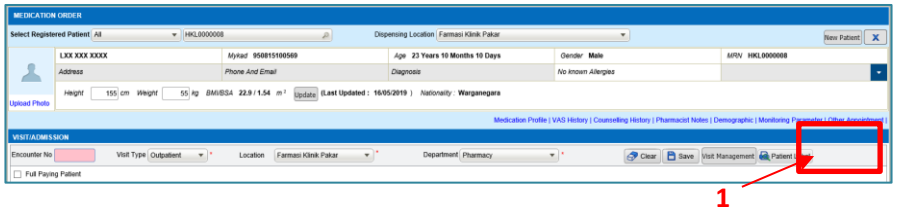
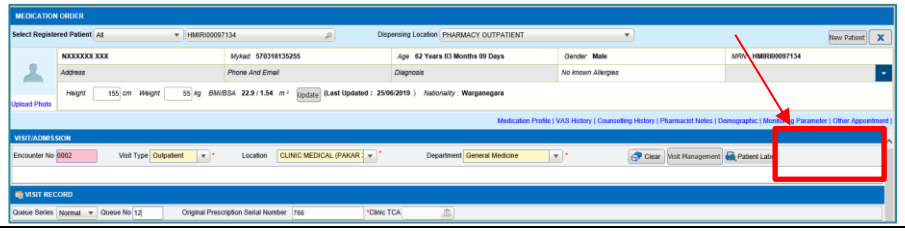
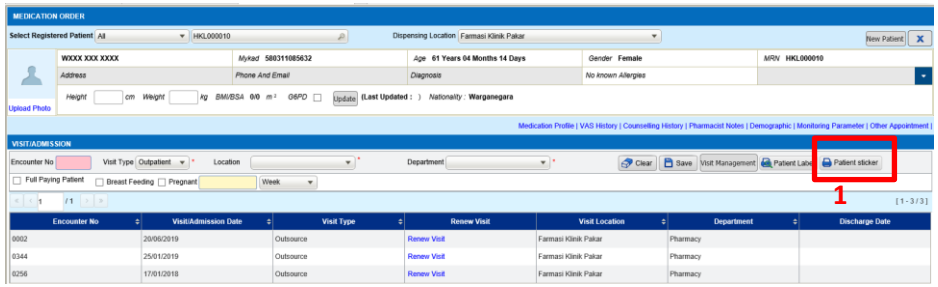
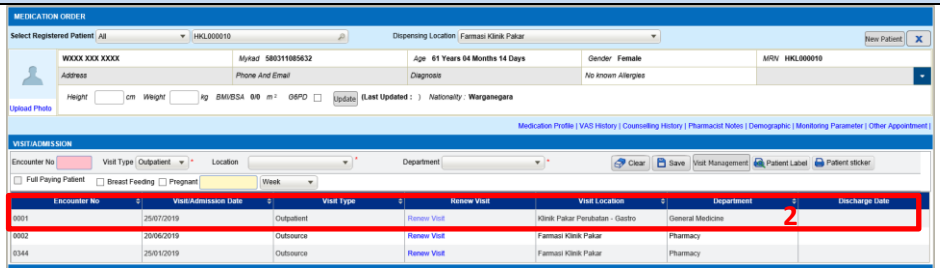
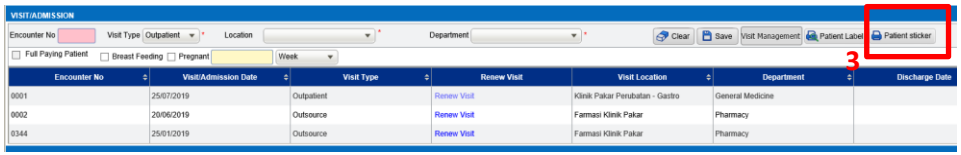
## 1. Summary of Ticket Number and Requests Enhancement for Record Prescription - Print Patient Sticker

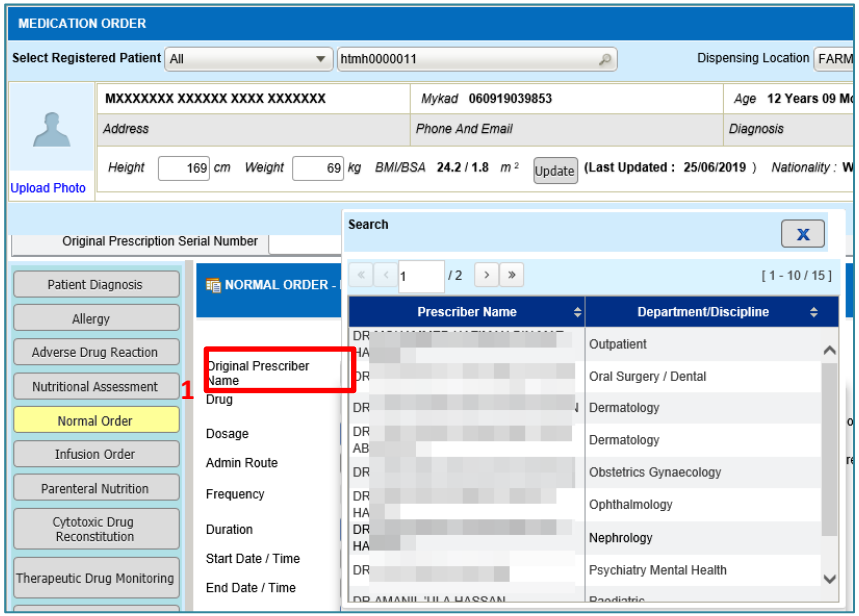
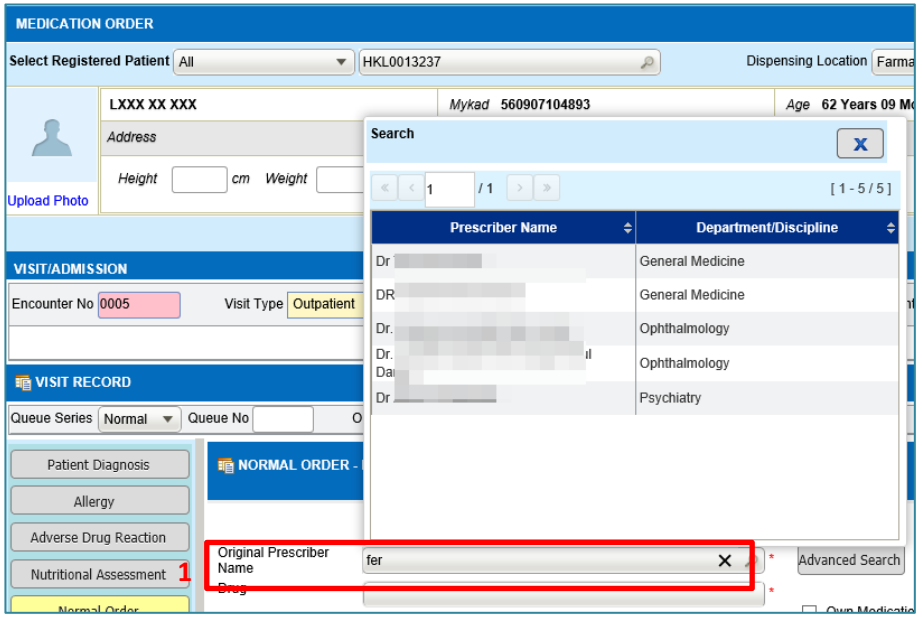
| No. | Ticket # | Description | Requests | Solution |
|---|---|---|---|---|
| 1. | I-PhIS024255418S | **Preparation - Different layout of patient sticker**<br>User inform that in preparation screen, when he print out patient sticker, the layout is in sextuplet (refer to file upload attachment 1). But when he compared in Patient Management>Patient Registration screen>Patient Label, the patient sticker in in single layout (refer to file upload attachment 2). | Add patient sticker during visit creation. | To add Patient Sticker button at Medication Order/Record Prescription screen when user create the visit. This label sticker used for drug cassette. |

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| 1. Patient Sticker button at Admission Visit/Medication Order | 1. Go to Record Prescription link and create new visit for a patient.<br>2. Save the new visit.<br>3. Found that *Patient Sticker(1)* button does not exist.<br>  <br><br>  <br> | 1. Go to Record Prescription link and create new visit for a patient. Found that *Patient Sticker(1)* button is exist but user not able to click on it.<br>  <br><br>2. Add new visit and *save the visit(2).* |

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| | |  <br><br>3. User able to click on *Patient Sticker(3)* for direct printing.<br>  <br><br>***Notes**: Patient Sticker is for direct print only.* |

## 2. Summary of Ticket Number and Requests Enhancement for Record Prescription

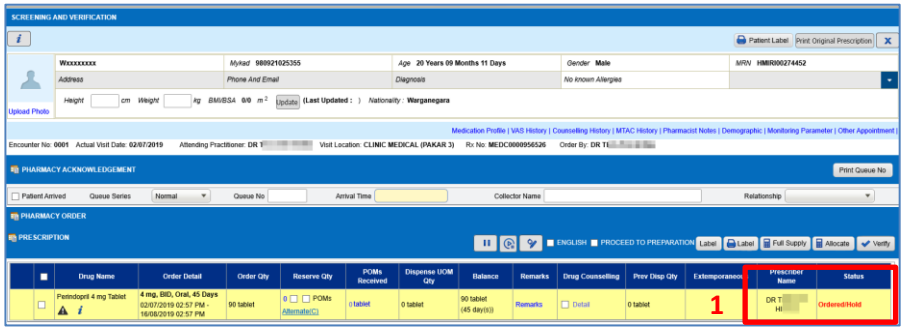
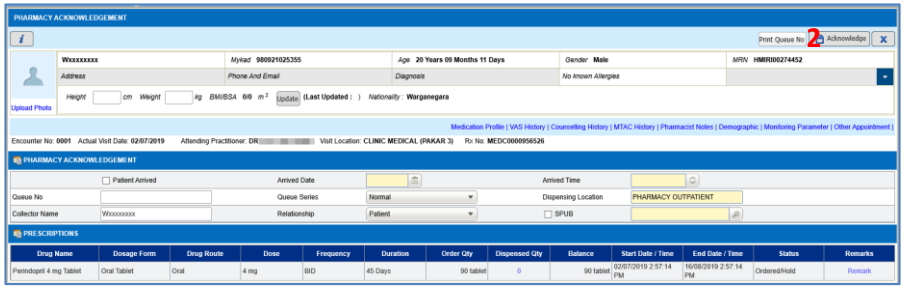
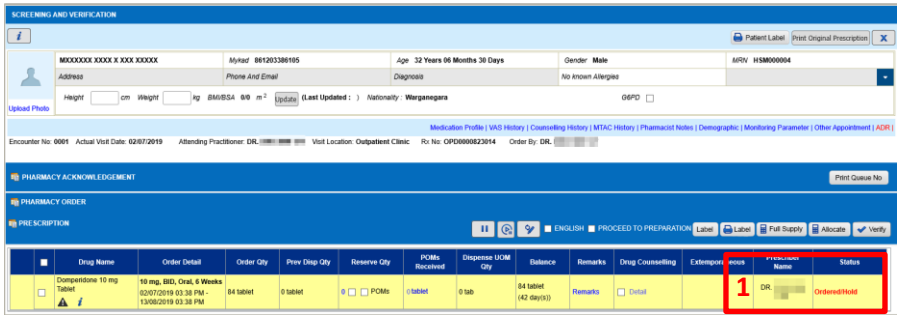
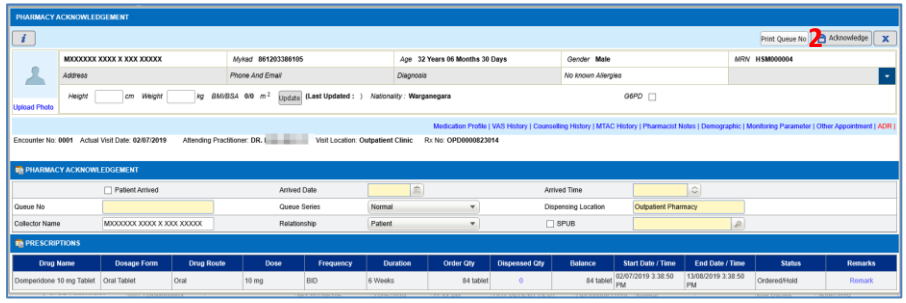
| No. | Ticket # | Description | Requests | Solution |
|---|---|---|---|---|
| 1. | I-PhIS038069218S | **Medication order - Request to move search listing**<br>User request search listing do not cover the Original Prescriber Name column during typing. Refer file upload. | Request search listing do not cover the Original Prescriber Name column during typing | Search listing not to cover the Original Prescriber Name column during typing. Search list should appear below of Original Prescriber Name. |

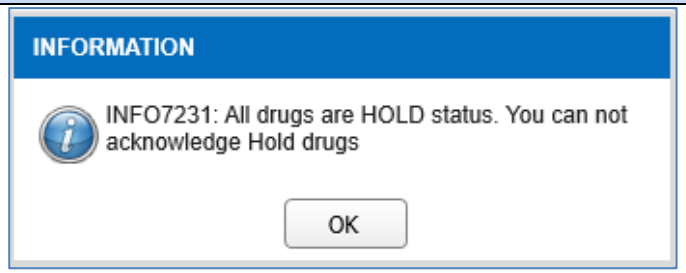
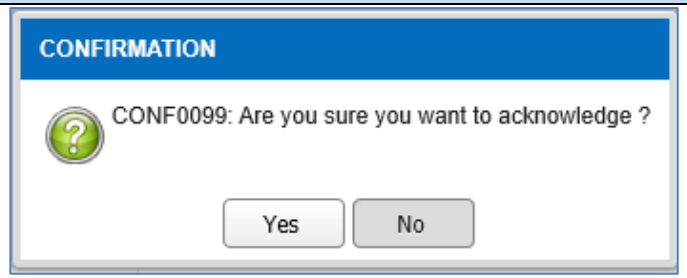
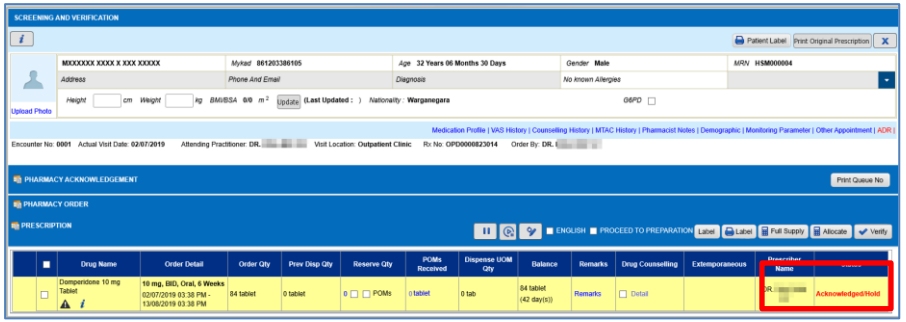
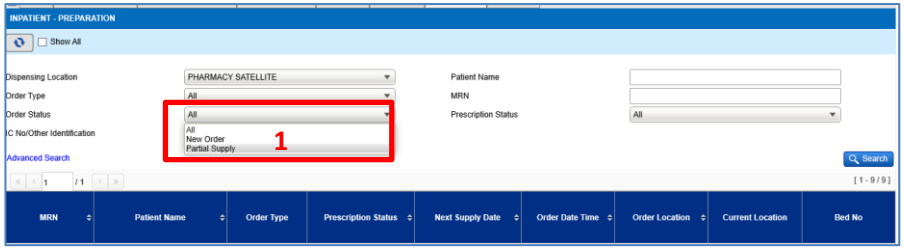
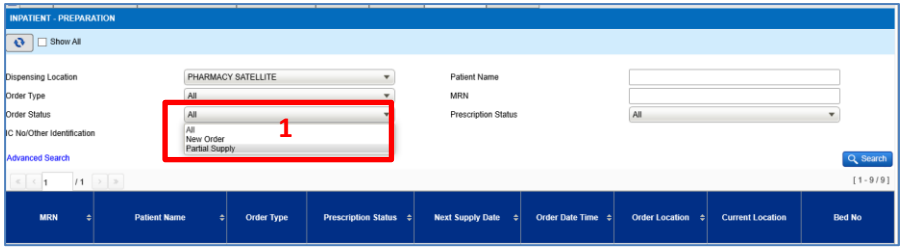
| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| 1. Search listing not cover the Original Prescriber Name column | 1. Go to Record Prescription screen.<br>2. Type in few characters to search on prescriber's name.<br>3. The Search popup window appear but it will hide the *original prescriber's name(1)* below.<br>  | 1. Go to Record Prescription screen.<br>2. Type in few characters to search on prescriber's name.<br>3. The Search popup window appear on top/bottom of the *original prescriber's name(1).*<br>  |

## 3. Summary of Ticket Number and Requests Enhancement for Dispensing Activity

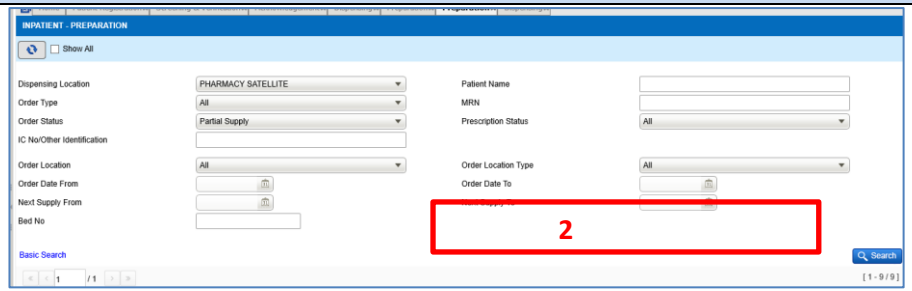
| No. | Ticket # | Description | Requests | Solution |
|---|---|---|---|---|
| 1. | I-PhIS020064417S | **Acknowledgement - unable to auto generate queue number to give to patient.**<br>Receive email from user :<br>Unable to acknowledge prescription due to hold medication – unable to auto generate queue number to give to patient.<br>It is not practical at the counter in front of patient waiting for queue number to resume the drug first then only acknowledge the prescription. Only happens if there is one drug with hold status. System should allow acknowledgement since we can resume the drug in screening n verification page. | Allow to acknowledge hold drug (if only one hold drug order) | 1. To allow acknowledge if only got one drug with status HOLD (prescription consists only 1 drug).<br>2. To auto close Acknowledgement screen after click on Acknowledge button if the facility flag is not ticked on Print Queue number. If the facility has this flag in, remain it open after Acknowledge. |
| 2. | I-PhIS021243417S | **(UAT 1.7) Acknowledgment - auto close screen after acknowledge**<br>User request, auto close the page after 'Acknowledge' button has click | Auto close Acknowledge screen | |
| 3. | I-PhIS015584316S | **Request to display intervention comment of PCI in Preparation screen**<br>User request to allow comments made in (Ward Pharmacy CP2 > Pharmaceutical Care Issue > key in Intervention > Save) to be appear when click on Preparation screen | To add link PCI in Preparation. | 3. Add PCI hyperlink (view only) at Preparation screen |
| 4. | I-PhIS018976417S | **UAT 1.6 - Dispensing screens - all active medication should display on top of expired/stop rx.**<br>Dispensing screens - all active medication should display on top of expired/stop rx.<br>Suggest status of prescription. Active prescription should be on top list. Expired/Stop Rx should be below. | All active drugs to be on top of inactive drugs at all dispensing screen | 4. To display active drugs on top of inactive drug in Screening, Preparation, Dispensing, and Single Stage. |
| 5. | I-PhIS017206716S | **Screening/Preparation Screen - Frequency EOD - Request drug appear when need to allocate**<br>User request drug with Frequency EOD appear ONLY when need to allocate.<br>Situation<br>1st day supply normally<br>2nd - suppose skip drug but the drug still appear and need to hold. | Request drug only appear if need allocation. | 5. Move 'Prev Dispense Qty' column next to 'Order Qty' column. |

| No. | Ticket # | Description | Requests | Solution |
|---|---|---|---|---|
| | | User request drug only appear if need allocation.<br>If duration : 7days<br>Drug not appear on day 2, day 4, day 6 and appear on day 1, day 3, day 5 and day 7. | | |
| 6. | I-PhIS020867517S | **Dispensing - Request to capture remarks from dispensing screen**<br>User request to capture remarks from dispensing screen. User claimed currently phis system not shows remarks after she insert remarks at dispensing screen. It only appear in dispensing screen. User request it appear remark at all screen. Kindly refer attachment. | To capture remarks from dispensing screen | 6. To capture remarks entered by pharmacist in dispensing screen. To display back this remarks entered from this field in all dispensing screens. |
| 7. | I-PhIS044541418S | **UAT 2.0 : Screening (PB) - Allow user to filter by Next Dispense At**<br>For Pharmacy Based, there are no field for 'Next Dispense At' at Dispensing stage. Hence user cannot add next dispense at value from dispensing. Request to add 'Next Dispense At' field not appear in Dispensing stage in PB and user able to filter by 'Next Dispense At' at Screening and Preparation screen. | Allow user to filter by 'Next Dispense At' | 7. To add 'Next Dispense At' field in Dispensing stage in PB and user able to filter by 'Next Dispense At' at Preparation screen for IP in Pharmacy Based. |
| 8. | I-PhIS020515917S | **Screening & Verification - Order status after release batch**<br>Prescription released from dispensing screen. At screening, status is ordered but patient arrived button not cleared. | To unticked patient arrived checkbox. | 8. Do not default ticked on PATIENT ARRIVED checkbox after release batch (at Acknowledgment and Screening screen) |

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| 1. Acknowledge order with 1 hold drug | 1. At Screening, user *'hold' the order(1)* which prescription consists only 1 drug. Drug status = Ordered/Hold.<br>  <br>2. Open this record in Acknowledgement screen and acknowledge the record. Click on *Acknowledge(1)* button.<br>  <br>3. User not able to acknowledge and message prompt as below. User cannot proceed further until they resume the hold drug. | 1. At Screening, user *'hold' the order(1)* which prescription consists only 1 drug. Drug status = Ordered/Hold.<br>  <br>2. Open this record in Acknowledgement screen and acknowledge the record. Click on *Acknowledge(2)* button.<br>  <br>3. User able to acknowledge this record and record updated to *Acknowledge/Hold(2)* when view at Screening and Verification. |

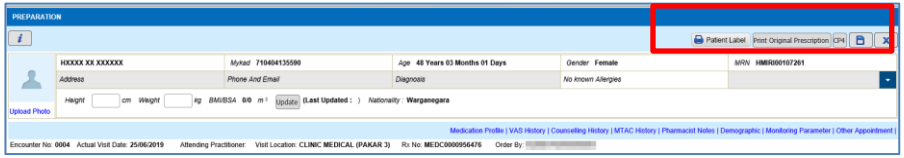
| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| |  |  <br>  |
| 2. Dispensing activity screen enhancement | **Filter by Next Dispense At:**<br>1. Open partial supply record for inpatient order at Preparation screen. Choose *Order status=Partial Supply(1).*<br>  <br>2. Found that there are *no filter by 'Next Dispense At'(2)* available at the filter criteria. | **Filter by Next Dispense At:**<br>1. Open partial supply record for inpatient order at Preparation screen. Choose *Order status=Partial Supply(1).*<br>  <br>2. Found that there are filter by *'Next Dispense At'(2)* avaiable at the filter criteria after user select on Order Status=Partial Supply. |

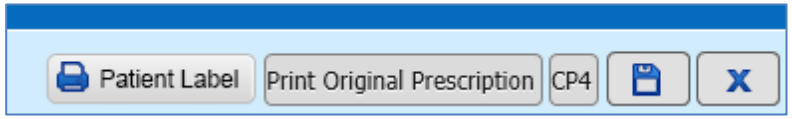
| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|




**PCI Link:**

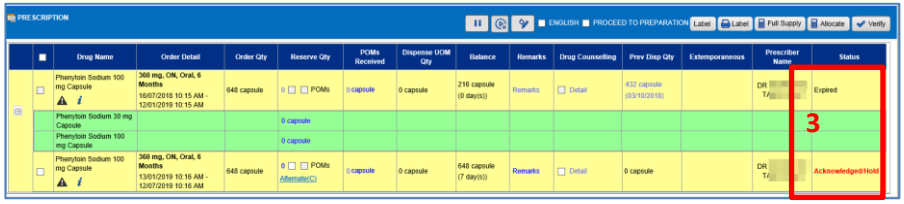
3. Open Preparation screen and no button exist for PCI.

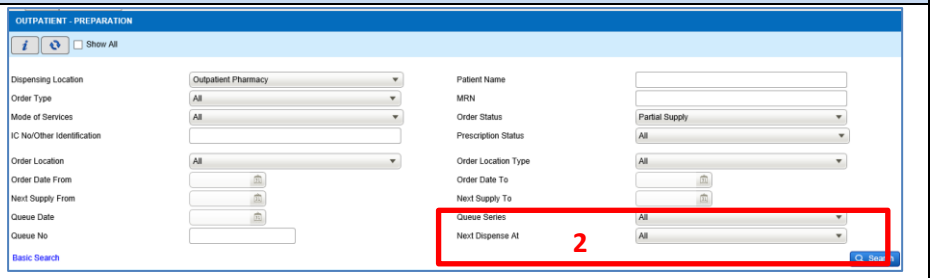



**Sorting Drug Active:**

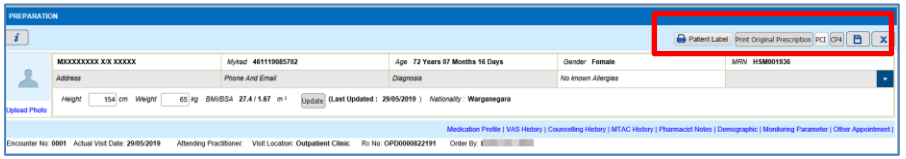
4. Drugs *sorting are not in order(3)* where active drugs can locate in the middle row or last row.

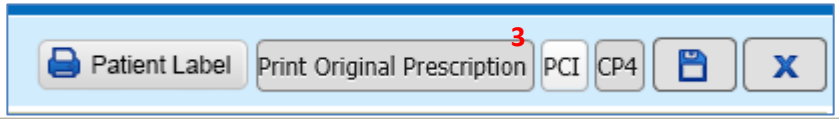


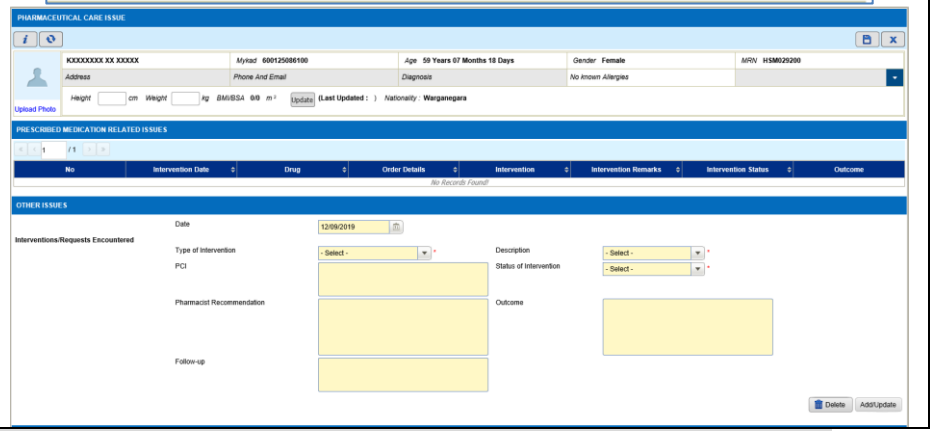



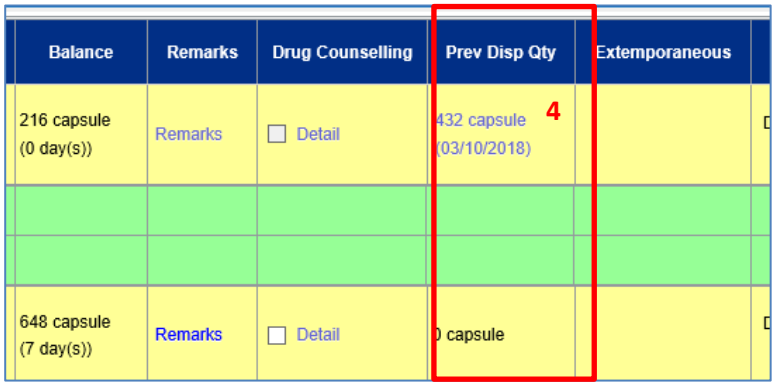
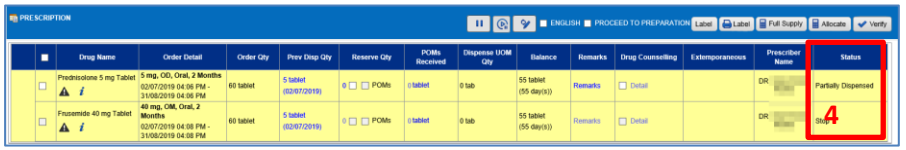
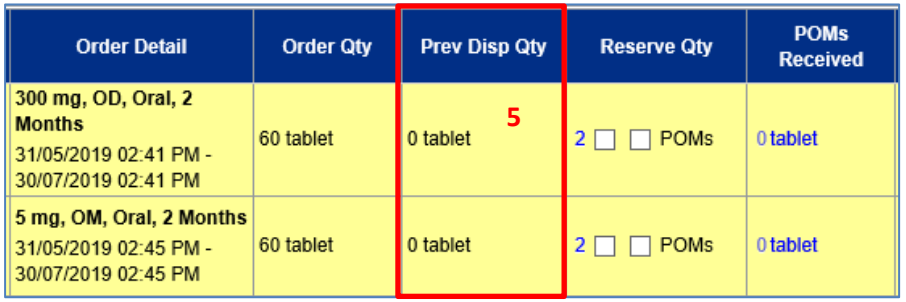
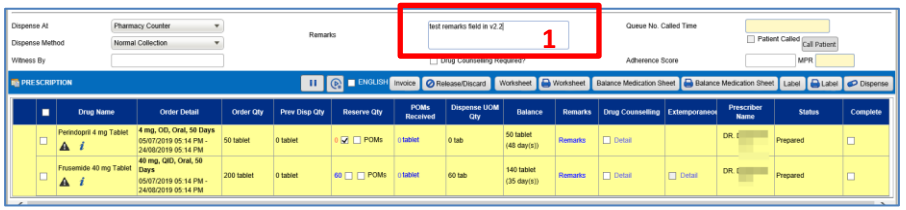

**PCI Link:**

3. Open Preparation screen and there are *PCI button(3)* exist. When click on this button, PCI screen will appear.

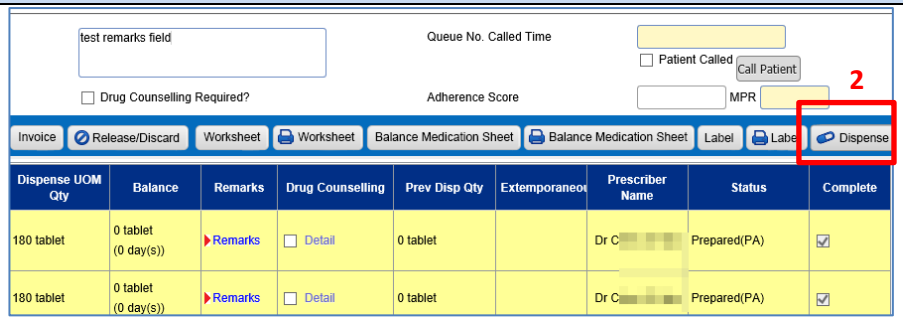


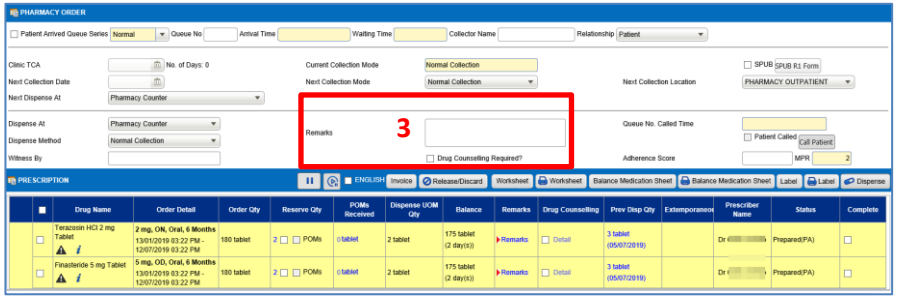



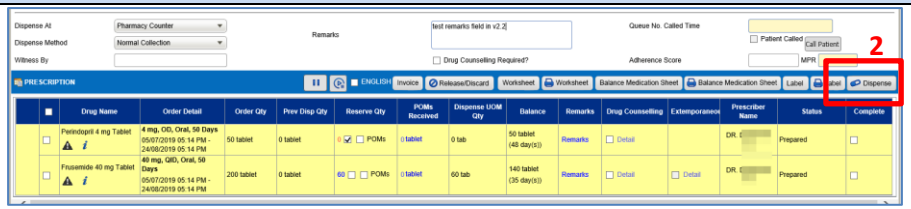
| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| | **Column Prev Disp Qty:**<br>5. *'Prev Dispense Qty'(4)* column located in between 'Drug Counselling' and 'Extemporaneous' column.<br>  <br> | **Sorting Drug Active:**<br>4. *All active(4)* drugs (acknowledge/ordered/verified/prepared/hold) located on top of inactive drugs (stop/cancelled/discontinue/expired).<br>  <br><br>***Notes**: This sorting applicable for partial dispense record only. For new order, the sorting must follow sorting of the medication order.*<br><br>**Column Prev Disp Qty:**<br>5. *'Prev Dispense Qty'(5)* column located in between of 'Order Qty' and 'Reserve Qty' column.<br>  <br> |
| 3. 'Remarks' entered at Dispensing screen | 1. At Dispensing screen, enter information at *Remark(1)* field.<br> <br><br>2. Dispense the order by click on *Dispense(2)* button. | 1. At Dispensing screen, enter information at *Remark(1)* field.<br>  <br><br>2. Dispense the order by click on *Dispense(2)* button. |

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|

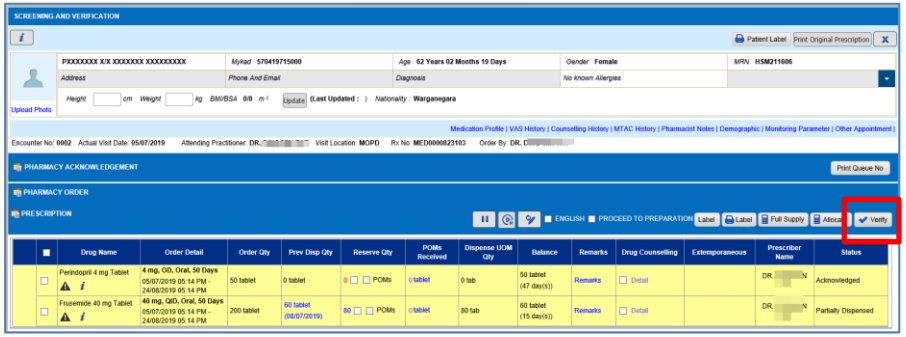


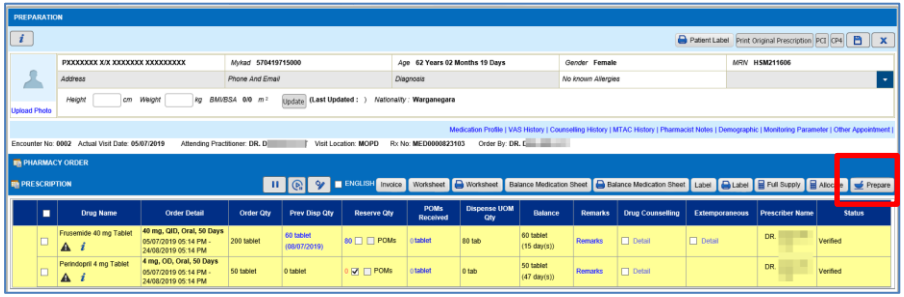

3. Open the partial record again in next dispensing cycle.
4. Information entered earlier on *Remark(3)* field is disappear.



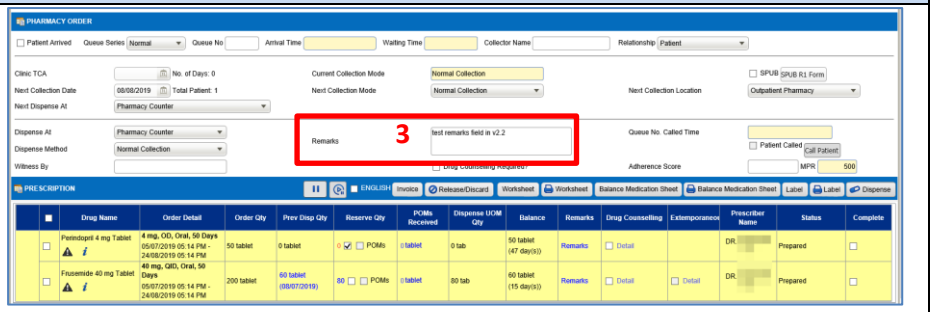
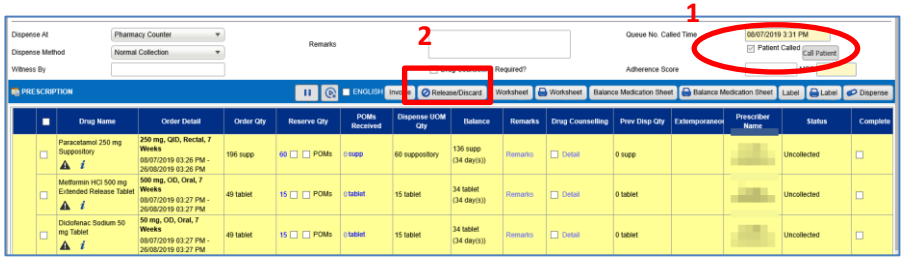
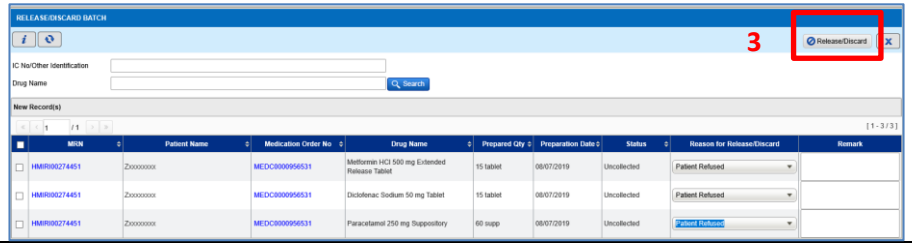
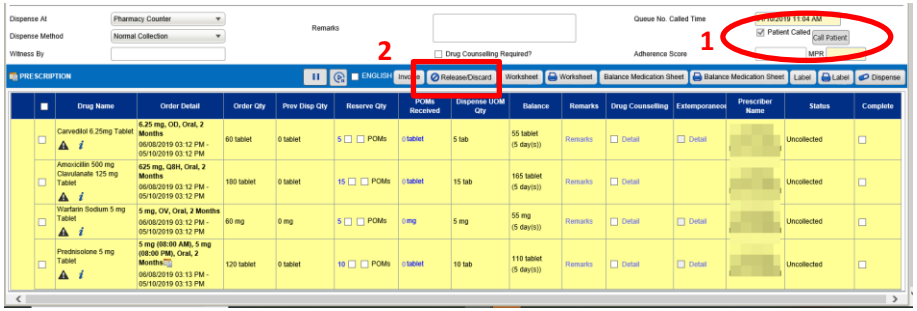



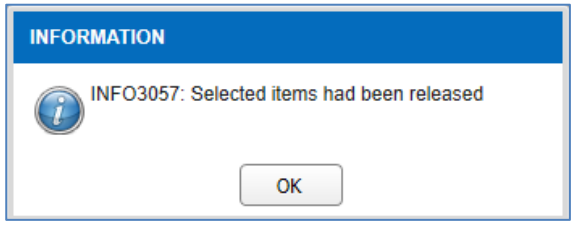
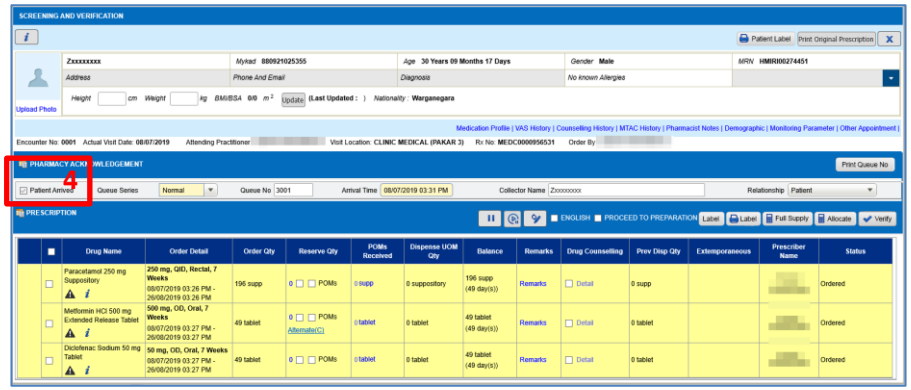
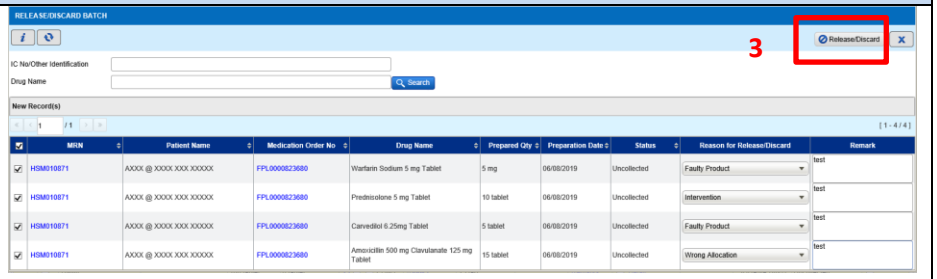
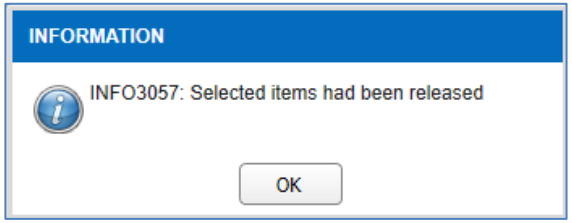
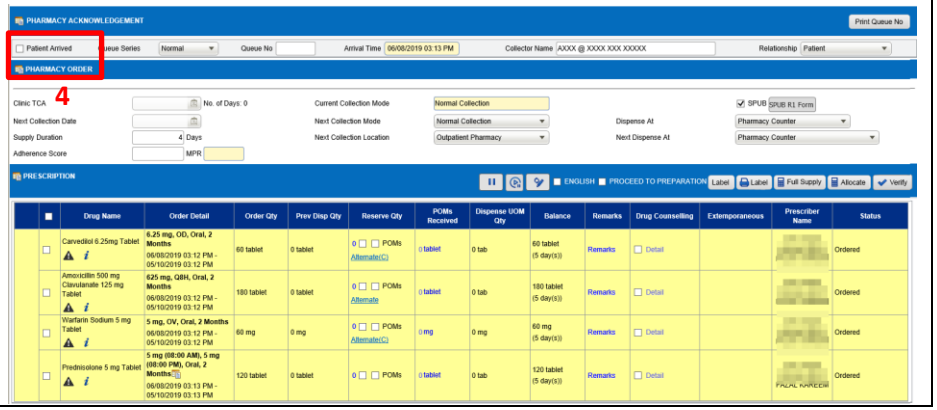

3. Open the partial record again in next dispensing cycle and verified then prepared the order again.

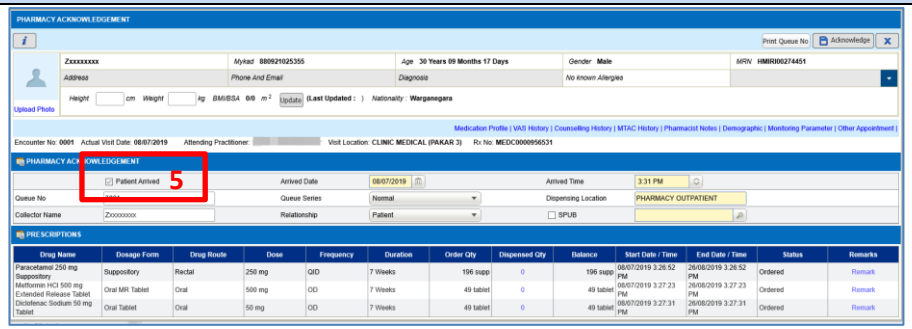
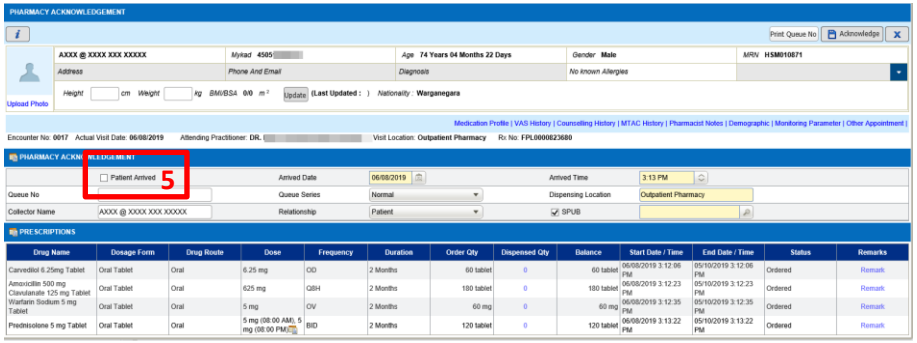



4. Open back in Dispensing screen and information entered earlier on *Remark(3)* field will be displayed back.

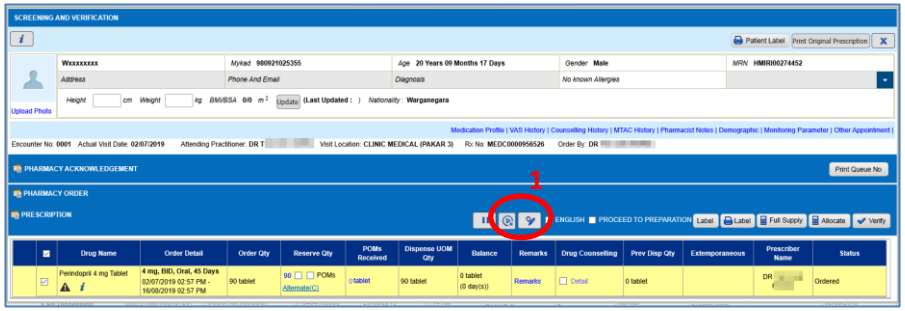
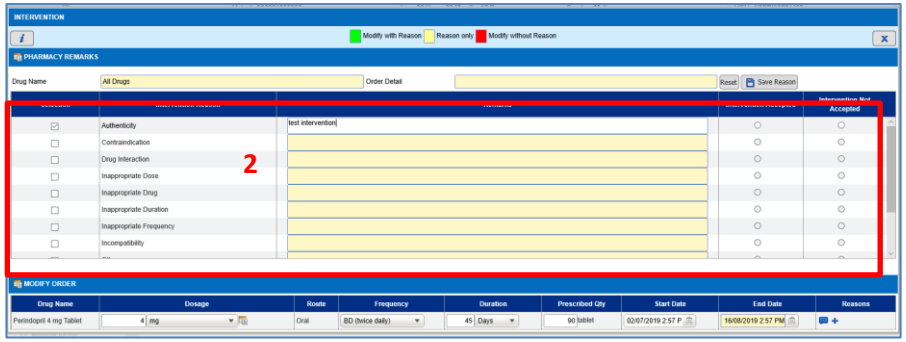
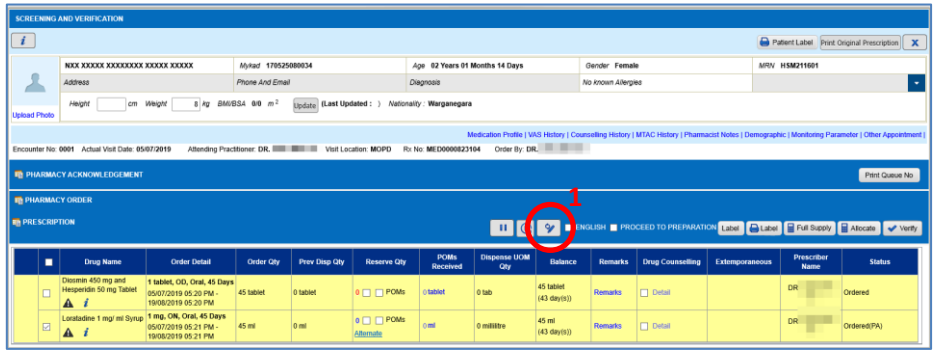
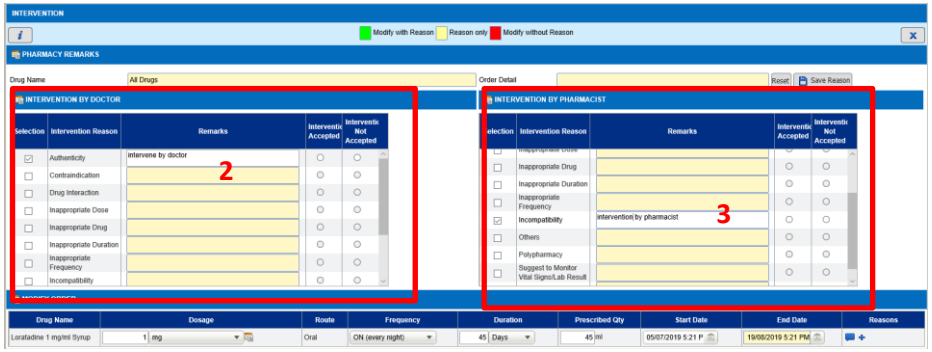
| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| | |  <br>***Note***: *This information available to be seen at Dispensing screen before all drugs updated to Fully Dispense.* |
| 4. Unticked Patient Arrived checkbox after release batch for RX=Uncollected | 1. Select record from Dispensing screen.<br>2. Ticked on *Patient Called checkbox(1)* to update the drug status to 'Uncollected' status.<br>  <br>3. Then choose the uncollected drugs and release batch for this drug by click on *Release/Discard(2)* button.<br>  | 1. Select record from Dispensing screen.<br>2. Ticked on *Patient Called checkbox(1)* to update the prescription status to 'Uncollected' status. Rx status=Uncollected.<br>  <br>3. Then select all drugs and release batch for this drugs by click on *Release/Discard(2)* button. |

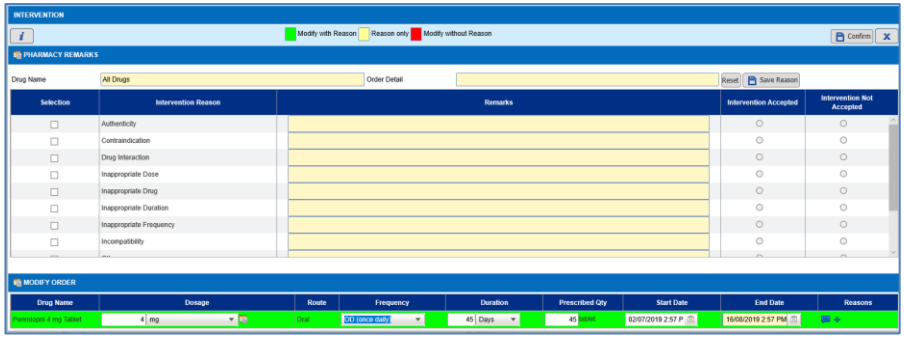
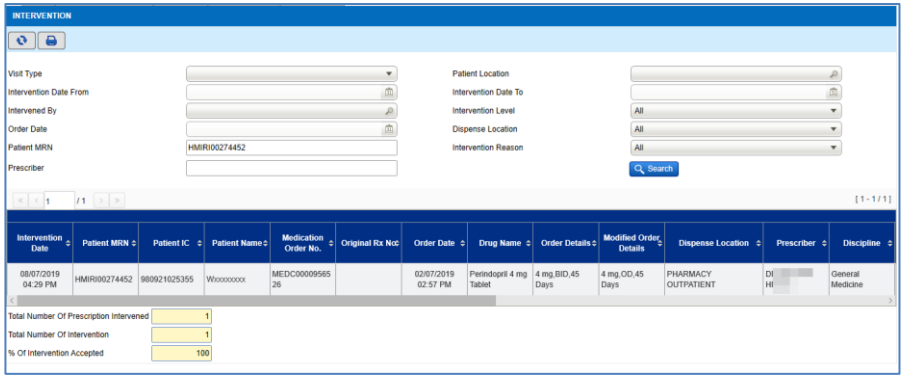
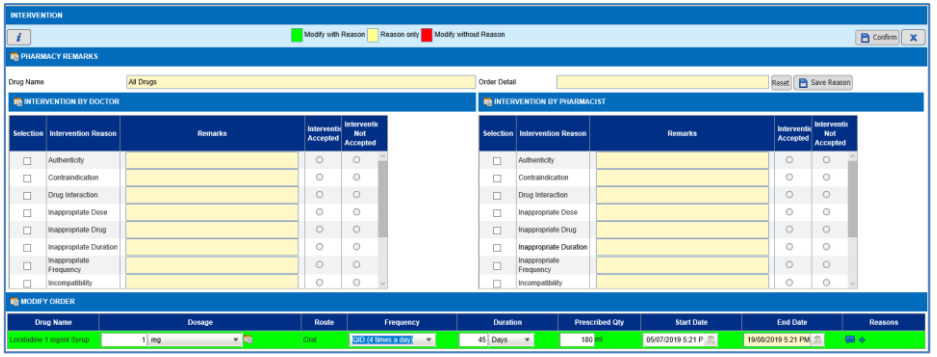
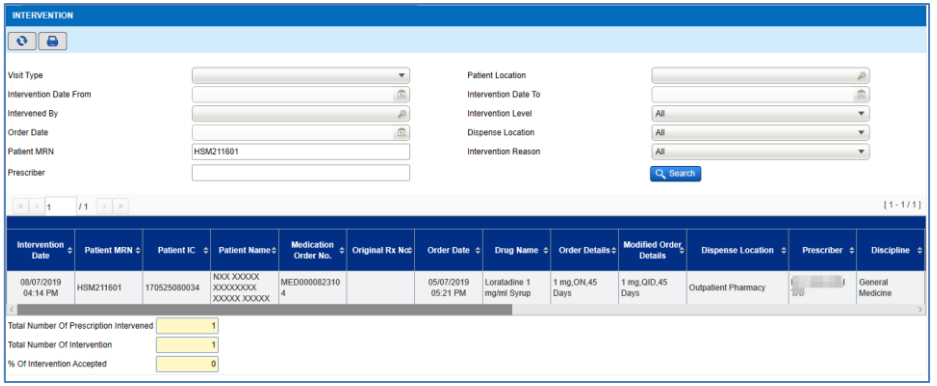
| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| | 4. Click on *Release/Discard(3)* button in this screen and message below will appear.<br>  <br><br>5. Once release, drug status will be updated to 'Ordered' for these drugs.<br>6. Open this record in Screening and Verification screen and found that the *Patient Arrived checkbox(4)* is default ticked.<br>  <br><br>7. When open in Acknowledge screen, the *Patient Arrived checkbox(5)* defaulted as ticked. |  <br><br>4. Click on *Release/Discard(3)* button in this screen and message below will appear.<br>  <br><br>5. Once release, drug status will be updated to 'Ordered' for these drugs.<br>6. Open this record in Screening and Verification screen and found that the *Patient Arrived checkbox(4)* is untick.<br>  <br> |

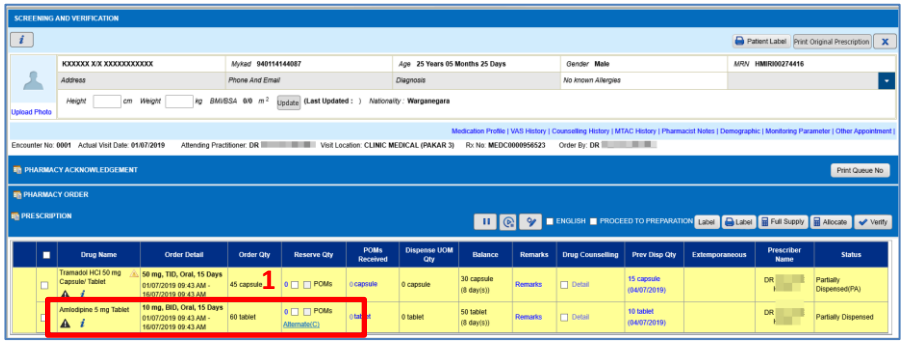
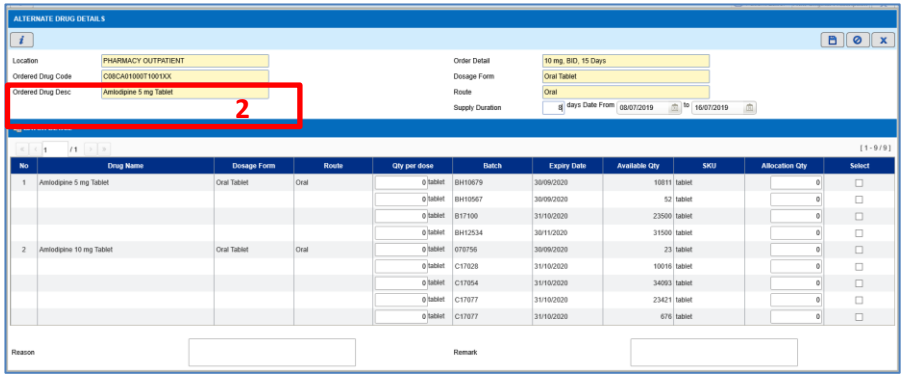
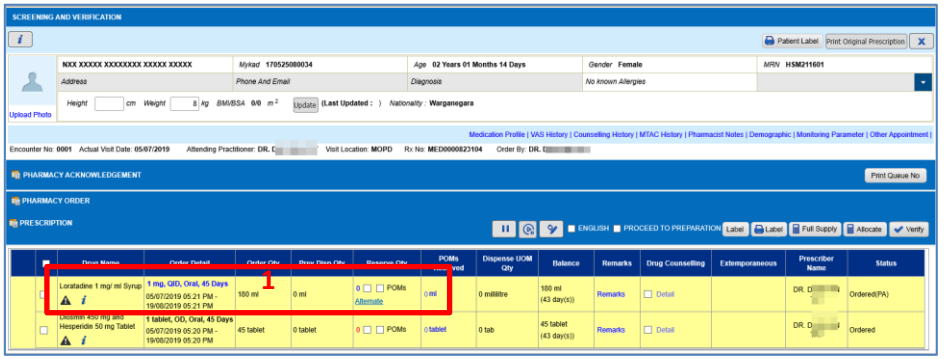
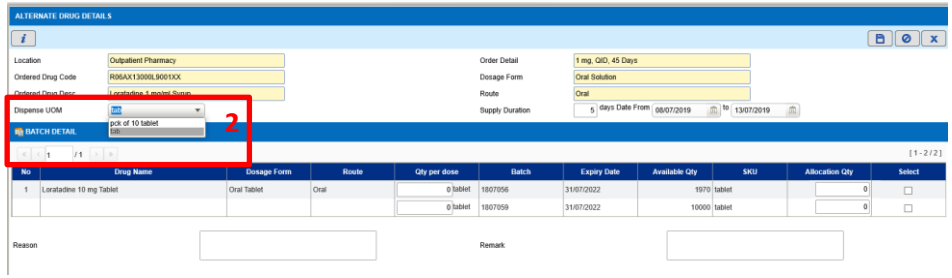
| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| |  | 7. When open in Acknowledge screen, the *Patient Arrived checkbox(5)* also set to untick. No waiting time will be captured for Uncollected prescription.<br>  |

## 4. Summary of Ticket Number and Requests Enhancement Alternate and Intervention

| No. | Ticket # | Description | Requests | Solution |
|---|---|---|---|---|
| 1. | I-PhIS021036217S | **Request to differentiate transcribing error or prescriber error**<br>When capture for intervention, need to differentiate on:<br>1. Intervention for prescription done by doctor (e.g wrong dose give to a patient)<br>2. Intervention for prescription recording done pharmacist (e.g. doctor give a correct dose but user record a wrong dose )<br>Kindly refer attachment. | To differentiate intervention done by doctor or pharmacist. | Add in new dataset for transcribing error. Apply to all order. |
| 2. | I-PhIS009523815S | **Screening & Verification - Alternate using Different Dispense UOM-Cannot Allocate**<br>When alternate took place, the allocated quantity/reserve quantity is not supplying according to the UOM that have been set. And the quantity cannot be set or change to nearest packing size. Example when doctor order drug for 45ml is only valid in system but actual supply at pharmacy must be 60ml or 1 bottle. It happen to few drug such as syrup. | User able to choose Dispense UOM (prepacking item) when do alternate drug. | User able to choose Dispense UOM (prepacking item) when do alternate drug. |

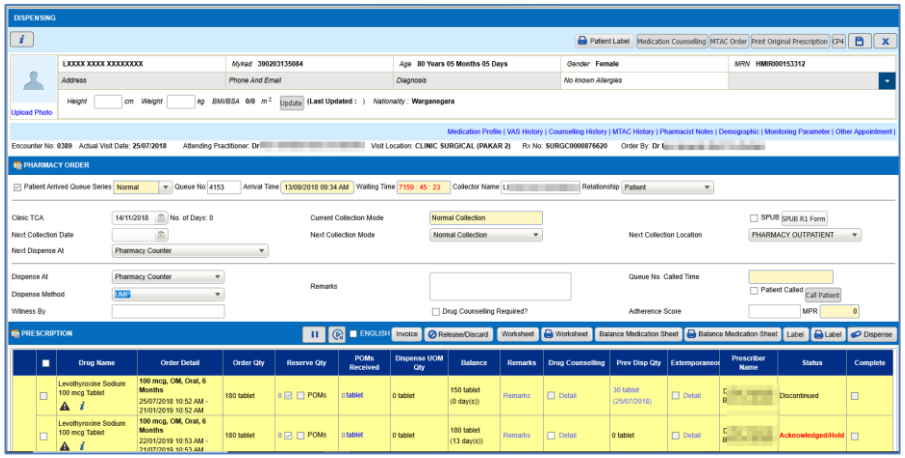
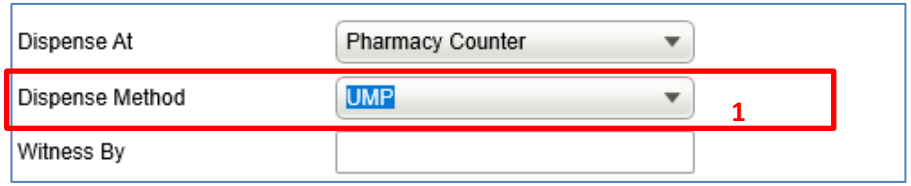
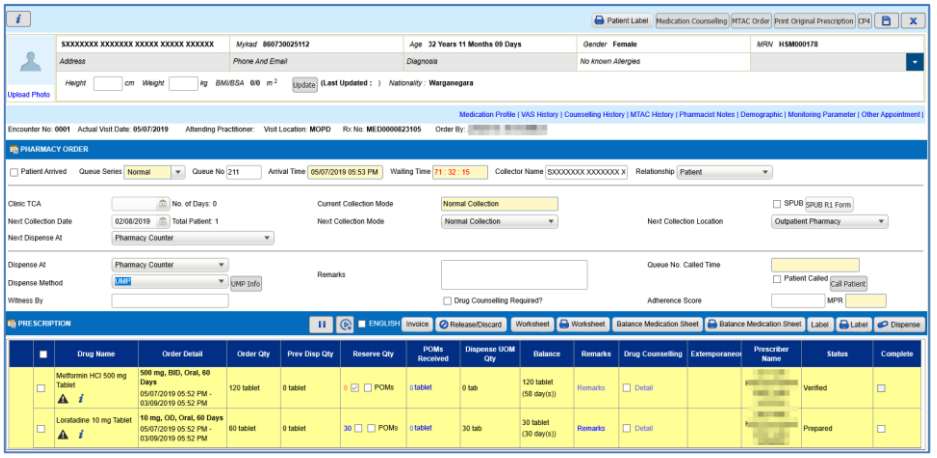
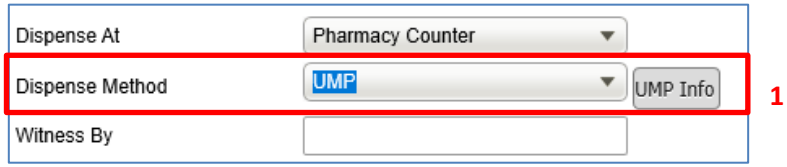
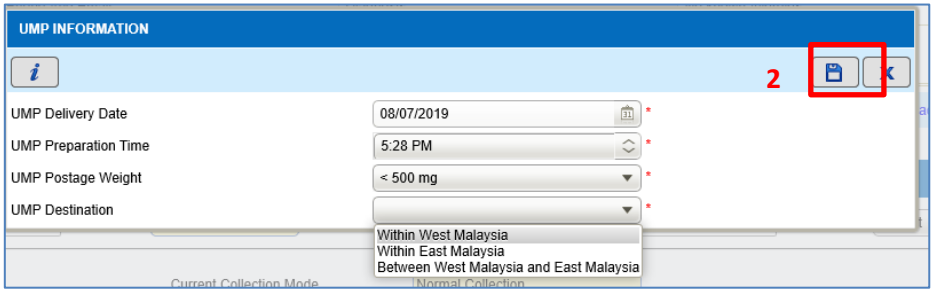
| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| 1. Intervention by prescriber and intervention by pharmacist | 1. Go to Screening and Verification screen and choose any active prescription.<br>2. Select on drug and then click on *Intervention(1)* button.<br>  <br>3. User find there are only *1 section of intervention(2).* User able to add in intervention reason but not able to differentiate the changes made because of intervention by pharmacist or by doctor/prescriber.<br>  <br>4. If user save this intervention, prescription will be recorded into Intervention report. However, user would not know the intervention is by prescribing error or not. | 1. Go to Screening and Verification screen and choose any active prescription.<br>2. Select on drug and then click on *Intervention(1)* button.<br>  <br>3. User able to find that there are 2 sides of intervention reason, left side is *intervention by doctor(2)* and right side is *intervention by pharmacist(3).*<br>  <br>4. If user save this intervention, prescription will be recorded into Intervention report as prescribing error and this report only count for intervention by prescribing error and not by pharmacist error. |

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| |  <br>  |  <br>  |

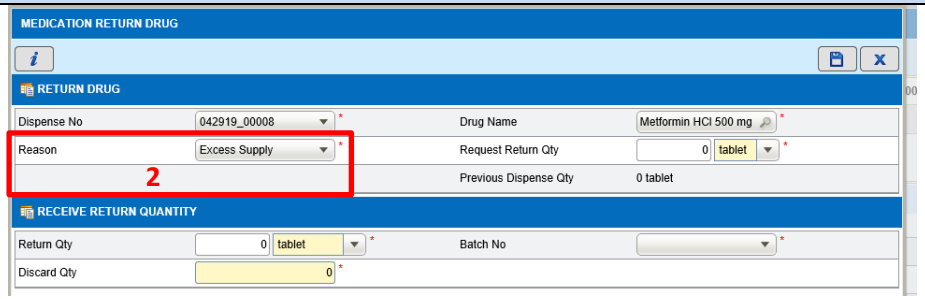
| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| 2. Choose other Dispense UOM for alternate drug | 1. Choose any record in Screening and Verification list.<br>2. Select drug which has *Alternate link(1)* and click on it.<br>  <br>3. Alternate screen will appear but no option for user to choose on other *dispense UOM(2)* available for this drug.<br>  | 1. Choose any record in Screening and Verification list.<br>2. Select drug which has *Alternate link(1)* and click on it.<br>  <br>3. Alternate screen will appear with option for user to choose on other *dispense UOM(2)* available for this drug.<br>  |

## 5. Summary of Ticket Number and Requests Enhancement for Dispensed Method - UMP

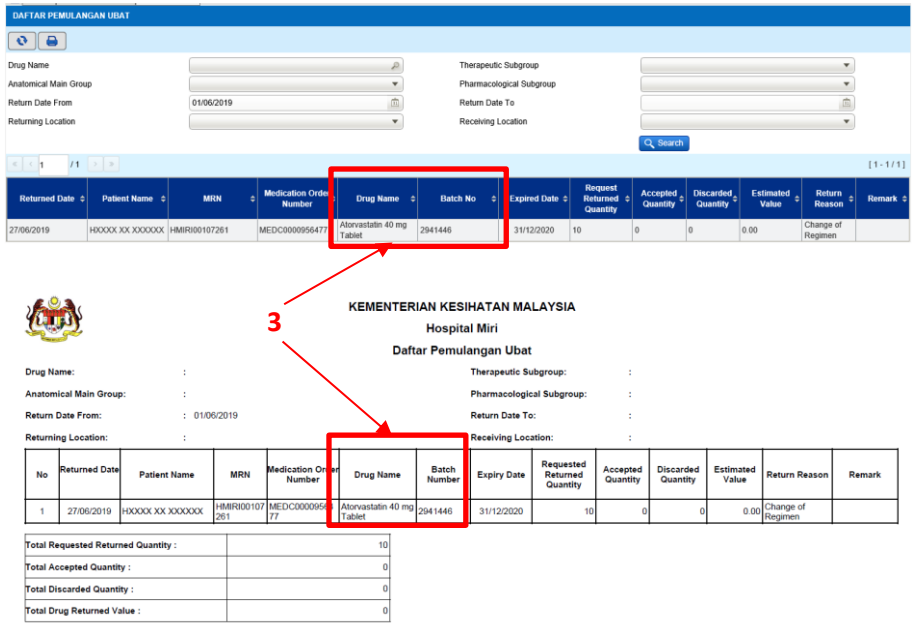
| No. | Ticket # | Description | Requests | Solution |
|---|---|---|---|---|
| 1. | I-PhIS016036816S | **OP Pharmacy - UMP packaging**<br>Add new link to capture for UPM info if dispense method = UMP in preparation and dispensing screen. | To add new link to capture for UMP info if 'Dispense Method = UMP', in preparation and dispensing screen. | Once user choose Dispense Method=UMP, enable the link to open UMP screen which enable user to enter UMP information as mention in report PF 5.3(a).<br>Changes to be done at Preparation and Dispensing screen.<br>No waiting time will be capture if dispense method is UMP and patient arrival checkbox is not mandatory. |

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| 1. New flow for Dispense Method = UMP | 1. Do to Dispensing screen and choose Dispense Method = UMP.<br>  <br>2. There are no option for user to *fill in details of UMP(1)* in this version.<br>  <br>3. Go to Medication Return screen and open the screen.<br>4. Found that there are no option for user to select *Defect UMP Type(2)* even we choose Dispense Method=UMP. | 1. Do to Dispensing screen and choose Dispense Method = UMP.<br>  <br>2. There are *UMP Info(1)* button appear if user choose dispense method as UMP.<br>  <br>3. Click on this button and new pop up window will appear as below.<br>  |

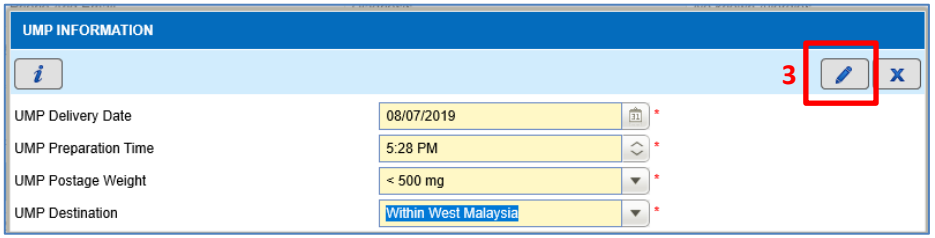
| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|



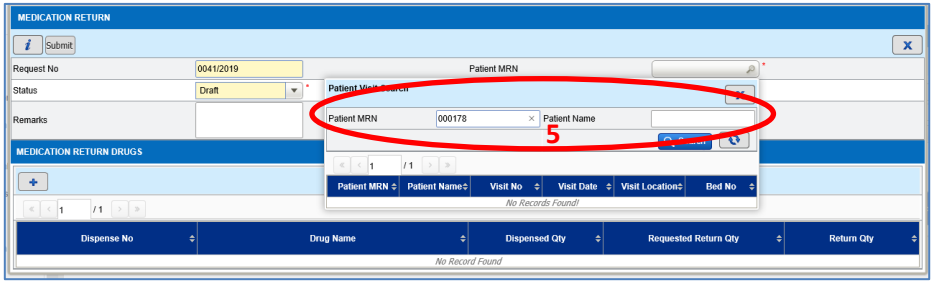

5. Go to Report Enquiry menu and open Drug Return report.
6. Found that there are no *Dispensing Date(3)* column exist in this report.



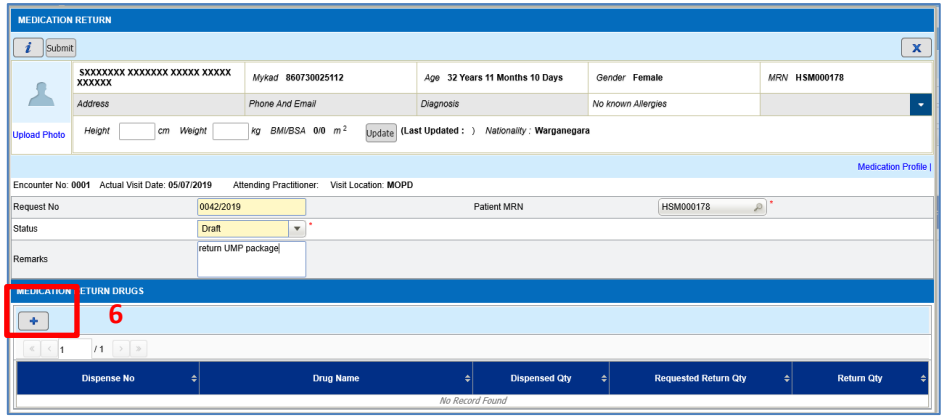
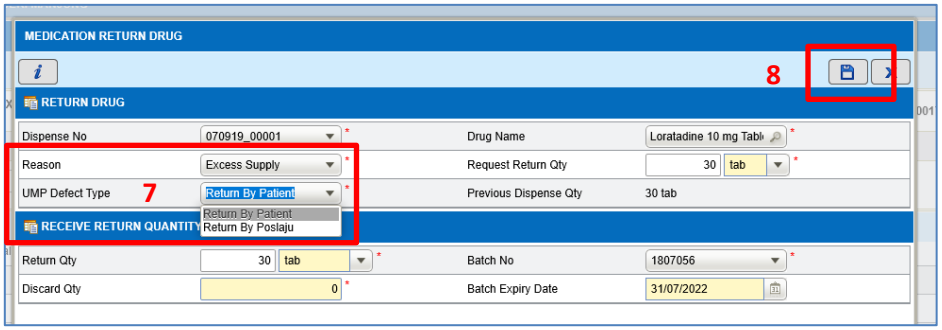

4. Once entered, save the UMP information by click on *Save(2)* button. User able to edit on the save information by click on *Edit(3)* button.

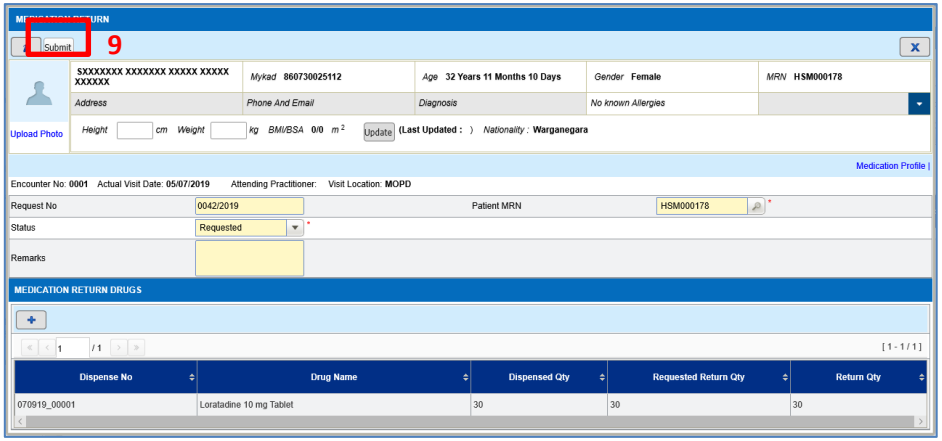
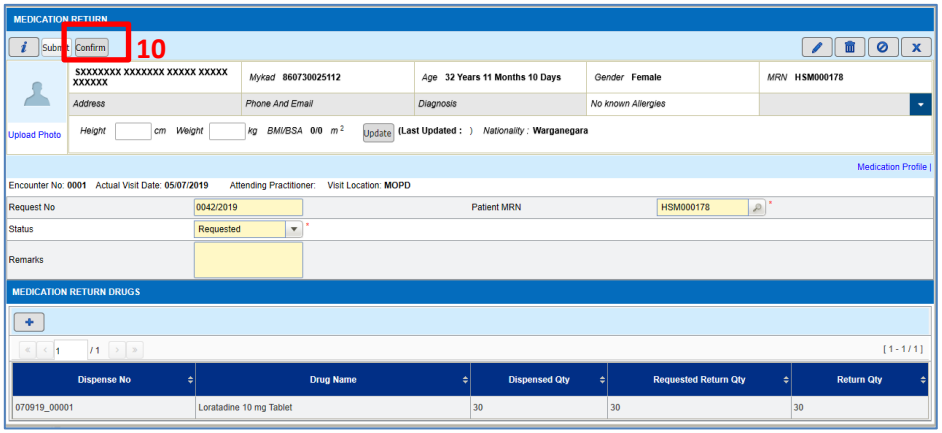



5. User able to return the medication where the dispense method is UMP through Medication Return screen.
6. Go to Medication Return menu and open the screen. Click on *Add(4)* button to add new patient for medication return.

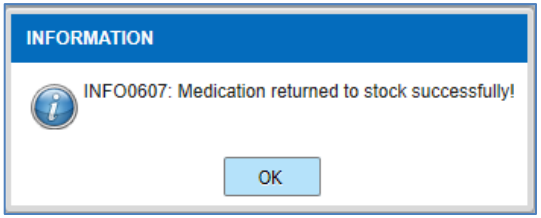



7. Search on the above either by *Patient MRN or Patient Name(5).* Once found the patient name, click on *Add(6)* button to add the drug for medication return.

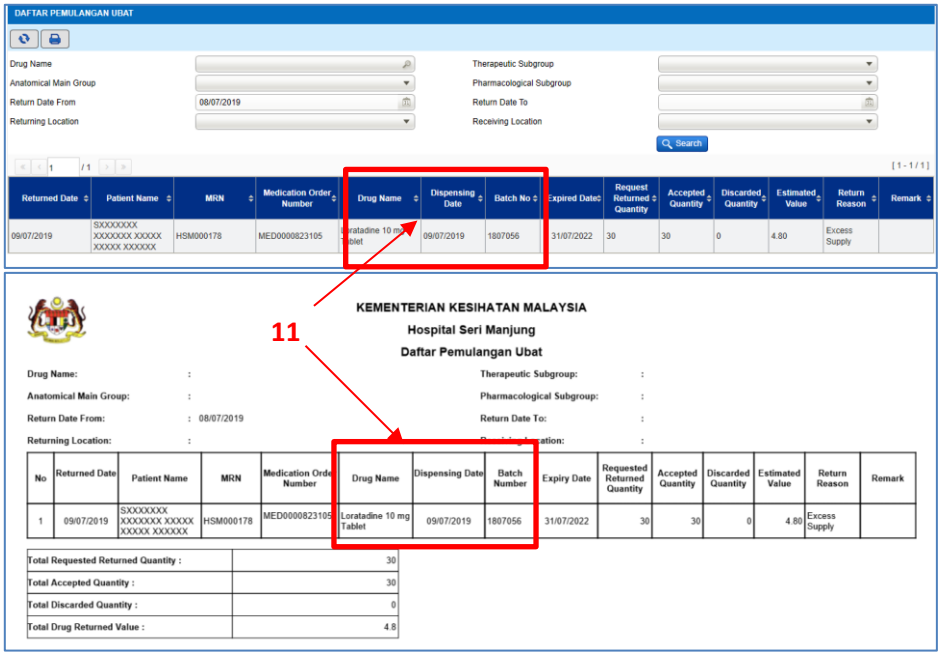
| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| | |  <br><br>8. Entered the required information in this screen. Choose the *UMP Defect Type(7)* and then click on *Save(8)* button.<br>  <br><br>**Notes**: *UMP defect type only applicable for dispensing record using UMP method.*<br><br>9. Then click on *Submit(9)* button. Record will be saved and send request for medication return. |

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| | |  <br>10. Login as user which has role to confirm medication return. Click on *Confirm(9)* button to confirm the medication return request.<br>  <br>11. A message as below will appear if medication returned successfully. |

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|

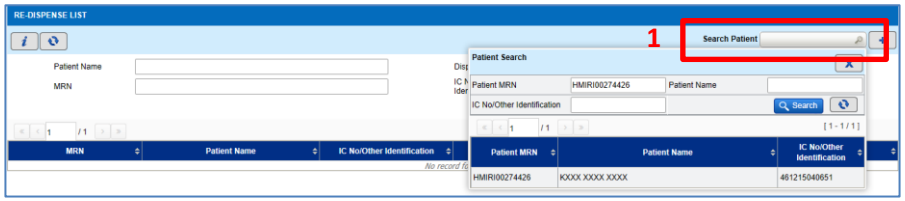
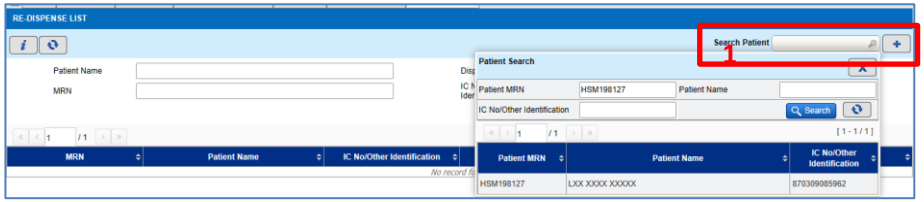


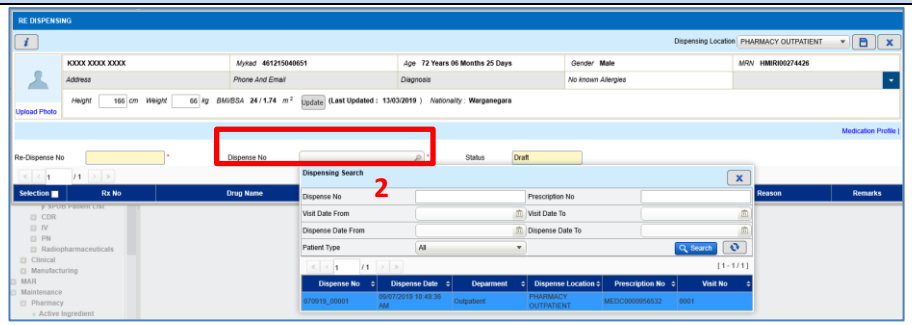
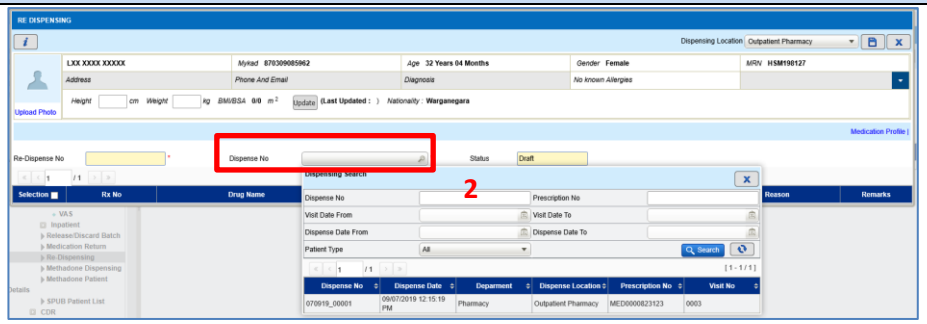
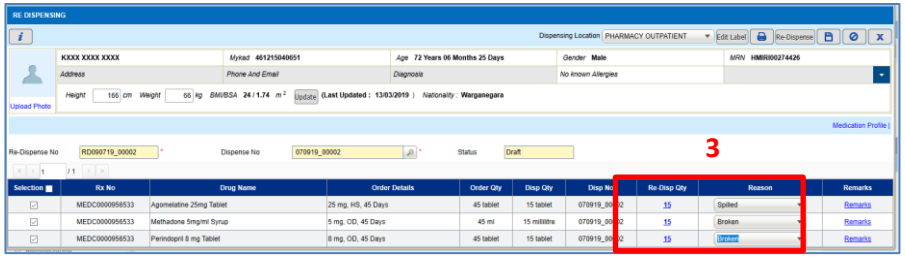
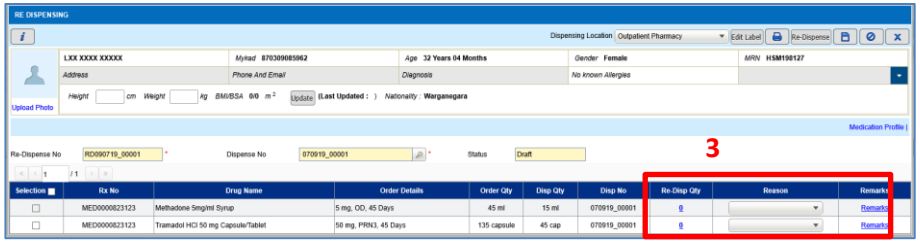
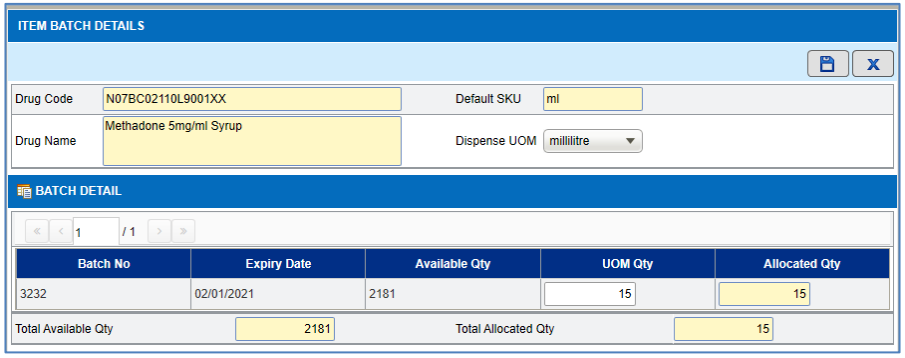
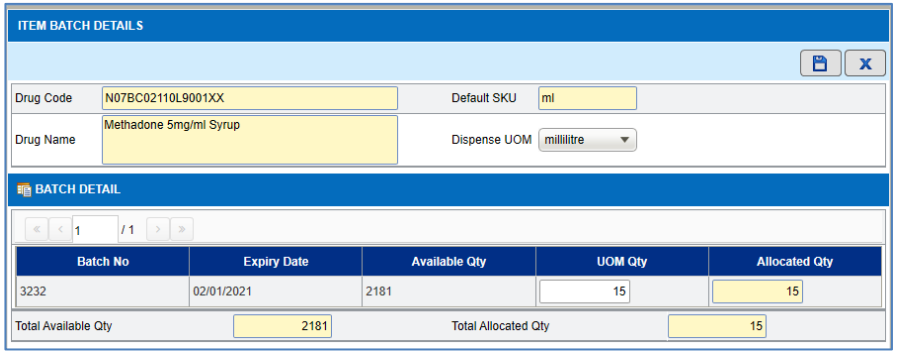

12. Go to Drug Return report to see this information for reporting purpose. Found the record in this report with new column '*Dispensing Date'(11)*.



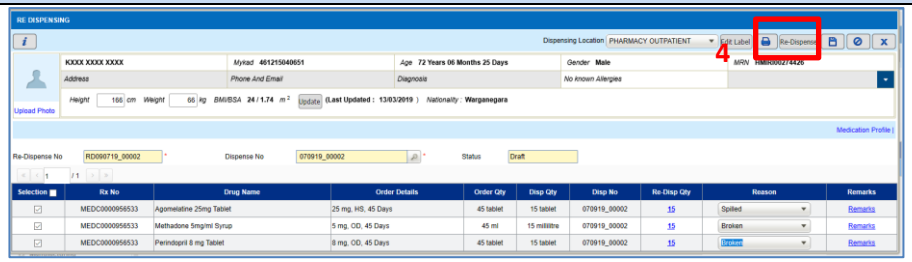
## 6. Summary of Ticket Number and Requests Enhancement Re-Dispensing of Psychotropic Drug

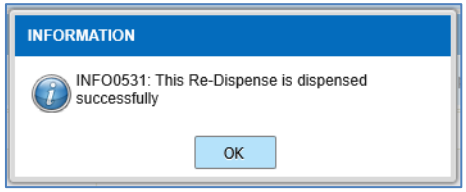
| No. | Ticket # | Description | Requests | Solution |
|---|---|---|---|---|
| 1. | I-PhIS016856816S | **PSY drug not allowed for re-dispensing**<br>All PSY drug not allowed for re-dispensing.<br>Sub module: Methadone Dispensing | Not allowed PSY drug for re-dispensing. | 1. All PSY drug not allowed for re-dispensing.<br>2. To able use 'Enter' key for DD/ Psychotropic authorization login screen when first time dispense methadone drug. |
| 2. | I-PhIS044547418S | **UAT 2.0 : Methadone Dispensing -new module for Methadone Re-Dispensing**<br>To able use 'Enter' arrow key for DD/ Psychotropic authorization login screen. | Allow user to use 'Enter' arrow key at DD/ Psychotropic authorization login screen. | |

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| 1. Not allowed to re-dispense Psychotropic drug | 1. Go to Re-Dispensing module and search on patient that has order with normal drug and PSY drugs.<br>2. Search on the patient name/MRN and then click on *Add(1)* button.<br>  <br>3. Patient record will appear in Re-Dispensing screen. Search on *Dispense No(2)* and double click on the record. | 1. Go to Re-Dispensing module and search on patient that has order with normal drug and psychotropic drugs.<br>2. Search on the patient name/MRN and then click on *Add(1)* button.<br>  <br>3. Patient record will appear in Re-Dispensing screen. Search on *Dispense No(2)* and double click on the record. |

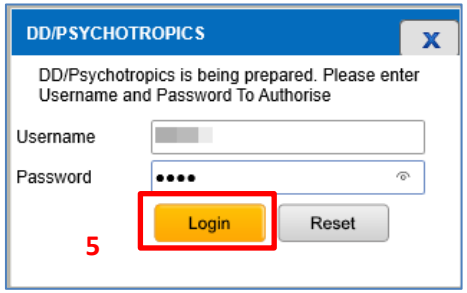
| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| |  <br>4. The dispensing record for this patient will be listed. |  <br>4. The dispensing record for this patient will be listed. |
| |  <br>5. Enter the *Re-dispense qty and Reason(3)* for each of the drugs. |  <br>5. Enter the *Re-dispense qty and Reason(3)* for normal drug. |
| |  <br>6. Then click on *Re-Dispense(4)* button. User able to select all drugs including the psychotropic drug to re-dispense. |  <br>6. Found that selection checkbox for *psychotropic drug(4),* has been disabled. |

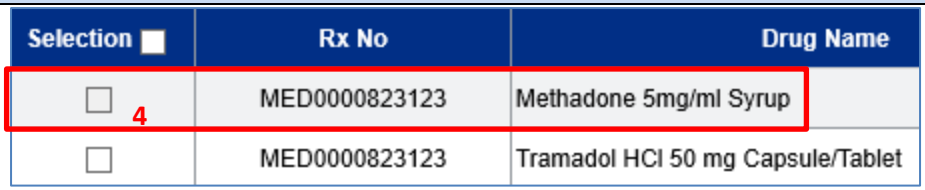
| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|



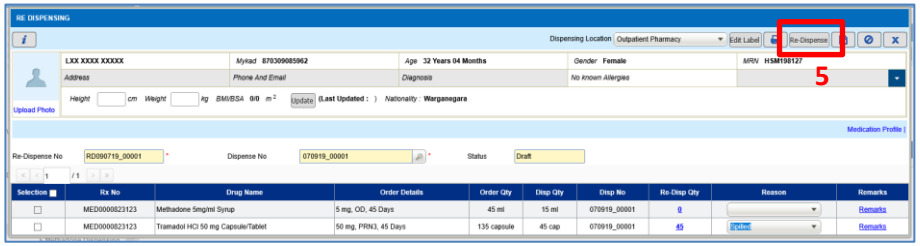



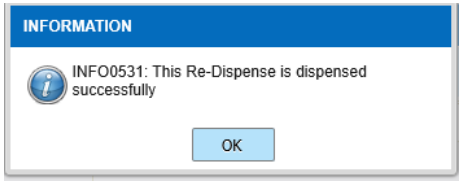

7. Meanwhile, at the DD/PSYCHOTROPICS login window in Screening, user not able to use keyboard 'Enter' key to press and user have to click on *Login(5)* button to login.



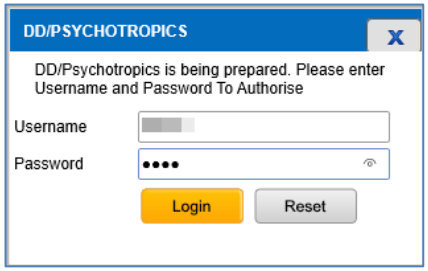




7. Choose other drugs available. Then click on *Re-Dispense(5)* button. User able to select normal drug only but not the psychotropic drug for process re-dispensing.



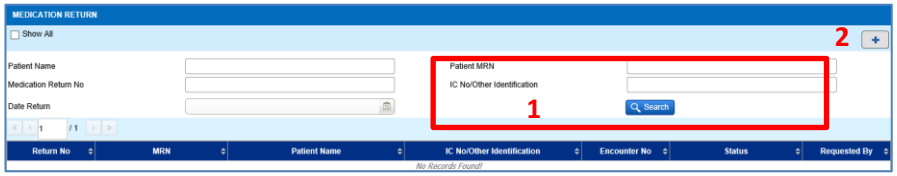
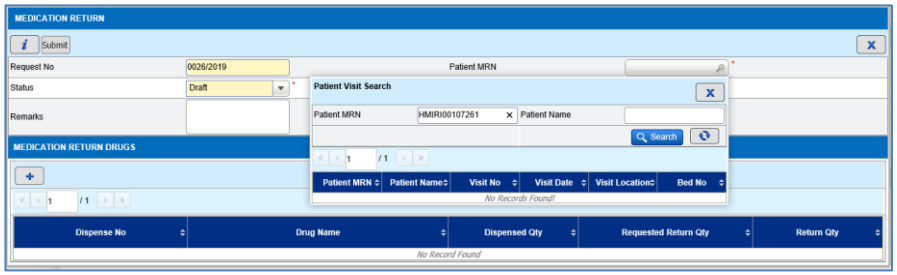
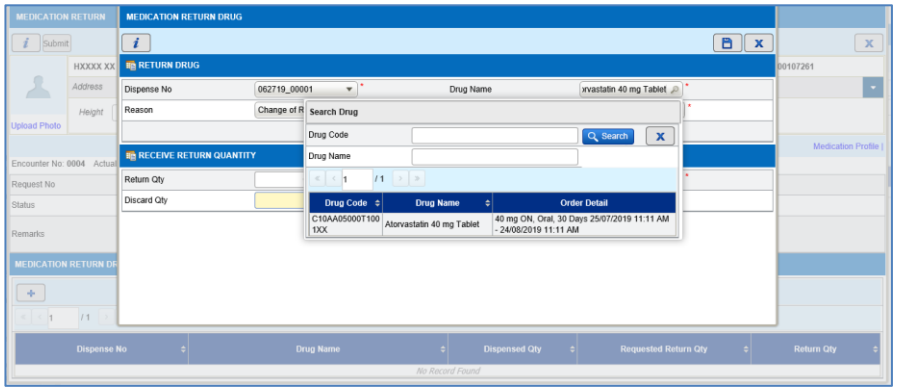
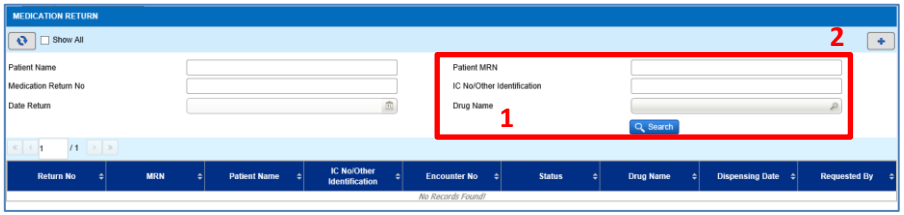
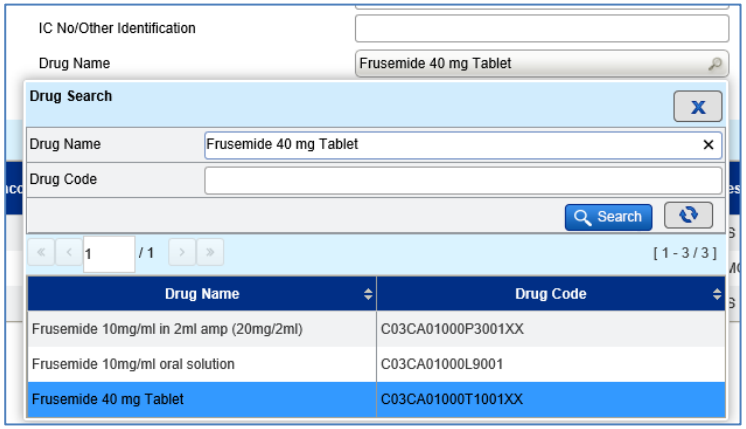
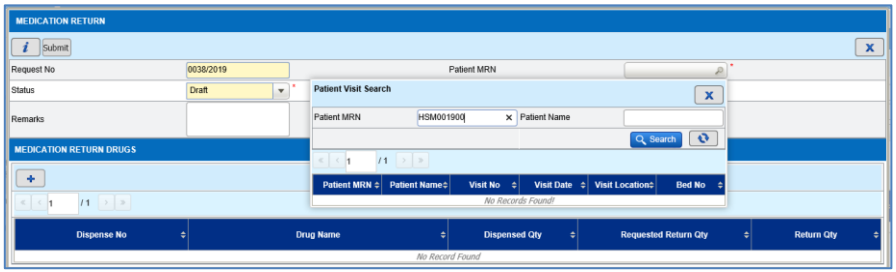



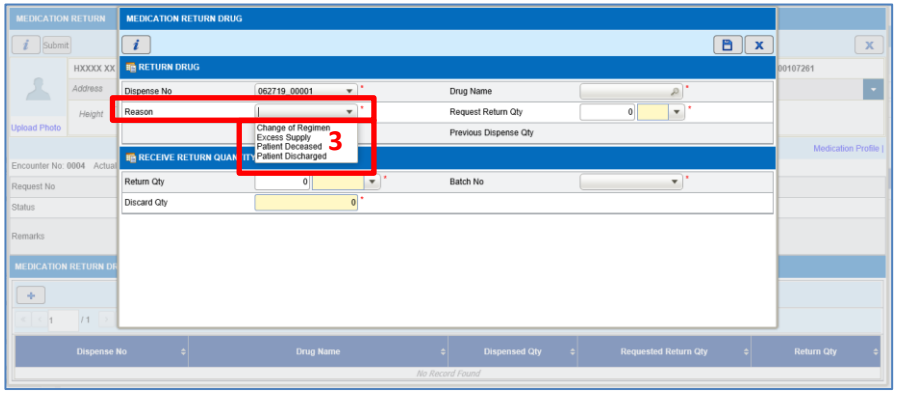
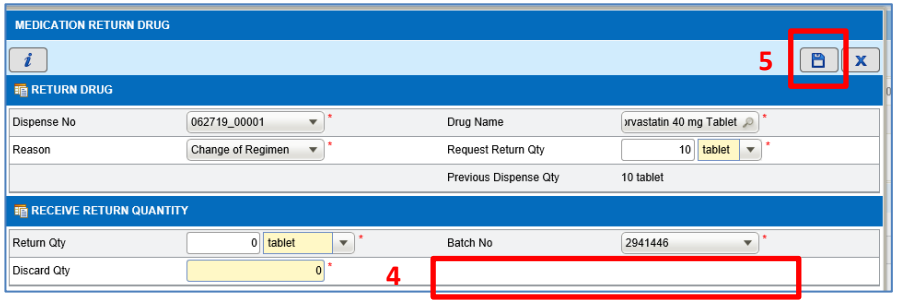
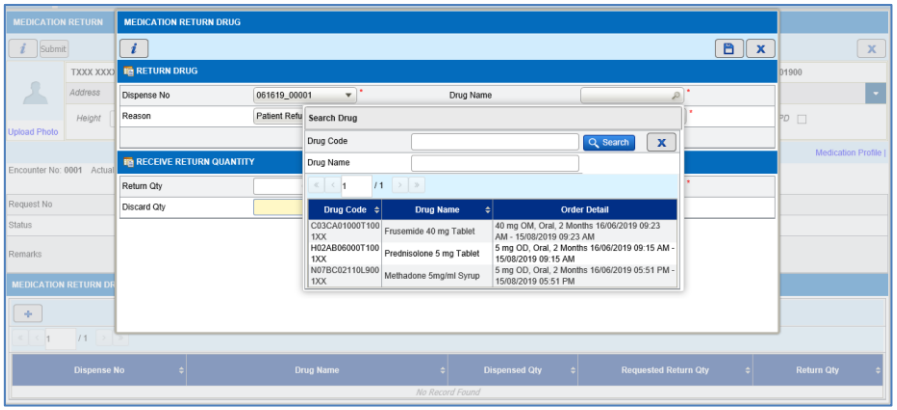
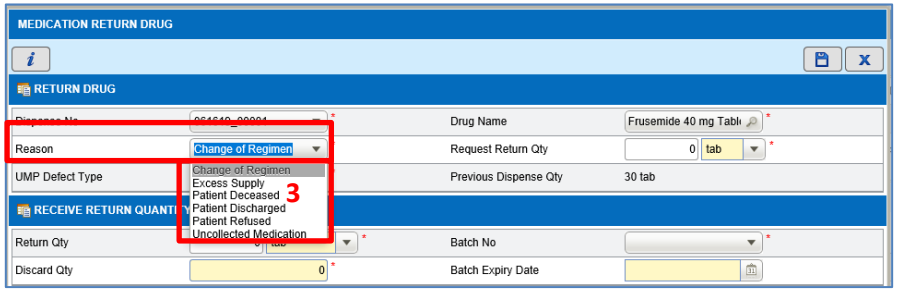

8. Meanwhile, user able to use keyboard 'Enter' key to press and system will login directly without using mouse to click on Login button.

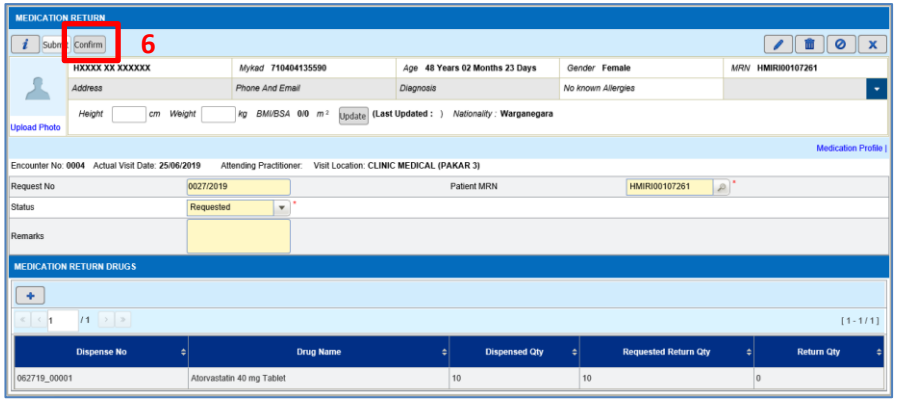
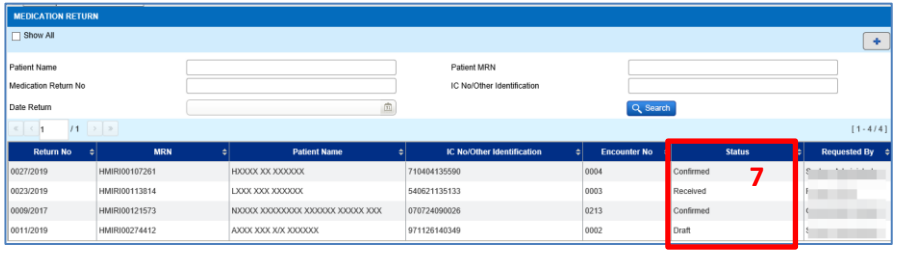
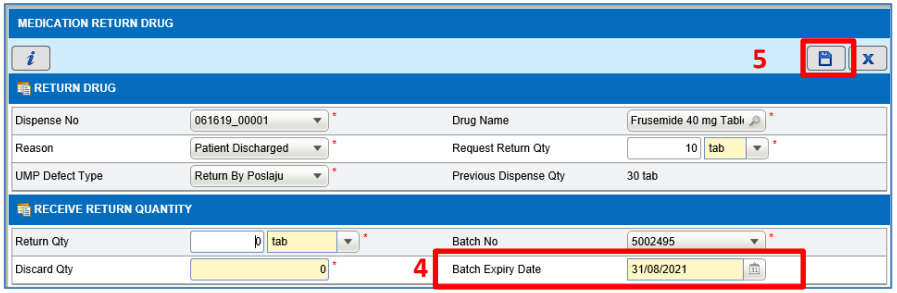
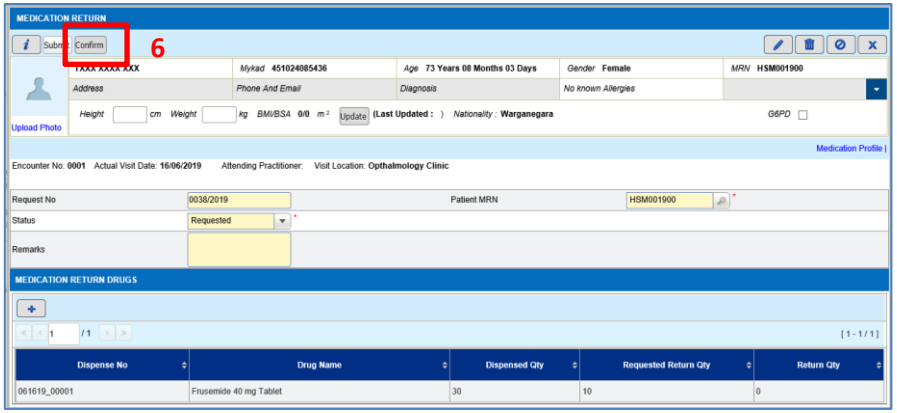


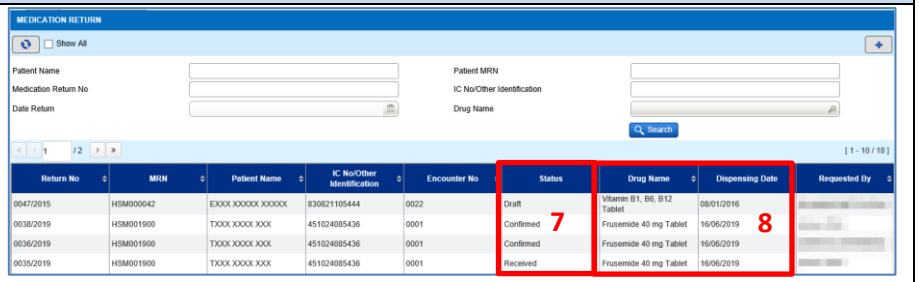
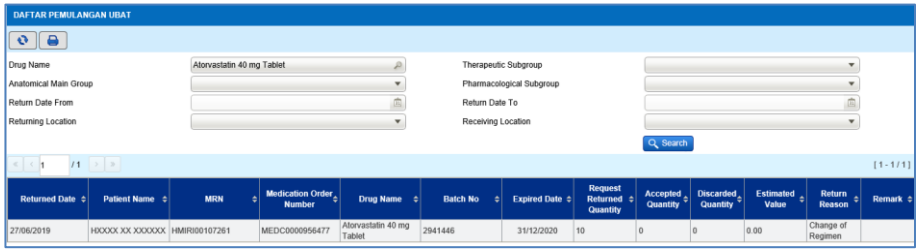
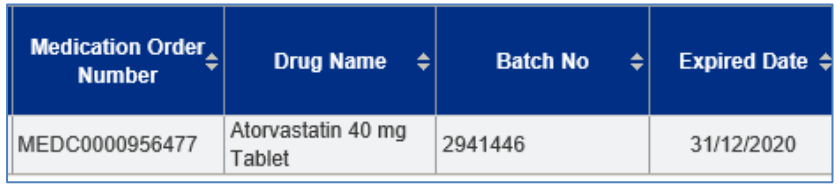
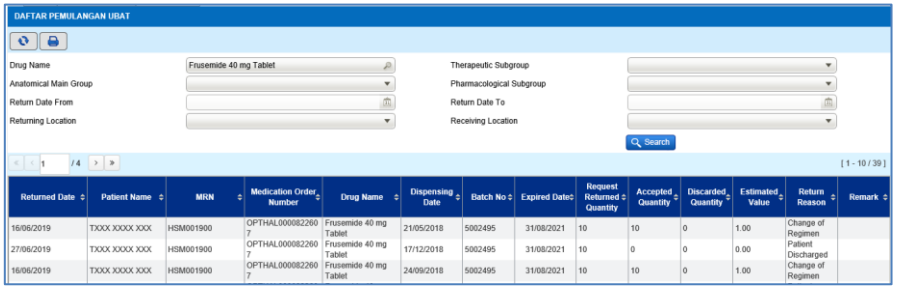
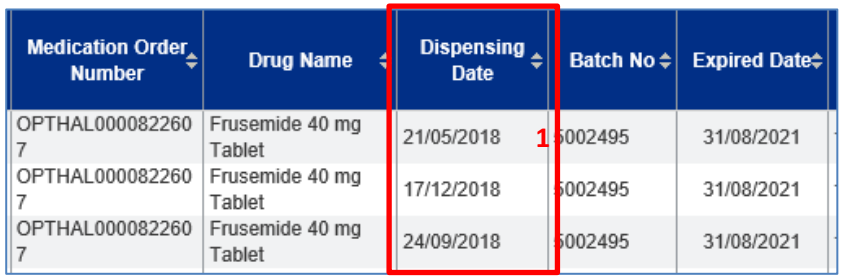
## 7. Summary of Ticket Number and Requests Enhancement for Return Medication

| No. | Ticket # | Description | Requests | Solution |
|---|---|---|---|---|
| 1. | I-PhIS0193 42617S | **Medication Return - add more reason for return medication**<br>Receive email from user request for medication return, add more 'Reason' for return medication.<br>User add reasons as suggested in the attached file in module return medication so that data captured by the system is accurate. | To add "Patient refused", "Uncollected medication" as reason for return drug. | 1. Add new dataset for return medication:<br>(a)Patient Refused,<br>(b) Uncollected Medication. |
| 2. | I-PhIS0185 24117S | **Medication Return - Request to add medication return filter by drug**<br>User request to add medication return filter by drug. Example from user, he have 3 patient that prescribe a same drug, and the drug need to return. He request to perform medication return by drug, include the patient details. | Add filter by Drug Name and New column to be added in the listing (drug name and dispensing date). | 2. Add filter by Drug Name at Medication Return screen listing.<br>3. Add new column Drug Name and Dispensing Date. |
| 3. | I-PhIS0320 99218S | **(UAT 1.8) Med. Return - Receive Return Quantity to display expiry date**<br>Request on 'Receive Return Quantity' to display expiry date. | Add in expiry date in Medication Return. | 4. 'Receive Return Quantity' to display expiry date |

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| 1. Medication Return enhancement | 1. Go to Medication Return screen user cannot find any filter by *Drug name(1)*. Proceed to create record by clicks on *Add(2)* button.<br>  <br>2. Search on patient visit by patient MRN number/patient name and create record for medication return.<br>  <br>3. Search on which drug for return and then select a reason for return.<br>  | 1. Go to Medication Return screen user can find a filter by *Drug name(1)*. Proceed to create record by clicks on *Add(2)* button.<br>  <br>  <br>2. Search on patient visit by patient MRN number/patient name and create record for medication return.<br>  |

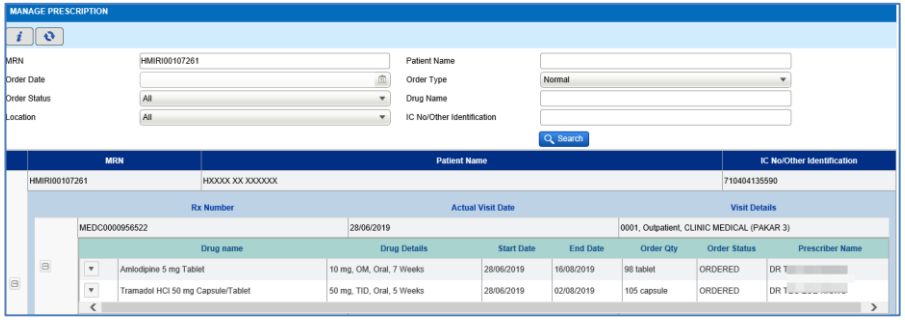
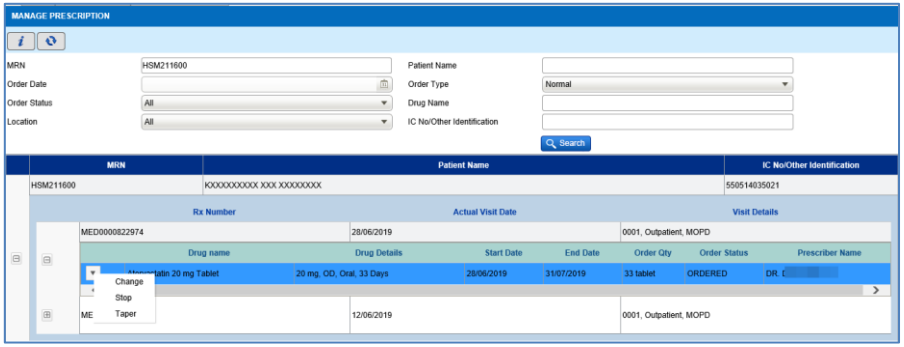
| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| | 4. Select a Reason for drug return and user only able to see dataset of: *Change of Regimen, Excess Supply, Patient Deceased and Patient Discharge(3).*<br>  <br><br>5. No field show for *Batch Expiry Date(4).* Enter mandatory information and click on *Save(5)* and submit the request.<br>  <br><br>6. User with valid role will then *Confirm(6)* the request. | 3. Search on which drug for return and then select a reason for return.<br>  <br><br>4. Select a Reason for drug return and user able to see more dataset of: *Change of Regimen, Excess Supply, Patient Deceased, Patient Discharge, Patient Refuse and Uncollected Medication(3).*<br>  <br><br>5. *Batch Expired Date(4)* will be shown once select the batch number. Enter mandatory information and click on *Save(5)* and submit the request. |

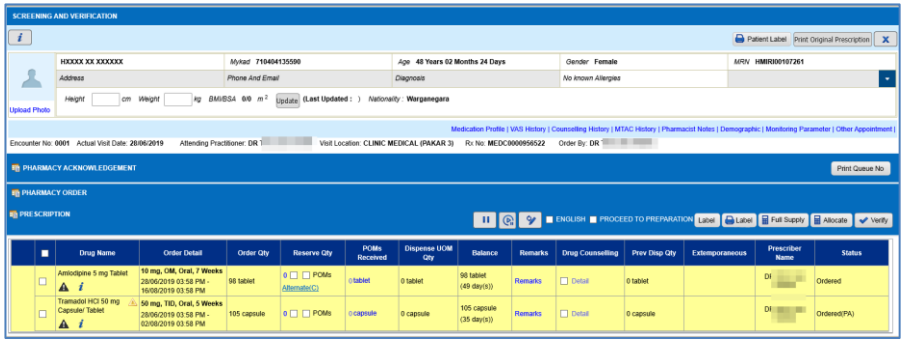
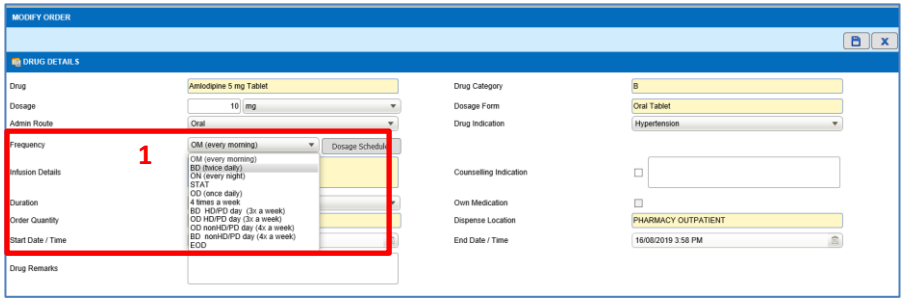
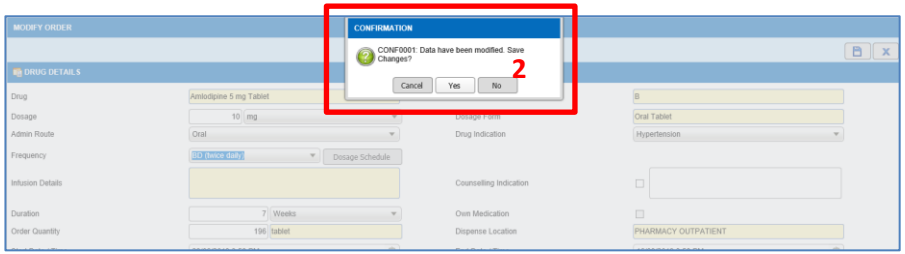
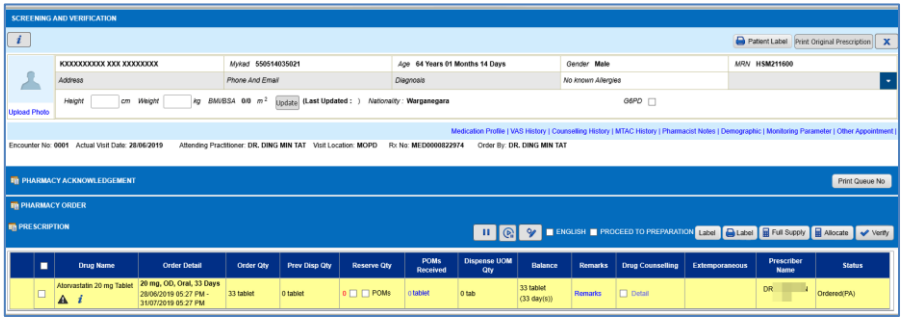
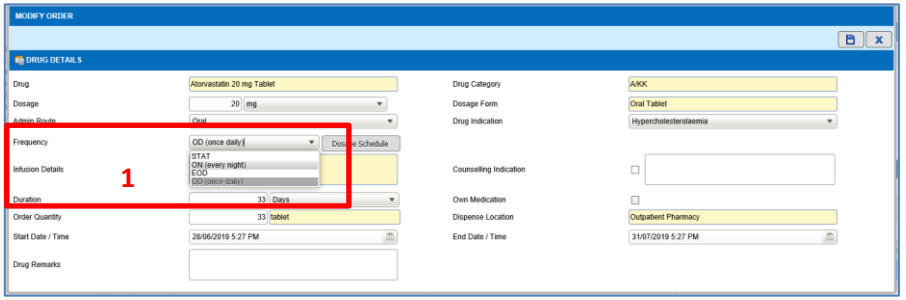
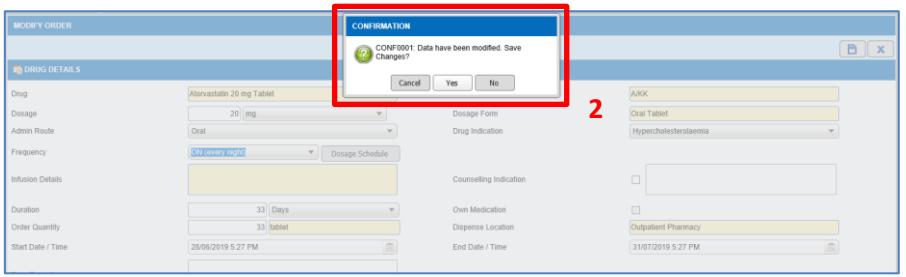
| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| |  <br><br>7. Screen will go back to listing and user able to see the *Status(7)* updated to Confirmed , however no column display for drug name and dispensed date at the listing page.<br>  <br> |  <br><br>6. User with valid role will then *Confirm(6)* the request.<br>  <br><br>7. Screen will go back to listing and user able to see the *Status(7)* updated to Confirmed and at the same time, new column *drug name and dispensed date(8)* is also added at the listing page. |

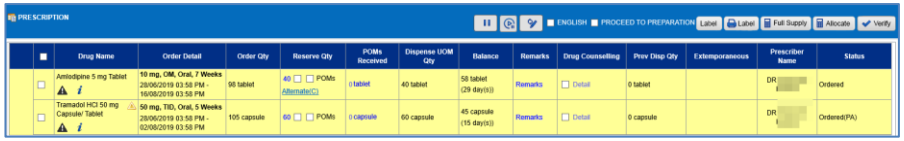
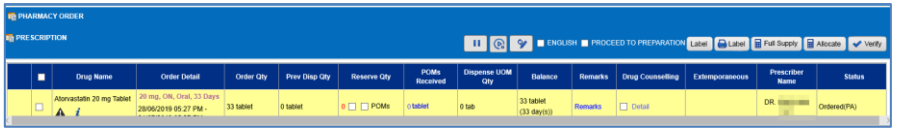
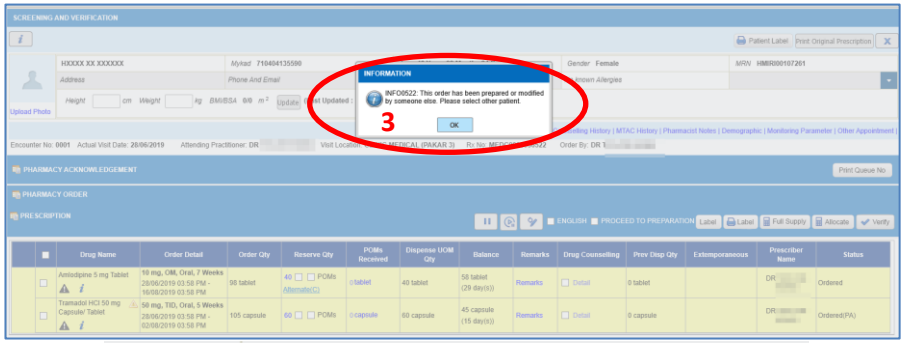
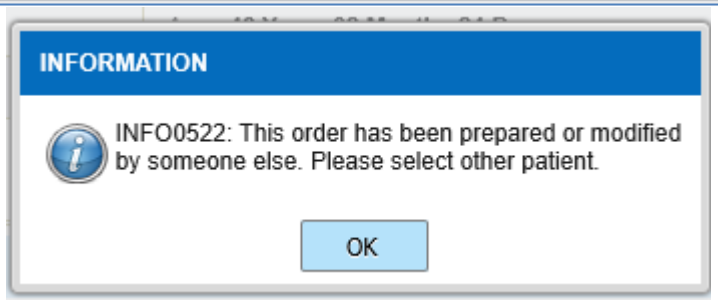
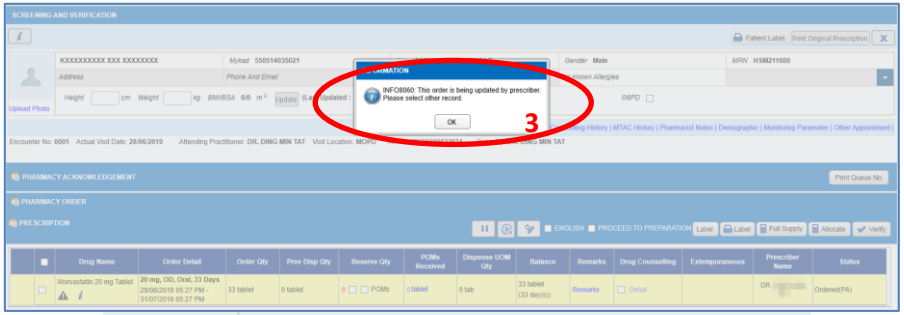
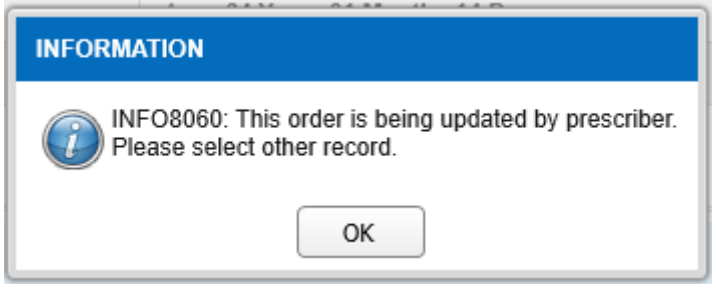
| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| | |  <br>***Note**: If user return drugs more than 1 drugs, this column will display all drug's names by comma separator (;) for each drug name.* |
| 2. Display 'Dispensed Date' in Daftar Pemulangan Ubat (Drug Return) report | 1. Go to Drug Return report and open the listing.<br>2. User not able to see Dispensed Date column in this report.<br>  <br>  | 1. Go to Drug Return report and open the listing.<br>2. User able to see *Dispensed Date(1)* column in this report.<br>  <br>  |

## 8. Summary of Ticket Number and Requests Enhancement for Modification Alert in Dispensing (Full Based)

| No. | Ticket # | Description | Requests | Solution |
|---|---|---|---|---|
| 1. | I-PhIS014562316S | **Screening and Verification - Request to add alert when user modify order**<br>User request to add alert either 'screening and verification' or 'preparation' screen. This alert/notify user if other user has made modification for ordered drug. This will ensure that the user will know when and who make the modification (refer to report: 16067021C for case study). User state that some user cannot remember when they have make modification for ordered drugs because they had to attend many patients per day. Also, for some situation, there are several user that manage for one pt. E.g. screening (user A), preparation (user B) and dispensing (user C). The situation will be difficult if user A make modification without inform to user B and C. | To have an alert to inform pharmacist if modification is being done on the drug by doctor. This will ensure that the user know when and who make the modification during screening/preparation. | If drug medication been done by doctor during verification or preparation, highlight the changes by 'color' in dispensing screen. Propose to highlight/change color on drug details. |

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| 1. Concurent user acess same prescriptio n - Pharmacist verify the record while prescriber save the changes (***Full based only***) | **SCENARIO 1: Same Rx open by Prescriber and Pharmacist**<br>1. Pharmacist open same prescription record as open by prescriber.<br>• Prescriber open in Manage Prescription:<br>  | **SCENARIO 1: Same Rx open by Prescriber and Pharmacist**<br>1. Pharmacist open same prescription record as open by prescriber.<br>• Prescriber open in Manage Prescription:<br>  |

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| | • Pharmacist open in Screening and Verification:<br>  <br>2. Prescriber *edit(1)* on the drugs details as below.<br>  <br><br>  <br><br>3. On same time, prescriber manage *to save(2)* the changes first before pharmacist click on Verify button. | • Pharmacist open in Screening and Verification:<br>  <br>2. Prescriber *edit(1)* on the drugs details as below.<br>  <br><br>  <br><br>3. On same time, prescriber manage *to save(2)* the changes first before pharmacist click on Verify button. |

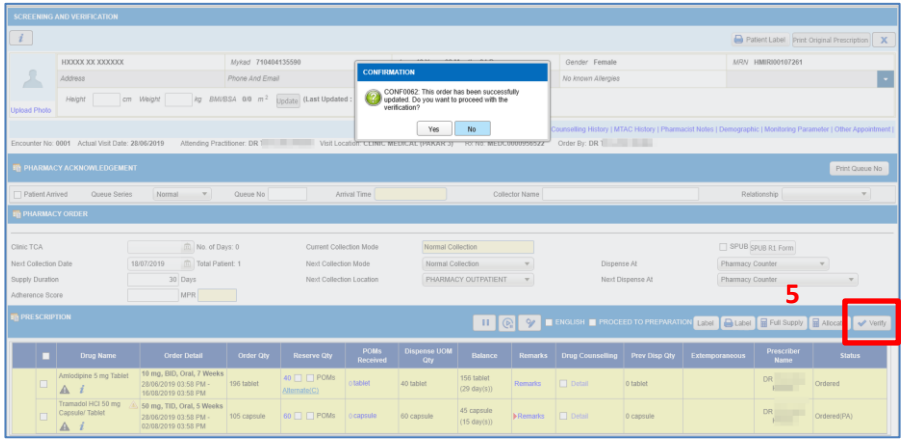
| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| |  <br>4. Pharmacist view: Message appear at Screening and Verification screen when click on Verify button to inform that record has been ***<u>updated by someone else(3).</u>*** |  <br>4. Pharmacist view: New Message appear at Screening and Verification screen to inform that record has been ***<u>updated by Prescriber(3)</u>***. |
| |  <br>  <br>5. Pharmacist need to refresh back the screen to get latest update.<br>6. Find that the order details remain as *<u>same color(4).</u>* Pharmacist not aware that drug details has been changed. |  <br>  <br>5. On click of OK button, Order Details will be updated automatically.<br>6. Found that the order details will change to *<u>purple color(4).</u>* The color changes will alert pharmacist on the changes of drug order details done by doctor. |

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|

**Current Version 2.0**

| Drug Name | Order Detail | Order Qty | Reserve Qty |
|---|---|---|---|
| Amlodipine 5 mg Tablet | **10 mg, BID, Oral, 7 Weeks**<br>28/06/2019 03:58 PM - 4<br>16/08/2019 03:58 PM | 196 tablet | 40 ☐ ☐ POMs<br>Alternate(C) |
| Tramadol HCl 50 mg Capsule/ Tablet | **50 mg, TID, Oral, 5 Weeks**<br>28/06/2019 03:58 PM -<br>02/08/2019 03:58 PM | 105 capsule | 60 ☐ ☐ POMs |

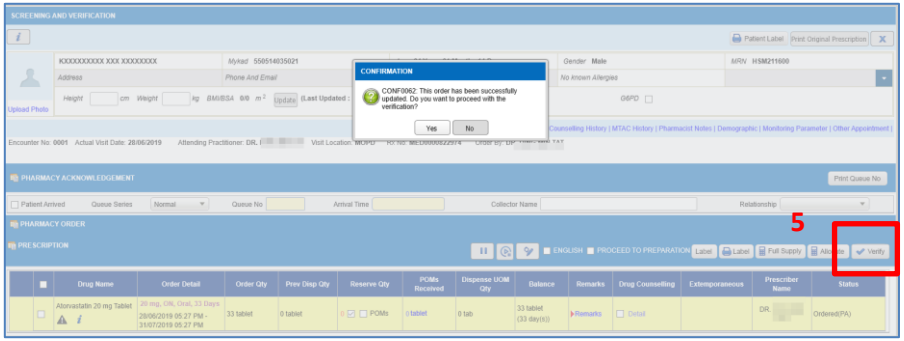
7. After refresh, click on *Verify(5)* button again, screen will allow for verification.



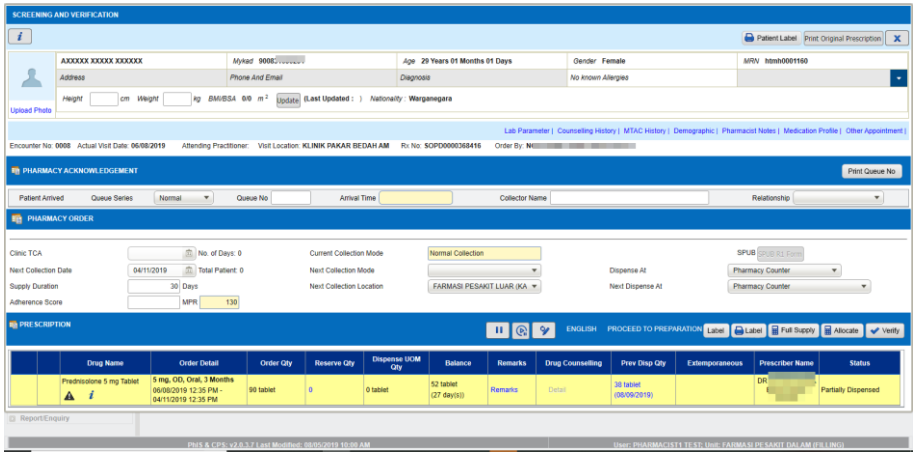
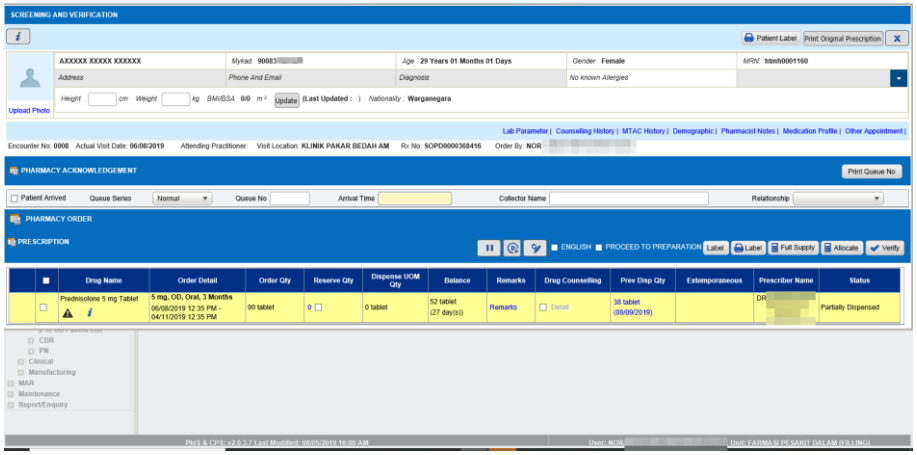
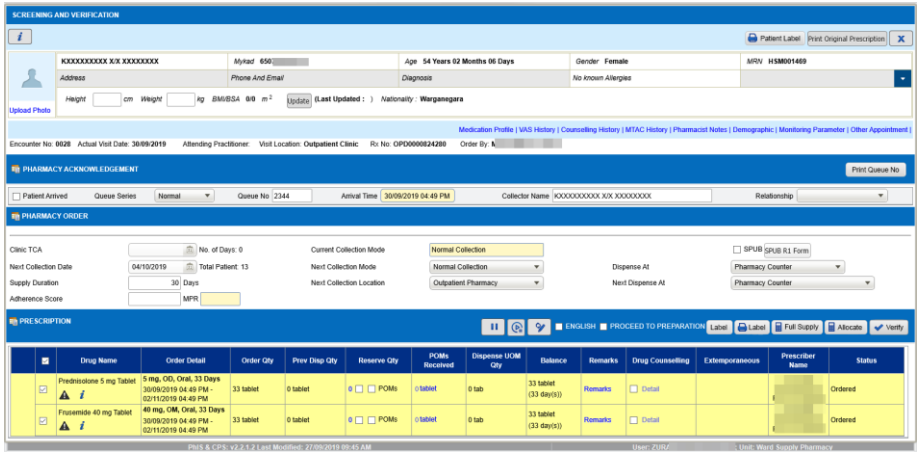
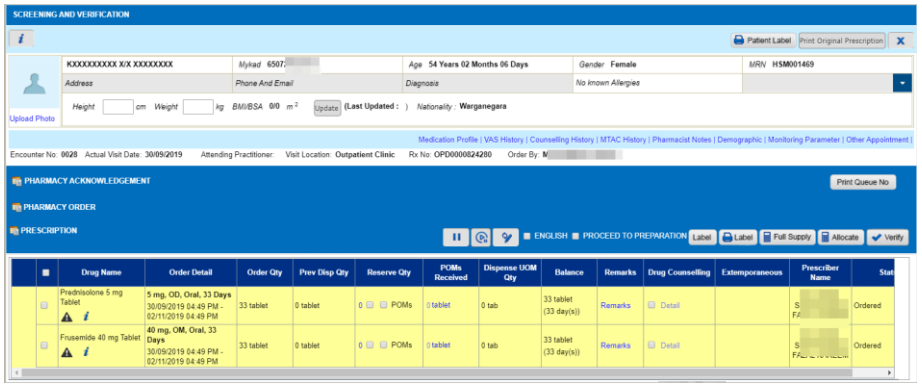

**New Version 2.2**

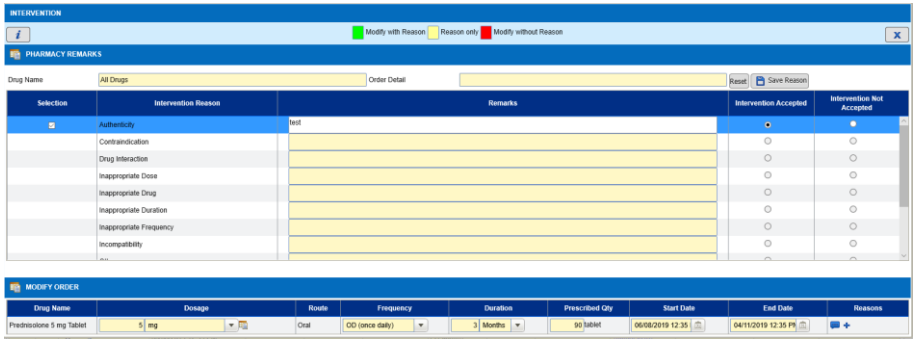
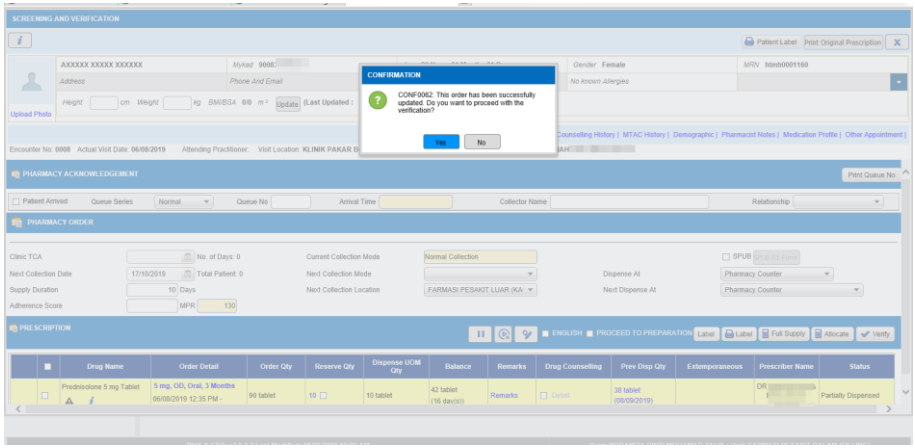
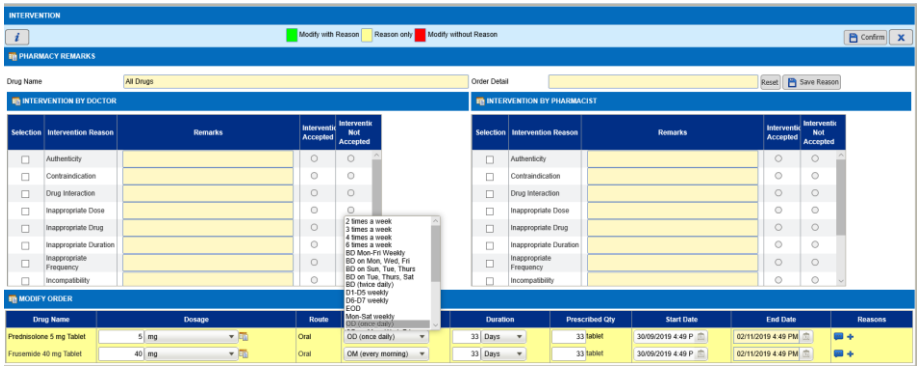
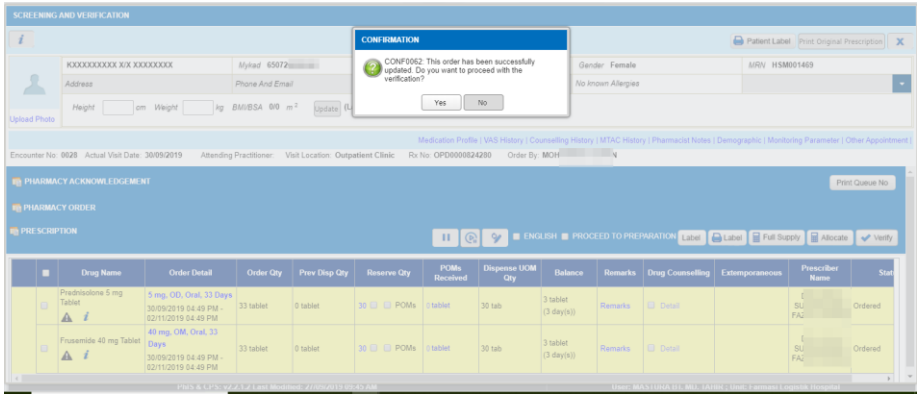
| ☐ | Drug Name | Order Detail | Order Qty | Prev Disp Qty |
|---|---|---|---|---|
| ☐ | Atorvastatin 20 mg Tablet | 20 mg, ON, Oral, 33 Days<br>28/06/2019 05:27 PM - 4<br>31/07/2019 05:27 PM | 33 tablet | 0 tablet |

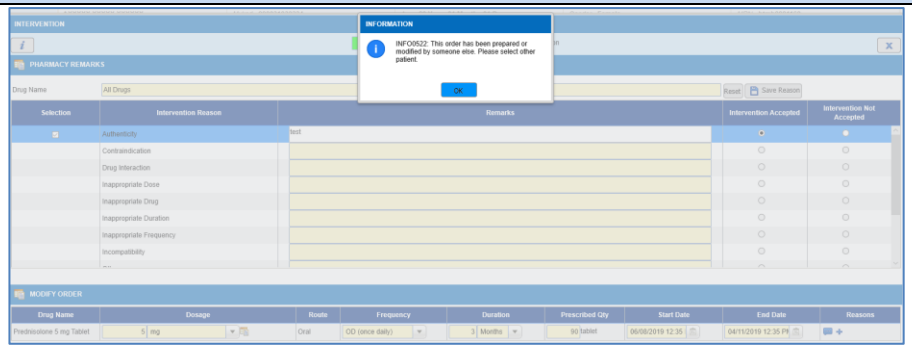
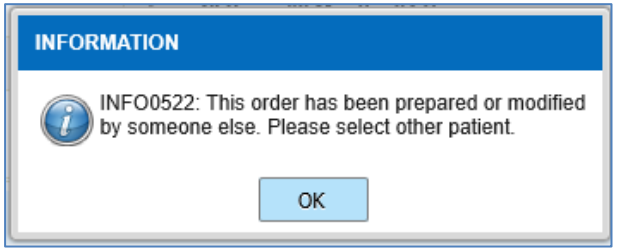
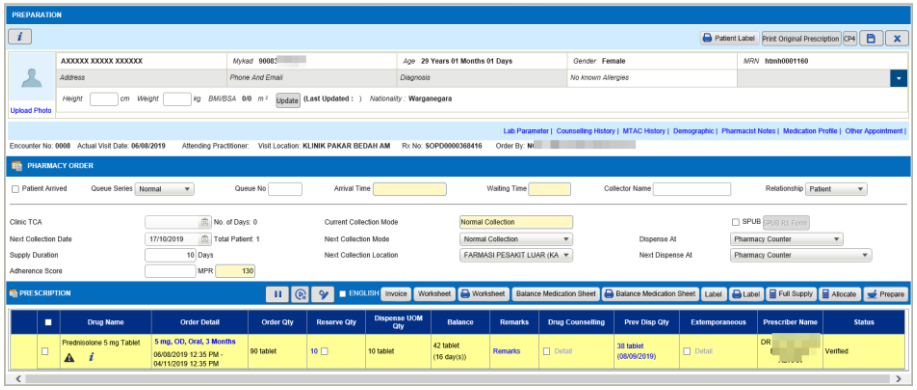
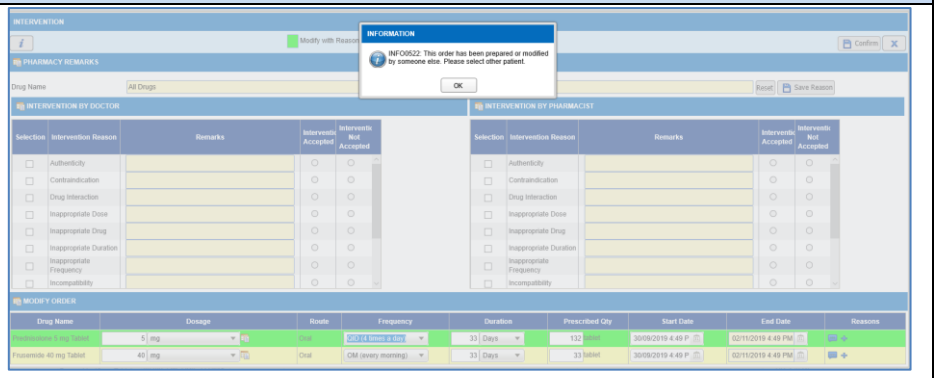
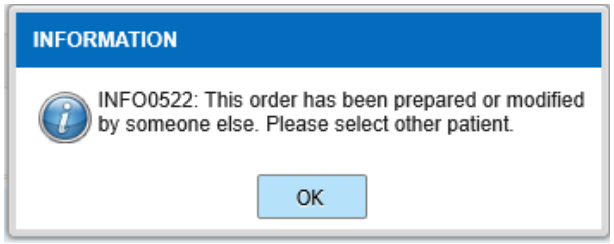
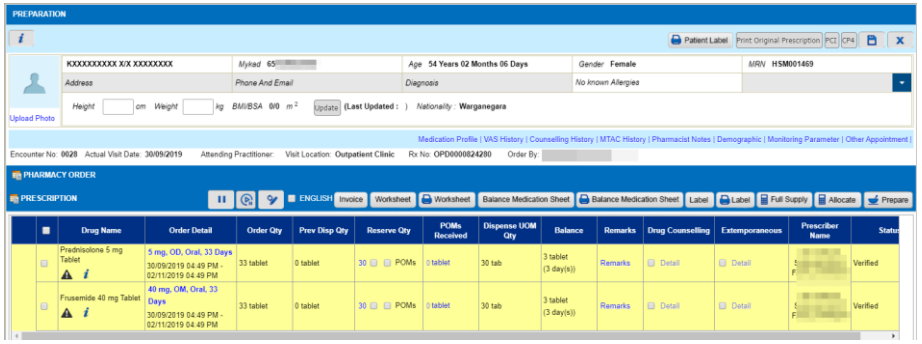
7. After refresh, click on *Verify(5)* button again, screen will allow for verification.




***Notes**: The above changes impact to **Full Based** facility only.*

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| 2. Concurrent user access same prescriptio n – 2 pharmacist accessing same record | **SCENARIO 2: Same Rx open by 2 Pharmacist**<br>1. Pharmacist1 open prescription1 record at Screening (terminal1).<br>  <br>2. Pharmacist2 open prescrption1 at Screening (terminal2).<br>  | **SCENARIO 2: Same Rx open by 2 Pharmacist**<br>1. Pharmacist1 open prescription1 record at Screening (terminal1).<br>  <br>2. Pharmacist2 open prescrption1 at Screening (terminal2).<br>  |

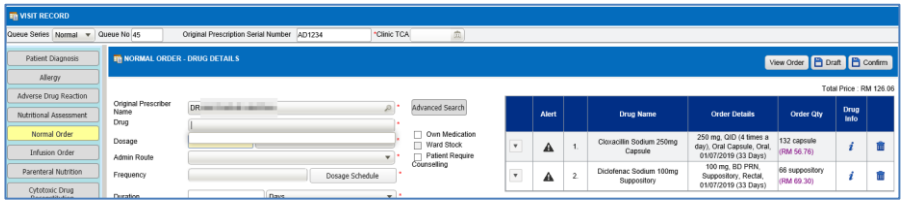
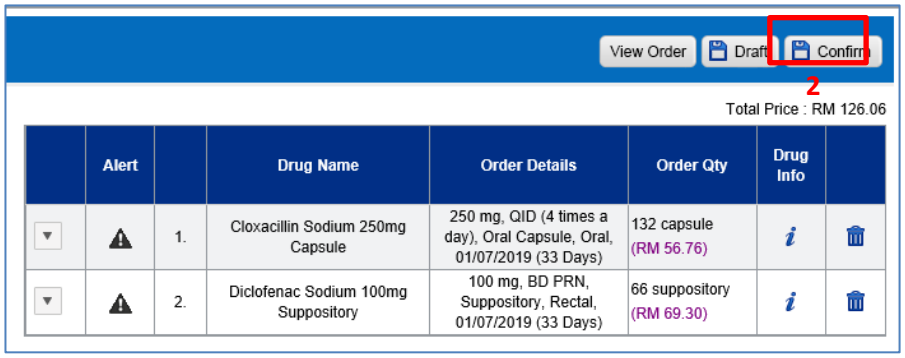
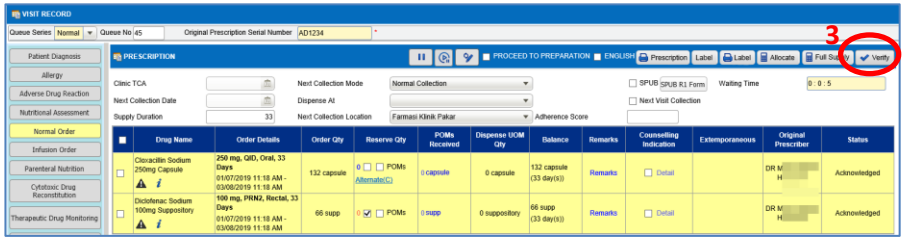
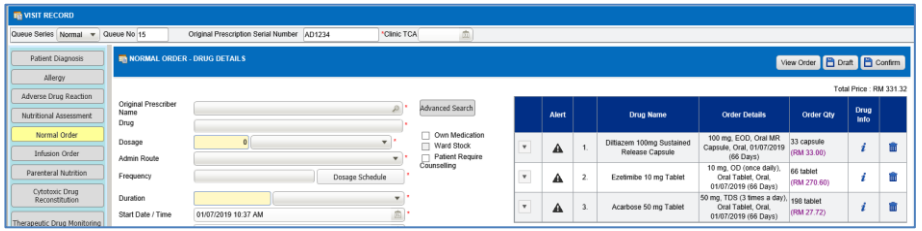
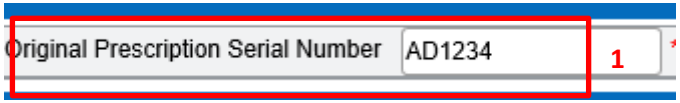
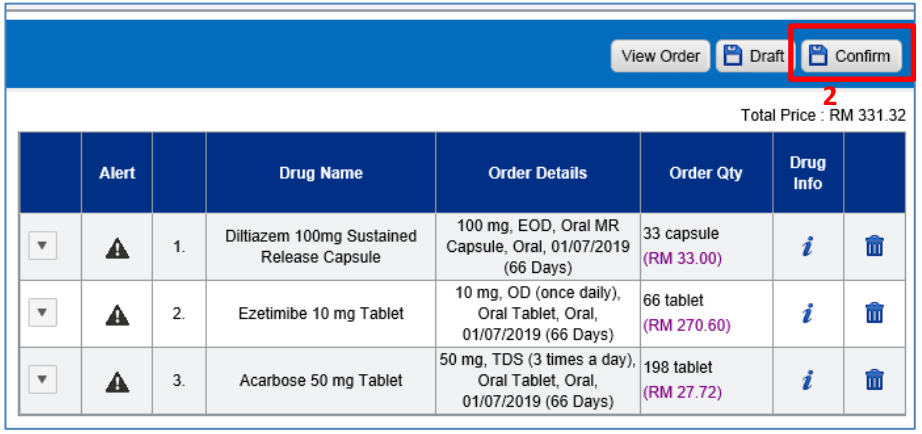
| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| | 3. Pharmacist1 INTERVENE the record while pharmacist2 click on Verify button first.<br>a. Pharmacist1<br>  <br>b. Pharmacist2<br>  <br>c. Pharmacist1 will received this message alert. | 3. Pharmacist1 INTERVENE the record while pharmacist2 click on Verify button first.<br>a. Pharmacist1<br>  <br>b. Pharmacist2<br>  <br>c. Pharmacist1 will received this message alert. |

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| |  <br>  <br><br>• Pharmacist2 manage to Verify the record<br>  |  <br>  <br><br>• Pharmacist2 manage to Verify the record<br>  <br>**Note:** *For Scenario 2, the previous version (2.0) and new version (2.2) are acting in same process flow. No changes on the flow if 2 pharmacist accessing same prescription at the same time.* |

## 9. Summary of Ticket Number and Requests Enhancement for Alert on same Original Prescription Serial Number

| No. | Ticket # | Description | Requests | Solution |
|---|---|---|---|---|
| 1. | I-PhIS015160616S | **Request to able add drug after confirm**<br>User request to provide function add drug during intervention for stage acknowledge, screening, preparation and dispensing. | Add drug after confirm | To display alert during dispensing if found same original prescription serial number which has not been dispensed together. This is applicable for Pharmacy Based facility only. |
| 2. | I-PhIS017151916S | **Dispensing - Request add medication order function**<br>Penambahan ubat ke atas preskripsi yang dibuat sewaktu dispense (selepas complete transcribing).<br><br>Cadangan: add medication order diwujudkan pada screen dispensing (kadang kala prescriber tercicir menulis ubat dalam preskripsi, menurunkan kepuasan pelanggan jika diminta untuk menunggu jika dihantar balik ke kaunter transcribing). | Add drug after confirm | |
| 3. | I-PhIS016497516S | **Medication Order - Request to add back button**<br>User request to add back button after user done dispensing. Example - User had order 5 drug but she only confirm for 4 drug. Then she need to proceed with 1 balance drug. She request to create back button to allowed user proceed balance drug. | Add drug after confirm | |
| 4. | I-PhIS016808616S | **Screening and Verification - Request to allow add drug**<br>User request to allow add drug in Screening and Verification screen. He informed sometimes he missed to order 1 drug in Transcribe Order screen. He does not want to create new order due to Medication Profile will looks un-tidy. Therefore he request to allow him to add new drug in Screening and Verification. | Add drug after confirm | |
| 5. | I-PhIS015869916S | **Request to provide new function to add new drug in Dispensing**<br>User request to provide new function or button to add new drug in Dispensing.<br><br>Sometimes, patient came to meet doctor. Doctor write prescription on paper for patient. Then patient came to pharmacy and pharmacy transcribe the drug.<br><br>But then patient told pharmacy that before this he/she consume another drug. Pharmacy advise patient to see doctor to add new drug.<br><br>Doctor then add new drug in the same paper for patient. Patient came to pharmacy with new drug on the same paper. | Add drug after confirm | |

| No. | Ticket # | Description | Requests | Solution |
|---|---|---|---|---|
| | | So, user request to allow patient add new drug in Dispensing without need to create new prescription for patient. | | |
| 6. | I-PhIS015809516S | **Transcribe Order - To Able to add new drug at the same prescription**<br>1.User transcribe order for 5 drugs.<br>2.But she stop 1 of the drugs at manage order because drug is wrongly prescribe.<br>3.However, she unable to add another drug at same prescriptions and have to transcribe another drug. From that, 1 patient have 2 prescriptions.<br><br>Base on this situation user request to add new drug at active prescription at transcribe order. | Add drug after confirm | |
| 7. | I-PhIS016381016S | **Transcribe Order - Request to add new drug on same prescription**<br>User request user able to add new drug in same prescription. Example: If user forgot or need to add drug in same prescription, user can select the prescription and add the drug without to create a new prescription | Add drug after confirm | |
| 8. | I-PhIS020518017S | **Preparation - Request to add new drug**<br>User request user able to add new drug in preparation screen. The reason is doctors sometime forget to prescribe 1 of the drug for the patients which they will amend in manual prescription. But, currently system does not allow to add new drug after user had confirmed the order in any screens (screening/preparation/dispensing) to prevent any medication error. Apart from that, Help desk has given an advice to user to create new order for the missing drug to overcome the scenario given. However, she disagree with the work around since user will having difficulties when searching multiple prescriptions in system when patient comes. | Add drug after confirm | |
| 9. | I-PhIS015396616S | **Request to merge prescription number**<br>User reported patient come for first visit, bring 5 list of drugs and already partially dispense. After that he notice doctor missing 1 drug and come back for dispense missing drug. User already partial dispense for missing drug. Then, when to dispense again he notice have 2 prescription no of patient. User request to merge prescription no from 2 prescription become 1 prescription only. | Merge prescription number with previous prescription number – add drug after confirm | |

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| 1. Add additional drugs for same patient | 1. Create new order for patient A and enter Original Prescription Serial Number. For example, <u>*original prescription serial number=AD1234) (1).*</u><br>  <br> <br>2. <u>*Confirm(2)*</u> and <u>*Verify(3)*</u> the <u>*drug*</u> order.<br>  <br>  | 1. Create new order for patient A and enter Original Prescription Serial Number. For example, <u>*original prescription serial number=:AD1234 (1).*</u><br>  <br>  <br>2. <u>*Confirm(2)*</u> and <u>*Verify(3)*</u> the drug order.<br>  |

**Current Version 2.0**

| | Alert | | Drug Name | Order Details | Order Qty | Drug Info | |
|---|---|---|---|---|---|---|---|
| ▼ | ⚠ | 1. | Cloxacillin Sodium 250mg Capsule | 250 mg, QID (4 times a day), Oral Capsule, Oral, 01/07/2019 (33 Days) | 132 capsule (RM 56.76) | *i* | 🗑 |
| ▼ | ⚠ | 2. | Diclofenac Sodium 100mg Suppository | 100 mg, BD PRN, Suppository, Rectal, 01/07/2019 (33 Days) | 66 suppository (RM 69.30) | *i* | 🗑 |

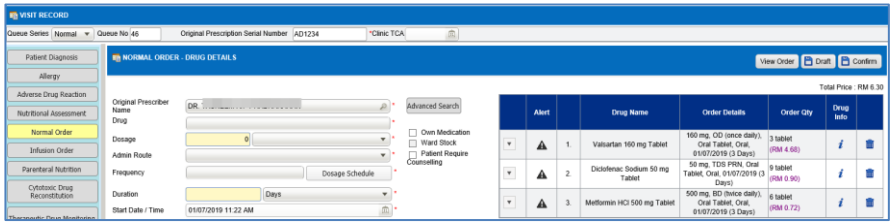
**New Version 2.2**

| | Alert | | Drug Name | Order Details | Order Qty | Drug Info | |
|---|---|---|---|---|---|---|---|
| ▼ | ⚠ | 1. | Diltiazem 100mg Sustained Release Capsule | 100 mg, EOD, Oral MR Capsule, Oral, 01/07/2019 (66 Days) | 33 capsule (RM 33.00) | *i* | 🗑 |
| ▼ | ⚠ | 2. | Ezetimibe 10 mg Tablet | 10 mg, OD (once daily), Oral Tablet, Oral, 01/07/2019 (66 Days) | 66 tablet (RM 270.60) | *i* | 🗑 |
| ▼ | ⚠ | 3. | Acarbose 50 mg Tablet | 50 mg, TDS (3 times a day), Oral Tablet, Oral, 01/07/2019 (66 Days) | 198 tablet (RM 27.72) | *i* | 🗑 |

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|

**Current Version 2.0**

3. Create new prescription with another drugs for patient A and enter same Original Prescription Serial Number. *Original prescription serial number=AD1234 (4).*

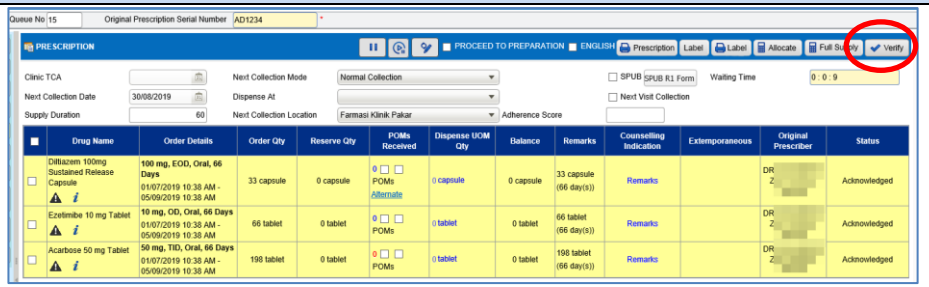


4. *Confirm(5)* and *Verify(6)* the drug order.

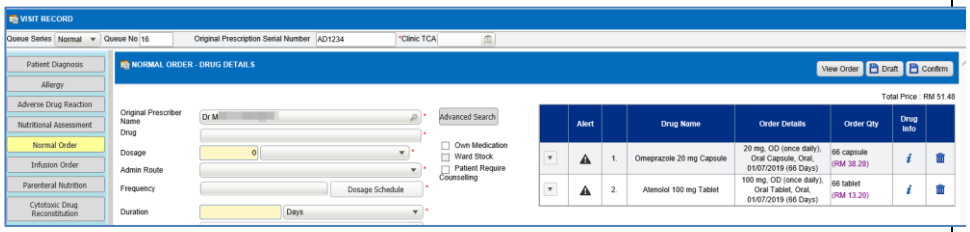
Total Price : RM 6.30

| | Alert | | Drug Name | Order Details | Order Qty | Drug Info | |
|---|---|---|---|---|---|---|---|
| ▼ | ⚠ | 1. | Valsartan 160 mg Tablet | 160 mg, OD (once daily), Oral Tablet, Oral, 01/07/2019 (3 Days) | 3 tablet (RM 4.68) | i | 🗑 |
| ▼ | ⚠ | 2. | Diclofenac Sodium 50 mg Tablet | 50 mg, TDS PRN, Oral Tablet, Oral, 01/07/2019 (3 Days) | 9 tablet (RM 0.90) | i | 🗑 |
| ▼ | ⚠ | 3. | Metformin HCl 500 mg Tablet | 500 mg, BD (twice daily), Oral Tablet, Oral, 01/07/2019 (3 Days) | 6 tablet (RM 0.72) | i | 🗑 |

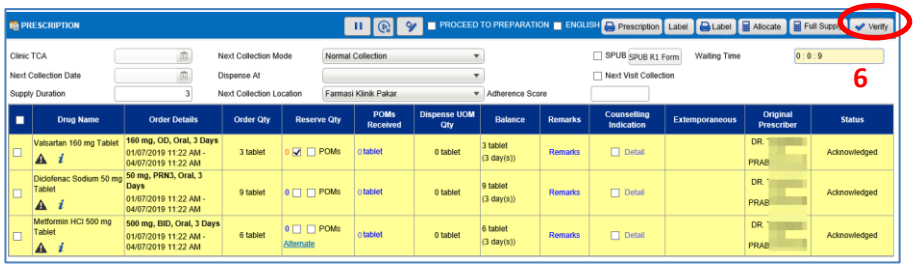
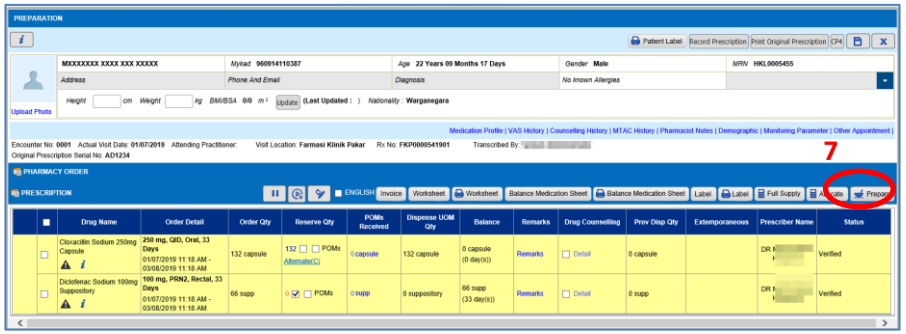
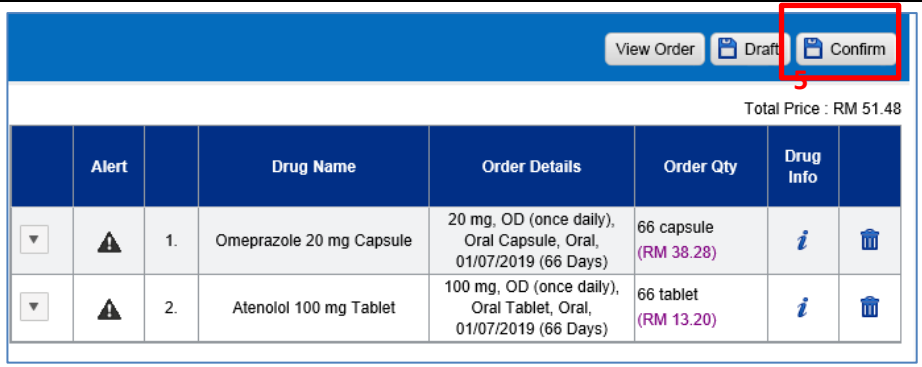
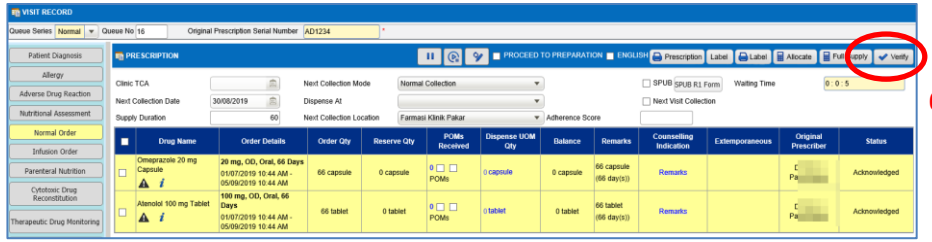
**New Version 2.2**

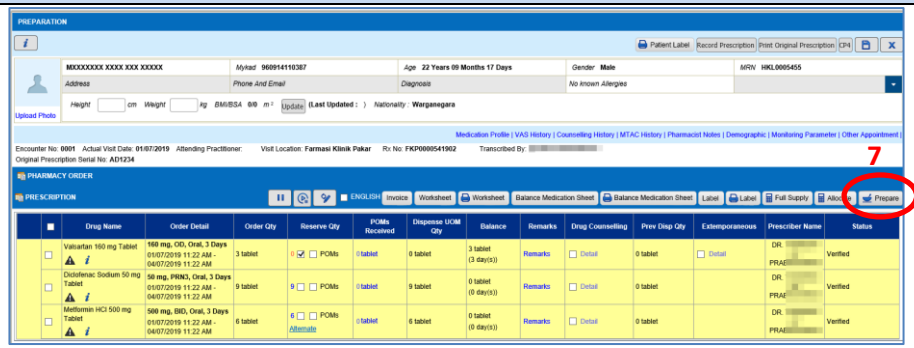
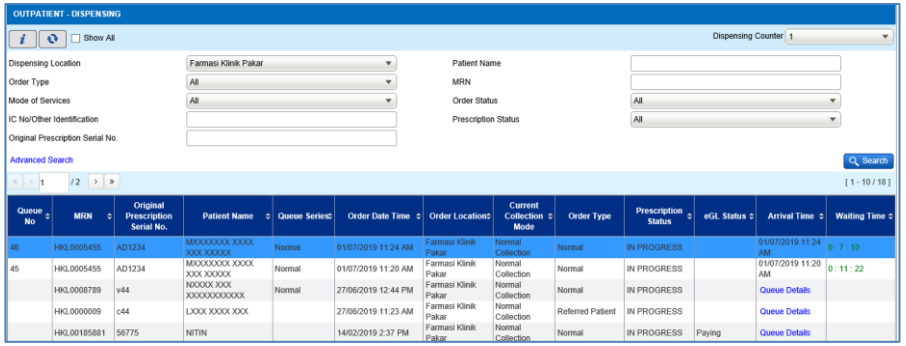
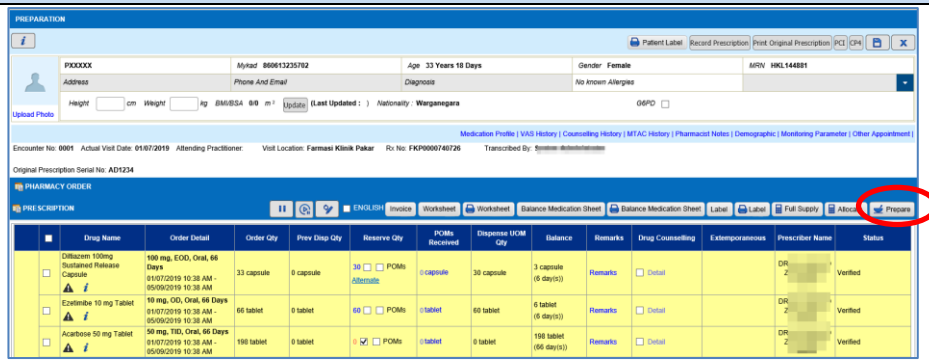
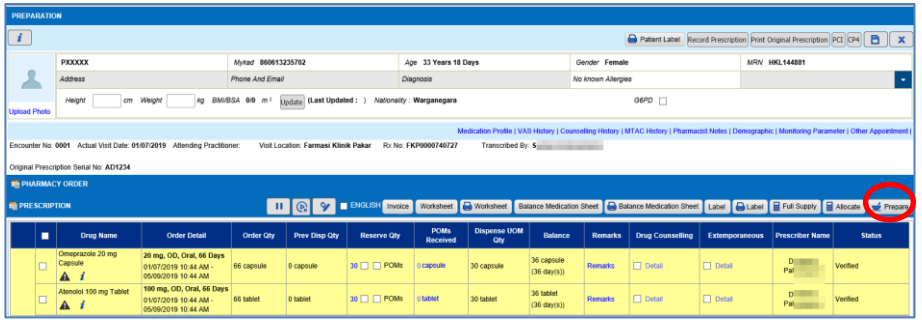


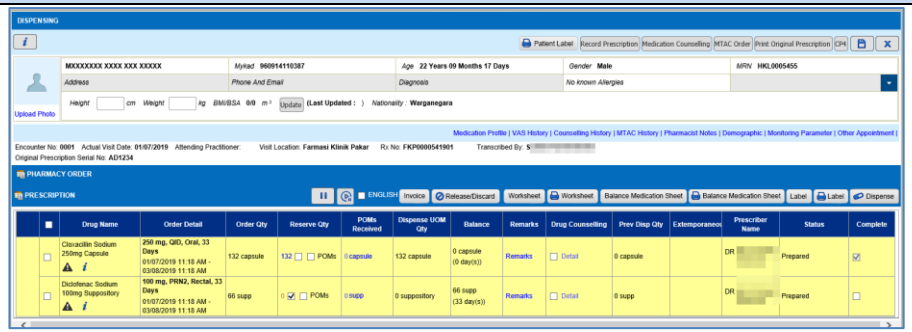
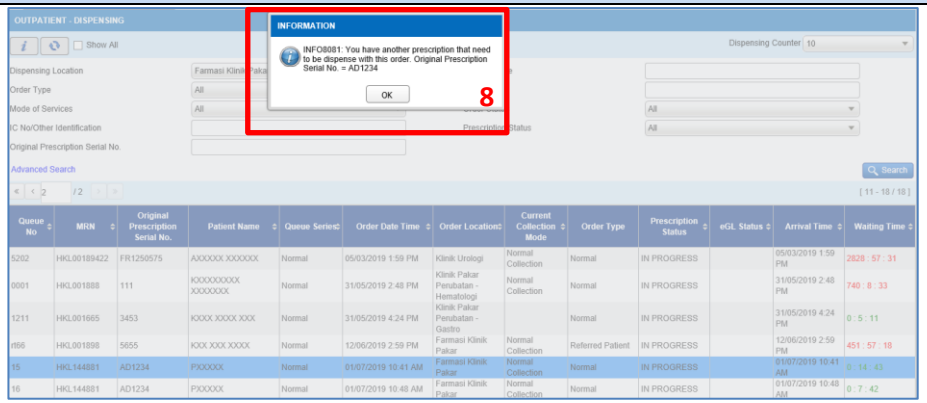
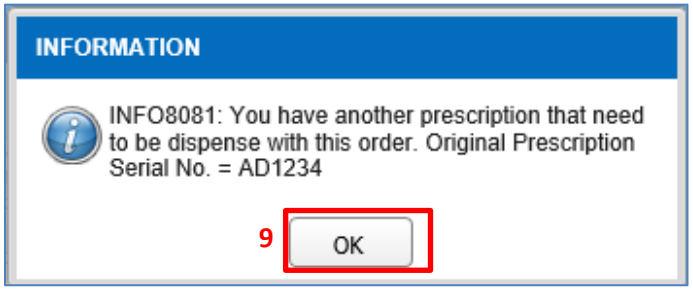

3. Create new prescription with another drugs for patient A and enter same Original Prescription Serial Number. *Original prescription serial number=AD1234 (4).*

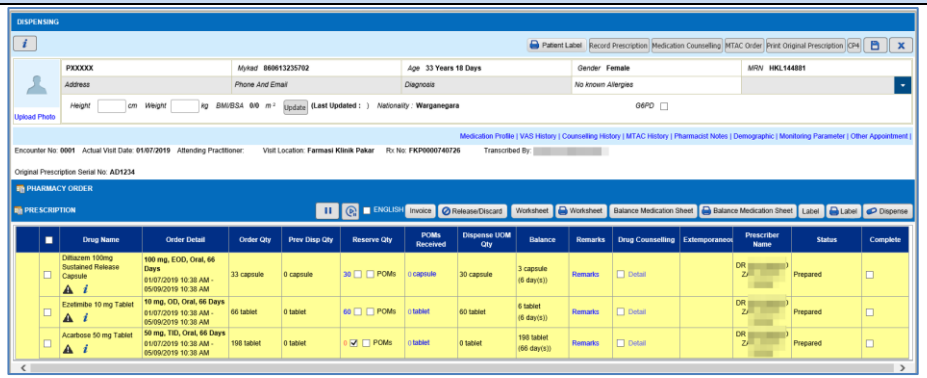


4. *Confirm(5)* and *Verify(6)* the drug order.

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| |  <br>5. User can see both record appeared in Preparation list.<br> <br>6. *Prepared(7)* both record.<br>  |  <br>  <br>5. User can see both record appeared in Preparation list.<br> <br>6. *Prepared(7)* both record. |

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| |  <br>7. At Dispensing, click on first record to dispense the order.<br>  <br>8. No alert message to inform user that other record need to be dispensed together. Dispensing screen will be opened directly. |  <br>7. At Dispensing, click on first record to dispense the order.<br>  |

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| |  |  <br>8. On click of this record, an *alert message(8)* will be prompt to inform user that another record with same original prescription serial number need to be dispensed.<br>  <br>9. On click of *OK(9),* dispensing screen will be opened and user can proceed to dispense the order. (*This alert is to give information to user and user has to manually dispensed another record after getting this alert message).* |

| Function Flow | Current Version 2.0 | New Version 2.2 |
|---|---|---|
| | |  <br>***Notes**: The above changes applicable for **Pharmacy Based only**. It is advisable that user should use same original prescription serial number if they wished to add more drugs to same patient on same visit.* |