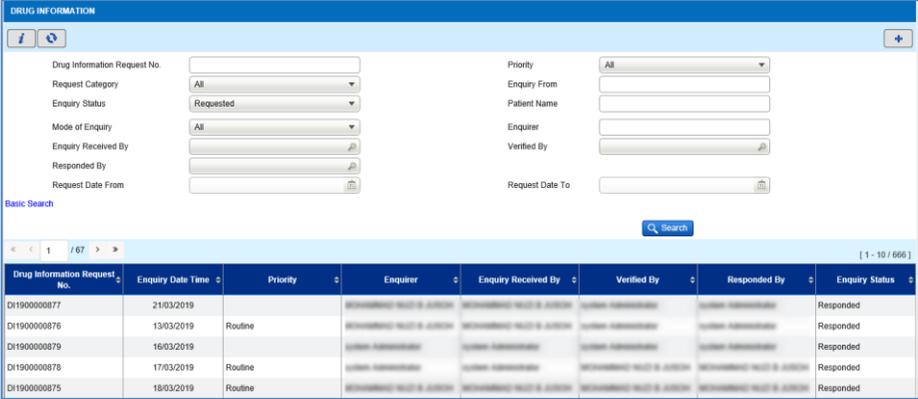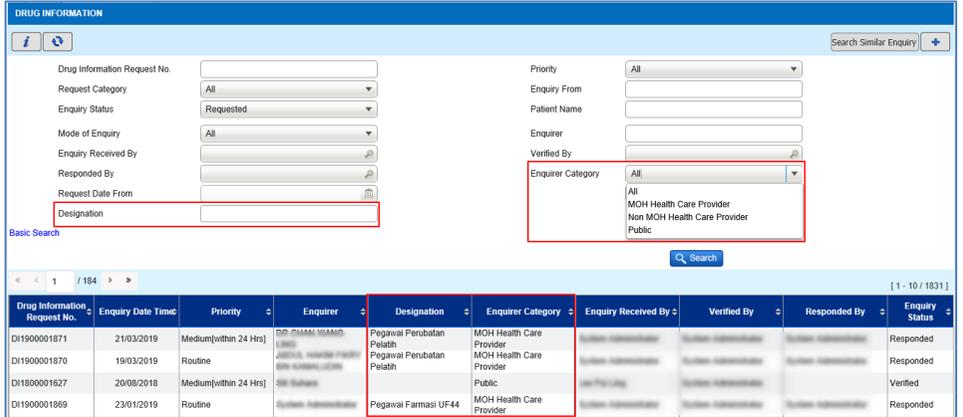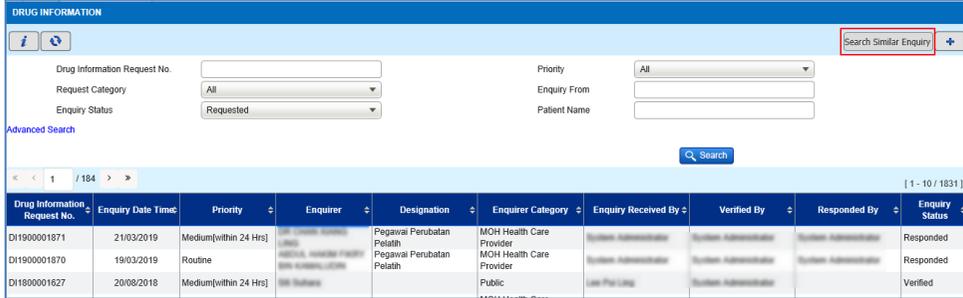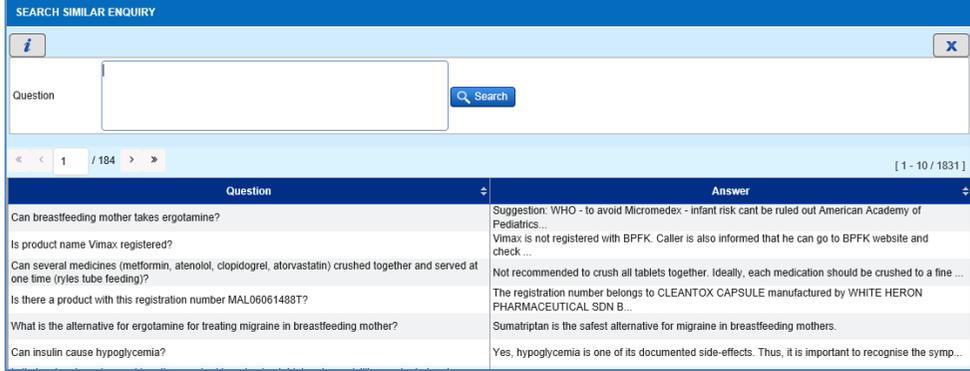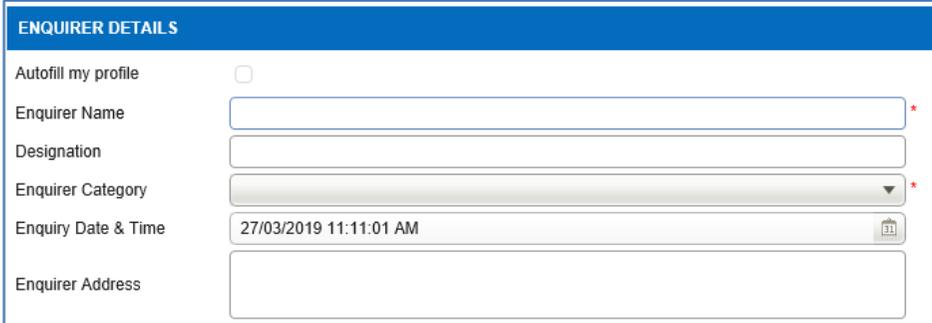## Summary of Ticket Number and Request for Drug Information

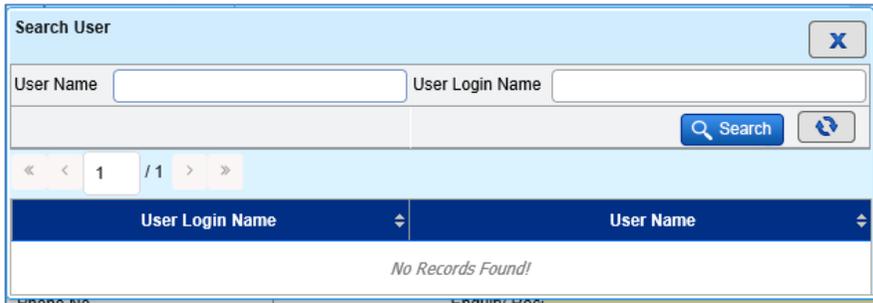| No.	Ticket #	Description	Requests	Solution
1.	I-PhIS033769118S	Mr Gan request to provide selection of enquirer name beside able to fill in by free text. Enquirer name which the name available at selection is the name of pegawai perubatan/Dr. registered in facility.	Request to provide selection of enquirer name beside able to fill in by free text.	**Drug Information Listing screen:** 1) Add column and filtering for 'Enquirer Category' 2) Add 'Designation' in Drug Information listing screen. For non-KKM, should be stated as "non KKM" 3) To add Search 'Similar Enquiry button' at DI listing screen ** To apply changes in Drug Information screen at IWP also* **Drug Information Screen** 1) Enquirer Name to be set as lookup field based on User ID with editable and allow Free text 2) To add more character for 'Enquiry Summary Detail' field to maximum 500 characters (Currently max 200 chars) 3) To add new option = SELECT for :- - Mode of Enquiry 4) To relocate 'Enquiry Received by' to "Response Details" section 5) To allow edit drug information request sent at verification level. Edit by verifier
2.	I-PhIS008895915S	DICE form (printed version) too simple. Missed certain info that require for DICE Form. User request to add as below in DICE form: 1. Enquirer status 2. Request category 3. References	25/5/2015 - Discussion with MOH Core team to Proceed 1) to add Designation drop down field - refer to attachment 2) category(report) 3) reference (report)	
3.	I-PhIS016699716S	User request to increase character for Enquiry Summary Detail column until extra 500 words.	To increase character for Enquiry Summary Detail column until extra 500 words.	
4.	I-PhIS021855918S	User request to add filtering for Enquirer Category such as: EX: MOH, PATIENT/PUBLIC	To add filtering for Enquirer Category such as: e.g : MOH, PATIENT/PUBLIC	
5.	I-PhIS016158816S	User request to add column for Designation in Drug Information tasklist.	User request to add column for Designation in Drug Information tasklist.	
6.	I-PhIS017382216S	Ruangan search similar enquiry diwujudkan pada paparan home untuk drug information. Sila rujuk lampiran.	(Request has search similar enquiry at home of drug info screen, For DI at IWP and facility)	
7.	I-PhIS023831118S	User request to add filter/search column by drug name/key word at drug information screen.	User request to add filter/search column by drug name/key word at drug information screen.	

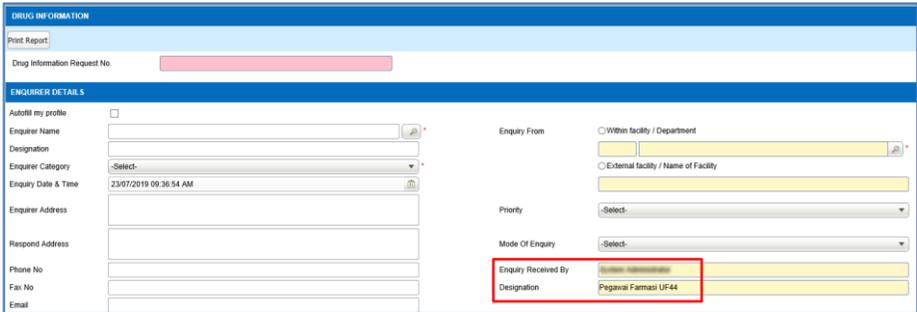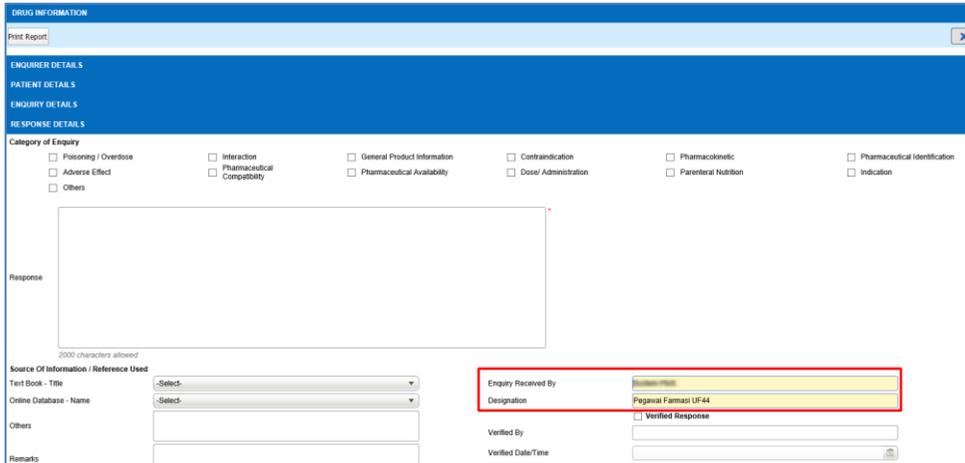| No.	Ticket #	Description	Requests	Solution
8.	I- PhIS008771815S	User request to add column 'Enquiry Received By' in the report 'Enquiry Analysis' beside Enquirer name.	User request to add column 'Enquiry Received By' in the report 'Enquiry Analysis' beside Enquirer name.	**Drug Information Report Printing** To display below details in drug information report printing: a) Drug information request number b) Patient name c) IC number To show irrelevant/ relevant status
9.	I-PhIS014888416S	User request to add new option = "SELECT" for :- Mode of Enquiry	User request to add new option = "SELECT" for :- Mode of Enquiry	
10.	I-PhIS017828517S	User request to add Filteration & Add column for Responder Name	User request to add Filteration & Add column for Responder Name	**Enquiry Analysis :**
11.	I-PhIS021210817S	En Chen request to add column Enquiry Received By at landing screen Enquiry Analysis (report/enquiry>pharmacy>clinical>enquiry analysis). It will easier for user to view and monitor who received the request instead of double clicking the request no manually at Drug Information screen. Please refer to file upload for view the sketch.	En Chen request to add column Enquiry Received By at landing screen Enquiry Analysis (report/enquiry>pharmacy>clinical>enquiry analysis). It will easier for user to view and monitor who received the request instead of double clicking the request no manually at Drug Information screen. Please refer to file upload for view the sketch.	1) To add column 'Enquiry Received By' in the report 'Enquiry Analysis' beside Enquirer name 2) To add Filtration and column for Responder Name
12.	I-PhIS044340718S	Permintaan Cik Nik Ezmiza untuk ruangan "Enquiry Received By" boleh select nama pengguna yang lain dan Autofill my profile berada di sebelah column Enquiry Received By. Oleh kerana ruangan tersebut, terus "default" mengikut nama yang login. Cik Nik Ezmiza memberitahu, ada sesetengah pengguna hanya mengisi drug information bagi pihak pengguna lain. Untuk Autofill my profile pula,jika ingin letak nama sendiri,bukan pengguna yang lain.	To relocate 'Enquiry Received by' to "Response Details" section	

No.	Ticket #	Description	Requests	Solution
13.	I-PhIS025413118S	Ms Lee Chia Ling request to user able to edit or delete any drug information for enquiry status Responded	In certain circumstances, information entered into the PHIS system may have minor mistake. User may only realise about it after the drug info request has been responded in the system. Current version does not allow any correction to be made once it has been responded. In addition, this problematic drug info request also cannot be deleted.	
14.	I-PhIS019116817S	User request to enable edit info at screen drug info after user save as user inform sometimes user wrongly enter info at inquiry /summary detail	User requests to enable edit info at screen drug info after being saved as sometimes user would wrongly entered the info at inquiry /summary details.	
15.	I-PhIS027331318S	En Hilmi request to enable Drug Information Request No in printed report. He informs have Drug Information Request No when he generates drug info. However, Drug Information Request No not included when he print report. User also inform currently, facility name appear twice at the header of printed report.	Drug Information Report Printing – To display Drug information request number	
16.	I-PhIS033267318S	User reported detail patient not appear when she print the report. User need to add manual patient name and IC no. In answer only appear remark from user.	To include the patient details in the Drug Info report.	
17.	I-PhIS032643118S	Miss Yap requests Drug Information Request Number appear in report due to currently in report, no Drug Information Request number. Refer file upload.	Drug Information Report Printing – To display Drug information request number	

Function Flow	Drug Information Listing Screen in current Version 2.0	Drug Information Listing Screen in new Version 2.2
1. Drug Information Listing Screen	**Pharmacy Transaction →Clinical → Drug Information Listing Screen** 1) Current Drug Information Listing Screen dont have filtering for 'Enquirer Category' and 'Designation' 2) Currently No 'Search Similar Enquiry' function at Drug Information Listing Screen	**Pharmacy Transaction →Clinical → Drug Information Listing Screen** 1) Added column and filtering for 'Enquirer Category' and 'Designation' - For 'Designation' column if non-KKM, should be stated as "non KKM" 2) Added 'Search Similar Enquiry' button at DI listing screen ** To apply changes in Drug Information screen at IWP also* - Click on 'Search Similar Enquiry' button shall open screen for 'Search Similar Enquiry' function

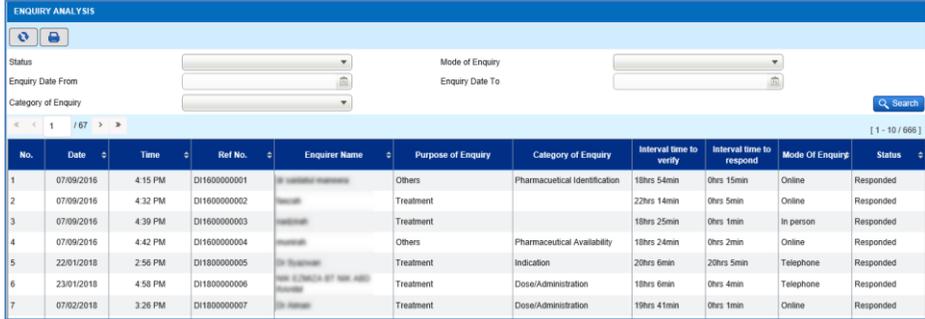| Function Flow	Drug Information Listing Screen in current Version 2.0	Drug Information Listing Screen in new Version 2.2
		  - Fill in 'Quetion' and click on Search button to search for the answer from previous Enquiry. - Click on 'Close' button to close the screen and back to Drug Information Listing screen

Function Flow	Drug Information Screen in current Version 2.0	Drug Information Screen in new Version 2.2
2. Drug Information Screen	**Pharmacy Transaction → Clinical → Drug Information Screen** 1) Current Drug Information screen, Enquirer Name is free text field **ENQUIRER DETAILS** Autofill my profile ☐ Enquirer Name _____ * Designation _____ Enquirer Category ▼ * Enquiry Date & Time 27/03/2019 11:11:01 AM 🗓 Enquirer Address _____ Also can be autofill by user login, tick on 'Autofill my profilr' check box **ENQUIRER DETAILS** Autofill my profile ☑ Enquirer Name System Administrator * Designation Pegawai Farmasi UF44 Enquirer Category MOH Health Care Provider ▼ * Enquiry Date & Time 27/03/2019 11:11:01 AM 🗓 Enquirer Address	**Pharmacy Transaction → Clinical → Drug Information Screen** 1) New 'Enquirer Name'has been set as lookup field based on User ID with editable and allow Free text **Step to fill in record using Search function:** **ENQUIRER DETAILS** Autofill my profile ☐ Enquirer Name _____ 🔍 * Designation _____ Enquirer Category -Select- ▼ * Enquiry Date & Time 27/03/2019 11:21:06 AM 🗓 Enquirer Address - Click on 'Search' button to search for enquirer name captured from registered User profile **Search User** ☒ User Name _____ User Login Name _____ 🔍 Search ↻ « < 1 /1 > » | User Login Name	User Name
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No Records Found!		 - User can filter by 'User Name' and 'user Login Name' - Select the correct Enquirer Name - All information under Enquirer details shall be captured based on User profile information as below;
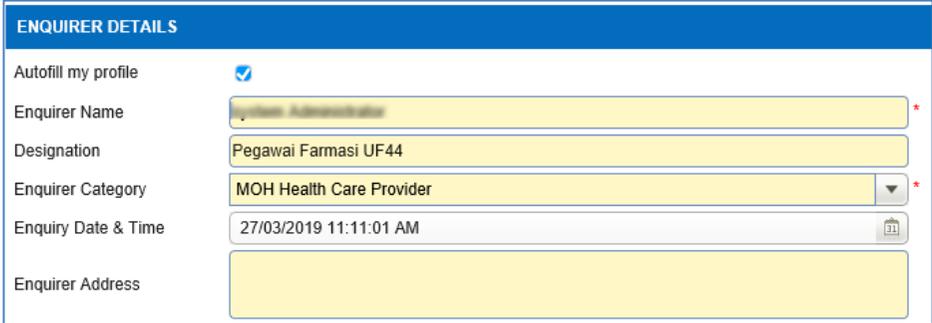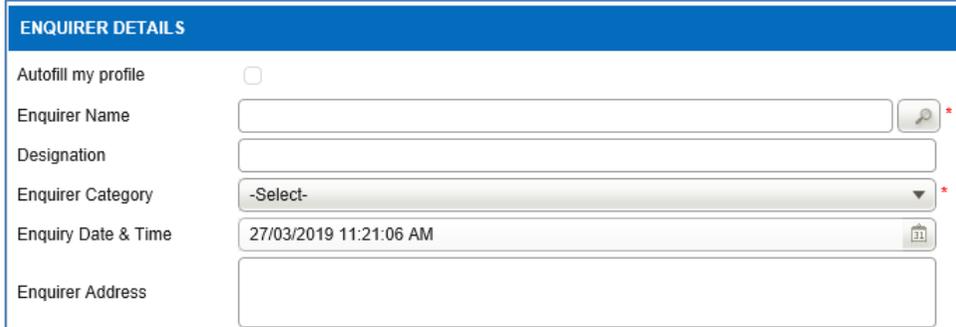
Function Flow	Drug Information Screen in current Version 2.0	Drug Information Screen in new Version 2.2
		Enquirer Name [Chiang Yoong Fei] ✕ 🔍 * **Designation** Pegawai Perubatan Pakar **Enquirer Category** MOH Health Care Provider ▼ * **Enquiry Date & Time** 27/03/2019 11:21:06 AM 📅 **Enquirer Address** **Respond Address** **Phone No** 1234 **Fax No** **Email** phis@gov.com.my **Step to fill in recod using free text function** **ENQUIRER DETAILS** Autofill my profile ☐ **Enquirer Name** Ahmad 🔍 * **Designation** Teacher ✕ **Enquirer Category** Public ▼ * **Enquiry Date & Time** 27/03/2019 11:21:06 AM 📅 **Enquirer Address** - Type in the Enquirer name and all the details information 2) 'Mode of Enquiry' selection shall be default to 'Select', user can choose the mode by select from the drop down field Mode Of Enquiry -Select- ▼
	2) Current 'Mode of Enquiry' was by default set as 'Telephone' Mode Of Enquiry Telephone ▼	

Function Flow	Drug Information Screen in current Version 2.0	Drug Information Screen in new Version 2.2
	3) 'Enquiry Received by' field is located under 'Enquirer Details' section	3) Re Relocated 'Enquiry Received by' field to "Response Details" section as below:
	4) Pharmacist not allowed to edit any drug information request which has been sent. Step: i. Select any drug information request with status = Requested from the listing screen	4) New Drug Information screen, shall allow Pharmacist to edit drug information request during verification level/ process. ➤ Allow user to edit all information before verify the record ➤ After verify record no longer can be edited Step: i. Select any drug information request with status = Requested from the listing screen

Function Flow	Drug Information Screen in current Version 2.0	Drug Information Screen in new Version 2.2
	  ii. System will open drug information screen , cannot edit/ update the enquirer details section 	 • System will open Drug information screen with editable field, pharmacist can edit all information before verify the record except for Enquiry Date & Time, Enquiry From, Enquiry Received By & Designation ii. Update the record iii. Click on Save button to save record iv. Tick on Verify check box to verify record v. Record will be verified and no longer can be edited

Function Flow	Drug Information Screen in current Version 2.0	Drug Information Screen in new Version 2.2
	Enquiry Details **Pharmacy Transaction → Clinical → Drug Information Screen → Enquiry Details Section** 1) Current 'Enquiry Summary Detail' field to maximum was **200** characters Enquiry Summary Details — Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Deta.	**Enquiry Details** **Pharmacy Transaction → Clinical → Drug Information Screen → Enquiry Details Section** 1) Added more character for 'Enquiry Summary Detail' field to maximum **500** characters Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Details Enquiry Summary Deta

Function Flow	Enquiry Analysis Screen in current Version 2.0	Enquiry Analysis Screen in new Version 2.2
3. Enquiry Analysis Screen	**Report Enquiry → Pharmacy → Clinical → Enquiry Analysis** 1) Current Enquiry Analysis report dont have column for 'Enquiry Received By' and 'Respond By' 	**Report Enquiry → Pharmacy → Clinical → Enquiry Analysis** 1) Added column for 'Enquiry Received By' and 'Respond By'