason field is empty despite having filled the reason as "intervention" previously.' Kindly refer to User Attachments for further details. | Validation for 'Hold Reason' field was not handled properly. Due to this, user able to proceed with Hold function even no hold reason is entered. | 26/05/2022 |
| 114. | I- PhIS081178022S | Hospital SibU (A) | Manufacturing - Galenical | 13/01/2022 | Raw material allocated does not return to system | Email from user, I encountered a problem in work order raw material allocation. Please refer to the | No concurrent user validation was applied when same record has | 25/01/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|----------------------------|-------------------------------|---------------------------|---------------|--|---|--|---------------|
| | | | | | after work order cancellation | attachment. Since the work order is cancelled, the raw material is not used up. However, it does not appear when I open a new work order. Is there any way I can get back the raw materials into the system? | been accessed by different user at same time. When both users do cancel order, it will cause reserve quantity to become negative, and stock will not appear in work order for new transaction created. | |
| 115. | I- PhIS076278122A PP | Hospital Seri Manjung (A) | Manufacturing - Galenical | 18/05/2022 | Work Order - Error admin appear when save - character length | Unable to generate worksheet for spironolactone 5mg/ml oral suspension. This problem occurs " please contact your system admin" when i want to generate worksheet for this preparation, Kindly look into it. work order id :22-05-0019 | 1) Character length for field remarks at workorder material was set as 50 only meanwhile at formulation material is 100 2) Size of user full name is more than 20 characters. Suppose user full name field should be extended to 100-character length | 03/08/2022 |
| 116. | I- PhIS077128822A PP | Hospital Pulau Pinang (A) | Manufacturing - Galenical | 09/06/2022 | Work Order - Unable to confirm - Alternate Item | Work order - user reported unable to print worksheet. Shows popup "allocate quantity must equal to ordered quantity". All item on water for injection unable to print. Work order no - 22060061 | Incorrect implementation of alternate function inside Work Order screen | 03/08/2022 |
| 117. | I- PhIS074720122A PP | Hospital Sultanah Bahiyah (B) | Special Approve Medicine | 07/04/2022 | Special Approval Medicine: unable to add file at additional document | Pn Syarifah reported unable to add file at additional document. Popup error "please contact admin" after user click save. steps: click additional document - | No validation was applied if filename length is exceeding 100 characters | 25/05/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|----------------------------|---|-----------------------------|---------------|---|--|---|---------------|
| | | | | | | click + - choose file - save - error occur. facility request no.: HSB0010/2022 status: send for approval sent to HQ Status: Yes | | |
| 118. | I- PhIS075256022A PP | Hospital Sultan Haji Ahmad Shah (B) | Special Approve Medicine | 21/04/2022 | Special Approval Medicine - Unable to send Additional Document | Pn Tengku Andrea reported that for following SDR transaction, user is not able to send for Integration for Additional Document due to Send Status is still No. Transaction No: 0018/2022 | Issue happens due to there is an error when IWP send acknowledge to facility thus send flag didn't change to Yes even though additional document successfully sent to IWP. | 25/05/2022 |
| 119. | I- PhIS081891322S | Hospital Raja Permaisuri Bainun (A) (PSV) | Special Approve Medicine | 24/03/2022 | Special Approval Medicine - Unable to print | Cik Quraisyah reported, Special Approval Medicine - Unable to print due to appear error "please contact your system admin". Transaction number: HRPB1062022 Only happen for this transaction | Previously no null checking was applied during printing SAM form when 'pharmacist requested by', 'secretariat remarks' and 'PKPF remarks' are emptied | 31/05/2022 |
| 120. | I- PhIS076460522A PP | Klinik Kesihatan Rembia (B) | MTAC | 23/05/2022 | MyMaat - Date in printed MyMaat not tally | Reported by Ms Syazwani, when she try to complete the MyMAAT score ad choose the reported date as backdated 18/5/2022, when user print the reporting, data appear 23/5/2022 instead of 18/5/2022. Patient NRIC: 70012404XXXX | Date value was not retrieved from correct value during printing MyMAAT report as it always be retrieved from current date | 28/09/2022 |
| 121. | I- PhIS077048322A | Hospital Raja Perempuan Zainab | MTAC | 07/06/2022 | MTAC Reporting - MyMAAT - Unable to add new - no | Miss Lan yee boon reported, MyMAAT - Unable to add new due to nothing happen, happen for | Add New button was wrongly disabled due to MyMAAT record for the | 26/01/2023 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|------------------------|-----------------------------|---------------|---------------|--|--|--|---------------|
| | PP | II (A) | | | response | certain patient. Refer for below patient 86082911XXXX - wan nur malini 61102103XXXX - muhammad bin yaakob 93012403XXXX - suria bt daud | mentioned patient is already created. Suppose Add New button should be enabled and system should still allow user to create new MyMAAT transaction | |
| 122. | I-PhIS077389822A PP | Hospital Sibul (A) | MTAC | 16/06/2022 | MTAC - Past Medication History column shows bigger | Ms Ling informs that after using Phis V2535, user found out that the interface for Past Medication History is changed. The row is bigger which leads to user needs to scroll down to see all the drugs listed (not friendly-user). Kindly refer to attachments for further details. User Attachment 1 - current interface User Attachment 2 - previous interface | Cosmetic issue. Screen design for past medication history was not properly handled | 08/11/2022 |
| 123. | I-PhIS079333622A PP | Klinik Kesihatan Rembia (B) | MTAC | 28/07/2022 | MTAC - unable to print (print button not respond) | Pn Siti Nus Syazwani reported that unable to print MTAC Reporting in Phis due to upon clicking on Print icon, nothing happens. Issue happens to all Phis PC, all User ID and some patient, example patient as below: IC: 56112404XXXX Patient name: Aminah bt mat sidin | System was unable to print MTAC report due to empty specific details. Supposedly able to print even with no specific details | 18/10/2022 |
| 124. | I-PhIS081165822S | Hospital Lahad Datu (B) | Ward Pharmacy | 12/01/2022 | MyMAAT - Unable to print | Mr Sherman reported that upon printing MyMAAT for following | Issue happens due to system was wrongly | 14/07/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|---------------------|---------------------------|---------------|---------------|--|--|--|---------------|
| | | | | | | <p>patient, there is no respond from the system.</p> <p>Name: Abd Rahman bin Lape</p> <p>MRN No: HLD00088051</p> | <p>checking on user's requester unit before printing MyMAAT report. Suppose system should ignore requester unit value during MyMAAT report printing.</p> | |
| 125. | I-PhIS077395522A PP | Hospital Sibu (A) | Ward Pharmacy | 16/06/2022 | Ward Pharmacy - Inactive medication – Sorting function | <p>We encountered some issues with current version of PHIS for module CP1:</p> <p>Issue 2: Unable to sort medications in "inactive medication" list according to date (error message box appears if click on the date) in CP1.</p> <p>Kindly refer to the attached document for more details</p> | <p>Missing implementation of sorting function inside Inactive Medication section</p> | 20/07/2022 |
| 126. | I-PhIS080017322A PP | Hospital Port Dickson (A) | Ward Pharmacy | 11/08/2022 | Ward Pharmacy CP2 - Untick ADR drug still appear when print CP2 PDF report | <p>Email: Masalah 1</p> <p>ADR yang dimasukkan ke dalam modul ADR PhIS tidak tally dengan ADR yang dicetak dalam CP2</p> <p>Ini boleh dilihat dari contoh ADR dan CP2 pesakit ADE NORYANTY BINTI SUKARDY (IC: 711211-05-XXXX), tarikh kemasukan wad pada 9hb Mei 2022.</p> <p>Untuk makluman pihak Tuan/Puan, unit Farmasi Klinikal di Hospital Port</p> | <p>CP2 report printing in Ward Pharmacy screen was not considering the selection of ADR drugs that have been saved in ADR screen</p> | 18/10/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|---------------------|--------------------------|-----------------------------|---------------|--|---|---|---------------|
| | | | | | | <p>Dickson telah mula mengguna modul CP2 PHiS sejak tahun lepas (2021). Walau bagaimanapun, pihak kami telah menghadapi masalah perekodan data yang tidak tepat dalam PHiS. Dilampirkan bersama emel ini adalah contoh-contoh masalah tersebut.</p> <p>Sehubungan dengan itu, mohon bantuan pihak Tuan/Puan untuk meneliti perkara ini. Kerjasama daripada pihak tuan amatlah dihargai.</p> | | |
| 127. | I-PhIS081862022S | Hospital Raub (A) | Adverse Drug Reaction (ADR) | 19/03/2022 | ADR Hyperlink does not change to red colour | User reported ADR/AEFI icon remained as blue color after keying in AEFI medication for patient. ADR Hyperlink does not change to red colour | Missing condition in system to change ADR/AEFI hyperlink to red colour if has available record. | 25/04/2022 |
| 128. | I-PhIS081426722S | Hospital Raub (A) | Adverse Drug Reaction (ADR) | 27/01/2022 | Cannot Scroll down for ADR Hyperlink info | User reported an issue where user cannot scroll down for further ADR info and ADR/AEFI icon remained as blue colour after keying in AEFI medication for patient. | No paging was introduced in screen, and this will give impact if there are more than 10 records | 15/04/2022 |
| 129. | I-PhIS074769422A PP | Hospital Kota Tinggi (A) | Medication Counseling | 08/04/2022 | Medication Counselling Sub topic not appear as Mandatory | Enquiry via email: there is mandatory field to fill up for 'subtopic'. Not each time the mandatory space appear to fill in. May I know what is the criteria or any steps that user click for counselling order might cause the subtopic to be mandatory field. | No mandatory checking was applied when clicking on Add/Update button if Subtopic value is null | 06/09/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|----------------------------|---|--|---------------|---|---|--|---------------|
| | | | | | | Video link as below: https://drive.google.com/file/d/11SKrfl-UAYAe8dSaEKSEc_PAKSo_zlb1/view?usp=sharing | | |
| 130. | I- PhIS077311722A PP | Klinik Kesihatan Jalan Merbau (A) | Medication Counseling | 14/06/2022 | Medication Counseling (Group) - Unable to save due to popup error 'Please contact admin' | Mr Wilfred reported unable to save medication counselling for group due to popup error 'Please contact admin'. MC2200001876 | Error happened when user amend counselling status from 'Scheduled' to 'Ordered'. Supposedly system should not allow user to change status to 'Ordered' after transaction has been scheduled. | 06/01/2023 |
| 131. | I- PhIS077950522A PP | Klinik Kesihatan Bandar Seri Jempol (B) | Medication Counseling | 29/06/2022 | Medication counselling reporting (group) - Counsell By not appear | Medication counseling reporting (group) - Counsell By not appear Cik Azian reported, Medication counseling reporting (group) - Counsell By not appear when user print. User already check Counsell By appear for individual. Example Counselling Order No from all: MC2200000305 | 'Pharmacist' field in Medication Counselling Reporting screen was not correctly retrieved from correct column. Suppose it should take from 'Counsell By' value in transaction screen | 21/10/2022 |
| 132. | I- PhIS081492322S | Hospital Melaka (B) (PSV) | Drug Information & Consumer Education | 07/02/2022 | Drug Information - Unable to send respond | Miss Lim reported unable to send respond. Able to verify Response > nothing happened when click checkbox Send | System was not properly handling when there are conflicts of 2 rights under 1 user. Previously, when system found the first | 31/05/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|----------------------|--------------------------------|---------------------------------------|---------------|---|---|--|---------------|
| | | | | | | Respond Drug Information Request No.: DI2200000197 | right, it will skip permission for another function. | |
| 133. | I- PhIS081736122S | Hospital Tanah Merah (A) | Drug Information & Consumer Education | 06/03/2022 | Drug Information - Unable to select Dr Name | Laporan dibuat melalui email menyatakan: Assalamualaikum dan Salam Sejahtera. Tuan/Puan, Dilampirkan untuk semakan. Didapati emel user memang panjang. Apakah yg boleh dilakukan untuk atasi masalah ini | Issue happened due to user's email is more than 30 characters. Suppose 'Email' field inside Drug Information screen should allow up until 200 characters which is the same as 'Email' field in User Profile screen | 28/04/2022 |
| 134. | I- PhIS081098322S | Hospital Segamat (A) | Report Enquiry | 09/01/2022 | PF5.3a - No record found - Collection mode auto change from UMP to Normal | Ms Chia reported when generate report PF5.3a, appear no record found. User want to generate for month December 2021. | 'Current Collection Mode' value was not properly saved at Dispensing screen for partial dispense record | 07/04/2022 |
| 135. | I- PhIS081113522S | Klinik Kesihatan Debak (B) | Report Enquiry | 10/01/2022 | Highest Procured Value - No data appear | User Ms Veronica reported no data appear when she generates report Highest Procured Value from 1/1/2021- 31/12/2021. | Character length to store 'Item Description' is only 100 characters in staging table for Highest Procured Value report. Due to this, system unable to retrieve the record in report. Suppose the character length for 'Item Description' should allow up until 250 characters. | 11/03/2022 |
| 136. | I- PhIS081180322S | Hospital Tengku Ampuan Rahimah | Report Enquiry | 13/01/2022 | CDR Registry - Missing Preparation | Email: Some drugs/protocols that I transcribe does not generate data in | Incorrect query was applied in system when searching by Preparation | 16/11/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|----------------------------|---|----------------|---------------|---|---|--|---------------|
| | | (A) (PSV) | | | Date | PHIS. Example: Methotrexate and Bortezomib. After transcribing, the data is not captured (total dose data remains the same e.g. in the picture above). | Date search value | |
| 137. | I- PhIS081414922S | Klinik Kesihatan Senawang (A) (TPCOHCIS) | Report Enquiry | 26/01/2022 | DAC Registry - Unable to generate data popup error message | Mr Ng reported that unable to generate data for the year 2020 due to pop up error appear. Kindly refer to User Attachments for further details. | Error happens due to patient allergy was created by user who do not have requester unit. Suppose system should still allow user to print even there is no requester unit | 20/04/2022 |
| 138. | I- PhIS081422422S | Klinik Kesihatan Bandar Tasek Mutiara (A) | Report Enquiry | 27/01/2022 | Disposal Report - Inaccurate data | Pn Hidayah reported data shows inaccurate for Value of Stock Disposed (RM) - drug for year 2019. She informs for 2019, only do 1 condemn transaction that cost 11K. Why in disposal report appear as 802K and where this data captured? Is there any calculation to display this value? | Calculation for 'Total Amount (a)' was implemented wrongly where Total amount was added cumulatively with total number of condemn item | 15/03/2022 |
| 139. | I- PhIS074465622A PP | Klinik Kesihatan Tersang (B) | Report Enquiry | 01/04/2022 | Prescription Management OP: Value does not capture under column Dispensing Method | Prescription Dispense - Data do not appear for Appointment Card Pn Roziliana reported data do not appear for Appointment Card when she generated report Prescription Dispense for Januari and Februari 2022 | Collection method and current collection method are using two different set of reference code, due to that some of the data will not appear in report | 03/08/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|----------------------------|------------------------------------|----------------|---------------|---|---|---|---------------|
| 140. | I- PhIS074536222A PP | Hospital Sultanah Aminah (A) | Report Enquiry | 03/04/2022 | SPUB Record - Appeared error contact admin | Ms Wan Nee reported unable to generate rekod harian spub for hospital pakar Sultanah Fatimah, muar. An error occurs when user try to filter referred to facility hospital muar. There is no problem for other facility. | Search function by 'Referred From Facility' and 'Referred To Facility' criteria were not correctly implemented | 26/09/2022 |
| 141. | I- PhIS074675222A PP | Hospital Melaka (B) | Report Enquiry | 06/04/2022 | PN Compounded Summary - Appeared error contact admin | PN Compounded Summary - Unable to generate data. Miss Teo Yan Huey reported got error contact admin when generate report for Age Group: Neonate Report > Pharmacy > Manufacturing > PN Compounded Summary Date: 1.1.2022 - 31.3.2022 Age Group: Neonate Click Search - error contact admin | Concurrent user validation was not handled in PN dispensing and this has impacted to error in PN Compounded Summary report | 08/07/2022 |
| 142. | I- PhIS074724622A PP | Klinik Kesihatan Selayang Baru (A) | Report Enquiry | 07/04/2022 | Item movement - Appear two transactions for prepacking | Cik Nurul Amira reported item movement - Appear two transaction prepacking for same prepacking number. Due to this issue appear double stock at kaunter pharmacy Prepacking ID: PR22000019 At screen prepacking appear 1 transaction date: 3/2 At screen item movement appear 2 | Issue happens because of same prepacking transaction was able to be approved twice. For the first approval process, movement successfully created but status not updated at the listing. When approved for the second time, same movement was created causing duplicate in item movement record | 26/04/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|----------------------------|---|----------------|---------------|---|--|---|---------------|
| | | | | | | transaction number date: 3/2 and 9/2 A12AA04121T1001-90 (final) A12AA04121T1001.SW01 (original) | | |
| 143. | I- PhIS074763522A PP | Hospital Raja Permaisuri Bainun (A) | Report Enquiry | 08/04/2022 | Drug Utilisation - Detail patient appear double | Miss Quraisyiah reported,at Drug Utilisation - Detail patient appear double. Example dispensing time / patient / prescription all same. Refer attachment for example: Drug utilisation: Drug name: Cyclop]hosphamie 1g/50ml inj Dispensing date from: 1/4/22 Dispensing date to: 8/4/22 * User process under dispensing - module CDR | Detail patient appears double due to multiple diagnosis were entered for the same visit. Suppose system should only display 1 record even got multiple diagnosis value | 30/05/2022 |
| 144. | I- PhIS074998922A PP | Hospital Tuanku Fauziah (A) | Report Enquiry | 14/04/2022 | CDR Registry - Missing Preparation Date | En Arif reported that upon generating data from CDR Registry, there are few preparations missing / not generated. CDR Registry Jan 2022 1. MRN No: HTF00168911 Ubat Paclitaxel 05/01/2022 2. MRN No: HTF0075174 Ubat Paclitaxel 05/01/2022 | Issue happens due to query issue. CDR infusion drugs prepared date was coming from CDR label where as normal drugs prepared date was coming from CDR dispensing. Suppose both dates should be read from the CDR Label | 16/11/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|---------------------|----------------------------|----------------|---------------|---|--|---|---------------|
| | | | | | | <p>3. MRN No: HTF00176515 Ubat Paclitaxel 05/01/2022</p> <p>4. MRN No: HTF0071772 sediaan Fluouracil, this regime is for 2 days. 19/01/2022 day 1 appear in CDR Registry but for day 2 not appear on 20/01/2022</p> <p>Feb 2022</p> <p>1. MRN No: HTF00166593 sediaan Fluouracil, 03/02/2022 day 1 appear CDR Registry, day 2 not appear on 04/02/2022</p> | | |
| 145. | I-PhIS075018822A PP | Hospital Teluk Intan (A) | Report Enquiry | 14/04/2022 | PF6.2 not tally with Medication Counselling Registry | <p>Ms Lim reported PF6.2 data not tally with Medication counselling registry January - March</p> <p>Bedside: 1330</p> <p>Discaj: 960</p> <p>Medication counselling registry</p> <p>Bedside: 1312</p> <p>Discaj: 983</p> | Issue happens due to duplicate calculation was occurred if 1 medication counselling record got more than 1 topic and subtopic | 16/11/2022 |
| 146. | I-PhIS075148822A PP | Klinik Kesihatan Lukut (B) | Report Enquiry | 18/04/2022 | Return to Supplying Facility - Able to return more than receive quantity - negative | <p>Ms Charanjit reported that stock balance between Item Movement does not tally with stock balance in Issue screen.</p> <p>Unit: Stor Farmasi</p> <p>Item Code: 25.1206.02</p> | No validation was applied when return quantity was zero inside Return to Supplying Facility screen | 23/06/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|----------------------------|--|----------------|---------------|---|--|---|---------------|
| | | | | | | Stock Balance in Item Movement: 296 Stock Balance in Issue: 304 | | |
| 147. | I- PhIS075156422A PP | Klinik Kesihatan Kuala Sungai Baru (B) | Report Enquiry | 18/04/2022 | Item movement - Transaction Receive Supplier appear double | En Luthfi reported, Item movement - Transaction appear double, same receive number and quantity. Transaction receive from supplier : P220000183 03.3603.05 03.3602.05 09.3602.02 Step: Normal > same as other transactions and the user does not know how this issue occurs. 22064537C - Require helpdesk inform user accordingly and please create ticket in New CM so that we can create bug ticket too. Once done please share CM New ticket no. | Transaction became duplicate due to system was not handled correctly against Approve button when user double click on it | 20/03/2023 |
| 148. | I- PhIS075185222A PP | Klinik Kesihatan Rembia (B) | Report Enquiry | 19/04/2022 | SPUB Record - No of referral received not tally | Pn Syafinaz reported No of referral received not tally when use generate report for March 2022. She inform when compare with manual record, phis showing less details, seems like not captured the spub transaction. Same issue when she generate for Jan and Feb. | Incorrect query was applied for 'SPUB Received/Referred Date From' and 'SPUB Received/Referred Date To' search criteria | 30/11/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|---------------------|--------------------------------|----------------|---------------|--|--|--|---------------|
| | | | | | | <p>Then, user try to order and complete dispense for 1 patient to see either transaction capture in spub record report but still it not appear. User want to know why issue happen. She just filter by SPUB Received/Referred Date.</p> <p>SPUB Received/Referred Date From: 1/3/22 SPUB Received/Referred Date To: 17/3/22 Number of referral received: 23 Manual record as of 17/3: >30</p> <p>KKE04008800006175 (order & dispense on 2/3)</p> | | |
| 149. | I-PhIS075210022A PP | Hospital Kuala Lumpur (A) | Report Enquiry | 20/04/2022 | PF 6.8C ablation does not tally | <p>PF 6.8C ablation not tally</p> <p>1. Ablation</p> <p>Bilangan didispens in PF6.8c is 19</p> <p>RPH Dispensing Records, filter only Sodium Iodide Solution, and Ablation, is 21</p> <p>RPH Appt is 21</p> | Incorrect date format was used in report query, and this has caused data to be shown wrongly | 08/11/2022 |
| 150. | I-PhIS075482722A PP | Klinik Kesihatan Jalan Oya (B) | Report Enquiry | 27/04/2022 | KEWPS 3 - Duplicate transaction - Dispensing | <p>Email from user Salam Sejahtera,</p> <p>Saya dengan segala hormatnya merujuk kepada isu di atas. Kami</p> | No duplicate checking was applied in report when there is one partial dispense record with more than one cycle using | 13/07/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|----------------------------|--|----------------|---------------|--|--|--|---------------|
| | | | | | | dapati terdapat pengiraan yang tidak betul dalam KEWPS 3 item aripiprazole 15mg tablet (N05AX12000T1002XX.02) pada 8 April 2022 di lokasi outpatient pharmacy. Semoga pihak Tuan/Puan dapat membetulkan. | same batch number | |
| 151. | I- PHIS075806622A PP | Klinik Kesihatan Gunung Besout (B) | Report Enquiry | 05/05/2022 | Enquiry Registry - appear duplicate record | Enquiry Registry, data not tally. There are duplications in the enquiry registry. Total enquiry :17 Period: Jan to Apr 2022 But there are 25 enquiries shown in the table. Please refer attachment | No duplicate checking was applied in system for same user with 2 different login name when saving the transaction. | 20/03/2023 |
| 152. | I- PHIS075934322A PP | Hospital Enche Besar Hajjah Kalsom, Kluang (A) | Report Enquiry | 09/05/2022 | CDR dilution/Administrati on report - Incorrect data | En Saiful reported total preparation not tally when generate PF6.4 report with CDR dilution/administration for April 2022. As confirm by user, data display in CDR dilution/administration is correct. PF6.4: 148 CDR dilution/administration: 277 | Preparation Date value was not correctly saved. Previously it will always save the current date instead of the entered value by user | 08/08/2022 |
| 153. | I- PHIS075941222A PP | Klinik Kesihatan Padang Matsirat (B) | Report Enquiry | 09/05/2022 | Average Unit Price - Not updated, unit at user profile keep change | Mr Tan reported total amount blank after generate Stock balance by drug/non-drug. User informed amount/price appear during receiving. Filter report as below:- item code: G03DB01110T1001XX.01 Item Group: Drug | Issue happens due to requester unit of the user can be amended any time inside User Profile. Suppose system should rely on transaction's unit instead of user's unit | 21/07/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|----------------------------|------------------------------|----------------|---------------|---|---|--|---------------|
| | | | | | | Item Facility Status: Active Stock Type: All Stock Available: With Stock Drug/non-drug name: G03DB01110T1001XX Unit Name: Farmasi Logistik | | |
| 154. | I- PhIS076280822A PP | Hospital Umum Sarawak (A) | Report Enquiry | 18/05/2022 | Receive from Stock Transfer - Duplicate transaction at Item Movement | Miss Kong reported, Item movement - Transaction appear double. Receiving number: Ri220012759 Ri220012760 Item code: S01JA01520M9901XX.01 Unit: Kaunter Farmasi Satellite 2 Step: Normal step from user and confirm only 1 user proceed for this transaction | No concurrent validation was applied during save function inside 'Intra Facility Receive Item' screen | 21/07/2022 |
| 155. | I- PhIS076871322A PP | Hospital Kuala Lumpur (A) | Report Enquiry | 02/06/2022 | Prescription Management OP - Data inaccurate (multiple patient records) | Email: Report: Prescription Management OP Good morning, Would like to enquire about the Prescription Management OP Report. 1. why the total no of prescription dispensed is different from total transaction 2. there is duplicate transaction being shown in the report | Issue happens due to system was detected there is one drug under the same prescription which is Psychotropic drug. Due to that, system will create 2 separated lines to count Normal drug & Psychotropic drug. | 28/09/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|----------------------------|----------------------------------|----------------|---------------|--|--|---|---------------|
| 156. | I- PhIS077405722A PP | Hospital Tengku Ampuan Afzan (A) | Report Enquiry | 16/06/2022 | Ward Pharmacy Registry appear error | <p>Pn Nurul Zati reported: - REPORT ENQUIRY - PHARMACY – CLINICAL - WARD PHARMACY REGISTRY</p> <ul style="list-style-type: none"> • problem encounter when select “DONE BY: CP2” Pop up an error has occurred. Please contact your system administrator. • Only occur when choose certain PF name only • Sample as below: DONE BY (CP2) : HAZIQ DATA CAN GENERATE DONE BY (CP2) : ZAHIDAH ERROR OCCURED May refer attachment user for issue number one only | System unable to retrieve current patient location during search function and causing error alert to be displayed | 13/01/2023 |
| 157. | I- PhIS077998622A PP | Hospital Pulau Pinang (A) | Report Enquiry | 30/06/2022 | Inpatient prescription - record inaccurate | User reported inpatient prescription data is inaccurate and every it become less. User query why this issue happened due to it only happened to 1 location. Kindly refer user attachment for reference. | Incorrect query was applied to retrieve information for verified date, prepared date and dispensed date which has caused result count keep changing | 08/11/2022 |
| 158. | I- PhIS086033122A PP | Hospital Kepala Batas (A) | Report Enquiry | 07/12/2022 | PF 6.1: Report not tally with Inpatient Report and PF 6.3(b) report. | <p>Mr Heah reported data not tally between PF6.1 and inpatient prescription report. Month: November 2022 No.of prescription receive</p> | Previously query for PF 6.1 and PF 6.3(b) reports was not included with prescription with ‘Discontinue’ and ‘Stop’ status. | 06/04/2023 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|----------------------|---|----------------|---------------|--|--|--|---------------|
| | | | | | | (UOU+UDS+Discharge) PF6.1: 9138 Bilangan Preskripsi inpatient prescription: 5875 Manual Record: 6589 | | |
| 159. | I- PHIS081462822S | Pejabat Farmasi Bahagian Sri Aman (B) (PSV) | Report Enquiry | 03/02/2022 | Month End Stock Balance By Item - Unable to Generate Report | Puan May Ling Ai Joo email as below: No record when generate report for month end stock balance by item Report for month end stock balance by item is not generated under item purchase type "ALL" & "CONTRACT" when month set as January. Please fix it. Thanks. Kindly refer file upload. | Wrong query was implemented in code whereby system was unable to retrieve data if got null quantity value at backend. Suppose if got null quantity, system should treat that as 0 quantity | 25/02/2022 |
| 160. | I- PHIS081480622S | Hospital Sik (A) | Report Enquiry | 06/02/2022 | Issue Report - Item Subclass is not sorted | En Azrie reported that Item Subclass (at filter) is not sorted properly (in alphabetical order). User kindly request to check if it is some bug issue in system. User also informs that one entry which is Footwear appears 2 times in the filter. | No sorting function in alphabetical order was implemented for 'Item Class/Sub Class' dropdown value in Issue report | 01/03/2022 |
| 161. | I- PHIS081480722S | Hospital Sik (A) | Report Enquiry | 06/02/2022 | Receive Item Report - Item Subclass is not sorted | En Azrie reported that Item Subclass (at filter) is not sorted properly (in alphabetical order). User kindly request to check if it is some bug issue in system. | No sorting function in alphabetical order was implemented for 'Item Sub Class' dropdown value in Receive Item | 28/02/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|------------------|------------------------------|----------------|---------------|--|---|---|---------------|
| | | | | | | User also informs that one entry which is Footwear appears 2 times in the filter. | report | |
| 162. | I-PhIS081520422S | Hospital Sultanah Aminah (A) | Report Enquiry | 09/02/2022 | PF 5.5 (b) - Data Not Tally with Counselling Reporting - MTAC Type: Pain | <p>Encik Md Syamil Bin Ab Jalil email as below:</p> <p>Counselled But Not Recruited Into MTAC for Chronic Pain Clinic MTAC Not Reflected in PF5.5b</p> <p>I would like to log an issue whereby medication counseling data with a tick in the tickbox "Counselled But Not Recruited Into MTAC" for Chronic Pain Clinic MTAC Not Reflected in PF5.5b under "lain-lain MTAC". Kindly refer to the PF5.5b report for Jan 2022 and a screenshot of an example for this case. Kindly advise</p> | Mismatched MTAC description was applied in query between Pain and Chronic Pain | 10/08/2023 |
| 163. | I-PhIS081516222S | Hospital SibU (A) | Report Enquiry | 09/02/2022 | Data not tally for PF6.6(a) - Bilangan Jenis Sediaan in PF6.6(a) report | <p>Email from user,</p> <p>I would like to report on different figures generated from PF report and registry. Please refer to the attachment for more detail</p> <p>From extemporaneous registry, the number of preparation is 227.</p> <p>From extemporaneous registry, the total preparation name is 52, the quantity produced is 18619ml, which is 18.619L.</p> | Previously system was not handling duplicate records for 'Bilangan Jenis Sediaan' value inside report query | 05/04/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|----------------------------|---|----------------|---------------|---|--|---|---------------|
| | | | | | | However, from PF 6.6(a), the bilangan jenis sediaan become 200 (from registry is 52), bilangan kertas kerja is 200 (from registry 227) and jumlah sediaan is 18.53L (from registry 18.619L) | | |
| 164. | I- PhIS075222622A PP | Hospital Kuala Lumpur (A) | Report Enquiry | 20/04/2022 | PF6.8b - FDG 200mci not tally | Email from user: 1. FDG 200mCi Row for FDG 200mCi for bil dibekalkan is 16. (According to the excel sheet attached, for RPH dispensing records in Dec 2021, the figure for FDG 200mci is only 8), comparing with RPH Appoitment, fully dispensed for FDG 200mCi in Dec 2021 is also 8. Manually counted per day from our dept, also only 8 patients who proceeded with this. | Wrong query was applied for receiving count which returns duplicate data based on the number of items | 09/11/2022 |
| 165. | I- PhIS081558022S | Hospital Pakar Sultanah Fatimah (A) (PSV) | Report Enquiry | 14/02/2022 | Query on PF 7 - sumber maklumat yang ada column | Pn Siti Aisyah Mohd Roslan query about "sumber maklumat yang ada" column on PF7. How it produces value on the column. Emel: - Apakah data yang di ekstrak pada ruangan sumber maklumat yang ada? kenapa ada nilai? Rujuk lampiran | Incorrect value was defined under 'Sumber Maklumat Yang Ada' section whereby it shows with number value. Suppose should display with full details value | 04/04/2022 |
| 166. | I- | Hospital Kota | Report Enquiry | 15/02/2022 | Data Management | User Pn Efiza reported data not tally | Filter function by Date | 14/03/2022 |



| No | Ticket No | Facility | Module | Reported Date | Title | Description | Root Cause/Analysis | Resolved Date |
|------|------------------|----------------------------------|----------------|---------------|--|--|--|---------------|
| | PhIS081570222S | Marudu (A) | | | Report - Data not tally when user click print | when she click print button for report Data Management Report. She informed when she generates report appear 12 items but when she clicks print button appear 17 item. Confirmed by user issue happen for unit store pharmacy & galenical | From, Date To and 'Approved' status was not correctly applied when printing report in PDF | |
| 167. | I-PhIS081585522S | Klinik Kesihatan Kuala Pilah (B) | Report Enquiry | 16/02/2022 | KEWPS5 - Data Unable to be Generated | Cik Liping unable to generate any record from KEWPS5. User has tried both Item Group: Drug & Non-drug. User also has filtered these Item Group with year from 2019 to 2022 but system display 'No record found'. User did not key in any Drug / Non-Drug Name. Unit: Farmasi Logistik | Record was not displayed due to missing function on KEWPS5 report generation after YEP Process. | 14/03/2022 |
| 168. | I-PhIS081641122S | Hospital Umum Sarawak (A) | Report Enquiry | 23/02/2022 | KEWPS 4 - Column not appear in Excel but appear in PDF | Miss Low reported, KEWPS 4 - There are column not appear after export to excel . But appear at PDF Example column not appear when export to excel 1) No Kad 2) Nilai Baki Semasa (RM) 3) Status Stok (Aktif / Tidak Aktif) | Design issue. Some of the fields that are available in PDF are not available in Excel report. Suppose both should have same fields | 22/03/2022 |



4 Refinement List – Detail Changes

N/A



5 Deployment - Procedures

5.1 List of Items to be Deployed

| No. | Items | Components | Path |
|-----|----------------------|------------------------------|---|
| 1 | Facility Script | PatchScripts_PhIS_V2.6.2.txt | https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/scripts |
| 2 | Facility Application | iphis_v2.6.2.war | https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/war |
| 3 | Facility Application | PhISService_v.2.6.2.war | https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/war |
| 4 | Facility Application | PhISSchedulers_v.2.6.2.jar | https://10.1.1.57:5522/svn/PhIS/svn/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/jar |
| 5 | Facility Application | phis_Email_v2.6.2.jar | https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/jar |
| 6 | Facility Application | phis_Cd_V2.6.2.jar | https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/jar |
| 7 | Facility Application | phis_MyMaat_v2.6.2.jar | https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/jar |
| 8 | Facility Application | phisIntegration.properties | https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/jar |
| 9 | Mobile Application | iphismobile_user_v2.6.2.war | https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/war |
| 10 | Mobile Application | phisAPI_v2.6.2.war | https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/war |
| 11 | Mobile Application | lpadhosp-2.6.2.0b08.war | https://10.1.1.57:5522/svn/PhISWorkspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/Mobile |
| 12 | HQ Script | PatchScripts2.6.2_IWP.txt | https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/iwp/scripts |
| 13 | HQ Application | phishq_v2.6.2.war | https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/iwp/war |



| No. | Items | Components | Path |
|-----|----------------|--------------------------|--|
| 14 | HQ Application | masterRelease_v2.6.2.jar | https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/iwp/jar |
| 15 | HQ Application | epservice_v2.6.2.war | https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/iwp/war |

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 Script | PatchScripts_PhIS_V2.6.2.txt | https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/scripts | Please ensure all the script is execute before iphis.war deploy. Please ensure the script is executed in sequence. Script files highlight and execute. |
| 2 | Facility Application | iphis_v2.6.2.war | https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/war | Please rename the war file to iphis.war then deploy. |
| 3 | Facility Application | PhISService_v.2.6.2.war | https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/war | Please rename the war file to PhISService.war then deploy. |
| 4 | Facility Application | PhISSchedulers_v.2.6.2.jar | https://10.1.1.57:5522/svn/PhIS/svn/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/jar | Backup jar file from /home/phisesb/phisjars/ and copy downloaded jar and rename to |



| Step | Items | File Name | Source Path | Action |
|------|----------------------|-----------------------------|---|--|
| | | | | PHISSchedulers.jar. Then Restart crontab. |
| 5 | Facility Application | phis_Email_v2.6.2.jar | https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/jar | Backup jar file from /home/phis/b/phisjars/ and copy downloaded jar and rename to phis_Email.jar. Then Restart crontab. |
| 6 | Facility Application | phis_Cd_V2.6.2.jar | https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/jar | Backup jar file from /home/phis/b/phisjars/ and copy downloaded jar and rename to phis_Cd.jar. Then Restart crontab. |
| 7 | Facility Application | phis_MyMaat_v2.6.2.jar | https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/jar | Backup jar file from /home/phis/b/phisjars/ and copy downloaded jar and rename to phis_MyMaat.jar. Then Restart crontab. |
| 8 | Facility Application | phisIntegration.properties | https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/jar | /home/phis/b/phisbackprops/ and copy downloaded phisIntegration.properties and configure facility db details in properties file. |
| 9 | Mobile Application | iphismobile_user_v2.6.2.war | https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/war | Rename iphismobile_user_v2.6.2.war to iphismobile_user.war and deploy. |
| 10 | Mobile Application | phisAPI_v2.6.2.war | https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/facility/war | Rename phisAPI_v2.6.2.war to phisAPI.war and deploy. |
| 11 | Mobile Application | lpadhosp-2.6.2.0b08.war | https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/Mobile | Rename ipadhosp-2.6.2.0b08.war to ipadhosp.war and deploy. - Mobile Frontend: 2.6.2.0r18 - Mobile Backend: 2.6.2.0b08 |



5.3.2 Deployment at HQ - IWP

Below table is described the deployment steps at HQ - IWP:

| Step | Items | File Name | Source Path | Action |
|------|----------------|---------------------------|--|--|
| 1 | HQ Script | PatchScripts2.6.2_IWP.txt | https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/iwp/scripts | Please ensure all the script is execute before phishq.war deploy. Please ensure the script is executed in sequence. |
| 2 | HQ Application | phishq_v2.6.2.war | https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/iwp/war | Rename the war file from phishq_v2.6.2.war to phishq.war then Deploy using Glassfish Administration Console |
| 3 | HQ Application | masterRelease_v2.6.2.jar | https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/iwp/jar | Rename the jar file from masterRelease_v2.6.2.jar to masterRelease.jar and copy to directory '/home/phisesb/phisjars' Then restart the crontab. |
| 4 | HQ Application | epservice_V2.6.2.war | https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.2/iwp/war | Rename the war file from epservice_V2.6.2.war to epservice.war then deploy. |