



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

Release Note For version 2.6.3

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Revision History

Version No	Date of Release	Prepared by	Reviewed / Verified by	List of changes from Previous Version
1.0	24/08/2023	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	
Hoh Choon Seng	Project Manager	Pharmaniaga Logistics Sdn Bhd	

Name	Role/Designation	Organization	Signature &Date
		Program Perkhidmatan Farmasi (PPF), KKM	
		Bahagian Pengurusan Maklumat (BPM), KKM	

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
Client Name	:	Ministry of Health
Release ID	:	RL23/014
Release Date	:	24/08/2023

1.2 Objectives

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



2 Purpose

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

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



3 Summary – Refinement and Defect List

3.1 Refinement List

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.

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
1.	I- PhIS077278722A PP	Hospital Raja Perempuan Zainab II (A)	General Module	13/06/2022	Drug Master - Set Default conversion factor to 1	User reported she unable to allocate quantity in preparation screen due to quantity shows 0. Confirmed by user, there is stock available for this drug. User claimed this issue happened to all patient that have this drug. Details as below: Example of MRN No: HRPZ00382853 Drug Name: Pneumococcal Vaccine 0.5 ml Polyvalent	Issue with the Drug Master setup. Conversion factor setup inside Drug Master was allowed to be set as 0.	08/09/2022
2.	I- PhIS079889722A PP	Pejabat Farmasi Bahagian Sri Aman (B)	General Module	09/08/2022	Item Master - Stock location value not auto clear	With reference to above, kindly advise how to untie the stock location for an item code in item master. The stock location has been deactivated as shown in attachment, however the stock location still appears tied to the item master. Is there a way to untie it?	Issue happens due to stock location value was still not cleared at item master even record had been deactivated at Stock Location screen. Suppose the stock location value should be cleared at item master once in inactive status.	18/10/2022
3.	I- PhIS088277723A PP	Hospital Limbang (B)	General Module	13/01/2023	Vote Code - Ministry/Departmen t blank after save	Puan Gertrude reported got error contact admin during allocation. Allocation No: BA23000007 Vote code: 151701/990100/27403/99 APPL Reagent patologi	Saving function for 'Ministry/Department' value was wrongly implemented in Vote Code screen.	26/05/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						Select Vote Description > pop up error contact admin: 30220 Ministry department blank > User try to update at vote code but unable to proceed.		
4.	I- PhIS078046822A PP	Hospital Umum Sarawak (A)	Pharmacy Inventory	01/07/2022	Issue (Intra Facility): Issuing become duplicate - concurrent user	User reported Ward Pediatric has perform indent into Satellite Pharmacy, but user realized there are 2 persons can approve this indent. Thus, user found out double issue transaction created for same indent. User query why system still allow if one user has approved. Details as below: 1) Indent No: K22015188 Issue No: I02FAT2C003-0192621 & I02FAT2C003-0192622 2) Indent No: K22015190 Issue No: I02FAT2C003-0192624 & I02FAT2C003-0192627 **Check in Item Movement, double transaction deducted	Concurrent user validation was not properly handled during approval process	14/12/2022
5.	I- PhIS078145622A PP	Hospital Temenggong Seri Maharaja Tun Ibrahim (A)	Pharmacy Inventory	03/07/2022	Purchase Order (Lampiran Q) - Item unable to search / re-select	Miss Andrea reported, vote code does not appear for purchase order below Lampiran q. Order Type: Lampiran q	Item was unable to be searched/reselected due to got history record of purchase order against same Lampiran Q number. Suppose system	20/09/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						<p>Request Type: Supplementary order Lampiran Q no: Qu22000001 Item: X1420160001</p> <p>Vote Code: 092201/080700/27501/99 = Rm 23798</p> <p>-----</p> <p>I have placed report to PhIS RMS team (request number: 220009250D) but request has been rejected by team. Below is the feedback from PhIS MOH team: "As spoken last week, this is technical issue (bugs). Kindly inform helpdesk (using same ticket) mention if the vote code is "Use by Others: NO", the vote code created will not appear at Lampiran Q for PO." Thus, I would like to request help from PhIS helpdesk to communicate with MOH team regarding this issue and solve any "bugs" as mentioned by MOH team.</p> <p>Previous report: 221106737B</p>	should be able to display the Lampiran Q which is not yet fully purchased.	
6.	I- PHIS078831622A PP	Hospital Tengku Ampuan Afzan (A)	Pharmacy Inventory	18/07/2022	Purchase Order (Lampiran Q) - Wrong remaining quantity display	User reported she has performed purchase order quotation (LP) last year, but supplier can't give full supply. Thus, remaining quantity that user purchase quotation does	Incorrect formula was used to calculate remaining quantity when do payment against credit note with partial	21/10/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						<p>not enter back and now user can't purchase again for this item. User query on how to proceed with new purchase order since user has perform partial received and payment with credit note. Details as below:</p> <p>Example: PO: 21003646 Receipt No: P210004264 Item Code: B01AB05520P5001XX.01 purchase order 800 supplier only supply 100</p>	receiving. Previously system will not consider the credit note and receive quantity when calculate the remaining quantity.	
7.	I- PhIS078637622A PP	Hospital Kemaman (A)	Pharmacy Inventory	14/07/2022	Purchase Order (Contract) - Delivery Lead Period (Day) editable even field is dim	<p>Ms Jia reported penalty not created in phis. User claim receiving details already exceed delivery date.</p> <p>Order number: PO22001688 Receive no.: P220002333 - Contract Code: KKM-66/2022/BKP(U)</p>	Issue happens due to 'Delivery Lead Period (Day)' field was editable. When 'Delivery Lead Period (Day)' value was amended, penalty record will not be created since the record will not become as late receiving.	07/09/2022
8.	I- PhIS081301222A PP	Hospital Keningau (B)	Pharmacy Inventory	08/09/2022	Purchase Order LP (Lampiran Q) - ePO number still appear	<p>Pn Shafazawani informs that previously user can proceed order (Lampiran Q) for multiple items under PO No: PO22000171.</p> <p>Lampiran Q: QU22000001 However, upon trying to proceed with new order this morning, only one item appears.</p>	Wrong implementation in system whereby if item were created previously with eP Status = 'eP Approved' against same Lampiran Q Number, it will not be listed anymore in next purchase.	09/11/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
9.	I- PhIS081341822A PP	Hospital Tawau (A)	Pharmacy Inventory	09/09/2022	Purchase Order APPL & Contract (RPL) - EPO number still appear in PO	Pn Syafiqah reported that following order is made from RPL. RPL generated 2 EPO No. 1 EPO consists of 10 items and the other has 1 item. For EPO that has 10 items, after proceeding with Purchase Order, 4 items were missing, making the total of 6 item only. RP22000770 E220003617 - 10 items PO22001682 - 6 items	Issue in Recommended Purchase List (RPL) screen whereby EPO number are still appeared in PO screen even though previous record had been created. Suppose EPO number should be valid for one PO transaction only even got item that had been deleted from previous order transaction.	14/11/2022
10.	I- PhIS081528722A PP	Klinik Kesihatan Taman Selasih (A)	Pharmacy Inventory	13/09/2022	Purchase Order (APPL) - Duplicate item	Dear PhIS Team, Mohon semakan bagi kuantiti item BENZYL BENZOATE.25% W/V.ELMUSION untuk LPO CO22000000494526 (KLINIK KESIHATAN TAMAN SELASIH). Terdapat perbezaan kuantiti item di eP (quantity - 20) & PIWP (quantity - 10).	Concurrent user validation was not properly handled during approval process and causing system to display duplicate item.	06/01/2023
11.	I- PhIS081811522A PP	Klinik Kesihatan Jenjarom (B)	Pharmacy Inventory	20/09/2022	Purchase Order (APPL): Unable to save - Approver validation setting is ticked	Encik Yusuf reported unable to save PO with pop up appear: 8145 - eP contract number cannot be blank. User inform issue affected to all items.	Issue happens due to checking on 'Approver Validation' setting in Facility configuration screen was not correctly handled during saving function in Purchase Order screen.	17/11/2022
12.	I- PhIS081535222S	Pejabat Kesihatan Daerah Bentong	Pharmacy Inventory	11/02/2022	Purchase Order (APPL) - Order not	Pn Nadira reported order does not flow to eP. User creates and approve	Issue happens due to there was insufficient	02/03/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
		(B)			flow to eP - eP Project/Program	PO yesterday 10/2. Upon checking in IWP, EPO Send To EP = Y with eP Reject Remarks '70023: Business exception has occurred. - 1008: General Exception' PO22000105 (PKD Bentong)	character length for eP Project Code column (16 Characters). Thus, order was failed to enter eP. Previously when receiving the SFTP file from eP, system will wrongly trim (remove space front and behind).	
13.	I-PhIS088384823A PP	Hospital Sultanah Nur Zahirah (B)	Pharmacy Inventory	15/01/2023	Purchase Order (Contract- Requisition Order (RO)) - Contract 'Inactive'	Pn Fatimah reported that upon proceeding a Purchase Order (Contract) - Requisition Order, contract that appear is inactive. Request Type: Requisition Order. Requisition No: RO23000060 Contract Appear in PO: KKM-102/2020/F(U) - Expired Actual Contract that already retrieved by user: KKM-144/2022/F(U)	Wrong query was applied to display the contract details for Purchase Order Contract transaction. Suppose system should hide the contracts that are in 'Inactive' status	31/01/2023
14.	I-PhIS078181122A PP	Klinik Kesihatan Ayer Lanas (B)	Pharmacy Inventory	04/07/2022	Indent Interfacility (PO Indent Based) - Indent status remain Open even done payment with credit note	Pn Maryam reported when create indent interfacility, appear back order quantity. She inquiries how to cancel the back order. According to Pn Maryam no pending to received quantity. Sample item (Refer user attachment): Chlorpheniramine Maleate 4mg Tablet Back order = 1000 Hydrochlorothiazide 25 mg tablet	Previously system was not catering issue for Purchase Order (Indent Based) where item is partially received/supplied. Suppose once user done payment with credit note, indent status should be updated to Closed since receiving can no longer be done.	03/10/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						Back order = 4500		
15.	I- PhIS080287422A PP	Klinik Kesihatan Felda Teloi Timur (B)	Pharmacy Inventory	17/08/2022	Indent Inter (sent) - Indent status not updated (More than one page)	Puan Fadzlina reported when user checked status indent interfacility to PKD Sik still open but supposed the transaction was closed as issue has been approved and user has received the item. Indent - R22000075 Issue no - N02PS001-0002357, N02PS001-0002358 Received no - P220000101, P220000102	System was not updating the whole item status if there is more than 1 page (more than 10 items) in the indent list. Previously, only item status for the first page was updated.	26/10/2022
16.	I- PhIS081580522A PP	Klinik Kesihatan Simpang Lima (B)	Pharmacy Inventory	14/09/2022	Indent Inter - Indent status not updated after Reject Indent	User Pn Farhana reported unable to create indent inter facility transaction. User informed popup appear "INFO7934: Cannot indent the item since Stock available + Pending to receive + Back order Quantity greater than or equal to Max Storage Quantity". Item code: A10BF01000T1001xx.01	System was pointing to wrong indent/issue integration data during reject indent/issue process. Due to this, integration to IWP is not succeed.	01/02/2023
17.	I- PhIS080970722S	Pejabat Kesihatan Daerah Temerloh (B)	Pharmacy Inventory	03/01/2022	Indent Inter - Status appear as open	User reported KK Temerloh was sent indent to PKD Temerloh on 2/8/2021 but PKD was rejected the indent on 2/8/2021 but when user checked at indent (sent) for KK Temerloh status appear as open for	No resend job was applied at backend for reject indent function in case PhIS integration to IWP is failed	17/02/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						indent R21000319		
18.	I- PhIS092553223A PP	Klinik Kesihatan Mak Mandin (B)	Pharmacy Inventory	29/03/2023	Indent Inter facility - SPUB Patient hyperlink shows all patients record in 1 screen	Received email from M. Tan Jia Xun:- Pihak kami mendapati dalam modul indent berdasarkan SPUB Patient List, skrin tidak dapat memaparkan semua pesakit SPUB yang dipilih seperti contoh berikut: Indent R23000222 mempunyai 66 pesakit yang dipilih bagi item Calcitriol 0.25mcg Capsule. Selepas nombor "66" pesakit diklik, skrin hanya memaparkan 1 muka surat yang mengandungi 5 pesakit. Tiada scroll bar.	Design issue. Paging function was not applied inside Patient Details screen. Suppose record shall be viewable with 10 records per page.	05/07/2023
19.	I- PhIS089829423A PP	Cawangan Farmasi Logistik Negeri Sarawak (B)	Pharmacy Inventory	09/02/2023	Issue Inter Facility - Error admin appear when search issue number	Received email from user as below: Kindly check for error as shown in attachment. It pops up every time when trying to search for issue number and unable to load the issue note that intended to search for. Error message pop up every time when searching for issue no. under Issue Module (Message Error 1971)	Previous query has limitation on search and handle the huge data which is more than 100000 records.	11/04/2023
20.	I- PhIS078638222A PP	Hospital Kemaman (A)	Pharmacy Inventory	14/07/2022	Penalty Verification & Payment - Rejected records not found to proceed with transaction	Pn Jia Weay inquiry about penalty payment and verification status rejected. User is allowed to recreate the transaction or not after reject the transaction. As per user testing, the LPO number does not appear back after reject the transaction.	Missing condition to display rejected records at popup search screen inside Penalty Verification and Penalty Payment screens.	19/09/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						Kindly advise. LPO No.: CO22-49465 - verification rejected CO22-267184 - payment rejected		
21.	I- PhIS083652622A PP	Klinik Kesihatan Bukit Serampang (B)	Pharmacy Inventory	26/10/2022	Penalty PS4: Wrong display eP Approved Quantity	User Ms Tan reported penalty not created for incident code PS4 for LPO no.: 479556. Confirmed by user only appear for penalty incident code PS1	Code was not handled properly to derive 'eP Approved Quantity' from Purchase Order screen. Due to this, it has impacted at Lampiran 10 too where 'Kuantiti pada LPO' is not as per 'eP Approved Quantity'. Since detail is wrong and impact to Lampiran 10, PS4 record cannot be created in system.	10/11/2022
22.	I- PhIS086040122A PP	Klinik Kesihatan Pahi (B)	Pharmacy Inventory	07/12/2022	Penalty PS4 - Transaction not created	User reported system not created penalty for PS4. (The quantity order does not tally with the LPO (more than order quantity)) LPO no: CO22647079 Order Quantity: 4 received 2 item code: 02.3023.02 07.3401.07	Wrong condition was applied when checking LPO No against other DO No. Due to this, penalty PS4 was unable to be created by system.	23/05/2023
23.	I- PhIS079997922A PP	Hospital Pasir Mas (A)	Pharmacy Inventory	11/08/2022	Receive Intra Facility (Stock Replenish) - Unable to find transaction if not	Miss Adila reported unable to find transaction. Farmasi Pesakit Dalam (L2) proceed	Issue happens when issuer unit click on approve button but not click on Generate Issue	25/10/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
					generate issue note	Stock Replenish to Kaunter Farmasi Pesakit Dalam (L3) Kaunter Farmasi Pesakit Dalam (L3) unable to find the transaction at tasklist and receive intra. Stock Replenish Transaction No: F02FPD-0022690	Note button. This has impacted at receiver whereby task list is created but with no receiving transactions.	
24.	I-PhIS082159122A PP	Hospital Wanita & Kanak-kanak Sabah (A)	Pharmacy Inventory	28/09/2022	Receive Intra (Offline Indent) - Add item save button - No message appears if item batches already exists	Puan Amelia reported item become expired after receiving. User informs all this item no expiry date. Receive No: RI22014822 B116058005.02 25.3900.02 17.0601.01 17.0604.01 25.3803.01 13.0803.13 13.0803.01 12.0411.04 25.1001.02 25.0403.01 12.0411.03 B2250610001.00 T2090550001.02 12.0411.02 13.0803.19 25.3803.02 P1520190009.00	Issue happens due to system did not have validation on expiry date condition and existing item batch details during saving function for non-drug item. This has caused the non-drug item able to be saved and will become bad stock.	05/12/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						13.0803.17 12.0411.05 13.0803.16		
25.	I-PhIS082475922A PP	Klinik Kesihatan UTC Alor Setar (B)	Pharmacy Inventory	04/10/2022	Receive (Inter Facility) - Error contact admin display	Miss Tang reported, appear error when user open the screen Inter Facility " error please contact your system admin". Step: Inter Facility > Inventory Management > Receive Item > Inter Facility > appear error. Only happen for this screen. Refer user ID and password user. ID: 71101602XXXX	System was not handling correctly if there was no default brand set at the Item master and this caused error on receiving transactions.	20/12/2022
26.	I-PhIS085849222A PP	Klinik Kesihatan Chaah (B)	Pharmacy Inventory	04/12/2022	Tasklist Receive Intra - Tasklist created against stock replenish transaction (Auto Topup YES)	Ms Shalini reported, unit counter unable to proceed with receiving for below transaction due to no item available in the transaction. Transaction number: F02PS001-0001706 F02PS001-0001707 F02PS001-0001708 F02PS001-0001709 F02PS001-0001710 F02PS001-0001711 Status: Pending for approval	Tasklist for receive internal against stock replenish was wrongly created once clicking on KEWPS7 button with 'Pending for Approval' status. Suppose there is no tasklist or receiving transaction with 'Pending for Approval' status if Auto Topup at facility is YES. Suppose system shall automatically create the receiving transaction with Closed status.	03/01/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
27.	I- PhIS079325622A PP	Hospital Sungai Buloh (B)	Pharmacy Inventory	28/07/2022	Receive from Supplier (LP/Contract DO): No response click SAVE button in ADD ITEM window	Miss Chung reported unable to proceed receive. Happened to all transaction but issue only happened to this ID. Example: LPO: PO22420367 DO: 000225471 Key in brand, batch number, expired date - Click Save - No response from system. ID: 92072710XXXX	Validation was not properly handled during adding item function in 'Receive from Supplier' screen.	26/09/2022
28.	I- PhIS079534122A PP	Hospital Balik Pulau (A)	Pharmacy Inventory	01/08/2022	Receive from Supplier - Error admin after key-in batch number - Expiry Date Null - Non Drug	Pn Intan reported that unable to receive due to pop up error appears upon double clicking on the item. 'An error has occurred. Please contact your system admin. Message Error: 11992' LPO No: 423949 DO No: EINV22-012587 DO Date: 26/07/2022	No validation was applied on 'Expiry Date' field during saving function for 'Receive Type = Others' and 'Item Group = Non Drug' in 'Receiving from Supplier' screen.	18/10/2022
29.	I- PhIS081347022A PP	Hospital Keningau (B)	Pharmacy Inventory	09/09/2022	Receive From Supplier (LP) - Unable to receive balance item	Ms. Shafazawani reported the purchase order not update for PO22001330 due item N05AH04138T1004xx.02 quantity is 0 instead of 20. She informs has receive fully from supplier and status approved at Receive From Supplier screen. However, in Purchase order screen item received 0 and status partial	Issue happened due to system did not consider the checkbox selection during send for approval of Receiving. Instead, system will do approval for all items in 'Receiving' record even the record is not selected. This has caused wrong stock	15/11/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						supply. Check in IWP LPO no appear and PO does not appear. item code: N05AH04138T1004xx.02 LPO no: CO22 417044 Purchase: PO22001330 Re: P220002353	movement and balance in Item Movement screen.	
30.	I- PhIS085537422A PP	Klinik Kesihatan Tongod (B)	Pharmacy Inventory	29/11/2022	Receive from Supplier (Replacement) - Return number does not appear	User reported unable to receive due to DO number not appeared in system. User supposed to receive 2 DO number but only 1 appeared. User did return through online. Details: Return No - T220000010 DO No - 753891442 LPO No - C02159699 IWP status - DO number appeared	Return number was not exist due to wrong checking at system on replacement flag setting. Supposedly for 'Replacement Flag = N', there is no issue to receive more than return quantity. Issue happens to replacement process with more than one DO number.	26/01/2023
31.	I- PhIS087274422A PP	Hospital Seri Manjung (A)	Pharmacy Inventory	28/12/2022	Receive from Supplier (LP DO) - Not able to receive for remaining balance	User reported when try to receive back-order quantity from supplier, appear message "Cannot received more than 170" for item 1. Cefuroxime Axetil 125mg/5ml Suspension. Back Order quantity is 185. User scenario: 1. 10/11/2022- user received with quantity:15 but already return to	Wrong validation was applied on total received quantity for same LPO No if 'Return Reason = Others'.	17/02/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						supplier (Received number: P220010461 Return no: T220000082) 2. 15/11/2022 had do receiving quantity=15 3. Now user need to receive another 185 but system only allow 170.		
32.	I-PhIS077720722A PP	Hospital Sungai Siput (A)	Pharmacy Inventory	23/06/2022	Receive from Supplier (Replacement) - Wrong Expected Delivery Date	Puan Faizah reported penalty not created. LPO No: CO2200000019838 DO: 566448582 PS1 ETA: 20.1.2022 Receive: 31.1.2022 PS5 13.1.2022 - Noted wrong item. Suppose replace within 7 days. Receive: 31.1.2022	'Expected Delivery Date' value in 'Receive from Supplier' screen was not correctly updated based on Expected Delivery Date in 'Return to Supplier' transaction when Receive Type = Replacement.	02/09/2022
33.	I-PhIS079914522A PP	Klinik Kesihatan Nenasi (B)	Pharmacy Inventory	09/08/2022	Return to supplier - Wrong method for return reason LOU and Others	Puan Syikin reported details during return does not correct. P210000108 DO No: 483068873 Item Code: 03.3017.01 Notification Date and Time: 21/7/2022 (Date base on email user receive from Pharmaniaga), user need to reconfirm what date should user key in for this field. Expected Delivery Date and Time	Issue happens due to no validation was applied when Return Reason = LOU. When users select items with same DO No, item list will be showing all items. Supposedly, LOU only allow 1 item per transaction.	20/10/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						become backdated: 1/8/2022		
34.	I- PHIS080065222A PP	Klinik Kesihatan Medan Maju Jaya (A)	Pharmacy Inventory	12/08/2022	Return to Supplier (APPL) - Item does not display properly for return type Product Complaint	Pn Haniza informs that user did RTS - Product Complaint in Phis. User did Product Complaint PC22000001 for item Item Code: 01.0208.11 Budesonide 200 mcg/dose Inhaler. However, upon proceed with return, item Item Code: 07.0202.03 Benzathine Penicillin 2.4MIU (1.8g) Injection is also included in the return transaction. T220000019 Confirmed This causes item 07.0202.03 Benzathine Penicillin 2.4MIU (1.8g) Injection to be deducted from the system.	Previously during return as Product Complaint, system was only displaying all items from receiving records. No checking against which item is being complaint from the selected receiving and complaint record. Supposedly, when return as Product Complaint, only item which is being complained from the selected receiving should be displayed.	20/10/2022
35.	I- PHIS076260622A PP	Pejabat Kesihatan Daerah Melaka Tengah (B)	Pharmacy Inventory	17/05/2022	Payment (not enough liability) - eP excess not created due to insufficient balance	Reported by user Cik Mas she unable to proceed with payment for LPO: CO22-263145 (KK Ayer Keroh) due to appear pop up message INFO7996 under payment no; PM22025749. refer attachment	Previously, for PO which has 'eP Approved Quantity' more than 'approved quantity', system did not create 'eP Excess' movement. This has impacted to 'Liability Amount' did not deducted in current budget master, and alert appeared at Payment screen when system detected Payment amount not tally with the 'Liability Amount' for selected LPO.	20/10/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
36.	I- PhIS080564522A PP	Pejabat Kesihatan Putrajaya (B)	Pharmacy Inventory	24/08/2022	Budget Movement - Duplicate transaction created for PO Send To eP Approval	Puan Zulaikha reported budget movement appear duplicate transaction and duplicate deduction, incorrect amount shows in budget movement. KK Presint 9 Vote: 270401/990100/27401/99 Order No.: PO22000030 Status: PO Send to eP approval Amount: 25,689.81	Duplicate budget movement was happened for same transaction when user approve PO and directly proceed with refresh or close browser which caused 'PO send to eP approval' movement become duplicate.	20/10/2022
37.	I- PhIS080579522A PP	Hospital Bau (A)	Pharmacy Inventory	24/08/2022	Item Batch - Different expiry date exists for same item batch & brand	Miss Tiong reported expired date does not tally in screen item movement and expired date in good receive note. Why appear 2022 in item movement. Should be 2023. Good receive note: sept 2023 Item movement: sept 2022 Receive number: P220000931 P220000892 Code: R03AK06989A2101XX.02 Location user: Store	Validation on expiry date value was not correctly applied at item listing in Receive Inter Facility (Offline Indent) screen.	20/10/2022
38.	I- PhIS080970122A PP	Klinik Kesihatan Greentown (A)	Pharmacy Inventory	01/09/2022	Stock Replenish: System calculate pending receive	Previous report number:221143473B From email:	Code was not handled properly to calculate pending receive value if user initiates from Stock	09/11/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						<p>Jumlah kuantiti item yang dipohon dan dikeluarkan adalah tidak munasabah.</p> <p>Contohnya kuantiti dipohon untuk Acetylsalicylic Acid 300mg Soluble Tablet adalah sebanyak 14,939,991 biji padahal baki stok Stor Farmasi KK Greentown hanya 30,000 biji sahaja</p> <p>BPSS: F02PS001-0007625 Issue note no: N02PS001-0003350</p>	Replenish screen.	
39.	I- PhIS080970922A PP	Klinik Kesihatan Greentown (A)	Pharmacy Inventory	01/09/2022	Stock Replenish: Alert message DD authorize not appear	<p>Previous report number: 221143473B</p> <p>From email: Item yang dikeluarkan adalah termasuk DDA (Phenobarbitone, Bromazepam, Zolpidem) , dimana user id MR KHIEW WAI KEONG adalah bukan authorised untuk mengeluarkan DDA. Ini dipandang serius kerana prosedur pengeluaran DDA adalah sangat ketat dan hanya boleh dikeluarkan oleh pegawai yang dilantik sahaja</p> <p>BPSS: F02PS001-0007625 Issue note no: N02PS001-0003350</p> <p>Officer with DD authorization role:</p>	Code was not handled properly if issue list is having mixed of DD and normal drug whereby the alert message to key in DD authorization will be not appeared.	26/10/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						1.Pn sherdila baizura 2.Ms shamini		
40.	I- PhIS081051122A PP	Hospital Raub (A)	Pharmacy Inventory	03/09/2022	Condemn: Not able to proceed	Pn Farah reported unable to proceed condemn due to appear 'An error has occurred. please contact admin'. As per image provided, item code appear as 'Unknown exception java.lang'. Refer attachment. RC22000006	System was not handling issue on null value for 'Quarantine Quantity' during saving function in Condemn module.	21/12/2022
41.	I- PhIS081511622A PP	Hospital Raja Permaisuri Bainun (A)	Pharmacy Inventory	13/09/2022	Bad Data Management (BDM) - Allow to approve even batch quantity is less than deduction quantity - Negative good stock	Merujuk kepada perkara di atas, pihak kami ingin membuat aduan terhadap ralat yang berlaku dalam module issue di mana sistem phis mengizinkan pengeluaran stok (issue) sehingga negatif. Print screen untuk ralat tersebut adalah dilampirkan.	System did not have validation during approve process if deducted quantity value is more than batch quantity and this has led to negative quantity appear for the stock.	11/11/2022
42.	I- PhIS081599222A PP	Hospital Kepala Batas (A)	Pharmacy Inventory	15/09/2022	Recommended Purchase List (RPL): Special approve drug appear in list when print	Puan Husnul reported item special approve drug appear in list after click print. Generate RPL - 40 item - 5 item as Special Approve Drug > Click Print > Total Item 36 User informs 1 of the Special Approve Drug appear in list. Code: C01AA05000P3001XX.02 RPL No: RP22000070	Wrong query was applied to display drug when printing report in RPL. Suppose special approved drug should not appeared when print even it is tied to vote code.	16/12/2022
43.	I- PhIS081744222A	Hospital Kajang (A)	Pharmacy Inventory	19/09/2022	KEWPS 7 - Baki Sedia Ada does not tally	user reported for KEWPS 7, appear baki sedia ada at KEWPS 7 appear	Default sorting on search result when printing	11/11/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
	PP					<p>120, and at item movement also appear Good Stock After is 120pack but when user generate at KEWPS 7 appear baki sedia ada more than 120 at each batch no. user give 1 example,</p> <p>Issue note no: I02PS001-0074792</p> <p>Example item: 03.1003.05</p> <p>Baki sedia ada: 120pack</p> <p>Batch: SI21J023 - baki sedia ada 70 (kuantiti diluluskan - 10. baki selepas pengeluaran - 60)</p> <p>SI21K024 - baki sedia ada 60 (kuantiti diluluskan -60. baki selepas pengeluaran - 0)</p> <p>SI21K025 - baki sedia ada 120 (kuantiti diluluskan - 50 . baki selepas pengeluaran - 70)</p>	KEWPS 7 report was not standardized between Recommended Issue Quantity (RIQ) and Issue screens.	
44.	I-PhIS082218322A PP	Klinik Kesihatan Jalan Masjid (A)	Pharmacy Inventory	29/09/2022	Recommended Condemn List - Item missing from list after save - More than one brand/batch	<p>Miss Tan reported item not updated in RCL ITEM LIST if got 2 different batch. 1st batch able to enter list but 2nd batch failed to be entered.</p> <p>Step: Click add new record button.</p> <p>Item Code: J05AR02964T1001XX.01 Batch No: U47F Condemn Quantity: 12 PKU Save > Able to enter</p>	Previously system was not correctly handling saving function for the details that has been key-in if one item has more than one brand/one batch at item listing section in Recommended Condemn List (RCL) screen.	17/11/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						<p>RCL ITEM LIST</p> <p>Click add new record button. Item Code: J05AR02964T1001XX.01 Batch No: U97C Condemn Quantity: 3 PKU Save > confirmation - Yes > not appear in RCL ITEM LIST</p>		
45.	I- PhIS090075923A PP	Klinik Kesihatan Lahad Datu (A)	Pharmacy Inventory	14/02/2023	Offline Issue - Item Group change and no item in list	<p>Ms Dory reported unable to generate KEWPS 7 due to error message "please add item" appear. Details as below: Unit: Stor Farmasi Issue No: N02PS001-0008729 User informs that it might be due to incorrect Item Group. For this transaction, Item Group is Drug. However, issued items were Non Drug items. User only notices this after this transaction has been approved.</p>	Coding issue. On change of item group, default value was not reset correctly. When user try to change item group and cancel changing, system was changing back value to default item group which is wrong.	05/05/2023
46.	I- PhIS093574023A PP	Hospital Sultanah Aminah (A)	Pharmacy Inventory	16/04/2023	Slow processing exceed benchmark - connection leak	<p>En Syamil reported all units in HSAJB started experiencing slow processing for all modules at 9.15am today. Kindly refer to the attached video.</p>	Connection leak was existed at backend during 'Inter Facility Indent' processes, and this has impacted to server resources and system performance.	21/07/2023
47.	I- PhIS096013623A	Klinik Kesihatan Pasir Panjang (B)	Pharmacy Inventory	29/05/2023	Recommended Purchase List - Item	<p>Pn Fatimah reported when generating ePO the quantity item in</p>	Wrong condition was applied during ePO data	08/08/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
	PP				in ePO inconsistent	each ePO is not consistent. User informs item in each ePO is set as 10 at facility. RPL No: RP23000007	generation whereby ePO item did not grouped based on vote code.	
48.	I-PhIS073816421S	Hospital Permai (A) (PSV)	Pharmacy Inventory	31/03/2021	Stock not updated after inter facility reject Issue Request Received	User reported stock not updated after inter facility reject Issue Request Received From: Hosp Sultanah Aminah Indent no.: R21008079 Issue no.: M02PS001-0066924 Receive no.: P210002346	Issue happens due to reject issue record was not sent to issuer facility. System is improved by adding auto send function for record which is failed to be sent.	03/01/2022
49.	I-PhIS079784821S	Hospital Rembau (A)	Pharmacy Inventory	15/11/2021	Unit Catalogue List - Min/Max Storage and Buffer level automatically change	Reported by En Farhan he found that when he checked the unit catalogue list, some items appear the value for min/max level and buffer level change from previous data that he generated into excel. Unit catalogue list: Farmasi Substor OPD.	Previously there was no history to check when the recalculate buffer level process was done. System is improvised by keeping the history data in the new temporary table so that user have some history to check when the recalculate buffer level process is happened.	05/01/2022
50.	I-PhIS080899521	Pejabat Kesihatan Daerah Kluang (B)	Pharmacy Inventory	29/12/2021	Store Verification - Unable to access system	User issue, when search item in store verification system will keep processing and impact system unable to access. Based on discussion with higher level ticket is update to technical improvement to improve the performance of the query and reduce no of table joins for store verification and stock	Previously system was having too many table joins inside query for store verification and stock checking. Thus, it has impacted to system performance	06/04/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						checking module. Please verify also for stock checking module		
51.	I- PhIS081166322S	Hospital Tanjung Karang (A) (PSV)	Pharmacy Inventory	12/01/2022	Contract does not sync to facility	Pn Khor reported KKM Code does not appear in purchase order screen. Contract has been retrieved from contract facility screen. FACILITY DETAILS in IWP exist for Hospital Tanjung Karang. Facility and HQ status active for item code KKM-68/2019/F(U)	The backend library that was used to do contract synchronization process was wrongly declared in code and thus impacted to integration.	17/02/2022
52.	I- PhIS097477123A PP	Klinik Kesihatan Simpang Lima (B)	Pharmacy Inventory	21/06/2023	eDO and Invoice Status (APPL Online)- First DO fully supplied but second DO still sync to facility	Puan Farhana reported got DO appear for LPO that complete receive all item. When user click on that DO, item appear already receive using different DO no. LPO No: CO23000000317698 DO: 887821223 ----- Done receive in other DO: DO :893701856 Receive No: P230000291 Batch No: 5028220 397 5028222 3	Incorrect checking method was applied. Previously system did not have any checking on 'Pending Receive Quantity'. Due to that, second DO was able to be synchronized from PIWP to IWP. Supposedly, if first DO already fully supply, the second DO should not be synchronized to IWP anymore.	15/08/2023
53.	I- PhIS085306522A PP	Klinik Kesihatan Puchong (A)	Pharmacy Inventory	25/11/2022	Prepacking - Missing 1 transaction No	Email from user: Hi, Mohon semak nombor prepacking lompat selang satu dari semalam 24/11/22. Rujuk lampiran.	'Prepacking ID' sequence generation was not correctly applied inside Prepacking screen.	12/01/2023
54.	I-	Klinik Kesihatan	Pharmacy	16/12/2021	Prepacking - Stock	Puan Diana reported stock available	Issue happens due to	11/04/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
	PhIS080477521S	Temangan (A)	Inventory		available not updated at listing page	not updated after complete prepacking. PR21000611 Code: 02.0012.01 Home> PR21000611 > Stock Available: 1080 user inform stock suppose NIL after > Stock Replenish: F02PS001-0002116	during confirmation of Stock Replenish, backend process was suddenly stopped while creating stock movement and stock update, but the status become approved. System is enhanced by adding checking, if the stock is updated but movement is failed, status of the transaction will be maintained as 'Open' and user can do approval again.	
55.	I- PhIS092803323A PP	Hospital Parit Buntar (A)	Pharmacy Inventory	03/04/2023	Prepacking - Unable to Production Complete	Pn Siti Salwa reported popup appear "item has been deducted for item..." when she clicks Production Complete button. Prepacking ID: PR23000097 PR23000357 PR23000143	Validation for 'Quantity To Prepack (SKU)' against 'Actual Quantity Produced (SKU)' value was wrongly handled during saving function	31/05/2023
56.	I- PhIS085333322A PP	Klinik Kesihatan Perantau Damai (B)	Pharmacy Inventory	25/11/2022	Receive Inter Facility - Issue note not available	En Loo reported, not receive issue from external facility since yesterday, user from KK Bandar Tun Abdul Razak already issue out the item and user already receive physical item.	Wrong indication was used to specify whether the integration for Issue (Inter Facility) is successful or not. Previously system will just treat the integration is succeed once receive	27/01/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						Indent: R222000322 From KK: KK Bandar Tun Abdul Razak	acknowledgement from IWP even with error.	
57.	I- PHIS083215722A PP	Hospital Bau (A)	Pharmacy Inventory	18/10/2022	Inter Facility (Received) - Error admin when open transaction	En Arlvin reported that unable to view following indent in Tasklist due to pop up error appears. User informs that usually user can view the indent and able to change the Supplying Unit. Kindly refer to attachments for further details.	Backend service was not declared properly in code and has caused this function unrecognized by the system.	20/12/2022
58.	I- PHIS086512522A PP	Pejabat Kesihatan Daerah Hilir Perak (B)	Pharmacy Inventory	15/12/2022	Recalculate Buffer Level - Other record removed from listing after overwriting	User reported she has created recalculate buffer level today twice times but quantity does not update after user click overwrite. User claimed before she performs recalculate buffer level, there are 2 transactions in list that still not overwrite but when user perform overwrite in new transaction, all the old transaction missing in recalculate buffer level list. Date: 15/12/2022	Incorrect overwrite function was implemented in Recalculate Buffer Level screen. Previously system will the overwrite whole draft records belongs under same Item Group and Unit without considering Item Purchase Type value. Suppose system should overwrite draft records belongs under same Item Group, Unit and Item Purchase Type.	26/01/2023
59.	I- PHIS086717722A PP	Klinik Kesihatan Beserah (A)	Pharmacy Inventory	19/12/2022	RIQ Inter - Indent no display at 2 different unit - Change Supplying Unit (Reroute)	Miss Chan reported old transaction re-appear. Facility: KK Sungai Besar External Indent No: R22000180 Facility: KK Bandar Kuantan	System was not correctly handling the requester unit record during reroute process. Transaction was still appeared under initial unit at RIQ Inter screen	27/06/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						External Indent No: R22000593	even after rerouting.	
60.	I- PhIS094888823A PP	Hospital Sultanah Aminah (A)	Pharmacy Inventory	09/05/2023	RIQ Inter Facility - Unknown transaction appear	Miss Lee reported indent approve at Farmasi Pesakit Luar Filling Counter and not change supplying unit but suddenly appear in Farmasi Pesakit Luar SPUB. User advises to refer same attachment as in: 231336701B	Code was not handled properly if 'SPUB Issuing Unit' setting is amended at Facility Configuration. Indent retrieve/approved from previous unit will be listed in new unit too. Suppose the record that belongs to previous unit should be maintained under previous unit.	27/06/2023
61.	I- PhIS080224422A PP	Hospital Sentosa (A)	Pharmacy Inventory	16/08/2022	RIQ Inter - headers/issue details and issue batches show wrong value	Received email from user as below: Recently, there had been a few incidences whereby amounts of medication we decided to issue out to other facilities are different from those printed in kewps 7. This had resulted in amount issued to other facilities online to be different from the physical amount we decided to give. For further details, i have attached a pdf for your reference. Hope you can help to resolve these discrepancies.	System was not handling correctly when 'Recommended Issue' checkbox is selected and amend Issue Quantity. When printing KEWPS 7 report, 'Kuantiti Dikeluarkan' will not be the same as 'Issue Quantity' which displayed at RIQ screen.	21/11/2022
62.	I- PhIS086750422A PP	Klinik Kesihatan Larkin (A)	Pharmacy Inventory	19/12/2022	KEWPS 7 – Nama Pemohon appear name user approved indent	Ms Shamini reported that when user sent an indent interfacility to external facility, when external facility receives and print it, Nama Pemohon appears the Approval	'Pemohon' name and designation inside KEWPS7 report were wrongly shown the 'Approved By' value.	22/12/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						Name (PF) with jawatan PPF. Issue happens since using V2616. Sample for checking Indent No: R22000957 to PKD JB	Suppose system should show the 'Created By' value.	
63.	I- PhIS086916722A PP	Klinik Kesihatan Jalan Angsana (B)	Pharmacy Inventory	22/12/2022	KEWPS 7 - Kuantiti Dikeluarkan wrongly appear	Email from user, Wrong quantity issued on the KEWPS7 and issue screen, but in ITEM MOVEMENT, quantity is correctly issued. Item code: V03AB15110P3002XX (Naloxone) KEWPS 7: 6 Screen issue: 5	Previously 'Issue Quantity (PKU)' value was not designated to be shown in decimal format inside KEWPS7 report. Suppose value should be able to be shown in decimal.	10/04/2023
64.	I- PhIS087243722A PP	Hospital Umum Sarawak (A)	Pharmacy Inventory	28/12/2022	KEWPS 3 - Duplicate receiving transaction	User reported when generate KEWPS 3, data do not tally with item movement. At KEWPS 3, quantity received is = 6200 At item movement = 5400 Item code: 03.2202.02 When checked, user realised there is duplicate received transaction. Receipt no.: P220001346 (APPL) LPO: CO22150176	No checking for duplicate records was applied during report generation.	08/02/2023
65.	I- PhIS087615023A PP	Klinik Kesihatan Sungai Buloh (A)	Pharmacy Inventory	03/01/2023	YEP 2023 - YEP not sync even PKD has set YEP in IWP	User reported Purchase order for Year End Process not updated to year 2023 yet. Year still appears as 2022.	Issue happens because there was some wrong condition implemented in scheduler which it was	23/06/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						Schedule date: 1/1/2023 Facility: KK Sungai Buloh	changing the status for existing batches that have past 5 years to Inactive. Due to this, it has caused duplicate data for active and inactive status for same batch, which also caused current stock not able to run properly during YEP, leading to new Financial Year not updated.	
66.	I- PHIS087488423A PP	Klinik Kesihatan Wakaf Tapai (B)	Pharmacy Inventory	01/01/2023	Unit Catalogue List & Stock Balance by Drug: Stock not appear - Stock header inactive during YEP	Pn Halimatun reported that for following items, unable to transcribe to patient due to no stock available. Upon checking in Unit Catalogue List, stock balance is 0. However, upon clicking on Hyperlink 0, there is actually stock balance for that item. Item Code: C08CA02000T1002XX.01 Felodipine 10 mg EXTENDED RELEASE Tablet S01AA01000D2001XX.01 Chloramphenicol 0.5% Eye Drops	Wrong query was implemented, and it has caused after YEP ran, 'Stock Available' quantity at Unit Catalogue list display as 0 but it was not showing as current stock balance.	10/04/2023
67.	I- PHIS087621823A PP	Pejabat Kesihatan Daerah Kota Setar (B)	Pharmacy Inventory	03/01/2023	Budget - Liability not enough (Concurrent transaction)	Pn Noraida reported unable to proceed payment due to error appear "Liability amount cannot be less than purchase order". user did check in request order authorization and click on refresh receiving details however issue still persist.	Concurrent user validation was not properly handled when different users are accessing same LPO No record to cancel LPO transaction and approve payment transaction.	26/04/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						LPO No: CO22 538762		
68.	I- PhIS087717823A PP	Klinik Kesihatan Jenjarom (B)	Pharmacy Inventory	04/01/2023	Receive Intra (Offline) - Error admin when save details item (Non Drug)	Email from user: Saya tidak dapat membuat receive item intrafacility untuk item ini (refer attachment). Item ini terlibat dengan product exchange.	No mandatory field validation was applied for 'Expiry Date' field during add item function. This has caused null pointer exception issue when user open back the 'Add Item' screen due to 'Expiry Date' value is blank.	22/02/2023
69.	I- PhIS091314923A PP	Hospital Jelebu (A)	Pharmacy Inventory	07/03/2023	Condemn - Pop up message Stock has been deducted appear	User reported unable to condemn. When clicked condemn appear pop up info "stock has been deducted." User checked in item batch quantity bad stock was available and same quantity with condemn screen. Condemn no.: C230000002 RCL no.: 23000003	System was not correctly handled the saving function inside Condemn screen when there are multiple items with expired and non-expired records inside 1 RCL	17/05/2023
70.	I- PhIS079692521S	Pejabat Kesihatan Lembah Pantai (B)	Pharmacy Inventory	10/11/2021	IWP - Cancelled LPO still appear	Pn Rizwanah reported that upon checking in IWP - Payment, cancelled LPO is still appear. LPO No already cancelled by user. Contract LPO LPO No: CO21 489349	No resend job was applied at backend for Cancel LPO portion in case PhIS integration to IWP is failed	06/01/2022
71.	I- PhIS088152023A PP	Pejabat Kesihatan Daerah Kluang (B)	Pharmacy Inventory	11/01/2023	IWP - Duplicate Current Budget Master	Ms Kerk reported unable to approved purchase order due to popup appear "insufficient budget for vote code...". Confirmed by user she already allocates budget for	Code was not handled properly while inserting data in current budget master during allocation/virement/dedu	05/07/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						<p>reported vote code.</p> <p>Facility name: KK Simpang Renggam</p> <p>Vote Code:</p> <p>091501/990100/27401/99</p> <p>091501/990100/27499/99</p> <p>PO No:</p> <p>PO23000001</p> <p>PO23000002</p> <p>PO23000004</p> <p>PO23000006</p> <p>PO23000008</p> <p>PO23000009</p> <p>PO23000010</p> <p>PO23000011</p> <p>PO23000012</p> <p>PO23000013</p> <p>PO23000014</p> <p>PO23000015</p> <p>PO23000016</p>	<p>ction process and thus, it has impacted to approve order process as well.</p>	
72.	I- PHIS081174222A PP	Hospital Pakar Sultanah Fatimah (A)	Pharmacy Inventory	06/09/2022	Issue - Total Amount wrongly appear	<p>Pn Faizah reported price wrongly appear for indent SPUB when she compared in RIQ screen and KEWPS7.</p> <p>Price in RIQ - RM253.46</p> <p>Price in KEWPS7 - RM160.10</p> <p>Item code: N06DA03123C1002XX</p>	<p>System was wrongly handling the item price when user selects the non-defaulted item during issuing in RIQ screen. This has impacted to wrong Total Amount value.</p>	10/11/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						External Indent no.: R22000234 Indent from: KK Menglembu		
73.	I- PhIS094938023A PP	Klinik Kesihatan Tawau (A)	Patient Management	10/05/2023	Medication Profile - Unable to open & screen appear at the bottom - Re- Dispense column issue	Received email from En. Radin: V2.6.2 FULL BASED WITH TPC-OHCIS INTEGRATION NAME: HO KIEN KEE MYKAD: 47062571XXXX MRN: 7972892 RX NO.: OUTPATIENT0000118123 1. ALL DRUGS NOT APPEAR ON MEDICATION PROFILE	System was wrongly handling the method to show data in Medication Profile screen when there is taper drug record in Re- dispensing module	11/08/2023
74.	I- PhIS096114023A PP	Hospital Sultanah Nora Ismail (A)	Patient Management	31/05/2023	Medication Profile - Missing PN prescription	Puan Filza reported TPN Medication in Medication Profile missing for patient. Issue happened to all patients. User provides sample as below: 90101901XXXXm2 B/O Siti Amirah Murni	Incorrect data population method was applied when inserting PN prescription record into medication profile summary table	21/06/2023
75.	I- PhIS081250022A PP	Klinik Kesihatan Tawau (A)	Patient Management	07/09/2022	Patient Management - Patient address become blank (TPC- OHCIS)	From Previous report number:221151015B, En Radin had forward to TPC OHCIS team, regarding enhancement needed to update patient address when TPC OHCIS send 2nd visit to PHIS. Sample patient details: NAME: JELITA BINTI MATHEUS MYKAD: 64020912XXXX MRN: 8341333	Issue happens due to previously when receiving message from TPC-OHCIS, system will overwrite all patient information based exact data in the message even the data is blank.	23/02/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						<p>Below is the feedback from TPC OHCIS team:</p> <p>According to problems reported by Mr. Radin. The problems occur after ADT^A08 was sent from TPC-OHCIS to PHIS. The address is suddenly gone in PHIS system.</p> <p>Here is a note:</p> <ul style="list-style-type: none"> - ADT^A08 is about Diagnosis information for the patient. TPC-OHCIS will send this if ONLY Diagnosis was made by user/Doktor. - ADT^A01 is about VISIT Information Patient. <p>Furthermore, all facilities entire Malaysia that using TPC-OHCIS using same things. ADT^A08 not carry address data to replace existing address except Diagnosis data only. ADT^A01 is contain the patient information needed (for this case address).</p>		
76.	I-PhIS077756422A PP	Klinik Kesihatan Tawau (A)	Patient Management	24/06/2022	TPC Integration: Patient Registration - Missing weight value	<p>Patient Banner - Weight missing Report thru CM</p> <p>MOHD ZAID BIN SAPARUDIN</p> <p>01011012XXXX</p> <p>9037285</p>	<p>Wrong method was implemented in PhIS to retrieve and store Height and Weight values when receiving visit information from TPC-OHCIS. Previously, PhIS replaced the existing weight and</p>	21/12/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						<p>DEAR PHIS HELP DESK TEAM, I AM CONFIDENT THAT I HAVE UPDATED THIS PATIENT WEIGHT IN APRIL 2022. DOES TPC-OHCIS INTERGRATION OVERWRITE THE EXISTING PATIENT DATA? THANK YOU -----Updated 28.6.2022</p> <p>As described in ticket number: 221108035B, I noticed that a new visit on TPC-OHCIS would overwrite weight information that has been updated manually on PhIS.</p> <p>PATIENT NAME: ALDRIANO MATHIUS MYKAD: 20072812XXXX MRN/PCID: 8152166 Please refer attachment Email User</p> <p>-----Updated 1.7.2022 NAME: MOHAMMAD SYHADAN RAFIEE BIN RODZAN MYKAD: 16061912XXXX MRN: 18169523 WEIGHT: 19.2 KG</p>	height values as blank once received new visit from TPC-OHCIS. Suppose if height and weight values are already available in PhIS, system should just maintain both values and not reset back as 0.	



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						<p>KINDLY REFER ATTACHMENT WHERE TPC-OHCIS HAS ENTERED WEIGHT VALUE.</p> <p>KINDLY REACH TPC-OHCIS APPLICATION SUPPORT TEAM REGARDING THIS MATTER.</p>		
77.	I- PhIS099249523A PP	Hospital Kuala Lumpur (A)	Patient Management	20/07/2023	Medication Profile - Unable to filter by location - Nothing happen when click search	<p>Puan Manjit reported cannot filter data in Medication Profile affected to all patients.</p> <p>Example Situation</p> <p>Medication Profile: User filter by visit type > click search > no record found.</p> <p>Details:</p> <p>User will provide later.</p> <p>----- 27.7.2023</p> <p>IC: 97122414XXXX Siti Mariam</p> <p>Location for patient: Nephro, Eye Clinic, UL2A</p> <p>User tries filter medication by location.</p> <p>Record Prescription> Medication Profile > Location: Eye Clinic > Click Search > Nothing happened.</p> <p>Issue happened to all patient with same situation (got many location)</p>	Wrong query was applied for searching function by location inside Medication Profile screen	08/08/2023
78.	I- PhIS096637823A PP	Hospital Pakar Sultanah Fatimah (A)	Patient Management	08/06/2023	Medication Profile - Cancel/Stop By & Cancel/Stop Date no	<p>Ms Lim reported that for following patient, there was some medication stop in Medication Profile. However,</p>	Missing implementation to display the 'Cancel/Stop By' and	21/06/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
					details	<p>it does not state the name of the officer who stopped it. Upon asking to both doctors, they inform that none of them has stop the medication.</p> <p>RN No: 54333 Farizan bt Mohd Sab Rx No: SKNC0000003331854 Momethasone Furoate Cream</p>	'Cancel/Stop Date' values in Medication Profile if the drug is stopped or cancelled	
79.	I-PhIS099939623A PP	Hospital Slim River (A)	Patient Management	31/07/2023	Medication Profile - BCP Rx number does not tally between record retrieval and medication profile	<p>Ms. Fazilah reported the medication profile for the patient was missing but available in record retrieval.</p> <p>Patient Details and Prescription No (RX No): IC: 54051208XXXX Patient Name: Hashim RX Number: OPD-520562 Date: 17/5/2023</p>	Incorrect implementation whereby system will display 'Y' at the end of prescription number for order that comes from BCP application	15/08/2023
80.	I-PhIS077096522A PP	Hospital Umum Sarawak (A)	Order Management	08/06/2022	Record prescription - order quantity not auto calculated	<p>Ms Julies reported order quantity not auto appear when she performs record prescription for patient. User informed order quantity will auto appear as 1. Confirmed by user issue happen after deploying V2535 at facility.</p> <p>Example drug code: M05BB03972T1002XX M05BA04520T1001XX</p>	Order quantity calculation was not correctly applied if the drug is having 'quantity per duration' setting at Drug Master	29/11/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
81.	I-PhIS080241622A PP	Klinik Kesihatan Greentown (A)	Order Management	16/08/2022	PhIS - Slow Processing Exceed Benchmark (eGL)	Pn Nora reported PhIS slow processing when login and use phis especially when transcribing. It takes average time 3 minutes for every stage. Confirmed by user, internet connection was OK and not intermittent.	Slowness happened due to there was a statement leak from eGL jar file when integrate with MyHR system	05/07/2023
82.	I-PhIS082172422A PP	Hospital Raub (A)	Order Management	28/09/2022	Admission/Visit - Unable to transfer patient (Patient Sticker Button)	Miss Yong reported wrongly create visit for one patient. User tries to transfer patient to correct location but unable to transfer. popup info occurs. user tries to print patient sticker, appear ward lelaki. Drug label appears ward perempuan. Seek advice to remove visit for ward lelaki. clinical summary:- ward perempuan - main visit ward lelaki - referral MRN: HRAUB00142831 Patient name: Wang Zhi Li encounter no. ward lelaki:- 0176 0101	'Patient Sticker' print function was wrongly disabled when visit list is double clicked inside Record Prescription screen.	09/01/2023
83.	I-PhIS087236122A PP	Klinik Kesihatan Trong (B)	Order Management	28/12/2022	Medication Order - Unable to order medication - Quota Drug	Mr Khor reported unable to order medication (NovoMix-30). Appear error 'please contact admin' to renew medication & phis not responding when add new drug. Happen to this drug only, other medication no error occurs. May	Issue happens due to same patient record appear in both external and internal tabs inside Quota Drug List screen which caused drug cannot be added in Medication	11/07/2023

No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						refer user attachment. IC: 66101608XXXX Patient name: Noraini Binti Ludin Drug: Insulin aspart 30%/aspart protamine 70%(NovoMix-30) 100 IU/ml FlexPen	Order.	
84.	I- PhIS089452323A PP	Klinik Kesihatan Mak Mandin (B)	Order Management	03/02/2023	Medication Order - Department wrongly appear (Registered from SPUB Listing)	Mr Tan mendapati Default Department yang dicipta automatik oleh modul SPUB tidak mengikut tetapan dalam Location Setup semasa pendaftaran SPUB seperti langkah berikut: Home > External Notification > Online SPUB R1 Request Received > Find Patient > To Register > CONF7278: Do you want to proceed with SPUB order? "Yes" Department yang dicipta automatik oleh sistem adalah "Oral Health": Default Department yang telah ditetapkan bagi lokasi "Farmasi" adalah "General Medicine".	Incorrect 'Department' value was saved during SPUB record registration. Suppose system should retrieve the default 'Department' value if available. If default 'Department' is not available, then only system should take the first 'Department' record	14/07/2023
85.	I- PhIS079177221S	Hospital Pulau Pinang (A) (PSV)	Order Management	20/10/2021	Slow processing in transcribing	Email: Dimajukan dua contoh rekod video pada hari ini yang menunjukkan pengambilan masa yang lebih panjang untuk proses transkrib. Perkara ini kerap kali berlaku dan telah menyebabkan tempoh masa lebih diperlukan untuk proses pembekalan ubat kepada pesakit.	Unrelated data such as partial supply or single stage portions have also been loaded during transcribing which causes slowness.	22/02/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						Mohon jasa baik pihak tuan/puan untuk melihat perkara ini dalam masa terdekat.		
86.	I-PhIS075799822A PP	Hospital Pakar Sultanah Fatimah (A)	Outpatient Pharmacy	05/05/2022	System Slow Processing - for all PCs - Balance Quantity	Miss Wong Lai Yan reported, slow processing when using the system. Example at screen screening & verification, every button user clicks, take more than 2 minutes. User request to check, happen for all PC and no error appear, only processing	Previous allocation function has unnecessary query to scan through all current stock details and this has caused slowness to the system. Current allocation query needs to be modified to improve performance.	14/04/2023
87.	I-PhIS076335022A PP	Hospital Seri Manjung (A)	Outpatient Pharmacy	19/05/2022	Screening & Verification - Unable to open patient prescription	User Ms Chuah reported she able to find patient at screening & verification screen. But when user double clicks on patient name, nothing happen. She unable to open patient prescription at screen screening & verification. MRN: 37042 - Gobala Krishnan Rx No: MED0001518959	Balance Quantity calculation was not correctly applied during opening prescription record. System will throw error when the balance quantity result is null when calculate using previous calculation.	17/04/2023
88.	I-PhIS077518322A PP	Hospital Sultanah Aminah (A)	Outpatient Pharmacy	19/06/2022	SPUB Received - Drug details missing	Email from user, Walk-in Spub was created when receive a walk in spub patient and R1 is created during transcribing. When I try to print out the R1 form from the Spub patient list, patient record is found but there is no medication listed. Please investigate. Thank you	Wrong condition to view drug listing inside SPUB Form screen during manual SPUB process	22/09/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
89.	I- PHIS077668922A PP	Hospital Tuanku Fauziah (A)	Outpatient Pharmacy	22/06/2022	Next Collection Date does not show correct value	<p>Encik Omar reported next collection date appear at partial supply is not correct.</p> <p>Record Prescription Partial Supply Next Collection Date: 19.8.2022</p> <p>MRN: HTF00004069</p> <p>Patient Name: Che Ismail Bin Mohd Noor</p> <p>Base on Record Retrieval</p> <p>Dispensing History Dispense No: 062122_00371 Select 1 drug > Click 'Label'.</p> <p>Duration: 30 days</p> <p>Start Date: 23.7.2022.</p> <p>Users inform for 30 days, patient next collection date does not suppose on 19.8.2022</p>	Issue happens due to 'Next Collection Date' value has been retrieved from different sources. Next collection date at listing was retrieved from backend medication order table where else dialog page was retrieved based on backend dispensing table. Suppose both values should be retrieved from backend dispensing table.	10/11/2022
90.	I- PHIS077672522A PP	Hospital Pakar Sultanah Fatimah (A)	Outpatient Pharmacy	22/06/2022	SPUB - POMS drug appears at SPUB Form at External facility	<p>Ms See reported that for following patients, user did tick POM on one of the medications before sending it out to another facility for SPUB. Before sending it out, user did tick POM. The drug does not appear in BMS and R1 form. User then sent SPUB out. However, once it is received by the referred facility, that drug appears in R1 as active prescriptions (facility needs to supply as well). Both patients are referred to KK Parit Bakar.</p> <p>HPSF00196393</p>	Missing condition in system to exclude POMS drugs while sending SPUB record to other facilities	22/08/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						WRD8830002924425 POM: Rivaroxaban HPSF00006009 WRD8710002908102 POM: Rivaroxaban		
91.	I- PhIS079241322A PP	Hospital Orang Asli Gombak (A)	Outpatient Pharmacy	26/07/2022	Preparation - Popup error message when click auto allocate button - POMS drugs	User reported for partial supply appear error please contact your system admin when user allocate quantity at partial supply list. user inform issue happen at few patients, but user give 2 examples: IC: 1.58122803XXXX (Enjek) 2.76031101XXXX (Supina) POMS drug	Missing validation during auto allocation function when prescription is having all POMS drugs.	22/09/2022
92.	I- PhIS077952722A PP	Klinik Kesihatan Medan Maju Jaya (A)	Outpatient Pharmacy	29/06/2022	Dispense UOM not tally in Drug Master	Puan Redha reported unable to alternate/combination drug. Prazosin 1mg Tablet (order) Prazosin 2mg Tablet (combination) Dose: 3mg Click Alternate > selection for Prazosin 2mg Tablet does not appear. Patient: Kokila (MRN: 13005844) Hydrochlorothiazide 50mg Tablet (order) Hydrochlorothiazide 25mg Tablet (alternate)	Incorrect method was applied to retrieve Dispense UOM when opening 'Item Batch Details' and 'Alternate' screens if the dispense UOM share same backend sequence number.	07/08/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						Dose: 50mg Click Alternate > Selection for Hydrochlorothiazide 25mg Tablet does not appear. Patient: Begun (MRN: 15693880)		
93.	I-PhIS078693222A PP	Klinik Kesihatan Senawang (A)	Outpatient Pharmacy	15/07/2022	Release/Discard Batch - Expired Prescription still Appear	User reported there are no pending on dispense, prepare and screening page. But on Release/Discard Batch has lot patient list with different type status.	Wrong query was applied in Release/Discard Batch screen whereby it has shown expired prescription. Suppose expired prescription should be removed from the list.	23/09/2022
94.	I-PhIS078896922A PP	Klinik Kesihatan Sg Tiang (B)	Outpatient Pharmacy	19/07/2022	SPUB (Offline) - Error contact admin when print SPUB R1 form	Mr Andrew reported unable to print SPUB R1 form manual form due to error appear 'Please contact admin'. Issue happen since yesterday and affected to all patients. Below as example: 47051308XXXX	System was not handling 'Null pointer exception' issue when 'Next Collection Mode' is having null value when printing SPUB R1 form. Suppose system should be able to print even 'Next Collection Mode' value is blank.	19/09/2022
95.	I-PhIS079636522A PP	Klinik Kesihatan Jinjang (A)	Outpatient Pharmacy	03/08/2022	Screening & Verification - Unable to amend allocation quantity	Miss Chua reported, unable to change order quantity for below patient. User already allocate to new quantity and save but still remain old quantity. Example patient: Yap Boon Hock	Incorrect method was applied during manual allocation for drug with 'Allow Dispense more than Prescribed Quantity' flag. System will always revert to original quantity if total dosage is more than the required dosage.	11/11/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						IC: 65083010XXXX Drug: Nicotine 2mg Yap Teng Kuang IC: 60040510XXXX Drug: Nicotine 4mg		
96.	I- PhIS079643222A PP	Klinik Kesihatan Kuala Lumpur (A)	Outpatient Pharmacy	03/08/2022	OPIP Alternate drug - auto allocate - wrong reserve quantity	Email from user: To whom it may concern, the prescription attached below for Patient name: ABU BAKAR BIN MOHD TAIB IC: 53040210XXXX Drug in query: Clopidogrel 75MG Problem: Allocations have been done for this patient for clopidogrel 75 mg with quantity: 90's but pending for dispensing. Unfortunately, there is no reserve quantity in unit catalogue list for clopidogrel and in incomplete dispensing.	The total supply quantity and duration were not calculated properly during allocation of alternate drug. This has caused system updating wrong value into backend database.	09/11/2022
97.	I- PhIS080009422A PP	Klinik Kesihatan Taman Ehsan (A)	Outpatient Pharmacy	11/08/2022	Screening & Verification - Unable to alternate	From report number :221132352B. Need to make this ticket as main ticket. Ms Lai reported unable to alternate drug due to item does not appear. User wants to alternate from Amlodipine 10 to Amlodipine 5 BUT	System unable to display the correct Dispense UOM value inside Alternate screen when same Dispense UOM code was set inside Drug Master.	26/09/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						<p>Amlodipine 5 not appear. Item status active and still have stock in unit catalogue. Item is standard. Affected to all patient since last Monday.</p> <p>MRN: 11639691 (Chai Kin Loong)</p>		
98.	I-PhIS080268022A PP	Hospital Tuanku Fauziah (A)	Outpatient Pharmacy	17/08/2022	SPUB Patient List - negative balance quantity	<p>Merujuk kepada perkara di atas, boleh saya tahu apabila 'ada bug' pada satu 2 modul adakah modul tersebut tidak boleh digunakan?</p> <p>Dan, pihak tuan tidak pernah sekali pun membuat pemakluman begini. Jika dilihat pada gambar di atas (User Attachment 1), boleh tuan beritahu saya, berapa lama kah tempuh SPUB UTK pt ini?</p> <p>Lihat pula gambar SPUB (User Attachment 2) ini pula.</p> <p>1. Satu biji tablet 300mg, bagaimanakah dos sebanyak 50 mg boleh diberikan kpd pesakit ini? Tuan ada cuba melihat tablet ini, bolehkah tablet ini dipotong kepada 6 bahagian?</p> <p>2. Jumlah baki kuantiti yang akan dibekalkan kepada pesakit ialah NEGATIF 10, boleh tuan beritahu</p>	<ol style="list-style-type: none"> System was not correctly changing the prescription status. Previously status was not changed to Fully Dispensed when allocation quantity is more than order quantity. Incorrect implementation whereby fully allocated drug can be sent as SPUB. Suppose fully allocated drug should not be able to be sent as SPUB to other facilities. 	03/02/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						<p>berapa jumlah tablet yang perlu saya bekal atau pesakit ini perlu memulangkan kepada Farmasi 10 tablet?</p> <p>3. Adakah sesuai 20 tablet diguna untuk 120 hari?</p>		
99.	I- PhIS080356122A PP	Hospital Tuanku Fauziah (A)	Outpatient Pharmacy	19/08/2022	SPUB Rx form appear Drugs with balance quantity = 0 in list	<p>Email from user: Baki Spub 0 tapi ada dalam senarai. Saya hendak tahu, arahan pengecualian tiada ubat utk spub jika baki 0 ada tak dalam aturcara program spub?</p>	No checking was applied in SPUB Patient List screen whereby system will display all drugs including the drug that has zero balance quantity. Suppose system should exclude drug with zero balance quantity as same as SPUB screen in Dispensing screen.	28/09/2022
100.	I- PhIS080455722A PP	Hospital Rompin (A)	Outpatient Pharmacy	22/08/2022	Dispensing/Preparati on Listing - popup contact admin	<p>En Hafiz reported that upon clicking Prepare for all patient in Preparation screen, pop up 'An error has occurred. Please contact your system admin. Message error: 6014' appears. Issue happens to all PC and other ID as well.</p> <p>Issue happens in Dispensing screen too.</p>	Issue happens due to there were 2 records that have same location description at Location Setup and system also did not apply any checking on active or inactive location status.	26/09/2022
101.	I- PhIS080458422A PP	Hospital Tanah Merah (A)	Outpatient Pharmacy	22/08/2022	SPUB R1 form - Appear Error when click	<p>Email from user, unable to click SPUB out as prompt error please contact your system admin:</p> <p>HTMH00138506(Mat Nor)</p>	System was wrongly handling POMS drug checking inside SPUB R1 screen. Previously system threw error if the POMS flag value was null.	03/02/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
102.	I- PhIS080587322A PP	Hospital Pakar Sultanah Fatimah (A)	Outpatient Pharmacy	24/08/2022	SPUB Out - Taper Drug missing at Receiver Facility	<p>Pn Hajar reported that certain drug (tapered) is missing from the R1 Form once it is opened by facility that is referred to. Following is one sample for further checking.</p> <p>IC No: 68072301XXXX Rx No: MOPC0003020332 Missing drug: Carbimazole (taper)</p> <p>If the R1 form of the patient is opened by HPSF, the drug appears accordingly. If the R1 Form is opened by KK Bukit Gambir, Drug Carbimazole is missing.</p>	Taper drug record was wrongly handled while sending SPUB record to other facilities.	22/03/2023
103.	I- PhIS081134322A PP	Hospital Tuanku Jaafar (A)	Outpatient Pharmacy	05/09/2022	Unable to dispense - Popup error message - Allocated batch not available	<p>Pn Farhana reported that unable to dispense many Rx in Dispensing stage due to pop up error appears. Issue happens mostly for Dermatology Clinic. User notices that it might be due to there is certain drug which the status is already expired but it does not clear from the screen.</p> <p>Kindly refer to attachments for further details.</p>	Issue happens due to missing null value checking at batch allocation function to check whether item have current stock data or not.	20/12/2022
104.	I- PhIS081352022A PP	Klinik Kesihatan Tawau (A)	Outpatient Pharmacy	09/09/2022	Preparation - Fully supply prescription but popup alert message to set Next Collection Date	<p>Email from user: THE PRESCRIPTION BELOW CANNOT BE PREPARED DUE TO ERROR MESSAGE APPEARED AS: 'INFO3027: Please select next</p>	Wrong validation was applied during prepare function. Suppose validation to select next collection date should not appear since prescription	28/12/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						<p>collection date.'</p> <p>INITIALLY, I HAVE INTERVENED AND PREPARED THIS PRESCRIPTION ON SCREENING AND VERIFICATION STAGE BUT THEN I RELEASE AND DISCARD SIMSTATIN 20MG ON DISPENSING STAGE. ON PREPARATION STAGE, I HAVE USE ALTERNATE FUNCTION ON SIMVASTATIN 20MG TO 40MG. THEN I PRESS PREPARED THE ERROR MESSAGE APPEAR.</p> <p>PATIENT NAME: WAHAB BIN ASTANI MYKAD: 56120312XXXX MRN: 8656712 PRESCRIPTION #: OUTPATIENT0000070372</p>	is in fully supplied.	
105.	I- PhIS088567423A PP	Klinik Kesihatan Kepala Batas (B)	Outpatient Pharmacy	18/01/2023	Methadone Dispensing (SPUB) - Pop up message maximum quantity appears when select SPUB Date To/From	<p>user reported appear error "the maximum quantity is 1190" when user try to send SPUB out. User informs she want to transfer out patient to KK bandar SP and no order and dispensing drug was done for this patient.</p> <p>IC:03040507XXXX (mohammad adi bin mazli) KKE 07002900117070 SPUB to KK bandar SP</p>	Wrong validation was applied on 'Total Quantity' value whereby it did not have any checking against the duration during saving function in SPUB Form screen.	03/02/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
106.	I- PHIS078553021S	Hospital Raja Permaisuri Bainun (A) (PSV)	Outpatient Pharmacy	27/09/2021	PHIS keep processing when do drug allocation	<p>Pn Qurasyiah reported through whatsapp, about screen keep processing while do drug allocation. happened to all OPD counter user.</p> <p>Sample patient: NUR JANNAH BINTI MOHD SALIHAN</p>	Issue with unnecessary redundant saving codes during drug allocation and this has caused slowness on the system	30/11/2022
107.	I- PHIS080492421S	Hospital Raub (A)	Outpatient Pharmacy	16/12/2021	Drug Label - Drug Dosage value does not round up	<p>Email from user: I would like to ask whether PHIS is programmed to round up/ round down the doses of Syrup with >1 decimal place?</p> <p>Is the system programmed to round up or round down millilitres of medication if it is >1 decimal place? E.g., 0.25 will become 0.3 or 0.2? 3.75 will become 3.7 or 3.8?</p> <p>Will there be any standardization in PHIS to consistently round up/ round down ALL Syrup, or user must change it manually in label if it is intended to round up instead like the case of Syrup Folic Acid?</p>	No implementation to round up the dosage value during printing drug label	10/08/2023
108.	I- PHIS081324422S	Hospital Taiping (A) (PSV)	Outpatient Pharmacy	19/01/2022	Screening & Verification: Unable to manual allocate - processing until no result	<p>Puan Loo reported unable to manual allocate drug- processing until no result. Happen to all drug, all prescription, all pc and all user id.</p> <p>steps: Record prescription - confirm</p>	Incorrect concurrent validation was applied previously whereby only 1 item is allowed to be accessed by 1 single user	22/02/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						order - click reserve quantity - edit allocate quantity - save - processing. Example: MRN: HTP00001372 Patient name: Yeap Weng Hoe	at 1 time. Thus, it has impacted to system performance.	
109.	I-PhIS088699523A PP	Hospital Seri Manjung (A)	Outpatient Pharmacy	20/01/2023	Drug Label - Frequency does not appear	User reported drug info on label does not appear frequency and issue only happen to this item. Details: MRN and Patient name: HSM50230 - Wong Su Sing Prescription number: OPTHAL0001715683 Drug code/Name: Brinzolamide 1 % Brimonidine 0.2% Info on label: 1 Titis Info frequency set: 1 Titis 3 kali sehari	Design issue which causes Frequency value was not properly displayed inside drug label	05/05/2023
110.	I-PhIS096866823A PP	Klinik Kesihatan Tanjung Rambutan (A)	Outpatient Pharmacy	12/06/2023	Drug Label - Appear duplicate due to allocate different item batch	Miss Tan reported drug label printed many times for certain label. Patient Fikri KKE08009300114040 Tinolol 3 Label Insulin 2 Label Prazosin 2 Label	Previously system was applying print drug label job based on the number of drug batches. Suppose the drug label shall be printed once for each drug regardless of the number of drug batches.	18/08/2023
111.	I-PhIS077345222A PP	Klinik Kesihatan Tudan (A)	Outpatient Pharmacy	15/06/2022	Item Movement - Unknown transaction - Duplicate Dispensing	User reported in item movement transaction happened 2 times on 8/6/2021 - User dispenses 15 only, 5 not	The 'dispense lock quantity' was wrongly handled at backend during re-auto allocation	15/08/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						<p>dispense.</p> <p>MRN - KKE13022500069232 (Neruni anak seliman)</p> <p>Drug code - N05BA0100T1002XX</p>	<p>and manual reallocation functions. Previously, the 'dispense lock quantity' was not automatically deleted once do both functions and this has caused incorrect item movement data.</p>	
112.	I-PhIS079678922A PP	Hospital Raja Permaisuri Bainun (A)	Outpatient Pharmacy	04/08/2022	Screening & Verification: Unable to allocate - Dispense UOM	<p>Pn Siti reported that in Screening, allocate button does not function. It supposedly will auto allocate for all drugs in the Rx. However, upon clicking allocate, system does not allocate. User needs to manually allocate for each drug in the Rx.</p> <p>Sample for checking: RN No: HRPB189836 Rx No: DER0001607950</p> <p>RN No: HRPB1083432 Rx No: DER0001607971</p> <p>User ID: SITIN8405 Location: MTAC Psoriasis</p>	<p>Issue happens due to the default dispense UOM for the drug was not matched with the dispense UOM for the available stock item at backend.</p>	10/08/2023
113.	I-PhIS084064322A PP	Klinik Kesihatan Tawau (A)	Outpatient Pharmacy	02/11/2022	Dispensing: Balance quantity does not show as 0	<p>En Radin reported after facility use version v2614, he notices format for balance drug and balance of days is different. User informs supposed balance of days calculate from today until end of prescription only.</p>	<p>Balance quantity calculation was wrongly updated due to system was not considering the allocated POMS quantity. Suppose system should consider both normal and</p>	11/11/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						<p>Situation if patient not come KK last month and attend this month, previous version system will be captured only balance of drug that uncollected from last month. However, for v2614, system will include together with balance of days. Thus, user want to know if this is changes for new version or have issue on this.</p> <p>MRN: 10188375 (Saleng) IC no: 45032912XXXX Rx no: OUTPATIENT000006310</p>	POMS drug allocated quantity.	
114.	I-PhIS085832122A PP	Hospital Kemaman (A)	Outpatient Pharmacy	04/12/2022	Methadone - Supply Duration & Reserve Quantity display incorrectly - Split Dose	<p>Miss Mah Siew Wen reported, reserve quantity in screen methadone dispensing incorrect. Should be appear quantity for 4 days.</p> <p>User order for 4 days, currently appear for 2 days only. User request to check. Also inform this issue happen for patient take 2 times a day, for patient take 1 time a day, no issue.</p> <p>Patient name: Mohd Azam bin Ngan MRN: HKMM00103543 Methadone 5mg/ml syrup</p>	Calculation on reserve quantity was wrongly applied during allocation on methadone drug when prescription is ordered in split dosage.	01/02/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
115.	I- PHIS088300323A PP	Klinik Kesihatan Bukit Pelanduk (B)	Outpatient Pharmacy	13/01/2023	Methadone Dispensing - Dose Quantity shows wrong - Manual Allocation	<p>En Fuad reported dose wrong appear and unable to allocate manually for below patient after using new version.</p> <p>Before using new version, quantity dose is not in decimal point (example 956.2 to 956) and able to allocate manually.</p> <p>Current version, system shows the quantity in decimal point and user unable to adjust the quantity. Due to this issue stock became not tally.</p> <p>Detail patient: Patient name: Mohamad Hairul Nizam bin Mohd Saman IC: 86121359XXXX</p> <p>DOT: 1 TA: 6</p>	Incorrect method was applied during manual allocation function in Methadone Dispensing screen. System was retrieving wrong order quantity and balance quantity values when calculating the allocated quantity.	11/04/2023
116.	I- PHIS080642222A PP	Hospital Miri (A)	Inpatient Pharmacy	25/08/2022	Fill List - Unable to generate fill list popup error message	Email from user: Pihak kami mendapati fill list untuk ward Pead 1 tidak dapat dijana pada hari ini. Mohon bantuan segera ke atas perkara ini. Rujuk lampiran.	System cannot retrieve Dispense UOM value from backend table during fill list generation and this has caused error when user clicks on Fill List button.	13/10/2022
117.	I-	Hospital Rembau	MAR	10/08/2022	MAR Recording - No	En Alif reported on behalf user:	Missing validation on	16/12/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
	PhIS079971922A PP	(A)			validation for mandatory field	<p>He reported staff nurse late administered item to patient. However, the staff nurse didn't tick on the radio button and only put remarks, but able to save the transaction. Kindly refer attachment.</p> <p>Affected MRN: HREM7024 Sebiah Othman</p> <p>Drug Name: Piperacillin 4g + Tazobactam 500mg Injection</p> <p>Item Code: J01CR05961P3001XX</p>	mandatory fields during saving records in MAR Remarks screen.	
118.	I- PhIS080091022A PP	Hospital Rembau (A)	MAR	13/08/2022	View MAR - Drug status does not tally between Medication Order and MAR module	<p>SN Asif reported, drug does not update when DR view at MAR. SN side,able to serve but problem at DR side. When open MAR from PhIS, drug cefuroxime 750mg injection already inactive (garis-garis merah potong)</p> <p>Patient: Zainal bin Maamor MRN: HREM397</p>	System was wrongly discontinued the existing active MAR record if the same drug (even different prescription) had been modified and intervened. Suppose system should only discontinue the drug for specified prescription.	13/03/2023
119.	I- PhIS096128323A PP	Hospital Rembau (A)	MAR	31/05/2023	MAR Dialog - Served drug does not display for frequency PRN	<p>Based on the pictures and details above (refer attachment), the issue is about an error occur when the user wants to indent the medications for both patients.</p> <p>First patient</p>	Wrong query to show drug record at MAR screen. Previously system was not displaying the served drug with PRN frequency.	15/06/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						<p>Patient name: Wahdatul Maizan Binti Mohd Yunus MRN: HREM21854 Type of medication: Enoxaparin Sodium</p> <p>Second patient Patient name: Saroja A/P Nadaraja MRN: HREM22566 Type of medication: Antibiotic</p>		
120.	I-PhIS081315922A PP	Bahagian Perkhidmatan Farmasi (HQ)	Special Approval Medicine	08/09/2022	IWP Special Approve Medicine - Drug name does not appear	<p>Email: ADUAN SPECIAL APPROVAL MEDICINE: NAMA UBAT TIDAK MUNCUL DI PAPAN</p> <p>Saya ingin melaporkan isu berkaitan modul Special Approval Medicine (SAM): Nama ubat tidak muncul di paparan kami (BPF)</p> <p>----- Facility Request No: HPJB0016/2022 Facility: Hospital Permai</p>	Issue with the drug fetching function. Drug code has space at the end in drug master, which caused system not able to display drug name in IWP Special Approve Medicine.	14/04/2023
121.	I-PhIS092896023A PP	Bahagian Perkhidmatan Farmasi (HQ)	Special Approval Medicine	04/04/2023	Special Approval Medicine (IWP) – Unable to update date	<p>Menerima laporan daripada pengguna seperti berikut:</p> <p>Saya dengan segala hormatnya merujuk kepada perkara di atas.</p> <p>2. Untuk makluman tuan/puan, kami mencuba untuk menukar tarikh yang di 'klik' oleh Ketua Pengarah</p>	'KPK/PKPF/PANP Date' value was wrongly retrieved from current date value instead of the date value updated by user.	20/06/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						<p>Kesihatan Malaysia (KPK) / Pengarah Kanan Perkhidmatan Farmasi (PKPF) / Pengarah Amalan & Perkembangan Farmasi dalam sistem PhIS mengikut tarikh sebenar permohonan diluluskan. Namun, walaupun setelah disimpan, tarikh tersebut akan bertukar kepada tarikh hari permohonan di 'klik' bukannya mengikut tarikh yang diubah tadi.</p> <p>3. Oleh yang demikian, kami ingin bertanya sekiranya perkara ini boleh diteliti semula oleh pihak PhIS kerana terdapat keperluan bagi mengubah tarikh tersebut pada keadaan tertentu.</p> <p>Segala kerjasama dan perhatian tuan/puan amatlah dihargai.</p>		
122.	I-PhIS099977723A PP	Hospital Tawau (A)	Special Approve Medicine	01/08/2023	Special Approval Medicine - Status does not sync from IWP to facility (Additional Document)	<p>Pn Alina reported status for special approval medicine transaction not updated. User informed 'pegawai' already approve the transaction, but status still appear as "pending PKPF approval".</p> <p>Transaction no.: HTWU0275/2023</p>	Code was not correctly handled when there is additional document table data inside SAM record. SAM status was not able to be updated back to facility if there is the data in this table.	24/08/2023
123.	I-PhIS081791122A PP	Hospital Dutchess of Kent (A)	Manufacturing - CDR	20/09/2022	CDR Worksheet: Allocated quantity in worksheet shows	Encik Ashraf reported prescription CDR become status fully dispense after 1st dispense, suppose	Incorrect method was used to calculate and display the 'Allocated	06/01/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
					not tally	<p>medication appear at preparation for user to continue until full cycle.</p> <p>User informs previously same issue happened for same patient and other patient with same CDR Regimen. (22056854C)</p> <p>MRN: HDOK00074524</p> <p>Nor Hijiriani Binti Syukri</p> <p>Date: 14.9.2022</p> <p>Rx No: DCC0001099909</p> <p>Chemo Day: 1,8,15,22,29(Once a week)</p> <p>Cycle Start Date: 14.9.2022</p> <p>Cycle End Date: 18.10.2022</p> <p>Partial CDR medication missing for patient.</p> <p>When check in Record Retrieval Order Quantity: only 1 Vial</p> <p>Status: Fully Dispense</p>	Quantity' at worksheet whereby system unable to show the value in decimal format.	
124.	I- PHIS082124222A PP	Hospital Taiping (A)	Manufacturing - CDR	27/09/2022	CDR Preparation - Unable to proceed with Intervention	Ms Lim reported unable to send outsource indent to HRPB as when user try to change the default strength for item Vincristine, from 1mg injection to 2mg injection by doing intervention, at screen will appear error message "total drug volume cannot be 0" when clicked save (At screen CDR>Preparation). Informed by user drug volume was	Wrong validation was applied in CDR intervention screen whereby it will not accept the 'Total Dose' value which is in decimal value and less than 1. Suppose system should allow to proceed with saving function.	30/11/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						0.66mg, not 0. MRN: HTPG00244562 Item: Vincristine Indent outsource: CDR-11-08070022260922-011		
125.	I-PhIS081644122S	Hospital Selayang (A) (PSV)	Manufacturing - CDR	23/02/2022	CDR Dispensing - Item movement appear negative value	Encik Lee Chee Ming reported Unit Catalogue List: appear negative value. Unit Catalogue: CDR and TPN Unit code: PS004 Stock available: -1 Drug code: L01AA01000P4002XX - Cyclophosphamide 1g/50ml Injection	There was no validation implemented during Dispensing with the actual available quantity. System will allow to proceed with dispensing as long as drug has allocated quantity.	15/08/2023
126.	I-PhIS087863823A PP	Hospital Dutchess of Kent (A)	Manufacturing - CDR	06/01/2023	CDR Preparation - No. of Preparation reset back	User reported number of CDR reset back into 1. User claimed there are 4 preparation and user click prepare admixture, but number is reset back. If user select CSTD button, the number will not reset.	Wrong implementation whereby system will reset the 'No of Preparation' value to 1 if 'Preparation Using CSTD' checkbox is selected. Suppose the value should be maintained even the checkbox is selected.	17/07/2023
127.	I-PhIS074767522A PP	Hospital Tanah Merah (A)	Manufacturing - PN	08/04/2022	TPN Outsource - Not receive result	Refer to report no.: 22063039C. Confirmed by user she had sent TPN Outsource to Hospital Kota Bharu. But user at Hospital Kota Bharu cannot find button "resend back the result". And confirmed by user, she	Previously auto send function was not applied for PN Outsource transaction if integration is failed.	07/08/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						does not receive any notification in "Online External PN Result Received:". Issue on PN integration which is Outsource result not sent to IWP from HRPZ		
128.	I-PhIS078995522A PP	Hospital Kuala Lumpur (A)	Manufacturing - PN	21/07/2022	PN Dispensing - List not auto refresh after done dispensing	Mr Teng reported unable to dispense patient. PN Dispensing > 2x click on patient > click dispense > Confirmation > Yes > Close Screen Patient still appear at listing page. User needs to click refresh for patient to disappear from listing dispensing page. MRN: HKL00447377 (Nor Farhana Alisya)	Refresh function was not correctly applied at listing page of PN dispensing screen	09/01/2023
129.	I-PhIS077358722A PP	Hospital Umum Sarawak (A)	Manufacturing - Galenical	15/6/2022	Work Order – Expiry date not update/recalculate	Puan Jacinta reported unable to edit expiry date. Please refer video as attach. User informs issue only happened to this formulation. Formulary Drug Code: RAW00014 Previous Report: 221099585B	Expiry Date calculation was not correctly applied during reallocation function for the new batch that has different expiry date value from previous allocated batch.	26/08/2022
130.	I-PhIS077861322A PP	Klinik Kesihatan Tawau (A)	Manufacturing - Extemporaneous	27/06/2022	Unit Catalogue List - reserved quantity has huge number	Dear PhIS Help Desk, I noticed the drug mentioned below has a huge number of reserved quantities. Could PhIS Application team check on this matter? I would suggest checking it after 6pm	System was updating the reserve quantity with wrong value if 'Preparation Done By' checkbox is set as 'Patient' when doing	22/09/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						because my facility's dispensing stage will be cleared around that time. DRUG CODE: A11HA02110T1001XX DRUG NAME: Pyridoxine HCl 10 mg Tablet	Extemporaneous module.	
131.	I-PhIS081144822A PP	Hospital Melaka (B)	Adverse Drug Reaction (ADR)	05/09/2022	ADR - Record does not appear/missing	Ms Lim reported her colleague already save transaction but when user logout and login system, the transaction is missing from listing. She informs only happen to 1 transaction so far. User not sure the transaction status but claim not verified yet. ADR220000219 Unit: PRIC	Searching function was not correctly implemented in ADR/AEFI Reporting listing screen. Previously system will only show records with status = Suspected.	13/01/2023
132.	I-PhIS077268922A PP	Klinik Kesihatan UTC Kuantan (A)	Adverse Drug Reaction (ADR)	13/06/2022	ADR - Status Not update	Ms Ngoh Yee Ling reported that following ADR transaction stuck at status Confirmed. ADR220000010 dated on 02/06/2022	There was integration issue between PhIS & NPRA due to new status has been introduced at NPRA and this has impacted to PhIS whereby the ADR report status was unable to be updated correctly.	05/12/2022
133.	I-PhIS088919323A PP	Klinik Kesihatan UTC Kuantan (A)	Adverse Drug Reaction (ADR)	25/01/2023	ADR - Status is not updated to NPRA Received	User reported status of ADR not updated. User has click save button previously and record has been saved successfully but status still appear as confirmed.	There was integration issue between PhIS & NPRA due to new status has been introduced at NPRA and this has	30/05/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						Status in PhIS: Confirmed Status should be: "NPRA Received". ADR No: ADR220000013 MRN: KKE06039900025390	impacted to PhIS whereby the ADR report status was unable to be updated correctly.	
134.	I-PhIS079686622A PP	Hospital Sungai Bakap (A)	Adverse Drug Reaction (ADR)	04/08/2022	ADR/AEFI Reporting - Some data do not appear on PDF print report	Miss Kanagesvary reported at ADR reporting screen, at column '3. Other details' - user edit reporter details then clicked print icon, it will generate details that been edited, but on screen will appear the old details before edited. Please refer attachment for more details. HSBP00083626 - THANAM HSBP00192679 - SYAFINA AFIFI	System was wrongly retrieving the parameter values of email address, telephone no and date of report during printing ADR reporting.	23/08/2022
135.	I-PhIS079303622A PP	Hospital Raja Permaisuri Bainun (A)	MTAC	27/07/2022	MTAC Specific Details: None checkbox shows missing	Pn Qurasyiah reported unable to save MTAC reporting. On the side effect user tick on checkbox none. after confirm reporting, the checkbox become untick. May refer video user. MRN: 190532	No saving function was applied for 'None' checkbox record under 'Side effect(s) experienced' section.	11/01/2023
136.	I-PhIS079678222A PP	Hospital Sultanah Nora Ismail (A)	MTAC	04/08/2022	MTAC: Asthma Details in Specific Details - Baseline PEFR Reading missing	Ms Tey reported that she is unable to click Save & Continue due to pop up appears. 'An error has occurred. Please contact your system admin. error 55256' Status: In-Progress Type of MTAC: Respiratory	No validation was applied during saving function inside 'Specific Details' section when 'Type of MTAC' = Respiratory.	09/01/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						MRN No: 00152949 Razali Aziz Part Specific details cannot be saved. Issue only happens to this patient.		
137.	I- PhIS082084722A PP	Klinik Kesihatan Kempas (A)	MTAC	26/09/2022	MTAC Reporting - Numbering in Prescribed Medication Related Issues & Other Issue become haywire	Puan Siti Aisyah reported data appear in table not according to numbering when print report. MTAC > PCI > Data in Intervention does not follow numbering when click print. Number of MTAC Visit: 1 Type of MTAC: Diabetes Mellitus Status: Completed IC: 77081510XXXX Name: Rokiah Binti Arsyad MTA220000139	MTAC report numbering and record display were not correctly handled during printing function when the PCI records are huge.	11/05/2023
138.	I- PhIS097385023A PP	Klinik Kesihatan Butterworth (A)	MTAC	20/06/2023	MTAC Reporting - MYMAAT - Appear error contact admin and Unknown exception: java.lang.NullPointer Exception.	Pn Haleeda reported unable to add new MyMaat due to button dimmed. There is also appear unknown exception Java appear with error contact admin. IC patient: 95082102XXXX - Afiq Akmal	System was unable to retrieve 'Reported Date' value from backend database during opening the MyMAAT screen	02/08/2023
139.	I- PhIS079328422A PP	Hospital Beluran (A)	Clinical Pharmacokinetic Services (CPS) & TDM	28/07/2022	TDM - Wrong Sampling Type appear	Mr Pong reported that for following transaction, user did fill in as Post 6 before saving and outsourcing the transaction to HDOK. After Outsourcing, upon checking back at Sample Management, it appears as Post 2.	Saving function for 'Sampling Type' value was wrongly applied during TDM order process.	30/05/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						Status: Outsourced TDM Order No: TDM2200000031 outsource to HDOK		
140.	I- PHIS080452921S	Hospital Queen Elizabeth II (A)	Clinical Pharmacokinetic Services (CPS) & TDM	14/12/2021	TDM Reporting – Missing TDM No	Pn Nadia reported TDM no was missing in listing. She notices after TDM2100000792, it jumps to TDM2100000794. User did check with outsource facility (HQE) if they have received TDM2100000793, but they inform not receive that TDM no. She asks is that possible running no jump to next no and not in sequence. Besides she notices report no also have missing, from 3303 jump to 3305.	‘TDM No’ sequence generation was not correctly applied inside TDM related screen whereby it will be generated during adding order. Suppose it should be generated once confirming order.	14/03/2022
141.	I- PHIS081466022S	CMG HQ	Clinical Pharmacokinetic Services (CPS) & TDM	03/02/2022	Notification & TDM – Improvement on services	1) Notification Improvement on services. To add query timeout during sending notifications to facility. 2) TDM Improvement on sending TDM from IWP to facility. Currently having issues not able to send due to mapping issues.	1) Notification No query timeout was applied during sending notification record to facility. 2) TDM No proper relationship was applied from TDM Order to TDM Sampling Details. Due to that hitting error when sending TDM record from IWP to facility	14/03/2022
142.	I- PHIS079384322A PP	Hospital Queen Elizabeth (A)	Clinical Pharmacokinetic Services (CPS)	29/07/2022	External TDM Request Received: Unable to save	Email: INFO8111- TDM outsource sample Attached pic fyi sample from	Wrong condition was applied during TDM Outsource process	18/08/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
			& TDM		transaction	Hospital Wanita dan Kanak Kanak Likas that not able to save by HQE. Hospital Likas informed me that they didn't cancel the tdm outsource. Kindly do the needful.	whereby system was allowing to retrieve the null data of external facility during integration. Since the external facility value is null, system cannot process to indicate the correct received facility.	
143.	I- PhIS085510122A PP	Hospital Queen Elizabeth II (A)	Clinical Pharmacokinetic Services (CPS) & TDM	29/11/2022	External TDM - Not receive TDM Result	<p>User already sent TDM outsource to HQE 1 and HQE 1 informed already sent back the result but till now user still not yet received TDM result via PHIS. This issue already persisted for 1 month, can please solve it urgently? It's really impacting our TDM workflow.</p> <p>Similar ticket logged but still no reply: 221192850B 221196701B TDM No. as below: TDM2200000721 TDM2200000722 TDM2200000723 TDM2200000724 TDM2200000725 TDM2200000726 TDM2200000728</p>	System was unable to initiate synchronization process to facility when TDM result have special character value.	21/02/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						TDM2200000731 TDM2200000732 TDM2200000733 TDM2200000734 TDM2200000735 TDM2200000736 TDM2200000738 TDM2200000740 TDM2200000742 TDM2200000743 TDM2200000745 TDM2200000746		
144.	I- PhIS079706721S	Hospital Pakar Sultanah Fatimah (A) (PSV)	Drug Information & Consumer Education	11/11/2021	Drug Information - List of Transaction Not Updated	User Mr/Ms Seah Cai Qi reported after a transaction has been processed (i.e. send response), it still appears in this page of the transaction list. Users need to click "SEARCH" in order to update the list in this page. This issue has not been found in the previous version. Current version: 2.5.1.1 Module: Drug Information	Issue happens due to record in Drug Information listing screen was not auto refreshed after successfully sending the response and close the dialog screen	06/01/2022
145.	I- PhIS079976322A PP	Hospital Kuala Lumpur (A)	Ward Pharmacy	10/08/2022	Ward pharmacy (CP1) appear wrong for tapering dose.	En Victor reported he notice start date and end date in ward pharmacy (CP1) appear wrong for tapering dose. The start date and end date appear correctly in medication profile.	System was wrongly getting start date time and end date time for taper drugs based on main drugs. Suppose system should display the	26/01/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						<p>MRN: HKL00528359 (Abdul Khalit bin Mohd Hattan)</p> <p>In medication profile: Prednisolone 20mg Start date: 13/7 End date: 18/7</p> <p>Prednisolone 15mg Start date:18/7 End date: 23/7</p> <p>Prednisolone 10mg Start date: 23/7 End date: 28/7</p> <p>Prednisolone 5mg Start date: 28/7 End date: 2/8</p> <p>In CP1: All start and end date shows 13/7 & 18/7 respectively for all dose.</p>	start date time and end date time based on specified taper drugs	
146.	I-PhIS076744822A PP	Hospital Raja Permaisuri Bainun (A)	Ward Pharmacy	30/05/2022	Ward Pharmacy CP1 - Drug does not appear	Cik Quraisyah reported, CP1 - Drug already stop (refer attachment user) not appear Active Medication and Inactive Medication	Previously query for prescription details inside CP1 screen was not included with 'Discontinued' and	06/01/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						Patient detail: Sewan Singh A/L Bachan Singh HRPB597945	'Stopped' status.	
147.	I- PhIS078357522A PP	Klinik Kesihatan Segamat (A)	Report Enquiry	07/07/2022	KEWPS 3 - Bahagian B: Transaction listed not tally with item movement.	Puan Mastura reported when print KEWPS 3 report there are missing transaction for below item when user compared with item movement transaction. At KEWPS 3 screen: Item Group - Drug Item Description - J07BB02963P5003.06 - Inluenza Unit Name - Farmasi Logistik	Missing implementation to include Receive Intra Facility record with 'Receive Type = Offline Indent' into KEWPS 3 report.	15/09/2022
148.	I- PhIS078543022A PP	Klinik Kesihatan Majidee (A)	Report Enquiry	12/07/2022	KEWPS 3 - Wrong year display	Ms Justine reported no data generated when click print in KEWPS 3 Date Range: 1/1/2022 - 30/6/2022 J07BX03000P3201.01 - when click print kewps 3 screen no respond. J07BX03000P3201.02 - after click print kewps 3 appear year 2021.	Issue happens when there was no record found in item movement, the record display in KEWPS 3 report is correct which is 0 but the year will display previous year from the date range selected which is wrong.	05/10/2022
149.	I- PhIS079900122A PP	Pejabat Farmasi Bahagian Sri Aman (B)	Report Enquiry	09/08/2022	KEWPS 3 - Column Kumpulan is null (Non Drug)	Referring to attachment, kumpulan A or B in Kew Ps 5 (Non Drug) not appear in Kew Ps 3. It happens to all non drugs. Kindly check on the issue. Refer attachment for further action	System was unable to retrieve and display the 'Kumpulan' value in KEWPS3 as same as KEWPS5 if Item Group = Non Drug.	29/09/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
150.	I-PhIS080164522A PP	Pejabat Farmasi Bahagian Sri Aman (B)	Report Enquiry	15/08/2022	KEWPS 3 - Stock Location does not appear on PDF print report	Please refer to attachment. Location has been created and tied to item in item master, however it's not showing in kewps 3 for print out.	Stock Location value was not fetched properly from item master or unit catalogue list. Suppose level 1 user shall refer to stock location at item master and level 2 user will refer to unit catalogue list.	07/11/2022
151.	I-PhIS085943822A PP	Hospital Kajang (A)	Report Enquiry	06/12/2022	KEWPS 3 - Popup error contact admin after long processing when click search	Pn Fareha reported that unable to generate KEWPS 3 in PhIS due to system keeps processing and in the end pop up error 'An error has occurred. Please contact your system admin' appears. Issue happens to all items. User currently is trying to generate KEWPS 3 for PCM 250mg/5ml Syrup. Unit: Logistik	Backend connection was not properly closed at coding level. Due to that system shows the error	31/01/2023
152.	I-PhIS081294522A PP	Hospital Pulau Pinang (A)	Report Enquiry	08/09/2022	KEWPS 4 - Item code not sorted in PDF for DRUG	Ms Lean informs that: 1. Upon generating KEWPS 4 for Non Drug, system will sort it by Item Code. However, upon generating KEWPS 4 for Drug, it does not sort in either Item Code or alphabetical order. 2. After exporting to Excel, column Nilai Baki Semasa & Status Stok are missing.	System was not implementing any sorting when do searching and generating PDF report in KEWPS4 report. By default, suppose record should be sorted based on item code.	09/11/2022
153.	I-PhIS079506522A	Hospital Segamat (A)	Report Enquiry	01/08/2022	KEWPS 6 - Wrong calculation of month	Ms Chea reported that upon generating KEWPS 6 in Phis for unit	Wrong query was used to calculate the number of	26/09/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
	PP				to expired	Outpatient Farmasi Substor, there are items which expired in on 31/08/2022 & 30/09/2022. However, both items were included in the same column despite the Expiry Date difference is one month.	months to expired in KEWPS 6 report. Supposedly, system shall calculate how many months left based on current date to expiry date.	
154.	I- PhIS080020322A PP	Hospital Sik (A)	Report Enquiry	11/08/2022	Laporan Bulanan Inventory Ubat & Bukan Ubat - Data inaccurate	User reported data shows inaccurate in Laporan Bulanan Inventory Ubat & Bukan Ubat. User claimed there is huge amount between phis report and manual report. Details as below: Month: June - July Example Objek Lanjut (27501) Perbelanjaan Kemaskini - 66,640 Manual Perbelanjaan Kemaskini - 35,080 Baki Peruntukan - 74,360 Manual Baki Peruntukan - 13,720	'Perbelanjaan Kemaskini' value was not tally between Laporan Peruntukan dan Perbelanjaan (LBPP) and Laporan Bulanan Inventori (LBI) Ubat dan Bukan Ubat) reports due to wrong calculation not as per report specification in LBI report. Suppose system should accumulate all Liability, Pending and Utilized amount by Object Code of all active vote code for selected month and year	25/10/2022
155.	I- PhIS081187622A PP	Hospital Seberang Jaya (A)	Report Enquiry	06/09/2022	Budget Movement - Record not appear - Filter eP Cancelled	Mr Ang reported at budget movement screen. When select only Transaction Type "eP Cancelled" checkbox, the report no record found, but when user not tick the checkbox, found one LPO with status eP cancelled vote code: 080700 - Bukan ubat	Searching function based on 'eP Cancelled' checkbox was not correctly applied in Budget Movement screen.	25/10/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						LPO No.: PO22190702 Status: eP Cancelled		
156.	I- PHIS080438422A PP	Hospital Sik (A)	Report Enquiry	21/08/2022	PF 4.1(a) - Data generated is inaccurate	Email: Saya ingin melaporkan semula isu ticket 21040660C yang masih belum selesai dalam v2.5.3.5. TIADA NILAI DALAM NILAI TUNTUTAN PENALTI. mohon berikan report spec untuk cek data sepatutnya tarik dari mana.	Wrong formula was applied for 'Nilai Tuntutan Penalti' value calculation.	23/12/2022
157.	I- PHIS076882422A PP	Hospital Tengku Ampuan Afzan (A)	Report Enquiry	02/06/2022	Intervention Report - To update reason value to get correct data for Intervention Report	Email from user: Terdapat duplication data di dalam 'intervention report'. Sekiranya pengguna modul ward pharmacy, key in intervention di dalam slot pharmaceutical care issues, Type of intervention: incomplete prescription Description: drug Apabila jana report melalui report/enquiry - in patient - intervention Then key in date / intervened by ... Report for incomplete Rx - drug akan keluar duplicate as drug interaction juga. Tapi sekiranya pelaporan generate dari clinical pharmacy registry, data duplication tiada. Tetapi report tak	There was duplicate value for same 'Intervention Type' inside Reference Code and this has caused system to display record twice in report.	17/04/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						boleh generate by pharmacist name hanya by ward.		
158.	I-PhIS077869322A PP	Hospital Pekan (A)	Report Enquiry	27/06/2022	POMs Report by Ward - Figure show 0 for quantity and total cost	Puan Quah reported Figure show 0 for quantity and total cost in POMs Report by Ward Order Date From: 1.1.2022 Order Date To: 27.6.2022 Patient Location: All Department: All Click Search Quantity receive & total cost show figure 0.	Incorrect query was implemented to retrieve 'Quantity Received' and 'Total Cost' value in POMs Report by Ward.	26/09/2022
159.	I-PhIS078937622A PP	Hospital Raja Permaisuri Bainun (A)	Report Enquiry	20/07/2022	Incomplete Dispensing Report - Inaccurate data	Pn Quraisyiah reported patient record does not appear in incomplete dispensing report. MRN: 373276 PS No.: W6PS1582187 Drug: Casipotriol Status: Acknowledged	Wrong query was implemented whereby system will also count the drugs that have been dispensed with zero when filtering by drug name. Suppose this record should be excluded from the report.	22/09/2022
160.	I-PhIS079564122A PP	Klinik Kesihatan Felda Teloi Timur (B)	Report Enquiry	02/08/2022	Prescription Management OP - Data not consistent when generate each month & combine month	Pn Shafika reported that upon comparing between Prescription Management OPD with manual record, data is not tally. Prescription Management OPD for 01/01/2022 - 31/07/2022, Total Number of Prescription Dispensed: 6683 User's manual record: 8648	Inaccurate formula was applied to calculate the 'Total Number of Prescription Dispensed' value when searching by specified month duration against searching by multiple month duration.	03/02/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
161.	I- PhIS080049922A PP	Klinik Kesihatan Tawau (A)	Report Enquiry	12/08/2022	Drug Utilisation - Alignment issue for 3 total figures	Kindly refer the attachment, could the application team explain what the highlighted figures indicate for? The figures appear in between column so i could not know what is for.	Cosmetic and alignment issues at 'Total Quantity Ordered', 'Total Quantity Dispensed' and 'Total Cost Dispensed' values.	04/10/2022
162.	I- PhIS081460122A PP	Klinik Kesihatan Kepala Batas (A)	Report Enquiry	12/09/2022	Drug Usage by Patient - Dispensed Quantity does not tally with Item Movement	Methadone module-user dispense 1 time but show double transaction in drug usage by patient. Happened to random patient. User notice happen since 1 week ago. Sample Patient: KKE07002900126624 - Muhammad Denial Haikal bin Samsudin Rx dispensed: 88349 Drug usage by patient: show double transaction (screen and excel)	Issue happens when do manual allocation using 2 different batches. Previously, Dispensed Quantity was calculated based on the total allocated quantity for all drug batches. Suppose system should show Dispensed Quantity based on allocated quantity for specified batch.	05/05/2023
163.	I- PhIS078249422A PP	Klinik Kesihatan Sungai Tinggi Kanan (B)	Report Enquiry	05/07/2022	PF5.2 - Generated data inaccurate	Puan Sahira reported at PF5.2 report Bilangan Preskripsi SPUB yang Diterima was 0 but Bilangan Item Dibekal was 6 and Jumlah Kos Bekal also have value. User query is it possible to have this kind of data as Bilangan Preskripsi SPUB yang Diterima was 0. Email from user: Dilampirkan screenshot spub record sample untuk bulan April dan Mei.	Incorrect query was implemented whereby 'Bilangan Preskripsi SPUB yang Diterima' column is not having value even 'Bilangan Item Dibekal' column is having value. Suppose 'Bilangan Preskripsi SPUB yang Diterima' should have value if 'Bilangan Item Dibekal' is having value.	15/08/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						<p>Saya ingin bertanya mengenai:</p> <ol style="list-style-type: none"> 1) Bilangan preskripsi SPUB yang diterima adakah tidak termasuk preskripsi susulan? 2) Adakah bilangan item dibekal diambil setiap bulan sepanjang preskripsi dibekal? 3) Kos bekal diambil sepanjang preskripsi dibekal? 		
164.	I- PhIS088671023A PP	Klinik Kesihatan Greentown (A)	Report Enquiry	19/01/2023	PF 5.4 - Total Intervened Prescription value more than Total Intervention	Ms Sabrina reported the value for Total Intervened Prescription, 2439 is more than the Total Intervention, 2325 Intervention. This is not possible and because the Total intervened prescription value cannot be more than the total intervention. Please do the needful. Thank you.	Query issue. Both values have been retrieved from different sources. 'Total of Intervention Received' column was retrieved from backend medication order table where else 'Total Intervention' column was retrieved based on backend dispensing table. Suppose both values should be retrieved from backend dispensing table.	11/08/2023
165.	I- PhIS079234722A PP	Hospital Kulim (A)	Report Enquiry	26/07/2022	PF5.5(b) - Data not accurate for column Bil. Kes dibuat pendosan	User reported data on PF5.5(b) not tally. She informs the "Bil. Kes dibuat pendosan" not tally with data she counted for patient.	Wrong query was implemented to count the 'Bil Kes Dibuat Pendosan' whereby system was only counting records that are in 'In Progress' and 'Ordered' status. Suppose system should count all records except 'Draft' and	19/08/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
							'Cancelled' status.	
166.	I- PhIS094951723A PP	Hospital Seri Manjung (A)	Report Enquiry	10/05/2023	PF 5.5(B) - No data generated for all year	User reported when generate report for PF 5.5b no record generated for month Jan, Feb, March, April 2023, user inform at MTAC registry got number of patients.	PF5.5B report had not been generated properly due to missing script to generate new data.	06/07/2023
167.	I- PhIS085205622A PP	Hospital Sik (A)	Report Enquiry	23/11/2022	PF 6.1 Report: No. of Prescription Received value shows in different column after deploying new version - After Office Hour	Ms Koay reported when she generates report for PF6.1 for October 2022, data appear incorrectly after deploying v2616. She informed data appear under column UOU instead of UDS (no. of prescription receive (after office hour)). Confirmed by user she had generate same report on 7/11/2022 using previous version, data appear under column UDS only.	Previously, PF6.1 report summary stored procedure was inserting 'After Office Hours - Received' data into wrong columns (swapped between UOU and UDS columns). Due to that, value in UOU and UDS column shows wrongly.	22/08/2023
168.	I- PhIS085255822A PP	Hospital Kuala Lumpur (A)	Report Enquiry	24/11/2022	PF 6.1 - Discharged column does not count by Item(s).	En Fariz reported when he generates report for PF6.1 for October 2022, data appear incorrectly after deploying v2616. He informed data appear too low if compared to manual record. UDS=121 UOU=122 manual = 5000/6000 per month Updated: Assalamualaikum dan selamat sejahtera,	Issue happens due to system did not count discharged prescription value by item. Previously system only count this column based on prescription.	22/08/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						<p>Pn Bazilah, kami masih meneliti specs yang diberikan. Buat masa sekarang, ada 2 isu yang kami nampak perlukan pencerahan:</p> <p>1) Bagi preskripsi discaj, sepatutnya dikira sebagai 1 preskripsi = 1, tidak dikira item yang dibekal seperti preskripsi pesakit dalam</p> <p>2) Bagi preskripsi pesakit dalam, bilangan preskripsi masih tidak menggambarkan mengikut bilangan item seperti di dalam specs. Boleh bagi Prosedur Kerja bagi modul Pesakit Dalam yang betul, kami nak semak adakah prosedur kerja menyebabkan ralat dalam data diperolehi.</p>		
169.	I- PhIS086048722A PP	Hospital Raub (A)	Report Enquiry	07/12/2022	PF 6.1 - No. of Bedside Dispensing Conducted column has no Value	<p>Ms Ong report 2 issues below in PF 6.1:</p> <p>1. In PhIS Ver 2.6.1.6, Report/PF6.1 showed UDS during office hours and UOU after office hour. But here both supply UDS.</p> <p>2. "No. of Bedside Dispensing conducted" showing '0', but we choose 'bedside' during dispensing in the inpatient dispensing screen.</p>	<p>Issue happens due to stored procedure summary script. Previously system was not counting 'No. of Bedside Dispensing Conducted' when discharge prescription has been dispensed with 'Dispense At = Bedside'.</p>	18/07/2023
170.	I- PhIS096178623A	Hospital Wanita & Kanak-kanak	Report Enquiry	01/06/2023	PF6.1 – Data not generated	<p>Received email from user as below: Data are not generated for report</p>	<p>Filtering query in PF6.1 was wrongly hardcoded</p>	08/06/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
	PP	Sabah (A)				PF6.1 in May 2023 for all inpatient location. Refer attachment for reference	to only generate data based on April 2023. This has caused system unable to generate data for other months.	
171.	I-PhIS0966616823A PP	Hospital Kota Tinggi (A)	Report Enquiry	08/06/2023	PF 6.1 - no data appear for Ward stock column	En Faroq reported column no. of item supply ward stock (office hour) appear as 0 for April and May 2023. Confirmed by user data appear correctly for Jan until March 2023 only.	Wrong query was applied in report. Previously, system counted ward stock record based on prescription from discharge medication only.	16/08/2023
172.	I-PhIS096641523A PP	Hospital Raub (A)	Report Enquiry	08/06/2023	PF 6.1 - Missing word 'Stock' in report	Request by application team to log new report, previous report number 231362450B. Kindly refer attachment. Ward Stock=0 although ticked floor stock and only the word ward appears	Cosmetic issue on the label length.	18/07/2023
173.	I-PhIS082358822A PP	Hospital Pakar Sultanah Fatimah (A)	Report Enquiry	02/10/2022	PF6.1 - Current data value not tally with last month value	Email from user: PF 6.1 - data after releasing new version does not tally with previous month data downloaded. PF 6.1 for august 2022 when extracted today (PhIS view) and last month in excel view.	Different query and resource table was used during searching at listing and pdf/excel report generation. Suppose same query and resource table should be used during searching and report generation.	16/11/2022
174.	I-PhIS075438022A	Hospital Enche Besar Hajjah	Report Enquiry	26/04/2022	Extemporaneous Registry - Some	Email from user, Merujuk perkara di atas, saya ingin	Previously system was deleting the entire	09/08/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
	PP	Kalsom, Kluang (A)			worksheet missing in report	<p>melaporkan satu aduan berkenaan dengan Extemporaneous Worksheet ID yang tidak muncul di dalam Extemporaneous Registry Report untuk bulan APRIL 2022.</p> <p>Di sini saya lampirkan dokumen-dokumen yang diperlukan untuk rujukan pihak tuan. Berdasarkan gambar yang diberikan, hanya Worksheet ID 22-04-0004 & 22-04-0005 yang muncul di dalam registry. Manakala, Worksheet ID 22-04-0003 tidak muncul/hilang di dalam registry.</p> <p>Diharap aduan saya mendapat perhatian dan maklum balas dari pihak tuan melalui email dengan kadar segera agar segala urusan reten ke JKN dipermudahkan.</p>	<p>extemporaneous transaction in database once it is cancelled. Due to this, system unable to retrieve back the cancelled transaction. System was improved by storing the cancelled extemporaneous transaction into log table so that data can be retrieved back.</p>	
175.	I-PhIS078226522A PP	Hospital Dutchess of Kent (A)	Report Enquiry	05/07/2022	CDR Registry - Duplicate record for drug line	<p>En Asyraf reported that upon generating CDR Registry, data generated is inaccurate.</p> <p>Period: June 2022</p> <p>Regimen CDRON00083</p> <p>User informs that for above regimen, total preparation is 7 (7 bottles for 3 drugs).</p> <p>However, in CDR Registry it shows 13 bottles.</p>	<p>Wrong query was implemented during report generation whereby system will show duplicate record based on the number of active admin route belongs to the drug.</p>	15/11/2022



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						Affected patients: HDOK00164752 Mariati bt Malim HDOK00178435 Nur Shakinah bt Sharell		
176.	I- PhIS096052923A PP	Hospital Enche Besar Hajjah Kalsom, Kluang (A)	Report Enquiry	30/05/2023	PF 6.4 – Data not generated	Menerima laporan daripada pengguna seperti berikut: Dilampirkan masalah PF 6.4 seperti dilampirkan yang disertakan bersama-sama dengan data yang diekstrak dari PhIS bagi tindakan pihak tuan/puan. Terima kasih.	Wrong implementation of stored procedure query for PF6.4. The normal and cytotoxic transactions were joined at the same time causing data unable to be returned normally by the query.	14/06/2023
177.	I- PhIS075054222A PP	Hospital Tawau (A)	Report Enquiry	15/04/2022	PF6.5 - Paediatrik Column - 'Bil Beg' not count PN Commercial	Referring update to report: 21036769C. Ms Lee 089-773533 ext 8219 inform patient ID for sample of checking. NRIC: 09110712XXXX - for this patient, user already transcribe commercial in bag but in PF report, data was not captured.	Issue happens due to previously system only counts compounded products and excludes commercial products	20/10/2022
178.	I- PhIS075282322A PP	Hospital Kuala Lumpur (A) (PSV)	Report Enquiry	22/04/2022	PF 6.8 - Data not generated for Elution Tc-99m & Tc-99m under Bilangan Ujian Kawalan Mutu	Miss Rachel reported data not generated for Tc-99m in QC Email: PF 6.8 aktiviti Farmasi Nuklear Logging a ticket. No data generated for the elution of Tc-99m in QC part	No query was applied in system to calculate 'Elution Tc-99m' and 'Tc-99m' values	10/08/2023
179.	I- PhIS081766922S	Hospital Kuala Lumpur (A) (PSV)	Report Enquiry	09/03/2022	PF 6.8c - Not include in PF Summary	Miss Rachel reported Thyrotoxicosis data unreliable in PF 6.8c	Previously PF 6.8c report was retrieved from transaction table.	11/08/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						<p>Email: PF 6.8c thyrotoxicosis unreliable</p> <p>Brief explanation will be data captured for thyrotoxicosis on</p> <p>Nov 2021 - NOT TALLY</p> <p>Dec 2021 - TALLY</p> <p>Jan 2022- TALLY</p> <p>Feb 2022 - NOT TALLY</p>	<p>Suppose it should be retrieved based on summary scheduler like other PF reports.</p>	
180.	I- PhIS080565522A PP	Hospital Seri Manjung (A)	Report Enquiry	24/08/2022	ADR/AEFI Report Listing - Unable to search by "Reported By" for Inactive User ID	<p>Pn Zakirah reported, ADR/AEFI Report Listing - Unable to search by "Reported By", if reported ID already inactive. Due to this issue user need to reactivate the ID and search. For information, if user already transfer to other facility, reported ID status will change to inactive. Is there any other way for users, if reported ID already inactive. User able to search by "reported by".</p> <p>Example: anis afaful huda binti abd yazid</p>	<p>Previously 'Reported By' search criteria at ADR/AEFI Reporting listing screen will only show the active user ID. Suppose inactive user ID should also be able to search.</p>	28/09/2022
181.	I- PhIS081316022A PP	Hospital Bukit Mertajam (A)	Report Enquiry	08/09/2022	Medication Counselling Reporting - Wrong record Current Medication List appear in PDF	<p>Miss Yeoh reported, pass medication history does not appear in medication counselling but appear when user print the medication. Report year 2021</p> <p>Example patient and refer attachment from user.</p>	<p>Incorrect query was used to display current medication list in medication counselling report. Suppose current medication list should only show medication that have been recorded within appointment date.</p>	16/01/2023



No	Ticket No	Facility	Module	Reported Date	Title	Description	Root Cause/Analysis	Resolved Date
						IC: 73012802XXXX Patient name: Faezah bt sudin Example counseling no: MC100008792		



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.txt	https://10.1.1.57:5522/svn/PhIS/Workspa ce_Dataware/31_Implementation/Applic ations/PHIS_ReleaseV2.6.3/facility/scripts
2	Facility Application	iphis_v2.6.3.war	https://10.1.1.57:5522/svn/PhIS/Workspa ce_Dataware/31_Implementation/Applic ations/PHIS_ReleaseV2.6.3/facility/war
3	Facility Application	PhISService_v.2.6.3.war	https://10.1.1.57:5522/svn/PhIS/Workspa ce_Dataware/31_Implementation/Applic ations/PHIS_ReleaseV2.6.3/facility/war
4	Facility Application	PhISSchedulers_v.2.6.3.jar	https://10.1.1.57:5522/svn/PhIS/Workspa ce_Dataware/31_Implementation/Applic ations/PHIS_ReleaseV2.6.3/facility/jar
5	Facility Application	phis_Email_v2.6.3.jar	https://10.1.1.57:5522/svn/PhIS/Workspa ce_Dataware/31_Implementation/Applic ations/PHIS_ReleaseV2.6.3/facility/jar
6	Facility Application	phis_Cd_V2.6.3.jar	https://10.1.1.57:5522/svn/PhIS/Workspa ce_Dataware/31_Implementation/Applic ations/PHIS_ReleaseV2.6.3/facility/jar
7	Facility Application	phis_MyMaat_v2.6.3.jar	https://10.1.1.57:5522/svn/PhIS/Workspa ce_Dataware/31_Implementation/Applic ations/PHIS_ReleaseV2.6.3/facility/jar
8	Facility Application	phisIntegration.properties	https://10.1.1.57:5522/svn/PhIS/Workspa ce_Dataware/31_Implementation/Applic ations/PHIS_ReleaseV2.6.3/facility/jar
9	Mobile Application	iphismobile_user_v2.6.3.war	https://10.1.1.57:5522/svn/PhIS/Workspa ce_Dataware/31_Implementation/Applic ations/PHIS_ReleaseV2.6.3/facility/war
10	Mobile Application	phisAPI_v2.6.3.war	https://10.1.1.57:5522/svn/PhIS/Workspa ce_Dataware/31_Implementation/Applic ations/PHIS_ReleaseV2.6.3/facility/war
11	Mobile Application	lpadhosp-2.6.3.0b08.war	https://10.1.1.57:5522/svn/PhIS/Workspa ce_Dataware/31_Implementation/Applic ations/PHIS_ReleaseV2.6.3/Mobile
12	HQ Script	PatchScripts2.6.3_IWP.txt	https://10.1.1.57:5522/svn/PhIS/Workspa ce_Dataware/31_Implementation/Applic ations/PHIS_ReleaseV2.6.3/iwp/scripts
13	HQ Application	phishq_v2.6.3.war	https://10.1.1.57:5522/svn/PhIS/Workspa ce_Dataware/31_Implementation/Applic ations/PHIS_ReleaseV2.6.3/iwp/war



No.	Items	Components	Path
14	HQ Application	masterRelease_v2.6.3.jar	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3/iwp/jar
15	HQ Application	epservice_v2.6.3.war	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3/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.txt	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3/facility/scripts	Please ensure all the script is execute before iphis.war deploy. Please ensure the script is executed in sequence. Script files highlight and execute.
2	Facility Application	iphis_v2.6.3.war	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3/facility/war	Please rename the war file to iphis.war then deploy.
3	Facility Application	PhISService_v.2.6.3.war	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3/facility/war	Please rename the war file to PhISService.war then deploy.
4	Facility Application	PhISSchedulers_v.2.6.3.jar	https://10.1.1.57:5522/svn/PhIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3/facility/jar	Backup jar file from /home/phisesb/phisjars/ and copy downloaded jar and rename to



Step	Items	File Name	Source Path	Action
				PHISSchedulers.jar. Then Restart crontab.
5	Facility Application	phis_Email_v2.6.3.jar	https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3/facility/jar	Backup jar file from /home/phis/b/phisjars/ and copy downloaded jar and rename to phis_Email.jar. Then Restart crontab.
6	Facility Application	phis_Cd_V2.6.3.jar	https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3/facility/jar	Backup jar file from /home/phis/b/phisjars/ and copy downloaded jar and rename to phis_Cd.jar. Then Restart crontab.
7	Facility Application	phis_MyMaat_v2.6.3.jar	https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3/facility/jar	Backup jar file from /home/phis/b/phisjars/ and copy downloaded jar and rename to phis_MyMaat.jar. Then Restart crontab.
8	Facility Application	phisIntegration.properties	https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3/facility/jar	/home/phis/b/phisbackprops/ and copy downloaded phisIntegration.properties and configure facility db details in properties file.
9	Mobile Application	iphismobile_user_v2.6.3.war	https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3/facility/war	Rename iphismobile_user_v2.6.3.war to iphismobile_user.war and deploy.
10	Mobile Application	phisAPI_v2.6.3.war	https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3/facility/war	Rename phisAPI_v2.6.3.war to phisAPI.war and deploy.
11	Mobile Application	ipadhosp-2.6.3.0b08.war	https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3/Mobile	Rename ipadhosp-2.6.3.0b08.war to ipadhosp.war and deploy. - Mobile Frontend: 2.6.3.0r18 - Mobile Backend: 2.6.3.0b08



5.3.2 Deployment at HQ - IWP

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

Step	Items	File Name	Source Path	Action
1	HQ Script	PatchScripts2.6.3_IWP.txt	https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3/iwp/scripts	Please ensure all the script is execute before phishq.war deploy. Please ensure the script is executed in sequence.
2	HQ Application	phishq_v2.6.3.war	https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3/iwp/war	Rename the war file from phishq_v2.6.3.war to phishq.war then Deploy using Glassfish Administration Console
3	HQ Application	masterRelease_v2.6.3.jar	https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3/iwp/jar	Rename the jar file from masterRelease_v2.6.3.jar to masterRelease.jar and copy to directory '/home/phisesb/phisjars' Then restart the crontab.
4	HQ Application	epservice_V2.6.3.war	https://10.1.1.57:5522/svn/PHIS/Workspace_Dataware/31_Implementation/Applications/PHIS_ReleaseV2.6.3/iwp/war	Rename the war file from epservice_V2.6.3.war to epservice.war then deploy.