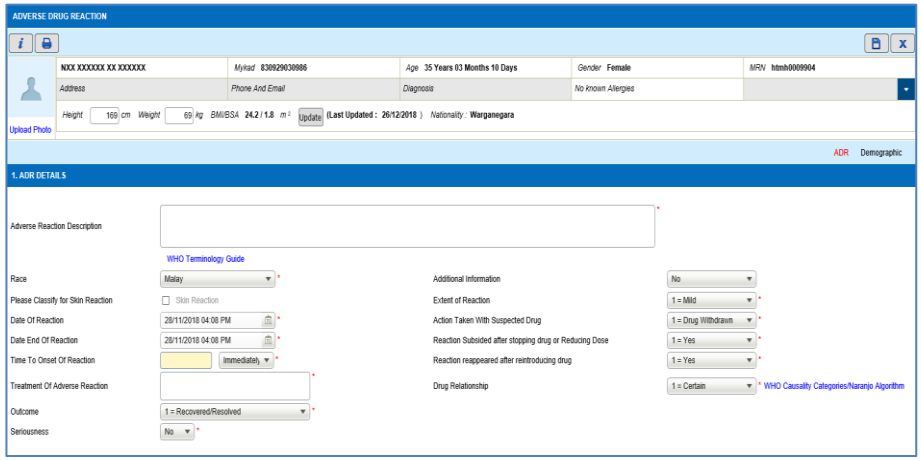
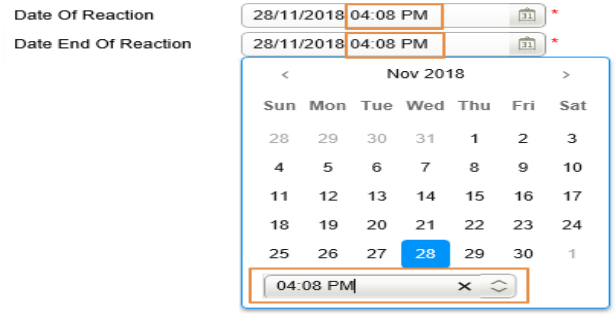
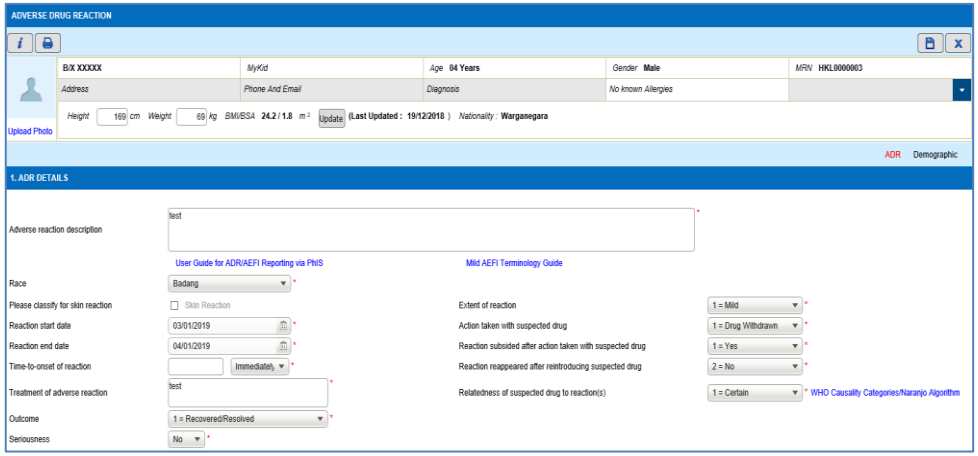
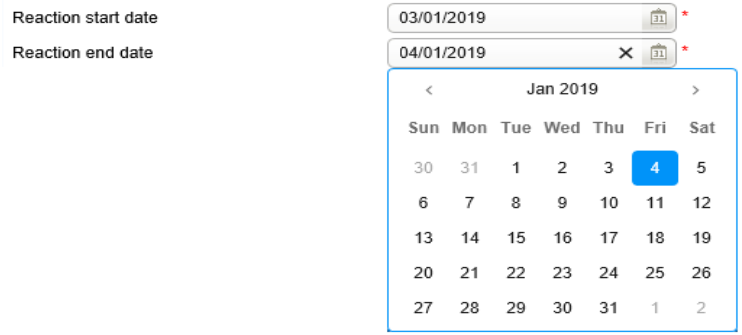
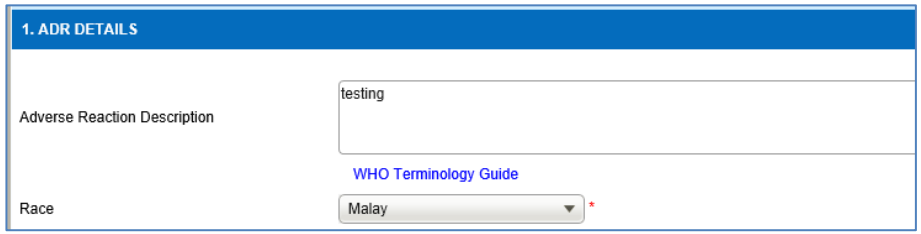
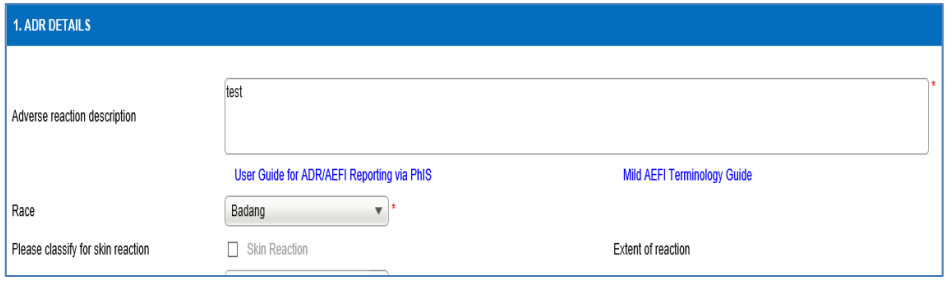
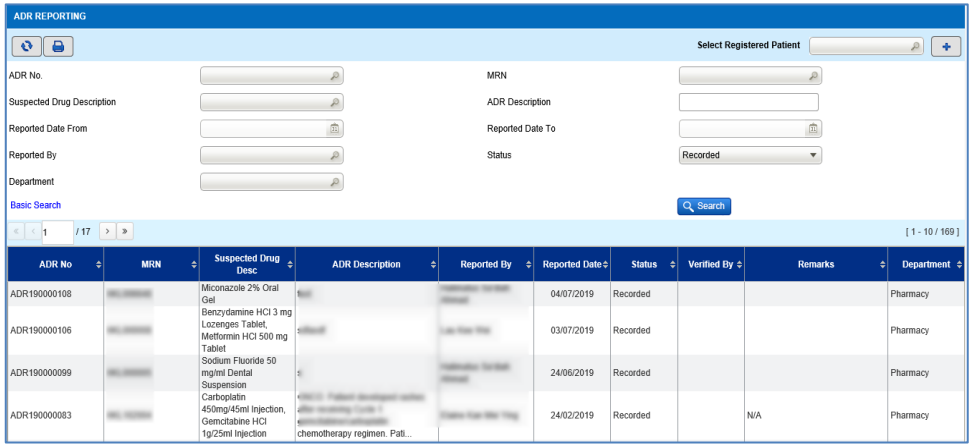
Summary of Ticket Number and Request for Adverse Drug Reaction

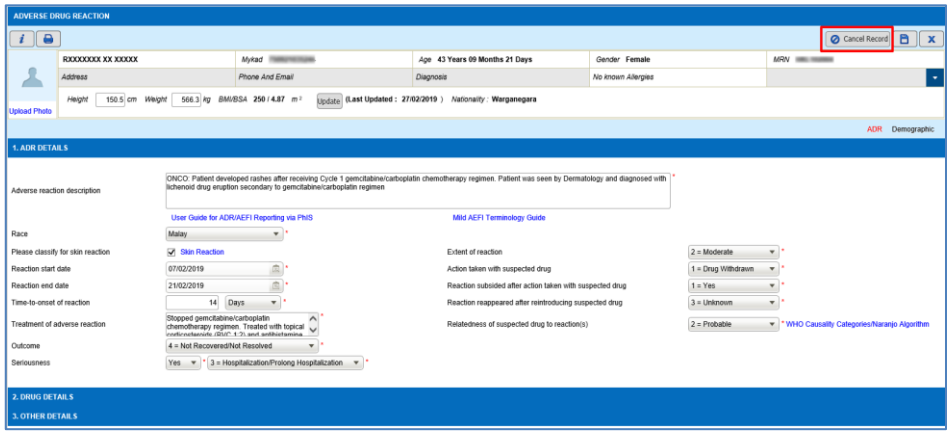
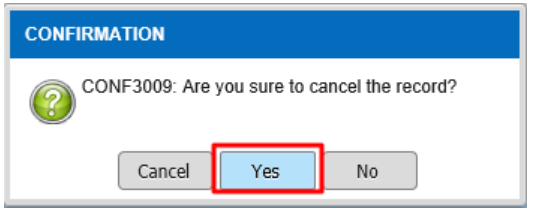
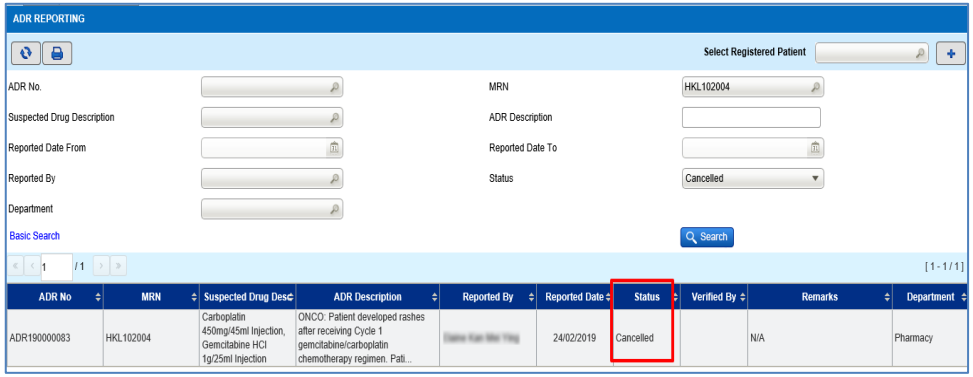
No.	Ticket #	Description	Requests	Solution
1.	I-PhIS0182961175	ADR Reporting - Request to enhance on ADR Reporting	1. Request to tally screen for ADR reporting for same like file as attach "adr form". 2. Request all date in the form able to be fill manually type. 3. Request to add frequency in printed ADR form, user inform no frequency in printed ADR form. 4. On drug detail, request therapy date to be fill manually.	**ADR Reporting** 1) ADR Reporting-To increase character for Adverse Reaction Description (Agreed to add max 1000 characters) 2) 'Date of Reaction' and 'Date End Of Reaction' field – 'Time' to be Removed 3) To remove 'Additional information' field (additional information required in ADR description will be mentioned in user guide) 4) To add cancel function but only for record which not yet 'confirmed' 5) To add status : • 'NPRA Received' - Once record sent from IWP to NPRA • 'Feedback Received' - Once NPRA sent to IWP. **Drug Details** 1) To allow edit Therapy End Date after save drug detail. 2) To set 'Indication' field as Mandatory **ADR Report printing** 1) To add/ display: 2) ADR number 3) Date end of Reaction 4) To remove bold in boxes/ line 5) To standardize all field titles to Sentence case. 6) To remove 'WHO Terminology Guide' and replaced with 'User Guide for
2.	I-PhIS0333151185	ADR Reporting - Request to allow user select Therapy End Date as 'Continue'	Ms Vimala request to allow user select Therapy End Date as 'Continue' for Contaminant (Concomitant) Drug. She inform that currently system is not allow user to edit Therapy End Date. She inform that supposed Therapy End Date for Contaminant Drug is 'Continue' because pharmacist do not decide for patient. Therefore, she request system to allow edit and has option to put as Continue	
3.	I-PhIS0166999165	ADR Reporting-Request to increase character for Adverse Reaction Description	User request to increase character for Adverse Reaction Description until extra 500 words.	
4.	I-PhIS0246451185	ADR - Request to add more character for reaction description	Cik Diana reported she unable to fill all reaction description that she received manually due to limited character only 500 characters. User request to make the character limited until 1000 characters.	
5.	I-PhIS0334031185	ADR Reporting - Request enhancement	4. Able to edit Therapy End Date after save drug detail.	
6.	I-PhIS0333171185	ADR Reporting - Request to put red asterisk on Indication column	Ms Vimala request to put red asterisk on Indication column. In other words, to set Indication as compulsory for user to key-in. She informs that currently Indication is not compulsory to key-in. Therefore, sometimes pharmacist forgot to key-in. During print report, Indication will appear blank.	
7.	I-PhIS0332651185	User reported when she preview and print ADR report, ADR number not appear.User inform she need to key-in manual ADR reporting number.It happen to all ADR reporting and MRN.	ADR Number generated from the system does not appear in the printed report. User has to manually write down the missing number on the printed report.	

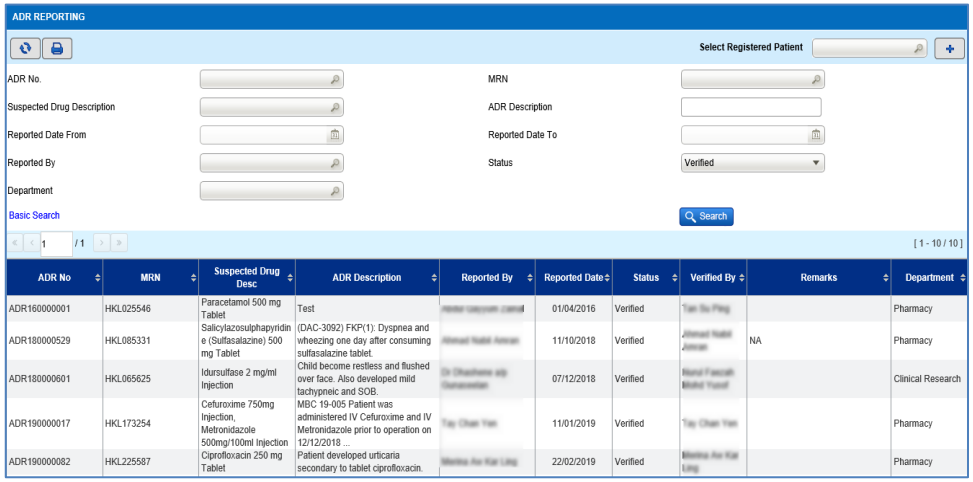
No.	Ticket #	Description	Requests	Solution
8.	I-PhIS036757118S	Ms Chen request no need time for Date of Reaction and Date End Of Reaction. This is because even though user key in the time, it will default to 12 AM. She also informs there is no time at the manual form. So, user request if only have date to key in. No need key in for time.	Request for time of reaction to be made non-compulsory.	ADR/AEFI Reporting via PhIS' and 'Mild AEFI Terminology Guide' 7) To rename below fields: 8) From 'Date of reaction' to 'Reaction start date' 9) From 'Date end of reaction' to 'Reaction end date' 10) From 'Time To Onset Of Reaction' to 'Time-to-onset of reaction' 11) From 'Reaction Subsided after stopping drug or Reducing Dose' to 'Reaction subsided after action taken with suspected drug' 12) From 'Reaction reappeared after reintroducing drug' to 'Reaction reappeared after reintroducing suspected drug' 13) From 'Drug Relationship' to 'Relatedness of suspected drug to reaction(s)' 14) From 'Total Daily Dosage Given' to 'Dose'
9.	I-PhIS044493518S	ADR Reporting - SESI PERBINCANGAN MODUL ADR BAGI PROJEK PhIS & CPS -Change Request for ADR	Email from user "PV would like to submit the change requests for ADR/AEFI Reporting Module in PhIS. Please find attached the change request and relevant user guides."	
10.	I-PhIS041721118S	User Pn Surayya request allow to delete / cancel reporting.	User request button delete /cancel at ADR reporting screen.	
11.	I-PhIS043335118S	Ms Tan request to remove/cancel transaction no. as below because user wrongly key in the details:	Update to Request Enhancement, for ADR to add new function delete/cancel for ADR Reporting	
12.	I-PhIS039581118S	Mr.Quah request to have Notification Message once NPRA Send. This is due user did not know if NPRA has been send or not.	Mr.Quah request to have Notification Message once NPRA Send. This is due user did not know if NPRA has been send or not.	
13.	I-PhIS043695118S	User Ms Tee request to have a column that NPRA had successfully received the ADR report or ADR report had been sent to NPRA successful.	User Ms Tee request to have a column that NPRA had successfully received the ADR report or ADR report had been sent to NPRA successful.	

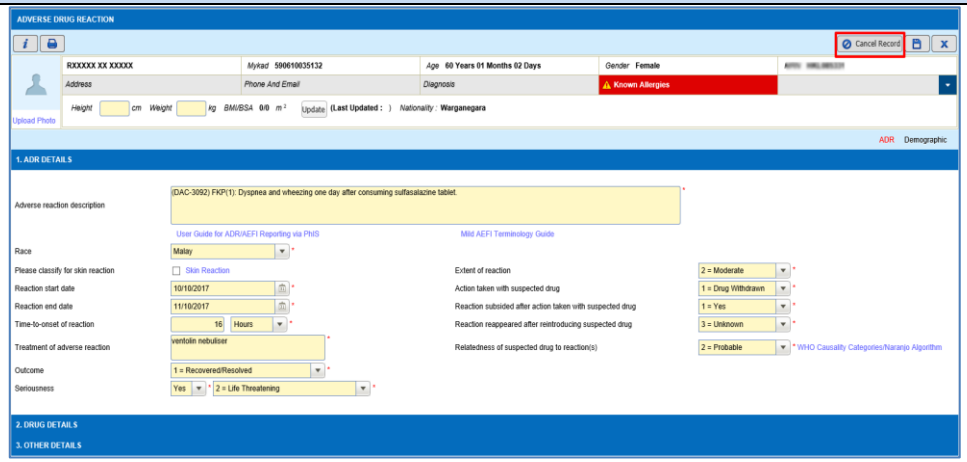
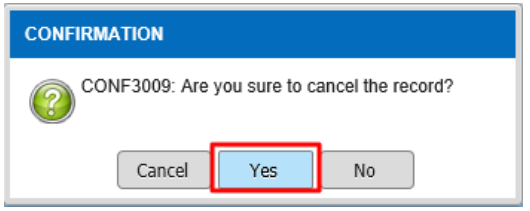
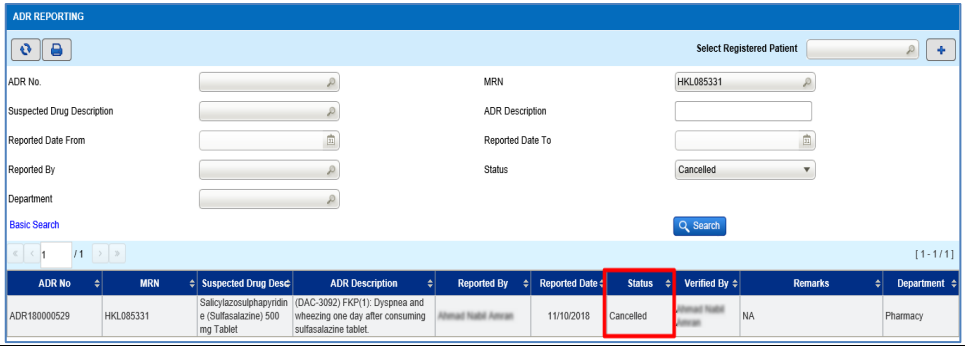
Function Flow	Adverse Drug Reaction Screen Screen in current Version 2.0	Adverse Drug Reaction Screen Screen in new Version 2.2
1. Adverse Drug Reaction Screen	**Pharmacy Transaction →Clinical → Adverse Drug Reaction Screen → Select Patient and create New ADR record** Current Adverse Drug Reaction Screen as below:  1) 'Adverse Reaction Decription' field can be entered maximum **500** characters 2) 'Date of Reaction' and 'Date End Of Reaction' field, mandatory to fill in the 'Time' 3) To rename From 'Date of reaction' to 'Reaction start date' 4) To rename From 'Date end of reaction' to 'Reaction end date'  	**Pharmacy Transaction →Clinical → Adverse Drug Reaction Screen → Select Patient and create New ADR record** New Adverse Drug Reaction Screen as below:  1) 'Adverse Reaction Decription' field can be entered maximum **1000** characters 2) 'Date of Reaction' and 'Date End Of Reaction' field, the 'Time'has been removed 3) Renamed From 'Date of reaction' to 'Reaction start date' 4) Renamed From 'Date end of reaction' to 'Reaction end date' 

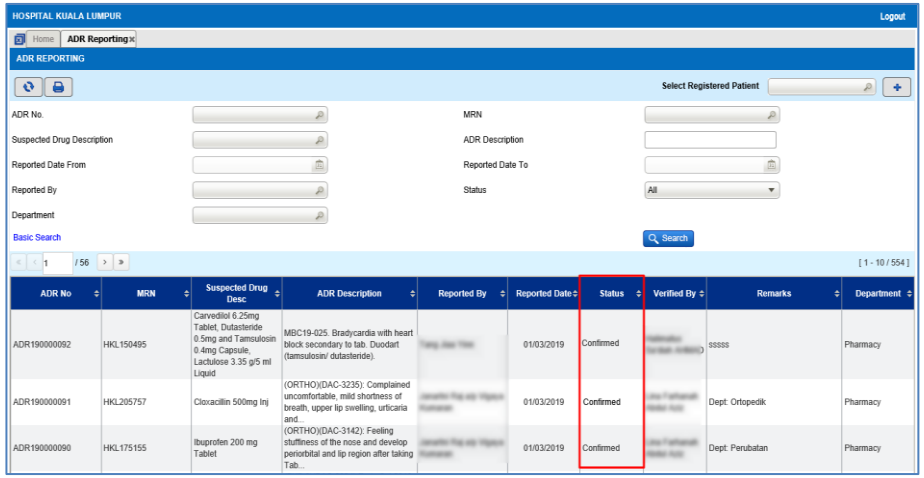
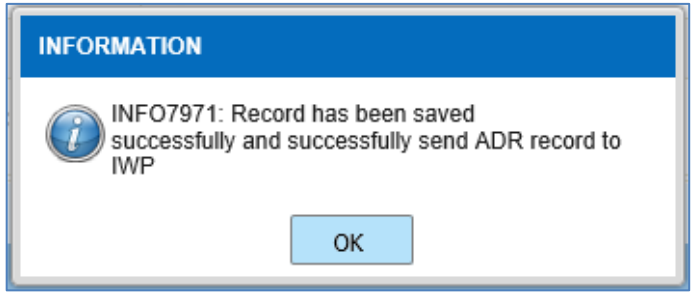
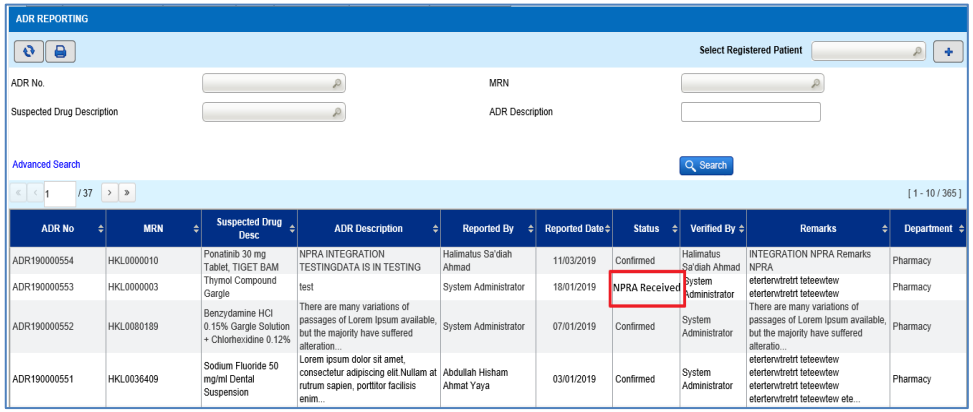
Function Flow	Adverse Drug Reaction Screen Screen in current Version 2.0	Adverse Drug Reaction Screen Screen in new Version 2.2
	5) 'Additional Information' drop down value is mandatory to be select If choose 'Yes' 6) To remove 'WHO Terminology Guide' and replaced with 'User Guide for ADR/AEFI Reporting via PhIS' and 'Mild AEFI Terminology Guide' 	5) 'Additional information' field has been removed. (any additional information required in ADR description will be mentioned in user guide below the 'Adverse reaction description field) 6) The 'WHO Terminology Guide' has been removed and replaced with 'User Guide for ADR/AEFI Reporting via PhIS' and 'Mild AEFI Terminology Guide' 

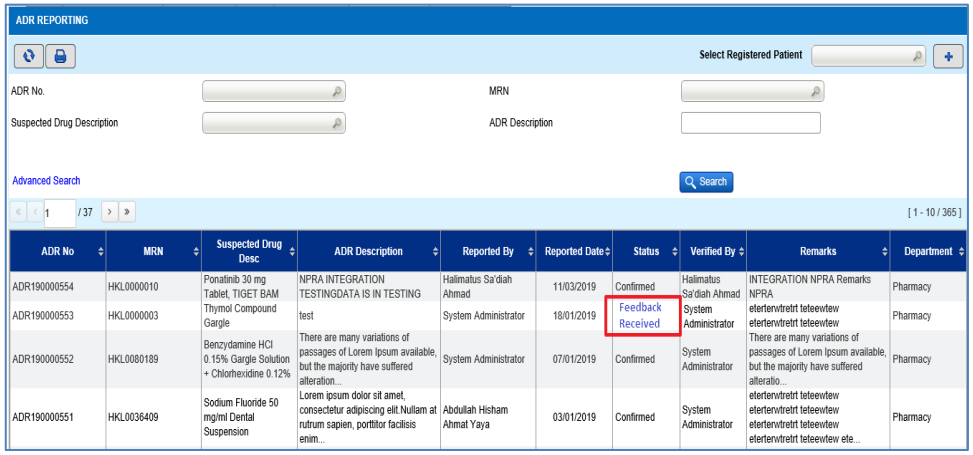
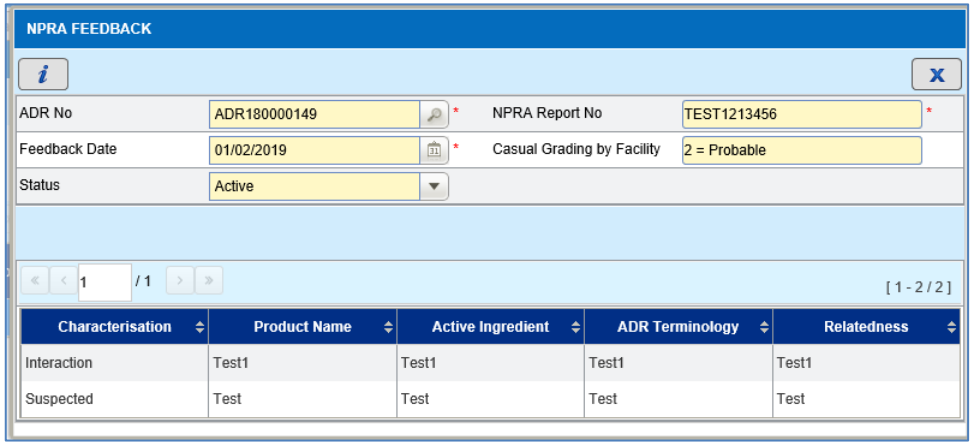
Function Flow	Adverse Drug Reaction Screen Screen in current Version 2.0	Adverse Drug Reaction Screen Screen in new Version 2.2
2. Cancel ADR Record with status = Recorded	**Pharmacy Transaction → Clinical → Adverse Drug Reaction Listing Screen → Select any patients/ record** Current Adverse Drug Reaction screen, there is No function for Cancel record for any status (Recorded, Verified, Confirmed)	**Pharmacy Transaction → Clinical → Adverse Drug Reaction Listing Screen → Select any patients/ record** New Adverse Drug Reaction screen, added function to cancel ADR records with status Recorded and Verified <u>To cancel Adverse Drug Reaction with status = Recorded</u> 1) Select Adverse Drug Reaction records with status = Recorded from the listing screen  2) Double click on the record to open details Adverse Drug Reaction screen 3) Button for 'Cancel' record shall be appear at the header screen

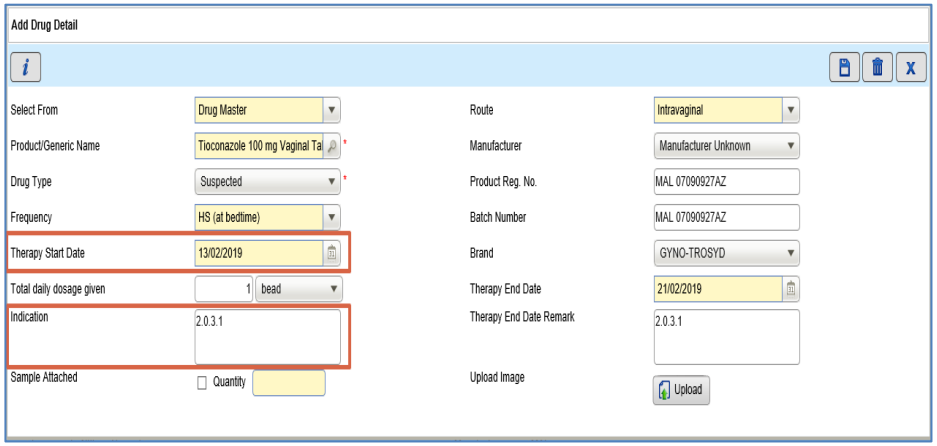
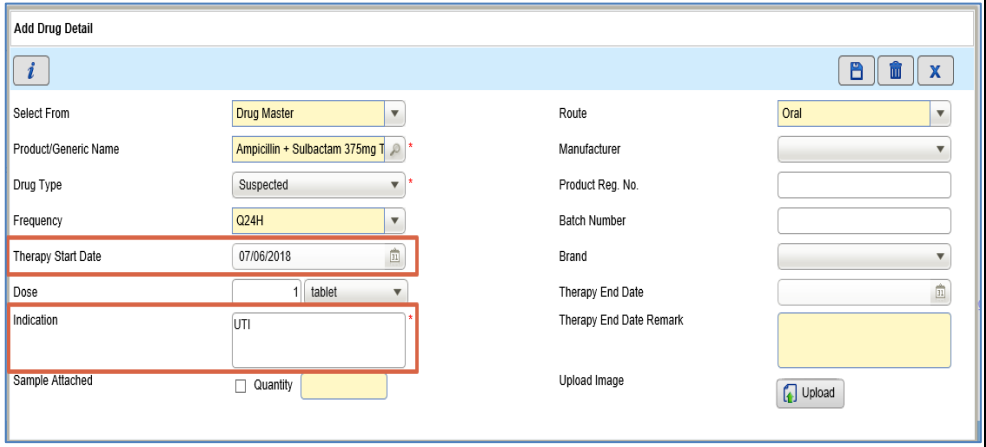
Function Flow	Adverse Drug Reaction Screen Screen in current Version 2.0	Adverse Drug Reaction Screen Screen in new Version 2.2
		 4) Click on Cancel button, shall appear alert message to confirm cancellation as below:  5) Click on Yes , status will be updated to 'Cancelled' 

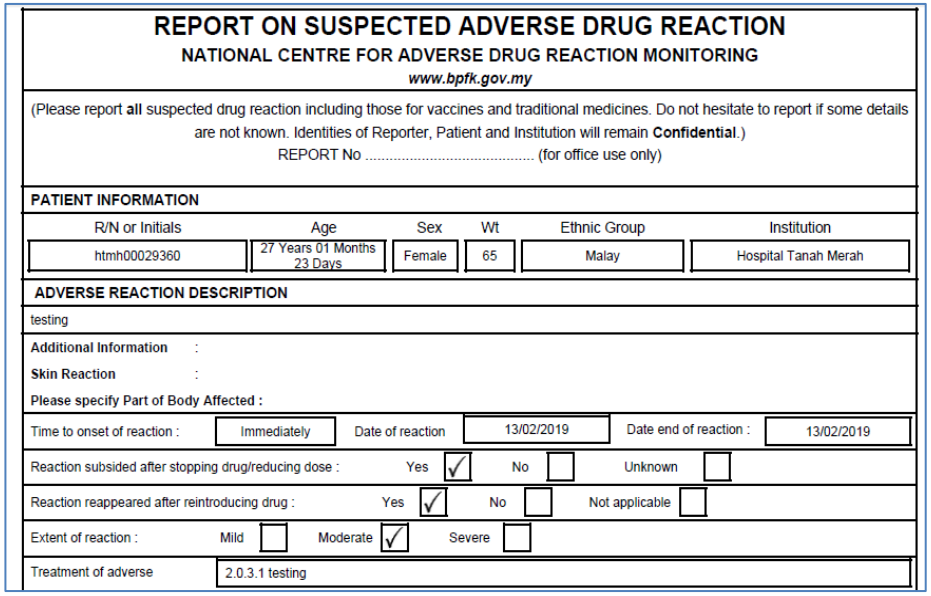
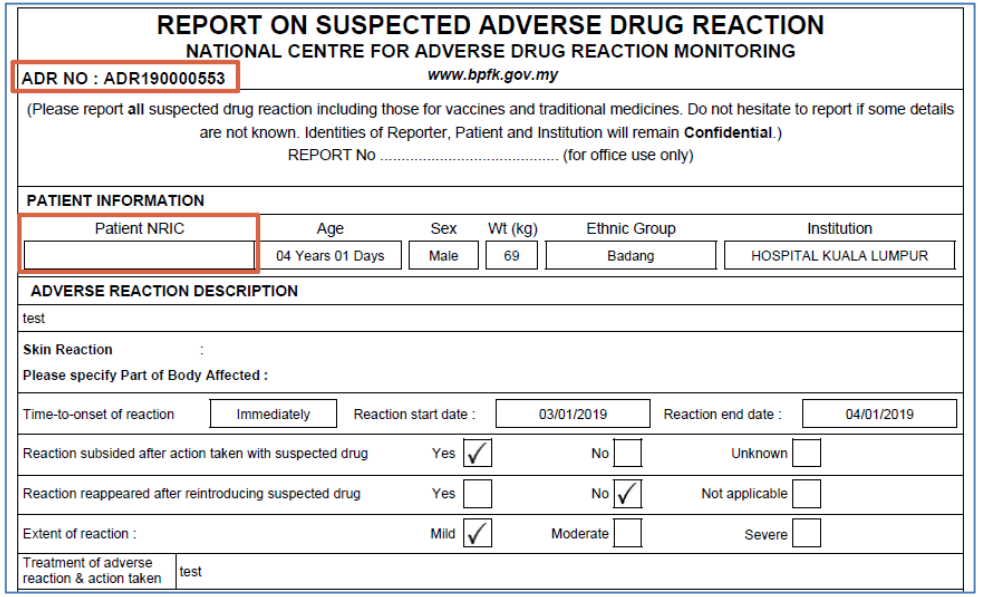
Function Flow	Adverse Drug Reaction Screen Screen in current Version 2.0	Adverse Drug Reaction Screen Screen in new Version 2.2
3. Cancel ADR Record with status = Verified	**Pharmacy Transaction → Clinical → Adverse Drug Reaction Listing Screen → Select any patients/ record** Current Adverse Drug Reaction screen, there is No function for Cancel record for any status (Recorded, Verified, Confirmed)	**Pharmacy Transaction → Clinical → Adverse Drug Reaction Listing Screen → Select any patients/ Verified** <u>To cancel Adverse Drug Reaction with status = Verified</u> 1) Select Adverse Drug Reaction records with status = Verified from the listing screen  2) Double click on the record to open details Adverse Drug Reaction screen 3) Button for 'Cancel' record shall be appear at the header screen

Function Flow	Adverse Drug Reaction Screen Screen in current Version 2.0	Adverse Drug Reaction Screen Screen in new Version 2.2
		 4) Click on Cancel button, shall appear alert message to confirm cancellation as below:  5) Click on Yes , status will be updated to 'Cancelled' 

Function Flow	Adverse Drug Reaction Screen Screen in current Version 2.0	Adverse Drug Reaction Screen Screen in new Version 2.2
4. NPRA Status	**Pharmacy Transaction →Clinical → Adverse Drug Reaction Screen** Current Adverse Drug Reaction screen, after sent record to NPRA there are No status to acknowledge receive. 	**Pharmacy Transaction →Clinical → Adverse Drug Reaction Screen** New Adverse Drug Reaction screen, added status = 'NPRA Received' - Once record sent from IWP to NPRA Step: 1) Click on Confirm and Save 2) Message shall appear as below  3) Once record been sent from IWP to NPRA, shall change the status to 'NPRA Received' 

Function Flow	Adverse Drug Reaction Screen Screen in current Version 2.0	Adverse Drug Reaction Screen Screen in new Version 2.2
		4) Once NPRA sent the feedback to facility, shall change the status to 'Feedback Received'  5) Click on the hyperlink and shall open screen NPRA feedback with the details information received. 

Function Flow	Adverse Drug Reaction Screen in current Version 2.0	Adverse Drug Reaction Screen in new Version 2.2
5. Adverse Drug Reaction Screen – Drug Details	**Pharmacy Transaction → Clinical → Adverse Drug Reaction Screen →Drug Details Section** **Current Drug Details screen as below:** 1) Therapy End Date captured from medication profile and cannot be edited 2) 'Indication' field is not Mandatory 3) To rename From 'Total Daily Dosage Given' to 'Dose' 	**Pharmacy Transaction → Clinical → Adverse Drug Reaction Screen →Drug Details Section** **New Drug Details screen as below:** 1) Pharmacit is allow to edit Therapy End Date after save drug detail. 2) To set 'Indication' field as Mandatory 3) Renamed From 'Total Daily Dosage Given' to 'Dose' 

Function Flow	Adverse Drug Reaction Screen in current Version 2.0	Adverse Drug Reaction Screen in new Version 2.1
6. Adverse Drug Reaction Report Printing	**Pharmacy Transaction →Clinical → Adverse Drug Reaction Screen → Print Report** **ADR Report printing** 1) To add/ display: - ADR number - Date end of Reaction 	**Pharmacy Transaction →Clinical → Adverse Drug Reaction Screen → Print Report** **ADR Report printing** 1) To add/ display: - ADR number - Date end of Reaction 

REPORT ON SUSPECTED ADVERSE DRUG REACTION
NATIONAL CENTRE FOR ADVERSE DRUG REACTION MONITORING
www.bpfk.gov.my

(Please report **all** suspected drug reaction including those for vaccines and traditional medicines. Do not hesitate to report if some details are not known. Identities of Reporter, Patient and Institution will remain **Confidential**.)
REPORT No ..... (for office use only)

PATIENT INFORMATION

R/N or Initials	Age	Sex	Wt	Ethnic Group	Institution
htmh00029360	27 Years 01 Months 23 Days	Female	65	Malay	Hospital Tanah Merah

ADVERSE REACTION DESCRIPTION

testing

Additional Information :
Skin Reaction :
Please specify Part of Body Affected :

Time to onset of reaction :	Immediately	Date of reaction	13/02/2019	Date end of reaction :	13/02/2019

Reaction subsided after stopping drug/reducing dose :	Yes ✓	No		Unknown	
Reaction reappeared after reintroducing drug :	Yes ✓	No		Not applicable	
Extent of reaction :	Mild	Moderate ✓		Severe	
Treatment of adverse	2.0.3.1 testing				

REPORT ON SUSPECTED ADVERSE DRUG REACTION
NATIONAL CENTRE FOR ADVERSE DRUG REACTION MONITORING
ADR NO : ADR190000553 *www.bpfk.gov.my*

(Please report **all** suspected drug reaction including those for vaccines and traditional medicines. Do not hesitate to report if some details are not known. Identities of Reporter, Patient and Institution will remain **Confidential**.)
REPORT No ..... (for office use only)

PATIENT INFORMATION

Patient NRIC	Age	Sex	Wt (kg)	Ethnic Group	Institution
	04 Years 01 Days	Male	69	Badang	HOSPITAL KUALA LUMPUR

ADVERSE REACTION DESCRIPTION

test

Skin Reaction :
Please specify Part of Body Affected :

Time-to-onset of reaction	Immediately	Reaction start date :	03/01/2019	Reaction end date :	04/01/2019

Reaction subsided after action taken with suspected drug	Yes ✓	No		Unknown	
Reaction reappeared after reintroducing suspected drug	Yes	No ✓		Not applicable	
Extent of reaction :	Mild ✓	Moderate		Severe	
Treatment of adverse reaction & action taken	test				