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

Release Note

For version 2.6.3.21

Version   : 1.0
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Revision History

Version No	Date of Release	Prepared by	Reviewed / Verified by	List of changes from Previous Version
1.0	28/02/2025	Mohd Hilmi Mohamad	Zainura Said	First Version

Verified and Acknowledged by:

Name	Role/Designation	Organization	Signature & Date
Zainura Said	Team Leader	Pharmaniaga Logistics Sdn Bhd	
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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	:	2.6.3.21
Client Name	:	Ministry of Health
Release ID	:	RL25/003
Release Date	:	28/02/2025

1.2   Objectives

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

2   Purpose

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

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

3 Summary – Refinement and Defect List

3.1 Refinement List

N/A

3.2 Resolved Defect List

The following are the summary of resolved issue list that included in PhIS and CPS version 2.6.3.21.

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
1.	I-PhIS100963323APP	Klinik Kesihatan Permatang Badak (A)	Pharmacy Inventory	15/08/2023	Purchase Order - Unable to save at pending for approval stage	Puan Sayidah reported unable save order after user delete / add item due to appear pop up "record has been by another session". User wished to delete 1 item due to incorrect order quantity. Details as below: Order number: PO23000054 Status: Pending for approval Item name: Hydrocortisone cream (User wished to order 2 packs only instead of 450 packs)	Concurrent user validation was not correctly handled during saving function in Purchase Order screen.	N/A	Apply correct concurrent user validation during saving function in Purchase Order screen.	29/11/2023
2.	I-PhIS101228023APP	Hospital Bintulu (A) - INT	Pharmacy Inventory	18/08/2023	Purchase Order: Payment Status not update to Closed	Request guidance to clear the eP status to 'ep cancelled / eP rejected' Would like to seek guidance on how to update the below ep	Missing condition in system to update 'Payment Status' as 'Closed' in Purchase Order screen when 'Order Status' is in 'Cancelled' status.	Execute data patch to amend 'Payment Status' as 'Closed' for 'Order Status'	Apply correct condition to update 'Payment Status' as 'Closed' in Purchase Order screen when 'Order Status' is in 'Cancelled' status.	05/12/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						status even though we cancelled the orders already?		in 'Cancelled' status.		
3.	I-PhIS102073 223APP	Hospital Pekan (A) - INT	Pharmacy Inventory	01/09/2023	Purchase Order (RO) - Item not appear - Prepacking Item	Puan Asiqin reported item does not appear after select RO No RO No: RO23-262 | Farmasi Klinik Pakar Item Code: 02.3803.02	Previously system was having filtering issue at Purchase Order screen if 'Requisition Order' record is having both prepacking and non prepacking items.	N/A	Amend condition to display 'Requisition Order' record when item is having both prepacking and non prepacking items.	15/12/2023
4.	I-PhIS105838 523APP	Hospital Tawau (A)	Pharmacy Inventory	01/11/2023	Purchase Order (Contract) Approved Special Medicine - Delivery Lead Period become blank and unable to fill up	User reported she unable to click eP approve due to delivery lead period shows blank and cannot be edit. Details as below: PO: PO23002219 Delivery Lead Period: 21 Days	Previously, system was retrieving the 'Delivery Lead Period' value from 'Contract Header' table. Suppose system should retrieve the value from 'Contract Delivery Period' table if Request Type = Approved Special Medicine.	Execute data patch to update 'Delivery Lead Period' and 'Delivery Due Date' for affected PO no.	Amend query to retrieve 'Delivery Lead Period' value from correct table.	17/07/2024
5.	I-PhIS091810 623APP	Hospital Putrajaya (A) - INT	Pharmacy Inventory	16/03/2023	Purchase Order (APPL): eP status still Pending for eP Approval even has LPO and eP Approved Qty	Pn Nadiah reported eP status in phis not updated and cause they unable to proceed with receiving. According to user, already received physical item and eP status in IWP is eP approved. PO no: PO23001199	Incorrect method was used to receive acknowledgement from IWP to facility level during PO approval. Order status remains as 'Open' and user able to approve again, whereas PO is already sync to IWP and eP. This has caused to disorganized budget movement for	Execute data patch to update status as 'eP Approved' so that user can proceed with receiving for impacted LPO.	Change code to auto create movement and change status to 'Approved' in case PO is already in eP Approved but still in 'Open' status at facility.	06/08/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						LPO no: CO23-155102	PO approve/eP Approved and eP status is still maintained as 'Pending for eP Approval'.			
6.	I-PhIS110573324APP	Klinik Kesihatan Kuala Kedah (A)	Pharmacy Inventory	24/01/2024	Purchase Order (APPL without eP integration) - Pemohon name wrongly appear - report	User reported Nama Pemohon shows same with Nama Pelulus in Purchase Order report. User query why this issue happened. Kindly refer attachment for reference. Details as below:

PO: 24000014
Status: Pending for eP approval

Nama pemohon yang sebenar FAUZAINA BINTI ABIDIN dan nama pelulus WAN PEI THENG | Wrong query was applied during displaying 'Nama Pemohon' value when printing report. Suppose 'Nama Pemohon' value should be based on 'Created By' user and 'Nama Pelulus' value should be based on 'Approval By' user. | N/A | Amend condition to display 'Nama Pemohon' value based on 'Created By' user and 'Nama Pelulus' value based on 'Approval By' user when printing report. | 19/02/2024 |
| 7. | I-PhIS125032524APP | Pejabat Kesihatan Daerah Segamat (B) | Pharmacy Inventory | 27/10/2024 | Purchase Order - Total of item not tally between facility and IWP | Puan Siti Mastura reports, this PO is waiting for ep approval and already has RO number 2400007421010800035P at IWP | Missing implementation to refresh item details and missing concurrent access validation during approval process. This has caused untallied total number of items | N/A | Implement condition to refresh item details and add concurrent access validation before proceeding with approval process. | 18/11/2024 |

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						In facility status this PO already cancel. The user asked to check why the status is not the same, the item qty is also not the same

Facility; Klinik Kesihatan Bandar IOI
PO24000074
User request to cancel this PO | between facility and IWP. | | | |
| 8. | I-PhIS104528 223APP | Hospital Mukah (B) | Pharmacy Inventory | 11/10/2023 | Requisition Order (Non Standard) - Vote code not appear | En Wong reported vote code does not appear for below item in requisition order screen. User informs vote active and balance available

item: X1420700009
vote code: 152401/080702/27501/02 | Wrong query was applied inside Requisition Order screen when searching based on Vote Code if it's Vote Object was set as 'Use by Others = Yes'. Suppose system should ignore this 'Use by Others' condition when searching. | N/A | Remove unnecessary 'Use by Others' condition when searching for Vote Code in Requisition Order screen. | 09/01/2024 |
| 9. | I-PhIS109868 024APP | Hospital Baling (B) | Pharmacy Inventory | 11/01/2024 | Requisition Order (Non-Standard) - Wrong value for Anggaran penggunaan sebulan | En Sani reported no value at column "Anggaran penggunaan sebulan" and "Baki Stok (SKU)" when user print Requisition Order (Non standard). Confirmed by | Issue happens due 'Anggaran Penggunaan Sebulan' was referring to wrong value which is 'Stock Available'. Suppose 'Anggaran Penggunaan Sebulan' shall refers to 'Usage & | N/A | Update code to get correct value for 'Anggaran Penggunaan Sebulan' from 'Usage & Issue Quantity' value | 13/06/2024 |

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						user issue happen to all RO No. RO No.: RO24000035	Issue Quantity' value in RO transaction.		instead of 'Stock Available'.	
10.	I-PhIS107015223APP	Pejabat Kesihatan Daerah Kubang Pasu / Stor (A)	Pharmacy Inventory	22/11/2023	Request Order Authorization - Record not show latest date created	Pn Mashitah reported order does not appear in IWP for approval. PO No.: PO23000440 Facility: PKD Kubang Pasu Order status = Pending for PKD approval.	No default sorting function was applied at 'Request Order Authorization' listing screen. Suppose system should display the record based on latest data in descending order when opening the listing screen.	N/A	Apply default sorting function when opening 'Request Order Authorization' listing screen.	03/05/2024
11.	I-PhIS108674223APP	Hospital Sik (A)	Pharmacy Inventory	21/12/2023	Recommended Purchase List (RPL) - Filter Contract Expiry not functioning	En Mohd Azrie reported that in RPL, Item Purchase Type: Contract, filter Contract Expiry: ALL shows the same result as Contract Expiry: Active Contract Only (46 items). It seems like the filter is not working.	System was not implementing correct filtering function for 'Contract Expiry' whereby system was only considering active record when searching by 'Contract Expiry = All'. Suppose system should display both active and expired records when searching by 'Contract Expiry = All'.	N/A	Apply correct condition for filtering function based on 'Contract Expiry' search criteria.	03/04/2024
12.	I-PhIS091420823APP	Hospital Kemaman (B)	Pharmacy Inventory	09/03/2023	RPL (Contract) - Missing indicator brown colour for	Pn Jia Weay reported already generate RPL transaction. User informed have 3 item	Missing implementation to display 'Special Approve Drug' indicator at item listing page	N/A	Amend code to display 'Special Approve Drug' indicator at item	10/05/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
					"Special approved drug"	was highlighted in brown colour and all 3 item not included when she clicks save. User query why all 3 item was highlighted in brown colour? RPL No.: RP23000023 Drug code: M05BB03972T1002XX G04BD08000T1001XX G04CA02110T5001XX	inside 'Recommended Purchase List' screen when 'Item Purchase Type = Contract'.		listing page inside 'Recommended Purchase List' screen when 'Item Purchase Type = Contract'.	
13.	I-PhIS101211223APP	Hospital Kuala Lipis (B)	Pharmacy Inventory	18/08/2023	Indent Intra/Inter - Usage Quantity inaccurate	En Solihin reported when want to send indent (intra), Usage & Issue Quantity shows 0 for certain item. When check in item movement, there have qty usage and the item mostly is moving item in facility. Besides at summary in item movement, total issue qty showing 0. Example: Drug code: J01DH02000P4002XX	'Usage Quantity' value is not correctly handled for level 2 unit at indent intra module.	N/A	Amend code to display correct 'Usage Quantity' value for level 2 unit at indent intra module.	06/12/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						Unit: farmasi bekalan wad				
14.	I-PhIS108250 023APP	Hospital Umum Sarawak (A)	Pharmacy Inventory	15/12/2023	Indent SPUB - Data not tally - SPUB Patient details do not sync to Issuer facility	Online SPUB Patient not showing. I would like to report an issue whereby the online SPUB patient list is not showing up.	Missing condition in integration process to send SPUB patient details to issuer facility during synchronization.	N/A	Add missing condition in integration process to send SPUB patient details to issuer facility during synchronization.	15/07/2024
15.	I-PhIS103800 423APP	Hospital Marudi (C)	Pharmacy Inventory	29/09/2023	Inter Facility (Sent): Details missing - View Near Expiration Quantity checkbox	Mr Koay reported indent hang in PhIS
User informs during save transaction, all item missing
Click Send for approval > 0729 - Please select valid facility
Click Cancel indent > 0159- Please add item
Click Save > 0729 - Please select valid facility
Listing Page: R23002017 got number of item 4 with status open
User suspect issue happened due to user click View near expiration qty	System was not correctly handling item listing inside Indent Inter screen if 'Near Expiration Quantity' value is updated.	Execute data patch for 'Indent Status' to 'Closed' and 'Approval Status' to 'Rejected'.	Apply correct condition to handle item listing if 'Near Expiration Quantity' value is updated.	23/12/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
16.	I-PhIS110157024APP	Klinik Kesihatan Jelebu (A)	Pharmacy Inventory	16/01/2024	Offline Issue (Inter) - Nama Pemohon in KEWPS 7 show wrong name	Received email from user as below: Please be informed that the name and facility of the requester is not tally with the ones selected/keyed in offline issue inter facility transaction. Kindly find attached the details of the bugs. Thank you.	Issue happens when user enter 'Manual Indent No' value that is same with existing 'Indent No' value. Due to this, system will retrieve wrong 'Nama Pemohon' value based on existing 'Indent No' record when printing KEWPS7 for offline issue.	N/A	Apply correct condition to display 'Nama Pemohon' value based on correct indent number when printing KEWPS7 report.	01/02/2024
17.	I-PhIS106108023APP	Hospital Sultanah Aminah (A)	Pharmacy Inventory	06/11/2023	RIQ Intra - Receiving transaction still created even not print KEWPS 7	Email: I would like to request for the removal of the transaction I23UFK01-0246664 from homepage of Farmasi Kecemasan Substore. As shown in the photos attached, there's 1 transaction at the homepage and it had been rejected actually. However, the transaction still appears at the homepage. I would like to request for the removal of that particular transaction	Wrong condition was applied whereby system is just creating receiving record to indenter even KEWPS7 report is not yet printed. Suppose receiving record should be created only if KEWPS7 report is printed.	N/A	Add condition to only create receiving record at indenter if KEWPS7 report is printed.	23/12/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						from the homepage. Please find attached the screenshots from the homepage and 'Online Issue Information'.				
18.	I-PhIS105751223APP	Klinik Kesihatan Seremban (A) (EXTD) - INT	Pharmacy Inventory	31/10/2023	RIQ Inter - SPUB and Manufacturing Indent did not display - Facility Configuration same unit	User reported she has received indent from KK UTC & Ampangan and user has save transaction from home screen but can't find in RIQ. Details as below: Indent No: R23000886 (KK UTC), R23000851 (KK Ampangan)	Indent checking condition was not properly handled when 'SPUB Issuing Unit' and 'Manufacturing Issuing Unit' values are set as same unit inside Facility Configuration. This wrong checking condition has caused the indent transaction to be missing in RIQ screen.	N/A	Apply correct checking condition inside RIQ screen when 'SPUB Issuing Unit' and 'Manufacturing Issuing Unit' values are set as same unit.	16/11/2023
19.	I-PhIS110269124APP	Klinik Kesihatan Senawang (A) - INT	Pharmacy Inventory	18/01/2024	Recommended Issue Quantity - Error admin while open transaction - level 2 & level 3	Email: KK Senawang is unable to issue R24000047 KK Sikamat as unable to show the complete indent list. This happens at Level 3 Stor Consumables. Kindly assist on this issue.	Previously system did not have any checking on null value if no 'Unit Product List' record is created for the used drug or non drug.	N/A	Add condition to check on null value for 'Unit Product List' record during opening RIQ screen.	17/07/2024
20.	I-PhIS099540823APP	Hospital Wanita & Kanak-kanak Sabah (A)	Pharmacy Inventory	25/07/2023	Recommend Issue Quantity - System not auto allocate to	Miss Ooi reported unable to issue item due to balance showing 0. As check in Stock Balance	Incorrect condition was applied whereby system was not taking the nearest item batch that is about to expire during	N/A	Amend condition to prioritize auto allocation function for item that is	10/11/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
					batch is about to expire	by Item Report, stock still available in store. Unit: Farmasi Logistik. Code: J01FF01162P3001a | Clindamycin 300mg/2ml Injection 1st Batch No: GK011 | 30.11.2024 2nd Batch No: HB002 | 28.2.2025 No Nota Keluaran: N02PS001-0106442 1st Batch No: GK011 | Issue qty: 5 Baki Selepas Pengeluaran = 0 Suppose user want to finish up the 1st batch but system auto allocate to 2nd batch. As user check in Stock Balance by Item Report Batch No: GK011 Stock: 27 pack	auto allocation function. Previously system was just randomly do auto allocation for any items even it is having further expiry date.		having the nearest expiry date.	
21.	I-PhIS110451 124APP	Klinik Kesihatan Jeli (A)	Pharmacy Inventory	22/01/2024	Receive (Inter Facility) - Unable to	En Zulhilmi reported unable to receive due to when double click	Missing validation at 'Expiry Date' field whereby user can enter	Execute data patch to update year with	Add validation at 'Expiry Date' field to	21/02/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
					receive - no item details - wrong year format	transaction, all details was blank. Details: Indent No - R24000027 Issue Note No - M24PS001-0000039 Receipt no - P240000035 Issuer - PKD Jeli	wrong year format for issued item, and this has caused data was unable to flow to receiver facility.	correct 4-digit format.	only allow 4-digit year format.	
22.	I-PhIS101939023APP	Klinik Kesihatan Muar (B)	Pharmacy Inventory	30/08/2023	Receive from supplier (APPL) - DO not exist at IWP	Puan Hafizah reported total item does not tally when compared in PhIS and DO LPO No: CO230000000478005 PO: PO23000101 DO: 965774596 Physical DO: 02.0402.02 02.1406.07 PhIS: 02.0402.02	DO was not inserted into database because unnecessary checking on item description during 'Receiving From Supplier' record creation. System will only allow DO to be inserted if item description in DO is matched with item description in Item Master.	Disable the item description checking and repull DOs from PIWP.	Remove checking on matching item description between DO and Item Master during 'Receive From Supplier' record creation.	13/12/2023
23.	I-PhIS105960123APP	Hospital Tengku Ampuan Afzan (A)	Pharmacy Inventory	03/11/2023	Receive from supplier - Batch number change - Manufacturer	Saya mohon pembetulan BN & EXPIRY item Urine Bag Adult kerana terdapat sedikit kesilapan semasa proses receiving seperti	System was wrongly clearing 'Batch No' value when changing 'Manufacturer' value. Suppose 'Batch No' value should be	Execute data patch to create batch number at item batch.	Amend condition in code to not clearing 'Batch No' value when changing 'Manufacturer' value.	24/12/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						dalam lampiran. Mohon rujuk PO number CO230000000569142 & DO number 1003728163 BN & EXPIRY yang BETUL adalah seperti berikut: - BN: 112964C19 Expiry Date 30 Jun 2028 Kuantiti yang masih ada di UNIT FARMASI LOGISTIK 3900 pieces Mohon rujuk lampiran Kerjasama pihak tuan puan amat dihargai	maintained when changing 'Manufacturer' value.			
24.	I-PhIS106696 923APP	Klinik Kesihatan Trong (A)	Pharmacy Inventory	17/11/2023	Return to supplying facility - Display wrong SKU UOM in report	Mr Khor reported details transaction does not correct during return to supplying facility. RE23000011 Email: Return transaction able to proceed but the sku is incorrect, However, the sku is in pack but the actual sku should be in tablet/ capsule for both items. Please look	Issue happens due to system was unable to retrieve correct UOM value from backend database when printing on return note.	N/A	Change query to retrieve correct UOM value during printing return note.	24/05/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						into the issue to avoid future problem. Below attached the transaction				
25.	I-PhIS105473 123APP	Klinik Kesihatan Tembangau (B) - INT	Pharmacy Inventory	26/10/2023	Return to supplier - Unable to return with loose quantity	Pn Fatin reported unable to do return LOU due to pop up error message "Loose return qty SKU cannot more or equal to conversion factor" upon user click save button. Details: LPO no: CO23-295131 DO no: 878374847 Item code: 02.1202.04 Return qty: 210 SKU	Previously system was allowing user to save even wrong 'Return Quantity (PKU)' and 'Loose Return Quantity (SKU)' are entered. After reopening the screen, 'Return Quantity (PKU)' was wrongly set to zero value, and this has caused user unable to proceed with return process.	N/A	Apply correct validation on 'Return Quantity (PKU)', and 'Loose Return Quantity (SKU)' values during saving function.	24/12/2024
26.	I-PhIS107034 423APP	Pejabat Kesihatan Daerah Seberang Perai Selatan (A)	Pharmacy Inventory	22/11/2023	Payment - Details of item inaccurate - Invoice number	Puan Hidayah reported upon proceed payment in IWP, user noticed number of items listed is not tally with what user purchased. LPO: CO230000000575641 Facility: KK Bukit Panchor Payment no.: PM23094852	Issue on item information whereby it was not showing based on correct LPO No inside Payment screen.	N/A	Fix code by displaying item information based on correct LPO number.	19/07/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						User informed there is 20 items listed but only purchased 9 items.				
27.	I-PhIS105838723APP	Hospital Sultanah Nora Ismail (B) (EXTD)	Pharmacy Inventory	01/11/2023	Budget Movement - Record not appear - eP Cancelled	Ms Yap reported when ticked checkbox for multiple transaction type (Allocation + ep Cancelled + PO eP Approved), transaction for eP cancelled not appear. However, when single tick checkbox eP cancelled, transaction appeared. Sample transaction: Order number: PO23003264 - date 14/9 LPO: PO230000000474794	Searching function based on 'eP Cancelled' checkbox was not correctly applied in Budget Movement screen.	N/A	Apply correct condition inside searching function based on 'eP Cancelled' checkbox.	24/05/2024
28.	I-PhIS103988423APP	Pejabat Kesihatan Daerah Kerian (A)	Pharmacy Inventory	02/10/2023	Budget Movement - Duplicate transaction created	User reported he has cancelled LPO number for LP item in PKD Kerian (PHIS system) but when user check in IWP, budget movement shows duplicate transaction. Details as below:	Missing implementation to check on duplicate record inside Budget Movement screen for all transactions that involve with budget master.	Run data patch to update current balance amount and current liability amount.	Apply validation to check on duplicate transaction inside Budget Movement screen.	22/08/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						Vote Code: 051801/080703/27401/03 LPO No: 2300000616837				
29.	I-PhIS099689823APP	Hospital Sultan Haji Ahmad Shah (B) - INT	Pharmacy Inventory	27/07/2023	Disseminate Notification at homepage wrongly created (Inter Facility)	Puan Zurhanim reported got error message when click at transaction no notification Slow Moving Item - Disseminate - Homepage- Notification > Appear error 1366 - error contact admin Notification: NO23000119	Code was not correctly handled notification creation at home screen. Previously system displayed notification record at home screen even though notification record is in 'Open' status. Suppose only notification record that is in 'Notified' status should be displayed at home screen.	N/A	Amend code to only show notification record that is in 'Notified' status at home screen.	10/11/2023
30.	I-PhIS101391623APP	Klinik Kesihatan Bandar Tumpat (A)	Pharmacy Inventory	21/08/2023	Notification Rejected Indent - Repeated transaction appeared	Pn Sharina reported that the same transaction keeps appearing in Notification at Homepage. Unit: Logistik	No validation was implemented to check whether existing notification number has been created during reject indent process.	N/A	Apply validation to check on repeated notification record during reject indent process.	27/11/2023
31.	I-PhIS110497524APP	Klinik Kesihatan Sandakan (B) (EXTD)	Pharmacy Inventory	23/01/2024	Rejected Notification Not Received: - Change unit name at Requester Unit	User reported error message "an error has occurred, please contact your system administrator" appear when user click login. User claimed it	Issue happens due to 'Requester Unit Name' had been changed and this has caused error due to system was unable to update notification on previous	Execute data patch to update requester code and description for impacted notification.	Change condition to update notification record based on 'Requester Unit Code' instead of 'Requester Unit Name'.	07/01/2025

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						happened to all user ID in Farmasi Logistik. Others unit did not have any issue. Details as below: User id: 94021512XXXX p/word: kindly refer in observation	transaction which using old 'Requester Unit Name'.			
32.	I-PhIS103049 723APP	Hospital Kulim (A)	Pharmacy Inventory	17/09/2023	External Notification (home screen) - Online Issue Request Received, error when retrieve	Miss Vong reported unable to receive due to Online issue request Receive > pop up error message -error processing your request, please contact admin Receive Interfacility Screen > Blank page	Issue happens due to wrong implementation of receiving record creation during retrieving process.	Execute manual push to resync data.	Modify code to add extra conditions to check for invalid data during retrieving process.	06/01/2025
33.	I-PhIS105958 123APP	Hospital Rembau (A) - INT	Pharmacy Inventory	03/11/2023	Product Complaint: No record update in product complaints batches table	Miss Abirami reported product complaint no not appear during quarantine Complaint No: PC23000002 Inventigated-Valid	System was unable to retrieve product complaint number for non drug record from product complaint batch table and this has caused system unable to proceed with quarantine transaction.	N/A	Apply correct condition to retrieve correct value of product complaint number during quarantine process.	15/07/2024
34.	I-PhIS107980 723APP	Hospital Kemaman (B)	Pharmacy Inventory	10/12/2023	Recalculate Buffer Level - Details not	Ms Jia Weay reported quantity not updated after she click overwrite	Missing condition to update the latest 'Minimum Storage	N/A	Amend condition to update the latest 'Minimum Storage	02/01/2025

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
					updated after overwrite	in recalculate buffer level screen.	Quantity (SKU)' value at 'Item/Product Buffer Level' screen after changing 'Proposed Minimum Storage Quantity' and overwrite function at 'Recalculate Buffer Level'.		Quantity (SKU)' value at 'Item/Product Buffer Level' screen after changing 'Proposed Minimum Storage Quantity' and overwrite function at 'Recalculate Buffer Level'.	
35.	I-PhIS110220 924APP	Klinik Kesihatan Bandar Maharani (B) (EXTD) - INT	Pharmacy Inventory	17/01/2024	Supply Status - Rejected by name wrongly appear	Puan Azwin reported same rejected issue appeared 2 different "Rejected by"user's name. Indent no.: K23001626 Rejected no: 123PS001-0000129 When Puan Azwin access using her ID, will appear rejected by Puan Azwin. However, when other user (Cik Angelis) open same transaction appeared rejected by Cik Angelis. If user check at kewps 7, Approval status = Approved. Refer attachment as reference.	Wrong condition was applied when displaying 'Rejected By' value whereby system was wrongly showing user login name.	N/A	Apply correct condition to display 'Rejected By' value based on user that rejected the record.	06/02/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
36.	I-PhIS109616624APP	Klinik Kesihatan Bandar Segamat (B)	Pharmacy Inventory	07/01/2024	Allocation/Deduction/Virement (PKD) - Unable to reject - Record past year	Pn Mastura reported that she is unable to reject following transactions due to pop up error appears. BA23005018 'Error 500. unknown exception java lang' BA23005009 BA23005010 BA23005011 BA23005012 BA23005013 BA23005014 BA23005016 BA23005018	Issue with the fetching existing data during reject process. Wrong vote and year values were passed to service to retrieve the data, and this has caused system unable to populate the correct record.	N/A	Amend code to pass correct vote and year values to service during reject process.	19/02/2024
37.	I-PhIS105744223APP	Hospital Pakar Sultanah Fatimah (B)	Pharmacy Inventory	31/10/2023	Stock Transfer - Receiving flag does not update	User reported Farmasi Peroi has sent stock transfer into LKP Filling and they have approved the request, but user can't receive. User claimed there is no transaction of stock transfer appear in task list or receive (intra facility). Details as below:	Missing condition update 'Receiving Flag' to Yes at Stock Transfer screen after receiving record is confirmed.	N/A	Apply condition to update 'Receiving Flag' as Yes after receiving record is confirmed.	24/05/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						Transaction No: T230000191, T230000171				
38.	I-PhIS098809 223APP	Hospital Umum Sarawak (A)	Pharmacy Inventory	13/07/2023	Quarantine - Quarantine/Un quarantine quantity inaccurate	Ms Belinda reported that for following item, user did Quarantine last Friday (07/07) with Qty 25 vials - 1 PKU. This morning, user did unquarantine the item. However, user only able to find 2 vials of the items only. The other 23 vials were missing from the system. 07.0402.09 Cefoperazone 1g Inj Quarantine No: QT23000045 Unit: Farmasi Logistik V2621	Issue happens for transaction that has more than one item. Previously, system will auto change other 'Quarantine/unquaranti ne quantity' when editing one of item during save/send for approval/approve functions. Supposed system only change/save for item that been edited.	Execute data patch to update correct 'Unquarantine Quantity' value.	Apply correct method to update 'Quarantine/Unquar antine Quantity' value during save/send for approval/approve functions.	02/10/2023
39.	I-PhIS105777 523APP	Hospital Sungai Buloh (A) - INT	Pharmacy Inventory	31/10/2023	Contract Facility - Active/latest revision not sorted properly	We would like to use the 'Penalty' function in PhIS for item Mometasone Furoate 50 mcg Aqueous Nasal Spray (Contract number: KKM-203/2021/F(U)). However, there is no Minimum Payment (RM 200) in the latest version of this contract	Wrong default sorting was applied during opening listing page for Contract Facility. Suppose active record should be displayed on top.	N/A	Amend default sorting function at listing page for Contract Facility screen.	23/04/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						(Revision No. 13). Please refer to the images as attached				
40.	I-PhIS106509223APP	Pejabat Kesihatan Daerah Mersing (B)	Pharmacy Inventory	14/11/2023	IWP- Budget Adjustment: Unable to save transaction	Puan Salwa reported got message unable to proceed budget adjustment, current balance amount should be more than allocate to deduct amount. LPO CO230000000558319 Adjustment Amount to deduct: 620.06 Vote code yang tersalah charge: 091901/990103/27401/03 Intended vote code: 091901/030300/27401/02: Balance: RM620.06 Previous Report: 231493867B Email: TERSALAH CHARGE VOTE CODE Ada 3 item dalam LPO CO230000000558319. Dua daripada tiga item tersebut (iaitu Carbamazepine 200 mg	There was a number formatting issue occurred when system is doing arithmetic operations on amount value.	Execute data patches by adding 0.01 at current balance for impacted vote code.	Modify code to limit the amount to be 4 decimal values during performing arithmetic operations.	19/08/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						Tablet dan Phenytoin Sodium 100mg Cap) tersalah charge vote code. Vote code yang tersalah charge: 091901/990103/27401/03 Intended vote code: 091901/030300/27401/02 Activity: In system have module budget adjustment in budget adjustment user can choose item with wrong vote code assigned and adjust to actual vote code.				
41.	I-PhIS100884 723APP	Hospital Seri Manjung (A)	Pharmacy Inventory	14/08/2023	Stock Replenish - Same item/drug appear multiple	Puan Zakiah reported got duplicate item appear when click on Stock Replenish Stock Replenish Farmasi Bekalan Wad (Level 2) to CAPD Click > Stock Replenish > Code: J01DD02520P4004XX | Ceftazidime 2g Injection Repeated 5 times	Missing query in system to filter out repeated item when clicking on 'Stock Replenish' button.	N/A	Add condition in query to filter out repeated item when clicking on 'Stock Replenish' button.	11/01/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						User will send video				
42.	I-PhIS102834 623APP	Klinik Kesihatan Kulim (B) (EXTD)	Pharmacy Inventory	13/09/2023	Penalty (IWP) - Incident have button approve - ID KK User	Puan Aimi reported unable to approve penalty incident transaction in IWP due to button approve/reject not appear. Refer helpdesk observation for User's login ID & Password. Status - Pending for approval Sample incident transaction: Approve/reject button not appear - PE21-02060057-23800945 PE21-02060057-23700932 Approve/reject button appear - PE21-02060057-23700931	Previously system was wrongly allowing KK user to view Approve button for Penalty PS21. Suppose Approve button should only be visible for PKD user.	N/A	Apply correct condition to view Approve button only for PKD user.	20/12/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
43.	I-PhIS104267 023APP	Klinik Kesihatan Salak (A) - INT	Pharmacy Inventory	06/10/2023	Prepacking - Reserve quantity not clear - Cancelled	Pn Ilham reported that she is unable to do Prepacking for following item due to Current Available Qty: 0 after user selected the item in Original Item Packaging. Unit: Prepacking Area Item Code: 02.0411.07 Chlorpheniramine Maleate 4mg Tablet Batch No: 468111 | Exp Date: 30/09/2027 Upon checking in Unit Catalogue List, there is Reserve Qty of 5000 for this item. User already checked in Prepacking, there is no pending transaction there.	Missing condition to recalculate 'Reserve Quantity' value after cancelling Prepacking record. Suppose system should update back the 'Reserve Quantity' based on 'Prepacking Quantity' after cancelling Prepacking record.	Execute script to clear the reserve quantity in facility database.	Apply correct condition to recalculate 'Reserve Quantity' once cancelling Prepacking record.	10/11/2023
44.	I-PhIS109446 024APP	Klinik Kesihatan Bahau (A) (EXTD)	Pharmacy Inventory	04/01/2024	Year End Process: YEP failed - current stock history	Email: Untuk makluman, PKD Jempol telah melaksanakan Year End Process. Namun terdapat beberapa task yang masih berada pada tahun 2023 apabila semakan dibuat antara nya inventory in facility configuration, Purchase order, Budget balance	There was backend issue occurred when replicating data from 'current stock detail' table into 'current stock history' table and this has caused some information were unable to be updated during YEP process.	Execute data patch to delete history and re-run YEP again at impacted facilities.	Amend condition to only insert current stock details which is not available in the history table.	11/01/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						by vote, budget movement allocation, drug accumulation under item master. Mohon semakan pihak tuan/puan				
45.	I-PhIS128624 725APP	Klinik Kesihatan Kuala Dungun (A) - INT	Pharmacy Inventory	01/01/2025	Stock available show 0 after YEP	Encik Hamid reported unable to transcribe drug to patient due to stock shows 0. However, there is stock available in the unit. Drug code: R03AK06989A2101XX | Salmeterol 50mcg, Fluticasone Propionate 250mcg Accuhaler (60doses) N06AB08253T1001XX | Fluvoxamine 50 mg Tablet C01EB15110T1001XX | Trimetazidine 20 mg Tablet	Wrong condition was applied during YEP update at PKD. All drug status were wrongly updated as inactive if stock details are having any expired items that are more than 7 years.	Data patch to update drug status to Active.	Amend code to not change drug status if stock details are having any expired items that are more than 7 years.	07/01/2025
46.	I-PhIS104137 023APP	Hospital Tengku Ampuan Afzan (A)	Order Managem ent	04/10/2023	Patient Label - Patient name does not appear	User reported patient name does not appear in label sticker either user preview or direct print if user add Facility RN Number. User	Design issue. System was not correctly handling space and height issue for patient label with 'Facility RN Number' value.	N/A	Change code to handle component space and height issue for patient label with 'Facility RN Number' value.	20/12/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						claimed if he does not add any Facility RN number in visit management, patient name will appear. Kindly refer user attachment for reference. Details as below: MRN No: HTAA00388470				
47.	I-PhIS104053923APP	Hospital Sungai Siput (A)	Order Management	03/10/2023	Renew Order: Start and End date of selected drug shows incorrect	User reported this patient has partial supply but today this patient is warded then user proceed with new order within 7 days supply duration, but user claimed label date shows incorrect. Details as below: MRN No: 1903 Incorrect Date: 29/11/2023 Correct Date: 3/10/2023	Incorrect condition was applied at Reorder function, which caused system is capturing wrong 'Start Date' and 'End Date' values when 'Apply to All Selected Drugs' checkbox is selected and 'Proceed' button is clicked.	N/A	Amend condition in code to capture correct 'Start Date' and 'End Date' values during reorder function.	15/12/2023
48.	I-PhIS105896223APP	Klinik Kesihatan Pos Brooke (B)	Order Management	02/11/2023	Record Prescription - Issue after click confirm - Multiple	Refer to previous report: 231475051B User Pn Syafiqah reported appear message: "this item has	Issue happens due to wrong data setup whereby the drug was having multiple default dispense UOM at one time.	Execute data patch to create back missing dispensing data and update one dispense UOM	Amend code to retrieve dispense UOM based on the first default dispense UOM if drug is having multiple	12/12/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
					Default Dispense UOM	been confirmed / prepared by someone else" when she clicks on confirm button at record prescription screen. Issue happens to the reported drug only for all patients. User wants to know why this issue happen. Drug code: A11GA01000T1002XX Name: Ascorbic acid 100mg IC No.: 01022512XXXX (dummy patient)		record as not default.	default dispense UOM value.	
49.	I-PhIS107021123APP	Hospital Raja Permaisuri Bainun (A) - INT	Order Management	22/11/2023	MTAC Medication Order - Dr unable to endorse the order (full based)	Pn Qurasyiah reported unable to found patient at Order Endorsement screen even user login and select location same with patient order location. 1. Hrpb542868 2. HRPB116056 3. HRPB 1068114 4. HRPB460471	Missing condition to create order endorsement record for medication order done by pharmacist from MTAC screen.	N/A	Add condition to create order endorsement record for medication order done by pharmacist from MTAC screen.	28/11/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						5. HRPB142446 order location: klinik kardiologi				
50.	I-PhIS094986 523APP	Hospital Raja Permaisuri Bainun (A) - INT	Order Managem ent	11/05/2023	Medication Order does not flow from PhIS to HIS@KKM	Pn Qurasyiah reported that for following order, it cannot be found in HIS. RN No: HRPB770033 Order No: W5B0002066589 Pn Qurasyiah informs that this order has been Discontinued in PhIS. However, supposedly it should appear in HIS regardless of the status.	There was UI error at backend and caused the Confirm Order process to terminate prematurely, before it was able to send out HL7 messages to Mirth (HIS@KKM).	Manually send the messages with the Mirth channel to HIS@KKM.	Change sequence in code to catch UI elements errors by moving those operations to the end of the confirmation process so that system able to send Mirth channel to HISKKM before reaching UI elements error.	19/11/2024
51.	I-PhIS101014 923APP	Hospital Pakar Sultanah Fatimah (B)	MAR	15/08/2023	MAR: Medication Chart - Order Date in Print Report shows missing	Puan Tang reported appear missing / incomplete order date in medication chart. Issue happened to mostly all patients. Sample patient: HPSF00338066 | Muhammad Hariz - Certain drug appeared order date & some not appear.	There was a design issue when involving long drug name and this has caused system was unable to show 'Order Date' value when printing Medication Chart report.	N/A	Fix design issue in Medication Chart report.	13/10/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						HPSF00318513 | Muhd Nur Fateh - Order date also appeared incomplete where AM/PM is not stated.				
52.	I-PhIS104420 123APP	Bahagian Perkhidmatan Farmasi (HQ) (A)	Special Approve Medicine	09/10/2023	IWP: Special Approval Medicine: - Maklumat Pakar Yang Memohon (C) display as Pharmacist Name	Melalui semakan di PhIS bagi versi v2.6.3.3, Bahagian ini mendapati NAMA PEMOHON yang dikunci masuk pada SEMUA PERMOHONAN bagi modul ini adalah tidak sama seperti di paparan bagi versi cetakan. Nama pemohon seharusnya adalah NAMA PAKAR PERUBATAN yang memohon, namun pada paparan versi cetakan, nama pemohon adalah NAMA PEGAWAI FARMASI. Oleh kerana isu ini melibatkan SEMUA permohonan bagi modul ini, kami ingin memohon jasa baik tuan/puan untuk meneliti dan mengenal pasti isu ini dengan kadar segera.	Wrong condition was applied at facility side whereby system was showing 'Maklumat Pakar yang Memohon' as Specialist when 'Request By = Batch'. Suppose system should show 'Maklumat 'Maklumat Pakar yang Memohon' as Pharmacist if 'Request By = Batch' and showing as Specialist if 'Request By = Patient'.	N/A	Amend code to show correct 'Maklumat 'Maklumat Pakar yang Memohon' based on 'Request By' value.	10/11/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						Kerjasama tuan/puan kami dahulu dengan ucapan terima kasih.				
53.	I-PhIS098816 323APP	Hospital Raja Permaisuri Bainun (A) - INT	Special Approve Medicine	13/07/2023	Special Approve Medicine - Error contact system admin when click Sent to KPK button	Ms Sabrina reported that she is unable to send to KPK for following transaction due to pop up error appears. Error has occurred. Pease contact your system admin. Sent to KPF KPK Transaction No: HRPB0379/2023	Issue happens due to system was getting problem to update task list and resync the latest status to IWP when clicking on 'Sent to KPF' button. This has caused system was unable to proceed and show the error message.	Execute data patch to update task list to proper status so that user can send SAM record to IWP.	Apply correct condition to update task list and resync latest status to IWP when 'Sent to KPF' button is clicked.	04/12/2023
54.	I-PhIS100074 723APP	Bahagian Perkhidmatan Farmasi (HQ) (A)	Special Approve Medicine	02/08/2023	Special Approval Medicine: Create New Drug Name for Special Approval Medicine details do not appear at IWP and Facility.	Received email from Pn Bari'ah, Aduan Special Approval Medicine. 'Saya ingin melaporkan aduan berkenaan satu permohonan bagi modul Special Approval Medicine, di mana nama ubat tidak muncul di paparan (A2299/2023) seperti berikut:' Kindly refer to attachments for further details.	Issue happens due to wrong condition was applied at dialog page whereby 'Generic Name' will only be updated when the drug is assigned.	N/A	Amend code to apply same method as listing page. In case user create new drug but not yet assigned, system will display drug name from active ingredient column.	04/12/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
55.	I-PhIS105912623APP	Hospital Sultan Idris Shah Serdang (A) - INT	Special Approve Medicine	02/11/2023	Special Approval Medicine - Attachment 1 appear not mandatory for request type: repeat	Ms Liew reported popup message appear to attach the attachment when click submit button. She claims attachment 1 have asterisk icon. However, user claim can proceed submit before this eventhough not attach any attachment. Kindly advise.

Facility request no: HSDG0266/2023

Example able to proceed without attach attachment: HSDG0242/2023 | Missing validation to set 'Attachment 1' field as mandatory when Request By = Batch and Request Type = Repeat during SAM order. | N/A | Add validation to set 'Attachment 1' field as mandatory when Request By = Batch and Request Type = Repeat. | 24/12/2024 |
| 56. | I-PhIS102516023APP | Bahagian Perkhidmatan Farmasi (HQ) (A) | Special Approve Medicine | 08/09/2023 | IWP Special Approval Medicine - Print Permit - Nama Pembekal & Nama Pengilang wrongly display | En Tan Lit Yong melaporkan:

Jenis Permit Import: Lot Release

Terdapat kesilapan butiran pada permit import dalam sistem PhIS.

Sila rujuk Lampiran | Query issue. System was showing wrong value for 'Manufacturer' and 'Supplier' when printing Permit report. | N/A | Amend code to retrieve and show correct value for 'Manufacturer' and 'Supplier' when printing Permit report. | 29/09/2023 |

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
57.	I-PhIS101650 223APP	Hospital Tunku Azizah Kuala Lumpur (A)	Special Approve Medicine	25/08/2023	Special Approval Medicine - Missing Allocation Required value	Related with report number 231423479B. Received email from Ms Koo Kaitian, Unable to Submit Special Approval Medicine Application, Pending KPF Recommendation in PhIS. ' Jabatan Farmasi Hospital Tunku Azizah menghadapi masalah dalam penghantaran permohonan UKK dalam sistem PhIS, pending pada peringkat 'Pending KPF Recommendation' untuk 4 permohonan seperti berikut: a. Blinatumomab 35mcg Inj (Request number: WCHKL0404/2023)	Previously no validation was applied when 'Total Cost' field is emptied during SAM record creation.	N/A	Amend condition to make 'Total Cost' field as disabled during SAM record creation.	04/12/2023
58.	I-PhIS106354 123APP	Hospital Tengku Ampuan Afzan (A)	Outpatient Pharmacy	10/11/2023	Drug Label - No of label to print issue	User reported after upgrade version 2.6.3.4 when user print drug label and set no of copy for 3 copies, label only printed 1 copy, user request to check MRN: HTAA0001875 (Woon Cheng Ye)	Missing condition in code to follow 'No of label to print' value when do direct print function for drug label.	N/A	Amend condition to follow 'No of label to print' value when do direct print function for drug label.	27/11/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
59.	I-PhIS108973123APP	Hospital Tuanku Fauziah (A)	Outpatient Pharmacy	27/12/2023	Medication Order - Incorrect supply duration issue	En Omar reported already transcribe order for drug Buprenorphine with frequency 1 kali seminggu. User informed total quantity supply is 4 patches. But user noticed supply start date appear 24/11/2023 - 28/11/2023 = 4 days. MRN: HTF00000767 RX No.: PAINMCL0001405516	'Supply Duration' value was not correctly calculated for frequency in weekly basis during changing on 'Allocation Quantity' value in Item Batch screen.	N/A	Apply correct formula to calculate 'Supply Duration' when changing on 'Allocation Quantity' value.	13/01/2025
60.	I-PhIS100717723APP	Klinik Kesihatan Kuala Lumpur (A) (EXTD) - INT	Outpatient Pharmacy	11/08/2023	Unit Catalogue List: Reserve Quantity does not display correctly	Email: We have a reserve quantity (30 's) for the below item but we don't have any pending prescription for this item. Medicine name: Glycopyrronium 50mcg Inhalation Powder Hard Capsules Drug Code: R03BB06320A2001 Unit: counter pharmacy Attached below for your reference	Issue with the manual allocation whereby when allocated quantity was manually changed, the reserve quantity was not updated or deleted properly.	N/A	Add extra validation during manual allocation to check with exact allocated quantity and balance quantity from stock tables to make sure reserve quantity is updated or deleted properly.	03/01/2025

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
61.	I-PhIS091103523APP	Klinik Kesihatan Seri Kembangan (A) - INT	Outpatient Pharmacy	03/03/2023	Screening & Verification - Unable to find patient - Acknowledge status	Received email from Ms Wong, 'Sebagai contoh, patient ini. Zurina Kateman 79091110XXXX. Saya cuba acknowledge, saya masuk nama Dan IC dia. Sudah acknowledge, sepatutnya akan flow into screening. Dia tak flow. Saya kena masuk IC patient kat screening baru dia keluar. Sila maklum.' This is only one sample of patient for checking. Issue happens to multiple patients. Kindly refer to attachment. V2616	Wrong condition was applied at filtering function for 'Acknowledged' checkbox at Screening screen if prescription had been dispensed with zero quantity.	N/A	Apply correct condition at filtering function for 'Acknowledged' checkbox if prescription had been dispensed with zero quantity.	02/01/2025
62.	I-PhIS105704423APP	Hospital Sibu (A)	Outpatient Pharmacy	30/10/2023	Screening and Verification - Inaccurate allocation qty	Email Current phis Version v2.6.3.4 Certain item's drug maintenance was set with fixed quantity over 1 month supply as picture 1,	Missing implementation during auto allocation process to consider 'Order Setting' configuration from Drug Master when calculating 'Allocation Quantity'.	N/A	Amend condition at auto allocation function to consider 'Order Setting' configuration from Drug Master when calculating 'Allocation Quantity'.	03/01/2025

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						During transcribing, everything was as intended. As picture 2. However, after the preparation stage and after allocation, the allocated quantity somehow voids the setting, as picture 3 & 4. This problem occurred after version update to 2.6.3.4				
63.	I-PhIS107853 423APP	Klinik Kesihatan Tawau (B) (EXTD)	Outpatient Pharmacy	07/12/2023	Screening & Verification - POMS drug become fully dispense - Intervention issue balance days 0	I HAVE ALLOCATED AND DISPENSED THIS PRESCRIPTION. THEN I WANTED TO SUPPLY THE SECOND TIME USING PARTIAL SUPPLY BUT UNABLE TO USE POM FUNCTION FOR FELODIPINE 10MG EXTENDED RELEASE TABLET. NAME: ABDUL SYEH BIN SAHIBNI RX NO: OPP0000188379 RX ORIGINAL NUMBER: CKAA0614306	'Balance Days' calculation was not correctly handled whereby it was set as 0 days after intervention process. This has led to drug become fully dispensed.	N/A	Apply correct formula when calculating 'Balance Days' value after intervention process.	02/01/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
64.	I-PhIS101408223APP	Klinik Kesihatan Batu Pahat (B) (EXTD)	Outpatient Pharmacy	21/08/2023	Screening & Verification - Dispense At & Next Dispense At not display	User reported she want to select next collection mode (Farmasi Pandu Lalu) for partial prescription, but it's not appeared in list. User claimed if she transcribes order for the first time, this selection will appear. User query either partial supply able to select Farmasi Pandu Lalu or not. Details as below: MRN No: KKE01003900151680 Prescription No: 321096	Missing implementation to display 'Dispense At' and 'Next Dispense At' fields at Screening & Verification screen for pharmacy-based facility.	N/A	Add condition to display 'Dispense At' and 'Next Dispense At' fields at Screening & Verification screen for pharmacy-based facility.	18/12/2024
65.	I-PhIS107001123APP	Klinik Kesihatan Sungai Rengit (B)	Outpatient Pharmacy	22/11/2023	Single Stage Dispensing - Unable to open transaction popup error message - no row	En Adzam reported unbale to proceed dispense patient at single stage dispensing. Step: Single stage dispensing > key in patient IC > search > appear patient name > click patient name > nothing appears	Inconsistent fetching method for 'Dispense UOM' value from different table has caused error on the system. Suppose system should only fetching 'Dispense UOM' from dispensing related table instead of UOM master table.	N/A	Amend condition to fetch 'Dispense UOM' only from dispensing related table instead of UOM master table.	02/02/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						Same issue when user try again and again. Issue only happens to this 1 patient. Patient IC: 73110501XXXX (Laila bt Melan)				
66.	I-PhIS096627823APP	Hospital Sultanah Aminah (A)	Outpatient Pharmacy	08/06/2023	SPUB Patient List - Unable to send SPUB - Prescriber designation & department blank	Email: ADUAN BERKENAAN RALAT KETIKA MENDAFTAR SPUB PESAKIT Salam sejahtera saya Nurizzati Zafirah Binti Nazri dari unit farmasi kecemasan Hospital Sultanah Aminah ingin membuat aduan berkenaan ralat ketika ingin mendaftar SPUB bagi pesakit. Ini kerana SPUB R1 form pesakit tidak dapat dijana setelah SPUB di daftarkan di dalam sistem PHIS. Hal ini akan merumitkan proses bagi SPUB kerana fasiliti yang akan dirujuk tidak dapat rujukan preskripsi spub.	No mandatory checking was implemented for 'Prescriber Department' and 'Prescriber Designation' values. Due to these missing values, it has caused system unable to send SPUB record to other facilities.	N/A	Implement mandatory checking for 'Prescriber Department' and 'Prescriber Designation' values inside User Profile, Visit Management and Record Prescription screens.	24/11/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						Berikutan hal ini, saya lampirkan screenshot spub yang gagal dijana SPUB R1 form sebagai bukti. Diharap isu ini mendapat perhatian tuan/puan dan dapat diselesaikan dengan kadar segera.				
67.	I-PhIS110354024APP	Hospital Sultanah Aminah (A)	Outpatient Pharmacy	20/01/2024	SPUB Patient List - Display error message	Puan Izati reported got pop up error message at SPUB Patient List SPUB Patient List > Select Patient > Click Add new report > Error contact admin User inform happened to all patients. Sample: HSA00219383 Email: I cannot create spub for all patients. It pops up with this.	Missing implementation to handle SPUB transaction with taper drugs.	N/A	Amend code to handle SPUB transaction with taper drugs.	30/01/2024
68.	I-PhIS106693523APP	Hospital Kuala Lumpur (A)	Outpatient Pharmacy	17/11/2023	PhIS Slow Processing & slowness - BCP Process hanging	Ms Manjit reported that PhIS is slow processing for following task: 1. printing label	Previously no control on BCP backend job was applied and this has consumed server resources and has caused slowness issue.	N/A	1. Add checking if the previous BCP job is still running, system will not initiate new job	04/01/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						2. finding medication history for patients			until previous job is finished. 2. Automatically kill the BCP process if the job is running for more than 30 minutes.	
69.	I-PhIS089413523APP	Hospital Tengku Ampuan Rahimah (A)	Inpatient Pharmacy	02/02/2023	Record Prescription - Location become blank after processing	Received email from Ms Lou, Error in location setting. 'I would like to clarify this matter: The ward 4A surgical is categories under general surgical (pic 3). However, upon admit patient, when we admit pt under 4A ward (pic 2) it automatically goes pead intensive unit (pic 1). This issue also happens to ward 4B ortho, which we cannot choose the ward apparently. Kindly clarify.'	Wrong method was applied to check on repeated 'Location Code' and 'Location Description' values during selecting location value.	N/A	Apply correct method to check on repeated 'Location Code' and 'Location Description' values during selecting location value.	25/08/2023
70.	I-PhIS106570023APP	Hospital Taiping (A)	Inpatient Pharmacy	15/11/2023	Fill List - Popup error message when save fill list	Saya ingin membuat aduan di mana fill list tidak dapat dilaksanakan. Dilampirkan 'screenshot'	System was unable to retrieve correct dispensing UOM value this has caused system	N/A	Amend code to retrieve correct dispensing UOM value during saving fill list function.	17/11/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						untuk penjelasan lanjut. Diharapkan pihak PhIS dapat menyelesaikan masalah ini kerana menyukarkan pegawai untuk melakukan fill list.	unable to proceed with saving fill list function.			
71.	I-PhIS102824 523APP	Hospital Raja Permaisuri Bainun (A) - INT	Manufact uring - CDR	13/09/2023	CDR Label: Drug volume value shows incorrect value	User Pn Qurasyiah reported incorrect info on CDR label. User informed drug volume appear 0.51ml when print label instead of 0.5ml only. Confirmed by user prescription at preparation screen MRN: hrpb1160006 dose = 12.5mg dose qty - 0.5ml drug volume = 0.51ml RX No.: WPR0002292073 MRN: hrpb650700 RX No.: DCPED0002301076 dose = 12.5mg dose qty - 0.5ml drug volume = 0.51ml	Wrong formula was used to calculate the 'Drug Volume' when printing CDR drug label.	N/A	Modify the code to use correct formula during 'Drug Volume' calculation when printing CDR drug label.	14/11/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						_____ updated: drug name: docetaxel 80mg injection dose = 124.5mg dose qty 12.45ml drug volume = 12ml MRN: hrpb580873 RX no.: WDC0002301114				
72.	I-PhIS107126 723APP	Hospital Dutchess of Kent (A)	Manufact uring - CDR	24/11/2023	CDR: Wrong Prepared Quantity	User regimen drug quantity is missing when user want preparation. Kindly refer attachment for reference. Details as below: prepare regimen folfox (85/200/400/600) DE Gramont (200/400/600) Ifosfamide 1.8 gm/m2 Bil IV botol hilang 1ml/bottle in preparation happened to all patients that used this regimen Example of MRN No:	System was not correctly implementing auto allocation function based on chemo day if drug had been fully supplied, and this has caused 'Prepared Quantity' shows wrong value.	N/A	Implement correct auto allocation method if drug had been fully supplied.	30/08/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						HDOK00201046 HDOK00203507 HDOK00060454				
73.	I-PhIS109451324APP	Hospital Tuanku Jaafar (A)	Manufacturing – CDR	04/01/2024	CDR label - Combination Drug details missing & Treatment Date appear blank	Encik Eiman reported when direct & preview print label, treatment date does not appear. Issue only happened to infusion drug. MRN: HTJ00295292	PHILOMENA	System was declaring 'Treatment Date' into wrong value which is 'Start Date Time' field during saving function. This has caused 'Treatment Date' value cannot be properly saved and displayed into label.	N/A	Apply correct condition to declare 'Treatment Date' into correct field during saving function.	30/07/2024
74.	I-PhIS109662924APP	Hospital Raja Permaisuri Bainun (A) - INT	Manufacturing - CDR	08/01/2024	CDR Drug label - Total volume appear incorrect	User reported drug info on label not same as actual drug info. Details: MRN and Patient name: 497560	Rodziah Bt Nordin Drug code/Name: Gemcitabine HCl 1g Injection Info on label: Volume: 1550ml Info on actual drug: Volume: 284ml	Wrong query was set during populating 'Total Volume' value in 'CDR Edit Label' screen. Suppose system should apply standard formula that have been applied at 'Order Details' screen.	N/A	Apply standard formula like in 'Order Details' screen when populating 'Total Volume' value in 'CDR Edit Label' screen.	29/02/2024
75.	I-PhIS126694024APP	Hospital Sultan Ismail (A)	Manufacturing - CDR	25/11/2024	HISKKM CDR Preparation: BSA value does not tally with	Reported by SIT Amirul: BSA FOR CDR ORDER WRONG VALUE.	System was wrongly displaying 'BSA' field as 'BMI' value during	N/A	Amend code to display correct 'BSA' value inside 'BSA' field during re-order	20/12/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
					BSA in Patient Banner	Issue: CDR (Verified) System capture wrong BSA and will be effect on dosage drug. User request to fix this error urgent. For now, pharmacy need to edit manually in phis. Example patient: MRN: HSI1073180 (LIM KAM KONG) MRN: HSI1175774 (NORDIN BIN IBRAHIM) MRN: HSI103721 (QUEK HANG BOO)	reorder function for CDR order.		function for CDR order.	
76.	I-PhIS098326 723APP	Hospital Kuala Lumpur (A)	Manufacturing - Radiopharmaceutical	05/07/2023	Radiopharmaceutical dispensing - Unable to save remarks	Pn Syifaa reported appear error when put remarks in radiopharmaceutical dispensing stage during dispensing. Updated 7/7/2023: User will put name of personnel who received the unit of dose in the form of injection. If we put remarks in Dispensing Stage, dispensing process will not proceed.	Saving function on 'Remarks' value for 'Order Stage' was not correctly implemented inside Radiopharma screen.	N/A	Apply correct saving function on 'Remarks' value for 'Order Stage' inside Radiophama screen.	17/07/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						Currently, radiopharmaceuticals unit of doses supplied to all patients are affected. Sample MRN HKL00622939 Nur Dahlia Auliya Please refer attachment.				
77.	I-PhIS092440423APP	Hospital Raja Perempuan Zainab II (A)	Manufacturing - PN	27/03/2023	PN Preparation - Lipid Syringe does not tally with total preparation volume	Miss Siti reported, Worksheet lipid solution is NOT tally as calculated in PhIS. Refer attachment for detail issue by user.	Wrong formula was used to calculate 'Lipid Syringe' whereby system was not considering 'Fat Soluble Vitamin' and 'Water Soluble Vitamin' values in calculation.	N/A	Apply correct formula to consider 'Fat Soluble Vitamin' and 'Water Soluble Vitamin' values during 'Lipid Syringe' calculation.	03/01/2025
78.	I-PhIS106468923APP	Hospital Tanah Merah (A)	Manufacturing - PN	13/11/2023	PN Verification - Expired prescription still appear in listing	Ms Low reported that expired PN RX still appear in Verification stage. Kindly refer to attachment for further details. 2. macam mana nak stop PN prescription 3. Clinical Summary > PN Drug List > takde details list of dispensing	No condition was applied inside midnight scheduler to remove PN dispensing record at listing page if all drugs are already expired.	Execute data patch to clear expired record from the listing.	Add condition in midnight scheduler to remove PN dispensing at listing page if all drugs are already expired.	15/08/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						4. Record Retrieval > change Dispense Location				
79.	I-PhIS1038 30123APP	Hospital Tuanku Fauziah (A)	Manufact uring - Extempor aneous	29/09/2023	Extemporaneou s Worksheet: Incorrect symbols display in Storage column	Encik Omar reported got problem with Column Storage. HTF00178006 | Perelainna Elethea Rx No: PAEDCL0001387305 Isoniazid 100 mg Tablet Worksheet > Font for Colum Storage> Room Temperature 30+/-2?C Rifampicin 300 mg Capsule Worksheet > Font for Colum Storage > Room Temperature 30?2oC user refuses to provide screenshot and request check thru remote	Issue happens due to system was allowing special character for 'Storage Condition' value inside Drug Extemp Preparation section in Drug Master screen.	N/A	Modify the code by not allowing special character for 'Storage Condition' value inside Drug Extemp Preparation section in Drug Master screen.	07/03/2024
80.	I-PhIS0983 15623APP	Klinik Kesihatan Pekan Air Panas (B)	Adverse Drug Reaction (ADR)	05/07/2023	ADR Reporting: Missing ADR No not appear in Print Preview.	Ms Voshini reported that upon printing ADR Reporting in for all ADR No, ADR No not appear in Print Preview. Sample for checking: ADR230000004 V2621	Design issue. System was unable to display 'ADR No' due to width and spacing issue inside ADR report.	N/A	Apply correct width and space setting for 'ADR No' value inside ADR report.	18/11/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
81.	I-PhIS102776 023APP	Hospital Raja Permaisuri Bainun (A) - INT	Adverse Drug Reaction (ADR)	12/09/2023	ADR - Suspected drug missing created from HIS	User reported PHIS system only received notification NPRA Received and status shows as NPRA received and this issue affect to certain mandatory need to fill is empty. User claimed correct flow is when create in HIS system, PHIS system will receive and confirm the transaction. Status in PhIS system should be recorded then NPRA will receive after completing in PHIS system. User query why 2 transaction shows different. Details as below: ADR230000266 & ADR230000452 status: NPRA Received	Issue happens due to HISKKM message was not included with drug code information when sending the ADR record to PhIS.	N/A	Add validation at PhIS to reject ADR record if HISKKM send message that is not included with drug code information.	23/12/2024
82.	I-PhIS108191 123APP	Klinik Kesihatan Banggol Judah / Belukar (A)	Adverse Drug Reaction (ADR)	14/12/2023	ADR/AEFI Reporting: AEFI checkbox auto untick.	Cik Nik Nur Halmera reported, check box AEFI auto untick. User informs she tick before save the transaction. User request to check why	Missing condition to capture 'AEFI' checkbox value during saving function inside ADR/AEFI Reporting screen.	N/A	Add condition to capture 'AEFI' checkbox value during saving function.	16/04/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						check box AEFI auto untick. User already try for same patient but issue still same ADR230000003 ADR230000004				
83.	I-PhIS110310424APP	Hospital Tuanku Jaafar (A)	Adverse Drug Reaction (ADR)	19/01/2024	ADR/AEFI Reporting - Record not appear - Cancelled	Ms. Lydia reported ADR transaction does not appear at ADR/ AEFI reporting for ADR status cancelled. Example ADR number: ADR2300000212 (cancelled).	Issue happens due to transaction with 'Cancelled' status was not considered during filtering function in ADR/AEFI Report Listing. Suppose system should display transaction for all status.	N/A	Amend query to consider record with 'Cancelled' status during filtering function.	30/01/2024
84.	I-PhIS104079423APP	Hospital Tengku Ampuan Afzan (A)	Drug Information & Consumer Education	03/10/2023	Drug Information: Unable to select Enquiry From details	Email from user: Report on bug I would like to report on a bug. Pharmacy Transaction > Clinical > Drug Information Drug info no.: DI2300002726 I was unable to key in multiple enquiries for the same enquirer using "Add New Enquiry"	Wrong condition was applied in code whereby system was not enabling 'Enquiry From' field after 'Add New Enquiry' button is clicked. Suppose all fields should be enabled once 'Add New Enquiry' button is clicked.	N/A	Apply correct condition to enable 'Enquiry From' field once 'Add New Enquiry' button is clicked.	09/10/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						buttton; I cannot select the enquirer discipline. I have to close the current window and open back again. Kindly assist. Screenshot as attached.				
85.	I-PhIS104641 223APP	Hospital Cyberjaya (A) - INT	Clinical Pharmaco kinetic Services (CPS) & TDM	12/10/2023	TDM Verification - Unable to update Sampling Time	Issue happens in Staging Environment at Hospital Cyberjaya. En Amirul SIT reported that for TDM Order: TDM Verification > to edit Sampling Details > save > Pop up error appears. Kindly test using: sso.hcjhiskkm.moh.gov. my/cas3.6/login	Wrong validation was applied during saving function for 'Sampling Time' value. Suppose system should allow to edit if TDM record is in 'Ordered' status.	N/A	Apply correct validation method during saving function for 'Sampling Time' value.	21/11/2023
86.	I-PhIS100084 423APP	Klinik Kesihatan Pagoh (B)	Clinical Pharmaco kinetic Services (CPS) & TDM	02/08/2023	TDM Sample Management - Missing TDM transaction	Pn Hiswani reported, transaction number 001 missing from the list (Sample Management), user request to check transaction number: TDM2300000001 But in report TDM registry appear for TDM2300000001	Wrong condition was applied for filtering function at listing page based on 'Status' search criteria.	N/A	Apply correct condition for filtering function based on 'Status' search criteria.	25/11/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
87.	I-PhIS099156623APP	Hospital Tuanku Fauziah (A)	Clinical Pharmacokinetic Services (CPS) & TDM	18/07/2023	TDM Print Preview: Therapeutic Range appear incorrect symbol	En Omar reported sign "-" appear as "?" in column Therapeutic Range in TDM reporting screen.	System was not correctly handling special character at 'Therapeutic Range' value during printing TDM report.	N/A	Apply proper condition for special character at 'Therapeutic Range' value during printing TDM report.	25/07/2023
88.	I-PhIS079387922APP	Hospital Dutchess of Kent (A)	Clinical Pharmacokinetic Services (CPS) & TDM	29/07/2022	External TDM - Actual sampling date/ time not same with send sample management	Puan Sarah reported TDM outsource appeared wrong date for the actual sampling date. Informed by user, Hospital Beluran key in different date from what have been received by HDOK.\n\n221357 - BONI ALAMAN\n\nPlease refer attachment from user for detail information.	System was wrongly displaying 'Actual Sampling Date/Time' inside External TDM Resulting screen. Previously system was displaying the value based on 'Sample Accepted Date/Time' value. Suppose system should display the value based on 'Actual Sampling Date/Time' value from TDM Sample Management screen.	N/A	Amend query to display 'Actual Sampling Date/Time' inside External TDM Resulting screen based on 'Actual Sampling Date/Time' value from TDM Sample Management screen.	02/12/2024
89.	I-PhIS098154023APP	Klinik Kesihatan Sungai Rengit (B)	MTAC	03/07/2023	MTAC Reporting - Error popup when click button + Add New MyMaat	User reported unable to add new MyMAAT in MTAC reporting screen. When clicked button MyMAAT then clicked button add new, appear error please contact system admin.\nIssue happened to all patients.	There was an issue at backend whereby system cannot trace the correct unique identifier for selected record when 'Add New' button is clicked.	N/A	Apply correct method to trace unique identifier at backend when clicking on 'Add New' button.	06/02/2025

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						Sample IC patient & name: ROKIAH BT MUSTAPA 55011001XXXX				
90.	I-PhIS104966 623APP	Klinik Kesihatan Pagoh (B)	MTAC	18/10/2023	MTAC Reporting - Unable to print report. System shows Processing	PN Afiqah reported, unable to print and preview for below MTAC, when user click button for print, nothing appears. Only problem for this patient. No issue for other patient MTAC: MTA230000063 IC: 65062601XXXX Name: Zainanb bt Mat	Issue happens due to report size limitation and this has caused system was unable to load data.	N/A	Amend condition for report size limitation.	28/11/2024
91.	I-PhIS110144 824APP	Klinik Kesihatan Rembia (A) - INT	MTAC	16/01/2024	MYMAAT - MYMAAT no not appear.	Pn Syazwani reported mymaat number does not appear after save. Affected to all patient for January 2024. Step: MTAC reporting > key in all details > key in mymaat > save > mymaat number does not appear.	Reset function for MyMAAT number was not correctly running during new year and this has caused system unable to generate new MyMAAT number.	N/A	Amend correct condition on reset function for MyMAAT number when moving to new year.	20/12/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						Example patient: 77050204XXXX				
92.	I-PhIS122182024APP	Hospital Pakar Sultanah Fatimah (B)	Report Enquiry	03/09/2024	Item Movement: Add indexes on month end stock tables	Recurring Issue with report number 241695498B. Received email from Ms Teo, MASALAH TIDAK DAPAT LOAD ITEM MOVEMENT SCREEN. 'LOADING MORE THAN 5MINS. TIDAK DAPAT BUKA ITEM MOVEMENT.' Kindly refer to attachment for further details.	Issue with the opening stock fetching on items that have multiple batches, and this has consumed server resources and caused system takes time to retrieve all related data during opening item movement screen.	Execute indexing script at 'month end stock' tables to handle the slowness issue during fetching the data.	Add indexes on 'month end stock' tables to handle the slowness issue during fetching the data.	11/09/2024
93.	I-PhIS105391923APP	Hospital Bau (A)	Report Enquiry	25/10/2023	Item Movement: Incorrect transaction amount display - Return to supplying unit	En Arlvin reported that price of the item is not tally when it is being received from Farmasi Logistik and when it is issued to Farmasi Logistik. Price when receiving: RM4970 Price when issuing: RM5000 Affected Unit: OPD Substore	There was a rounding issue for Unit Price value. Previously, system was applying 3 decimal values instead of 4 decimal values when do rounding for Unit Price. Thus, value shown is not tally with transaction amount.	N/A	Apply correct rounding condition to 4 decimal values for Unit Price.	11/01/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						Kindly refer to attachment for further details.				
94.	I-PhIS106931 323APP	Klinik Kesihatan Padang Luas (B)	Report Enquiry	21/11/2023	Item Movement: No record appears	Pn Ilyana reported that for following transaction it was not captured in Item Movement. However, when checking in stock balance system, the item was added normally. Details: Item Code - D02.3002.01 Receipt no: P230001314 P230001300	System was unable to display record in Item Movement if 'Item Batch No' is having special character value.	Execute data patch to remove single quote in 'Item Batch No'.	Amend condition to display record in Item Movement even if 'Item Batch No' is having special character value.	30/05/2024
95.	I-PhIS093204 323APP	Klinik Kesihatan Kampung Pandan (A)	Report Enquiry	10/04/2023	Item Movement - No record for dispensing transaction	Puan Wahidah reported transaction created in PHIS but not appear in item movement screen.: User confirms already dispense for patient in April as refer to report below: Drug Usage by Patient: 6.4.2023	Issue with the 'dispensed quantity lock' that has been removed before the stock movement is created. Issue happens when the selected batch do not have enough stock and same batch is being used by other patients too.	N/A	Add condition to check on stock availability before item movement creation and ensure 'dispensed quantity lock' is deleted after item movement creation.	15/12/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						60100610XXXX | Voruveyi AL Arumugan OPDC0000407223 Drug Code: R03DC03520T1001XX Unit Catalogue List: Farmasi Kaunter				
96.	I-PhIS074733 022APP	Hospital Bentong (B)	Report Enquiry	07/04/2022	Phis Plus - Receiving transaction not captured in movement from IWP Plus	Mr Liang reported transaction receiving from phis+ not captured in phis. User informs he did receiving yesterday and last week. Besides, when user try to search item in item master and drug/non-drug catalogue, item does not exist. User ask why the item never exist in phis hospital.

Drug code: J07BX03000P3202 Receipt no: MR22001982 MR22001862 | Issue happens due to missing condition in system to update receiving transaction for vaccine item into item movement report. | Manual push related data from IWP Plus to facility. | Update condition to update receiving transaction for vaccine item into item movement report. | 02/10/2024 |
| 97. | I-PhIS107499 723APP | Hospital Raja Permaisuri Bainun (A) - INT | Report Enquiry | 01/12/2023 | Pending List - Transaction not appear - filter issue Indent Date From/To | Pn Qurasyiah reported that for following unit, no data generated in Pending List. User informs that there are | Searching function based on 'Indent Date From' was not correctly applied whereby system was not counting the | N/A | Amend condition inside searching function to count the record that falls | 24/05/2024 |

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						actually pending indents which still pending to be issued by Logistik. Indenter Unit: KWKK Store OPD Kindly refer to attachments for further details.	record that falls under exact 'Indent Date From' value inside result list.		under exact date from value.	
98.	I-PhIS108666623APP	Hospital Pakar Sultanah Fatimah (B)	Report Enquiry	21/12/2023	ABC Analysis - Total item does not tally	Email: ADUAN HPSF: ABC ANALYSIS TOTAL ITEM TIDAK SAMA DENGAN ANALYSIS SEPARATE Salam Sejahtera dilampirkan file Terima Kasih,	Wrong condition was applied inside report query when filtering based on 'Item Purchase Type = All.'	N/A	Apply correct condition inside report when filtering based on 'Item Purchase Type = All'.	19/02/2024
99.	I-PhIS103937623APP	Pejabat Kesihatan Daerah Langkawi (C)	Report Enquiry	01/10/2023	Stock Balance by Item - Excel format did not show full value	Puan Wahidah reported total stock figure less one digit when export to excel. Stock Balance by Item Drug: Item Purchase Type: All Active UOM: SKU Stock Available: With Stock Click Search Click Print	Design issue. System was not showing full value of 'Total Stock in SKU' when generating 'Stock Balance by Item' report in Excel form.	N/A	Fix space and width issue at Total Stock in SKU' value when generating 'Stock Balance by Item' report in Excel form.	29/12/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						Total Stock: 2363863 Export to Excel Total Stock: 236386				
100.	I-PhIS107704 923APP	Hospital Sik (A)	Report Enquiry	04/12/2023	Stock Balance by Drug: Inaccurate result	Encik Azrie reported data appear same with filter Stock Type All & Good stock, as check in report, bad stock got value. Stock Balance by Drug non Drug Item Group Drug Item Facility Status: Active Stock Type: All With Stock Unit Farmasi Logistik Click Search Click Print Total Amount: 456134 Stock Type: Good Stock Total Amount: 456134 Stock Type: Bad Stock Total Amount: 5936.70	Wrong condition was applied inside report query when searching based on 'Stock Type' and 'Stock Available' search criteria.	N/A	Apply correct condition inside report query for 'Stock Type' and 'Stock Available' search criteria.	09/01/2025

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
101.	I-PhIS128003424APP	Klinik Kesihatan Seksyen 7 Shah Alam (A) - INT	Report Enquiry	20/12/2024	Month End Stock Balance by Item – Inaccurate Quantity for all types of stock	Puan Wong reported when she compares bad stock at Month End Stock Balance by Item and at RCL, it did not tally. unit: farmasi example item: amlodipine 5mg	Wrong condition was applied when searching based on 'Month' search criteria. Currently when searching by Month = All, system will show the total sum of the record from January until latest date. Supposedly, report should filter the value until last month's cut-off data.	N/A	Modify condition when searching based on Month = All.	18/02/2025
102.	I-PhIS117068124APP	Pejabat Kesihatan Daerah Seberang Perai Tengah (A)	Report Enquiry	29/05/2024	Month End Stock Balance By Item - Missing filtering field	Ms Ding reported all item had appeared when generate report even item is inactive or non standard. She informs item never purchase and never save in store also appear. Thus, user want to know where this report is captured from. Kindly advise. Year: 2024 Month: All Unit Name: Logistic *Same issue when user search by month or by	Missing implementation of 'Item Group', 'Item Sub Class', 'Object Code' and 'UOM' search criteria at listing screen.	N/A	Add missing search criteria at listing screen.	10/06/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						specific item purchase type (ex: APPL)				
103.	I-PhIS108403723APP	Klinik Kesihatan Tanah Puteh (A) - INT	Report Enquiry	18/12/2023	Month End Stock Balance by Item: Total Amount incorrect	Email: Error of calculation in report of month end stock balance by item. significant difference found in total amount of certain items generated in the report vs calculated with excel formula. please refer to the attachment.	Incorrect decimal length and formula were implemented for 'Total Amount' value when printing in PDF and Excel format. Suppose 'Total Amount' value should be set as 2 decimal values.	N/A	Amend decimal length to 2 decimal values and apply correct formula to calculate 'Total Amount' when printing in PDF and Excel format.	02/04/2024
104.	I-PhIS102066223APP	Pejabat Kesihatan Putrajaya (A)	Report Enquiry	01/09/2023	Laporan Bulanan Inventori Ubat dan Bukan Ubat - Stok Permulaan inaccurate	Email: - Assalamualaikum dan salam sejahtera, Stok permulaan 27401 Laporan Bulanan Inventori Ubat dan Bukan Ubat yang dijana pada bulan july, ogos dan jan-ogos tidak sama (rujuk lampiran). Begitu juga nilai yang dijana pada Month End Total Stock Balance by Item [December previous year], nilai tidak sama.	Wrong formula was applied to calculate 'Item Average Price' during receiving process, and this has impacted to wrong 'Stok Permulaan' value inside Laporan Bulanan Inventori Ubat dan Bukan Ubat.	N/A	Apply correct formula to calculate 'Item Average Price' during receiving process.	27/12/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						Stok permulaan sepatutnya nilai stok yang disimpan di stor pada 1 Januari tahun semasa iaitu bersamaan nilai stok penutup pada 31 Disember tahun sebelumnya. Nilai ini kekal sepanjang tahun kewangan yang sama.				
105.	I-PhIS102066 823APP	Pejabat Kesihatan Putrajaya (A)	Report Enquiry	01/09/2023	Laporan Bulanan Inventori Ubat dan Bukan Ubat - Baki Stok inaccurate	Email: - Assalamualaikum dan salam sejahtera, Baki stok 27401 Laporan Bulanan Inventori Ubat dan Bukan Ubat yang dijana pada bulan Jan-Ogos dan Ogos-Ogos tidak sama (rujuk lampiran). Baki stok sepatutnya jumlah nilai stok fizikal yang masih disimpan di stor fasiliti pada hari terakhir bulan laporan.	Wrong formula was applied during 'Baki Stok' calculation. Supposedly, if user filter from January to August, system should display month end stock of July. 'Baki Stok' value should be a month before from 'Month to' search criteria.	N/A	Amend condition to calculate 'Baki Stok' value based on correct 'month end stock' value.	23/12/2024
106.	I-PhIS101594 223APP	Pejabat Kesihatan Putrajaya (A)	Report Enquiry	24/08/2023	LAPORAN BULANAN INVENTORI UBAT DAN BUKAN UBAT -	Email pengguna: COLUMN MERGE BAGI LAPORAN BULANAN	System was wrongly ignoring cell column D when generating report inside Excel format.	N/A	Amend code to not ignore cell column D when generating	07/12/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
					Cell E7 merged with column D	INVENTORI YANG DIJANA Terdapat dua column yang telah di merge iaitu colum D dan E bagi Excel Laporan Bulanan Inventori yang dijana dari PhIS. Hal ini menyebabkan pihak PTJ tidak dapat direct copy & paste untuk pelaporan. (Rujuk lampiran 1 dan 2) Apabila dipaste pada excel yang lain, terdapat satu column kosong seperti berikut: (Rujuk lampiran 3)			report in Excel format.	
107.	I-PhIS101600823APP	Pejabat Kesihatan Putrajaya (A)	Report Enquiry	24/08/2023	IWP: Budget Summary - Incorrect data	Email pengguna: Budget Summary Report Terdapat transaksi virement yang tidak dibuat di IWP, namun appear pada Budget Summary Report. Hal ini menyebabkan total transaksi yang dijana terlampau banyak.	Issue happens due to wrong table join inside report query which has caused searching function based on 'Transaction Type' is giving wrong result.	N/A	Amend searching function based on 'Transaction Type' value.	12/12/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						Contoh virement: Transaction no: BT23004588 Virement hanya melibatkan budget type: Operating. Namun, pada Budget Summary Report terdapat juga transaksi bagi budget type: Develop, KWAN, OO (kindly refer attachment). Situasi ini melibatkan semua virement yang telah dibuat.				
108.	I-PhIS103472 323APP	Hospital Sik (A)	Report Enquiry	24/09/2023	Indent VS Supply Report - Record appear all - Login unit	Email pengguna: Indent VS Supply Report SELEPAS GENERATE, ITEM YANG APPEAR DI REPORT ADALAH ISSUE ITEM UNTUK SEMUA UNIT. SEPATUTNYA SISTEM GENERATE LIST OF ITEM YANG TELAH DIISUE OLEH MENGIKUT LOKASI ISSUER/LOKASI USER YANG GENERATE. (Rujuk Lampiran 1)	Missing condition was applied inside query whereby system was not filtering record based on user login's unit.	N/A	Update condition inside query to filter record based on user login's unit.	05/12/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						IMPLIKASI: - UNTUK MEMUDAHKAN PENJANAAN DATA UNTUK BUAT Tahap prestasi perkhidmatan farmasi logistik.				
109.	I-PhIS098225 223APP	Klinik Kesihatan Jalan Selama (B)	Report Enquiry	04/07/2023	Medicines Utilisation Report (Drug): - Appear Error (New Go Live Facility)	Cik Aina reported that unable to generate a report for Medicines Utilisation Report (Drug) & (Non-Drug). An error has occurred 'please contact admin'. A column for Year is not selectable. Month: January - June	Wrong condition was applied in code. If no PO exist inside facility, year at search criteria will show as null value and display error.	N/A	Amend code to handle correct condition if facility does not have existing PO record.	13/12/2023
110.	I-PhIS101960 623APP	Pejabat Kesihatan Daerah Melaka Tengah (A)	Report Enquiry	30/08/2023	YTD Issue Value - Amount inaccurate	Ms Tan reported data do not tally when she compares report in PhIS system. Confirmed by user she generates from 1/1/2023 until 31/7/2023. Details report as below: 1) YTD receive value: inter facility (drug) - 47221.82 2) receive item report:	Wrong condition was applied inside report query whereby system was also considering 'Requester Unit' with null value. Suppose system should ignore if Requester Unit is null.	N/A	Amend condition inside report query to ignore record with null 'Requester Unit' value.	29/12/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						inter facility (drug) - 215616.22 3) YTD Issue value - 3961219.41 4) Issue report - 3746757.20 ** User requests to know either she can compare for all reported report or not.				
111.	I-PhIS0986040 323APP	Klinik Kesihatan Batu Rakit (A)	Report Enquiry	10/07/2023	KEWPS 3 - Bahagian B: Transaction listed not tally with item movement.	Mr. Ong reported that data was inaccurate for KEWPS 3. unit: pharmacy Drug: Bisoprolol 2.5mg 1. The arrangement of the panel is confusing as it is issued on the same date and is misleading. 2. The calculation for the stock is wrong. 8500-2000=16500 3. The opening ledger of the year has no upbringing from last year. It is very difficult to know what the	System was not correctly handled for transaction item that has same brand name but different item batch. This has caused transaction created from Stock Replenish is not displayed in sequence order as per Item Movement.	N/A	Amend code to handle condition for transaction item that has same brand name but different item batch.	29/09/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						opening amount of the year is.				
						Refer attachment.				
						-------------------------------				
						email from user: -				
						Selamat petang,				
						Tuan/Puan,				
						Dengan segala hormatnya, saya merujuk kepada perkara diatas dan perbualan bersama Puan Fatihah tengahari tadi.				
						2. Saya ingin mengemukakan aduan mengenai KEW.PS-3 untuk produk Bisoprolol 2.5mg yang mempunyai masalah pengiraan untuk perhatian dan tindakan lanjut pihak tuan/puan.				
						3. Selain itu, saya ingin memohon pencerahan mengenai penyusunan kolum PHIS dan ketiadaan baki yang				

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						dibawa dari tahun sebelumnya. Sekian, terima kasih.				
112.	I-PhIS107700 023APP	Klinik Kesihatan Parit Yaani (B)	Report Enquiry	04/12/2023	KEWPS 3: Data not accurate in PKU	Emel daripada pengguna: Baki ditunjukkan sebagai 0 apabila UOM = PKU walaupun ada baki loose item dalam PhIS. Contoh baki dalam PSS1/2021 sebagai 0.10 (A), tetapi baki dalam KEW.PS-3 ditunjukkan sebagai 0 (B) dengan UOM = PKU. Sila rujuk lampiran utnuk item terlibat.	Filtering function was not properly handled when searching based on UOM as PKU for item that is having conversion factor more than 1.	N/A	Apply correct condition for filtering function when searching based on UOM as PKU for item that is having conversion factor more than 1.	24/05/2024
113.	I-PhIS106351 123APP	Hospital Keningau (B) - INT	Report Enquiry	10/11/2023	KEWPS 3 - No respond when click on print button	Pn Shafa reported on behalf of user En Danin, unable to print KEWPS 3 in PhIS due to no respond from the system upon clicking on KEWPS3 Print button. Issue happens to all User ID in the same unit. Unit Name: IPP Substore User ID: 68081212XXXX	Issue happens due to system was unable to retrieve correct value of stock location during clicking on KEWPS3 print button.	N/A	Change query to get correct stock location value during clicking on KEWPS3 print button.	24/05/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
114.	I-PhIS109736324APP	Klinik Kesihatan Wakaf Tapai (A)	Report Enquiry	09/01/2024	KEWPS 3 - Value at section paras stok not appear, PKU	Pn Munirah reported data appear at main page when she generates KEWPS 3. But when she clicks print KEWPS 3, no data appear. Issue happens to many items. item code: 01.3666.03 03.1406.07	Wrong condition was applied inside report query during PDF generation when searching by UOM = PKU.	N/A	Apply correct condition inside report query during PDF generation when searching by UOM = PKU.	22/02/2024
115.	I-PhIS103695523APP	Hospital Sultanah Aminah (A)	Report Enquiry	27/09/2023	KEWPS 3 - Unable to generate report - Error admin	Received email from En Syamil, Unable to generate KEW.PS3 report in PhIS Version 2.6.3.2. 'We are still unable to generate the KEW.PS3 report despite the version upgrade to v2.6.3.2 this morning. Kindly advise please. Thank you.'	Improper condition was applied inside report query whereby system was unable to cope the huge data of facility's record.	N/A	Refine report query to improve performance for KEWPS3 report.	26/10/2023
116.	I-PhIS098397023APP	Hospital Parit Buntar (B)	Report Enquiry	06/07/2023	KEWPS 14: Incorrect value for Baki Bawa Hadapan	User reported data in KEWPS 14 is discrepancy. User claimed calculation of total report shows incorrect and not follow as per mention in	'Baki Bawa Hadapan' was wrongly shown since data display not as per report specification, in which data is shown for the month of December, but it is 2 years before.	N/A	Apply correct condition to display 'Baki Bawa Hadapan' value.	29/09/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						formula Footnote (Pengeluaran). Details as below: Financial Year 2023 Column Stok Semasa / Baki Bawa Hadapan shows incorrect Suku Tahun Pertama - Stok Sedia Ada, RM544, 058.95 / Penerimaan, RM1043, 906.89 / Pengeluaran, RM1150, 383.70 / Stok Semasa, RM1106 618.99 Footnote (Pengeluaran) mention *Stok Semasa="Sedia Ada" + "Penerimaan" – "Pengeluaran" but Suku Tahun Pertama column shows incorrect User claimed it also affect to Suku Tahun Kedua.				
117.	I-PhIS102397 123APP	Klinik Kesihatan Sungai Bakap (A)	Report Enquiry	06/09/2023	PF6.3(b) - Inaccurate Data - Outpatient Prescription	User request to check why PF 6.3(B) has appeared in her facility due her facility did not have inpatient	Wrong condition was applied inside report query whereby system is considering intervention record from outpatient	N/A	Amend condition in report query to exclude intervention record for outpatient prescription.	06/12/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
					counted in the report	pharmacy. Thus, user want to know it capture from which screen for this report. Details as below: Month: January - August 2023	prescription. Suppose intervention record from outpatient prescription should be excluded from report query.			
118.	I-PhIS130127 925APP	Hospital Kuala Lumpur (A)	Report Enquiry	24/01/2025	PhIS - Slow Processing Until No Result: - Drug Utilisation summary	Ms Ashvinni reported PhIS system slow processing exceed benchmark especially during transcribing in pharmacy transaction module. Slowness affected to all PC.	Improper condition was applied inside query at report summary generation whereby system was unable to cope the huge data of facility's dispensing record.	Deploy updated jar for drug utilization report summary generation at affected facility.	Amend query at report summary generation by splitting special order and normal order summary as separate jobs.	05/02/2025
119.	I-PhIS110168 324APP	Hospital Kulim (A)	Report Enquiry	16/01/2024	PF 5.4 - value Total Intervened Prescription more than Total Intervention	Menerima laporan daripada pengguna seperti berikut: Saya ingin memohon penerangan berkenaan PF report 5.4 - Aktiviti Intervensi Preskripsi Pesakit Luar. Dilampirkan PF 5.4 dan Intervention Report yang saya generate dari PHIS. Soalan saya	Wrong condition was applied inside report query whereby system was not sum up all related intervened record during 'Total Intervention' value calculation.	N/A	Amend report query to count 'Total Intervention' value based on correct condition.	09/12/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						1. Kenapa bilangan total of intervened prescription dari PF 5.4 adalah tidak sama dengan nilai di total of intervened prescription di dalam Intervention Report? 2. Kenapa bilangan total of intervened prescription lebih tinggi daripada total intervention di dalam PF 5.4?				
120.	I-PhIS109525 724APP	Hospital Papar (A)	Report Enquiry	05/01/2024	PF 6.1 - Inaccurate data	Encik Syafiq reported that data generated in PF6.1 does not tally with user's manual data for December 2023. Month: December 2023 PF6.1 (No. of Prescription Received Office Hour + After Office Hour): 323 + 189 PF6.1 (No. of Item Supplied): 215 + 120 Ward stock: 0 Manual Data: 2731 User informed previously when compare with manual record, the gap is not	Wrong condition was applied inside report query whereby system was not counting the dispensed record from fill list module.	N/A	Apply correct condition inside report query to count dispensed record from fill list module.	07/03/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						huge compare with current. Previously user has lodged report and informed that bug will fix in v2.6.3, facility has deployed with v2635 but problem still persists.				
121.	I-PhIS109339 424APP	Hospital Selayang (A) - INT	Report Enquiry	02/01/2024	PF 6.1: Outpatient Dispense Location appear in the report with no Data	Received email from Ms Yap, Aduan kesilapan data selepas deployment aplikasi versi 2.6.3.5. 'Dengan merujuk kepada perkara di atas, pihak kami mendapati beberapa kesilapan dalam laporan PF 6.1, laporan inpatient prescription dan label ubat extemporaneous. 1. Laporan PF 6.1 termasuk data dari kaunter OPD. Akan tetapi, data Satelite 9 hilang dalam PF 6.1. '	Missing condition to remove dispense location from search result if all columns under those locations are shown as zero.	N/A	Amend report query to remove dispense location from search result if all columns under those locations are shown as zero.	04/03/2024
122.	I-PhIS107528 323APP	Hospital Taiping (A)	Report Enquiry	01/12/2023	PF 6.5 - Pediatrik Bilangan Beg & Bilangan	Pn Eleen reported that upon generating PF6.5 today for Jan - Nov 2023, figure for column Larutan Nutrisi	Calculation for the 'No of bag' column was wrongly implemented whereby previous report query was only	N/A	Amend report query to consider both Compounded 2in1 and Compounded 3in1 values during	22/02/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
					Sediaan show same value	Parenteral - Pediatrik - Bilangan Beg is the same with figure in column Larutan Nutrisi Parenteral - Pediatrik - Bilangan Sediaan Lipid. User informs that when user did generate this report during Jan - Nov, the figures were not the same. The figures for all months became the same when user generate this report today. Nov 2023 Larutan Nutrisi Parenteral - Pediatrik - Bilangan Beg: 119 Larutan Nutrisi Parenteral - Pediatrik - Bilangan Sediaan Lipid: 119	considering Compounded 2in1 value in the calculation. Suppose system should calculate based on both Compounded 2in1 and Compounded 3in1 values.		calculation for the 'No of Bag' column.	
123.	I-PhIS092922 723APP	Hospital Kota Tinggi (A)	Report Enquiry	05/04/2023	PF6.6A - Data do not tally with Galenical Registry	User reported when generate report PF, data do not tally as below details: Month: March Internal:	Wrong condition was applied in PF 6.6a to define duplicate record for 'Bilangan Jenis Sediaan' value. Previously system was referring on 'Drug Name' value to filter out duplicate record instead of referring to 'Drug	N/A	Apply correct condition to define duplicate record for 'BIlangan Jenis Sediaan' value inside PF 6.6a report.	19/11/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						Bilangan Jenis Sediaan - 4 galenical registry - 3 External: Bilangan Jenis Sediaan - 8 galenical registry - 7	Sequence No' value. This has caused information displayed at both PF 6.6.a and Galenical Registry reports become not tally.			
124.	I-PhIS087198 322APP	Hospital Raja Permaisuri Bainun (A) - INT	Report Enquiry	27/12/2022	PF 6.6(a): - Bilangan Jenis Sediaan not tally with Total Preparation Name in Extemporaneous Registry.	User reported report PF6.6a shows incorrect data for JAN - DIS. Informed by user, previous report (20870111C) issue is bug and fixed in V2241 but currently issue still persist. Extemporaneous Bilangan jenis sediaan - 968 (user refer to extemporaneous registry total is22) Bilangan kertas kerja yang disediakan - 968 Internal Bilangan Jenis Sediaan - 250 (user refer to	Wrong query was applied to calculate 'BIlangan Jenis Sediaan' value inside PF 6.6a for Extemporaneous record whereby system was calculating based on 'Preparation Name' instead of 'Drug Extemp Sequence No' value. This has caused information displayed at both PF 6.6.a and Extemporaneous Registry reports become not tally.	N/A	Amend condition in PF6.6a report query to calculate 'BIlangan Jenis Sediaan' based on 'Drug Extemp Sequence No' value.	22/11/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						extemporaneous registry total is 27) Bilangan Kertas Kerja yang Disediakan - 677 Eksternal User refers to extemporaneous registry total is 39				
125.	I-PhIS106265 423APP	Hospital Segamat (B) (EXTD)	Report Enquiry	08/11/2023	Intervention Report - Data do not appear when filter by intervention reason	Ms Chia reported that if user did generate Intervention Report in PhIS using following filter, patient HSGT00209970 not appear even though Intervention has been made to the RX. Upon searching/generating, it shows no record found. Filter Used: Visit Type: Outpatient Intervention Date From: 01/10/2023 Intervention Date To: 31/10/2023 Intervention Level: Drug Level Dispense Location: ALL	System was not correctly handling special character value at 'Intervention Reason' value during filtering function.	N/A	Apply correct condition for special character value for 'Intervention Reason' during filtering function.	21/02/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						Intervention Reason: Incomplete Rx, Dr's Stamp and Sign				
126.	I-PhIS108601723APP	Hospital Sultanah Maliha Langkawi (C)	Report Enquiry	20/12/2023	Incomplete Dispensing report - New prescription not counted	En Mohd Aqil reported data not fully appear when he generates report incomplete dispensing. User informed data appear for transaction at morning only. No data for noon, evening and night. Transaction Date From: 19/12/2023 Transaction Date To: 20/12/2023	Wrong condition was applied inside report query whereby system was only considering partial dispensing record. Suppose system should also consider new prescription that is not yet dispensed.	N/A	Amend condition inside report query to also consider new prescription that is not yet dispensed.	16/04/2024
127.	I-PhIS106868323APP	Klinik Kesihatan Sibu Jaya (B)	Report Enquiry	20/11/2023	Prescription Dispensed - Data inaccurate (Appointment Card)	Continuance of report number 231462007B. Received email from Mr Har Kwan Ming, 'Please reopen checking as email found not delivered. the user attached proof that collection mode during dispensing indeed was under appointment card. Please check the reason why not count in the report, prescription	Incorrect condition was applied in report query to define record for 'Appointment Card'. Previously system was referring record with 'Collection Method = A' instead of 'Collection Method = C' as appointment card.	N/A	Amend correct condition to get correct value for 'Appointment Card' inside report query.	27/02/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						management OP. Open a new ticket if already closed.' 231462007B - Ms Cindy reported that data generated in Prescription Dispensed is inaccurate. Supposedly, there should be figure under Refill - Appointment Card. Period: Jan - Sept 2023				
128.	I-PhIS105683123APP	Hospital Sibu (A)	Report Enquiry	30/10/2023	CDR Registry: Total Dose Prepared value show inconsistence	Email: - Ms Lilian reported for CDR registry total dose prepared. Each time user clicks, the number differs. May refer attachment Date: 1/10/2023 - 30/10/2023.	Wrong method was used to calculate the 'Total Dose Prepared' value whereby system will just directly sum up the total number of doses inside the listing screen. This will give wrong result if have concurrent user that is also searching the record inside same report.	N/A	Change code to count 'Total Dose Prepared' value based on direct query from database instead of counting from listing screen.	23/11/2023
129.	I-PhIS109428924APP	Klinik Kesihatan Pasir Panjang (A)	Report Enquiry	03/01/2024	PF 5.5(a) - Jumlah Pesakit not tally with Medication Counselling (Group)	Menerima laporan daripada pengguna seperti berikut: Minta tlg checkkan kenapa report dalam pf	Issue happens when 'Counselling Type' at Medication Counselling Order screen is in null value, and this has caused system unable to count the correct value.	N/A	Apply correct condition to ignore 'Counselling Type' value when counting 'Total No Patient' value.	21/02/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						5.5a untuk kaunseling berkumpulan bilangan pesakit=0 sedangkan dalam report yang digenerate Dr medication counseling ada 7 pesakit.				
130.	I-PhIS1023511423APP	Hospital Segamat (B) (EXTD)	Report Enquiry	05/09/2023	PF 5.5(B) - Data do not tally with MTAC Registry	Ms Sow reported that data generated in PF5.5b for June & July 2023 were inconsistent as data generated now not tally with data generated earlier (in June & July). June 2023 Generated earlier: Warfarin - Pre: 7 Post: 109 Generated now: Warfarin - Pre: 7 Post: 110 July 2023 Generated earlier: Warfarin - Pre: 8 Post: 103 Generated now: Warfarin - Pre: 10 Post: 107	Wrong condition was applied at MTAC Registry report whereby system was not considering 'Appointment Type' value. This has caused value for both MTAC Registry and PF 5.5B reports are not tally.	N/A	Change condition for MTAC Registry report to consider 'Appointment Type' value during report generation.	02/12/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
131.	I-PhIS101796 223APP	Klinik Kesihatan Sultan Ismail (A) (EXTD)	Report Enquiry	28/08/2023	MTAC Registry - Error contact admin	Ms Prieesha reported popup appear "please contact your system admin"" when she generates report MTAC Registry.	Issue happens due to report log was enabled at facility details whereas MTAC registry report is not available at the report log list table.	Temporary remove 'Report Log' from the facility details screen so that report is not available in the log list.	Modify code to skip the checking if the report is not available in the list and log is enabled.	27/09/2023
132.	I-PhIS094921 323APP	Hospital Tanah Merah (A)	Report Enquiry	10/05/2023	Medication Counselling Registry - Counselled By become blank	Pn Nurliah reported that if Medication Counselling for patient is registered through iPad, field Counselled By will be blank. If user trace back that patient in PhIS PC at Clinical Summary, the name appears in field Counselled By will be the name of the ID who logged into PhIS (which means it changes depends on who is logging in into PhIS). Issue happens to all patient which Medication Counselling is registered through iPad. Sample for checking: RN No: 7233 MC2300004000	Issue with 'Counselled by' value by which it was not retrieved from the correct column in group and individual counselling tables.	N/A	Fix the code to retrieve 'Counselled by' value from correct column in group and individual counselling tables.	10/12/2024

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
						V2616				
133.	I-PhIS102762 623APP	Klinik Kesihatan Tawau (B) (EXTD)	Report Enquiry	12/09/2023	TDM Registry - Missing transaction number	Encik Radin reported transaction TDM2300000009 not in the list for report TDM Registry Email: PhIS V2.6.2.1: Missing TDM Transaction I am Radin Fadzil from Klinik Kesihatan Tawau (Mobile: 0135908783). My clinic is a PhIS full-based facility which has integration with TPC-OHCIS application and currently using PhIS V2.6.2.1. INCIDENT/ENQUIRY DESCRIPTION: According to my record, there was no patient assigned for TDM No.: TDM2300000009. May I know why it is missing?	Previously system was wrongly generating TDM order number right after TDM drug is added. Suppose TDM order number should only be generated once order is confirmed.	N/A	Amend code to only generate TDM order number upon confirming order.	12/01/2024
134.	I-PhIS107412 123APP	Klinik Kesihatan	Report Enquiry	29/11/2023	Enquiry Registry - Data do not appear	Email from user, I WOULD LIKE TO REQUEST FOR DATA	Improper condition was applied inside filtering function based on	N/A	Apply condition to trim user's first name and last name	04/02/2025

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Corrective Action	Permanent Solution	Resolved Date
		Tawau (B) (EXTD)			when search using filter Enquiry Received By	CHECKING ON ENQUIRY REGISTRY. DATA DO NOT APPEAR WHEN SEARCH FILTERS FOR 'DATE' AND 'ENQUIRY RECEIVED' BY ARE APPLIED. HOWEVER, THE MODULE IS WORKING NORMALLY IF 'DATE' ONLY APPLIED.	'Enquiry Received By' criteria whereby system was having spacing issue during combining user's first name and last name value. This has caused system unable to search based on exact user's record.		values during searching function based on 'Enquiry Received By' criteria.	

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_V2.6.3.21.txt	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3.21/facility/scripts
2	Facility Script	PatchScripts_PhIS_V2.6.3.21_Functions.txt	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3.21/facility/scripts
3	Facility Script	PFSummary_StoreProcedure_Scripts_V2.6.3.21.txt	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3.21/facility/scripts
4	Facility Application	iphis_v2.6.3.21.war	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3.21/facility/war
5	Facility Application	PhISService_v.2.6.3.21.war	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3.21/facility/war
6	Facility Application	PhISSchedulers_v.2.6.3.21.jar	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3.21/facility/jar
7	Facility Application	phis_Adr_V2.6.3.21.jar	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3.21/facility/jar
8	HQ Application	phishq_v2.6.3.21.war	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3.21/iwp/war
9	HQ Application	masterRelease_v2.6.3.21.jar	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3.21/iwp/jar
10	HQ Application	epservice_V2.6.3.21.war	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3.21/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_V2.6.3.21.txt	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3.21/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 Script	PatchScripts_PhIS_V2.6.3.21_Functions.txt	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3.21/facility/scripts	Please ensure all the scripts are executed before iphis.war is deployed. Please ensure the script is executed in sequence. Script files highlight and execute. For _Functions.txt, please ensure execute one by one blocks.
3	Facility Script	PFSummary_StoreProcedure_Scripts_V2.6.3.21.txt	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3.21/facility/scripts	Please ensure all the scripts are executed, may execute after the above steps are completed (takes long time to execute). Please ensure the script is executed in sequence.
4	Facility Application	iphis_v2.6.3.21.war	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3.21/facility/war	Please rename the war file to iphis.war then deploy.

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 Application	phishq_v2.6.3.21.war	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3.21/iwp/war	Rename the war file from phishq_v2.6.3.21.war to phishq.war then Deploy using Glassfish Administration Console
2	HQ Application	masterRelease_v2.6.3.21.jar	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3.21/iwp/jar	Rename the jar file from masterRelease_v2.6.3.21.jar to masterRelease.jar and copy to directory '/home/phisesb/phisjars' Then restart the crontab.
3	HQ Application	epservice_V2.6.3.21.war	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3.21/iwp/war	Rename the war file from epservice_V2.6.3.21.war to epservice.war then deploy.