



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

User Manual Drug Information & Consumer Education (DICE)

Version	: 12th Edition
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Application reference: PhIS & CPS v2.5.1



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1.0 Introduction

1.1. Overview of PhIS

Pharmacy Information System or better known as PhIS is a complete and comprehensive system that integrates pharmacy related services geared towards pharmacy excellence. This implementation would transform most of the current manual process to electronic system to benefit facility end user in the health care sector.

There are 12 modules to assist service delivery by the health care sector which comprises of:

1. Order Management
2. Inpatient Pharmacy
3. Outpatient Pharmacy
4. Medication Counselling
5. Ward Pharmacy
6. Pharmacy Inventory
7. Manufacturing of Cytotoxic Drug Reconstitution, Parenteral Nutrition, IV Admixture & Eye Drop , Radiopharmaceuticals and Extemporaneous
8. Adverse Drug Reaction & Drug Allergic (ADR & DAC)
9. Clinical Pharmacokinetics Services (TDM)
10. Drug Information & Consumer Education (DICE)
11. Medication Therapy Adherence Clinic (MTAC)
12. Data Mining (PhARM)

1.2. Purpose and Objectives

This user manual outlines the Drug Information & Consumer Education (DICE) module and its key features and functionalities. The primary objective is to guide users through the process of completing PhIS application process.

User will understand the following activities in details:

- To place Enquiry or to record Enquiry Request
- For the Pharmacist to verify and provide response to the enquirer

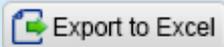
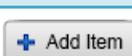
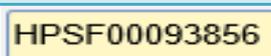
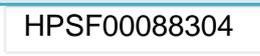
1.3. Organised Sections

These are the sections within this document:

- Section 1 : Introduction
- Section 2 : Application Standard Features
- Section 3 : Drug Information & Consumer Education (DICE)
- Section 4 : Acronyms
- Section 5 : Links to Clinical Modules

2.0 Application Standard Features

2.1 PhIS Legend

Standard Legend			
	Login to PhIS		Logout from PhIS
	Change Login Password		Reset Login Screen
	Expand Menu		Collapse Menu
	Display Home Tab		Expand Module
	Collapse Module		Close All Open Tabs
	Refresh Screen		Search Record
	Add/Create New Record		Show Help
	Print	*	Mandatory Field
	Calendar Icon		Search Icon
	Close Window		Radio Button
	Checkbox		Edit Record
	Cancel		Delete Record
	Save		Export and Open Report in Excel Format
	Add Item to the list		Delete Item from the list
	Request for Approval		Cancel the Request
	Approve Transaction		Reject Transaction
	Send for Approval		Dropdown Box
	Automatically Display/Retrieve Box		Empty Text Box



Note

To learn more about Login Information, kindly click [Login Information](#) module for descriptive steps.

3.0 Drug Information & Consumer Education (DICE)

Overview

This module will provide a portal for the hospital community to share and acquire medical related information and advisory knowledge. It also allows user to record enquiries on drug issues and provides information back to the enquirer.

User Group

Doctor/Medical Assistant/Nurse/ Pharmacist. (subject to user assign by the facility)

Functional Diagram

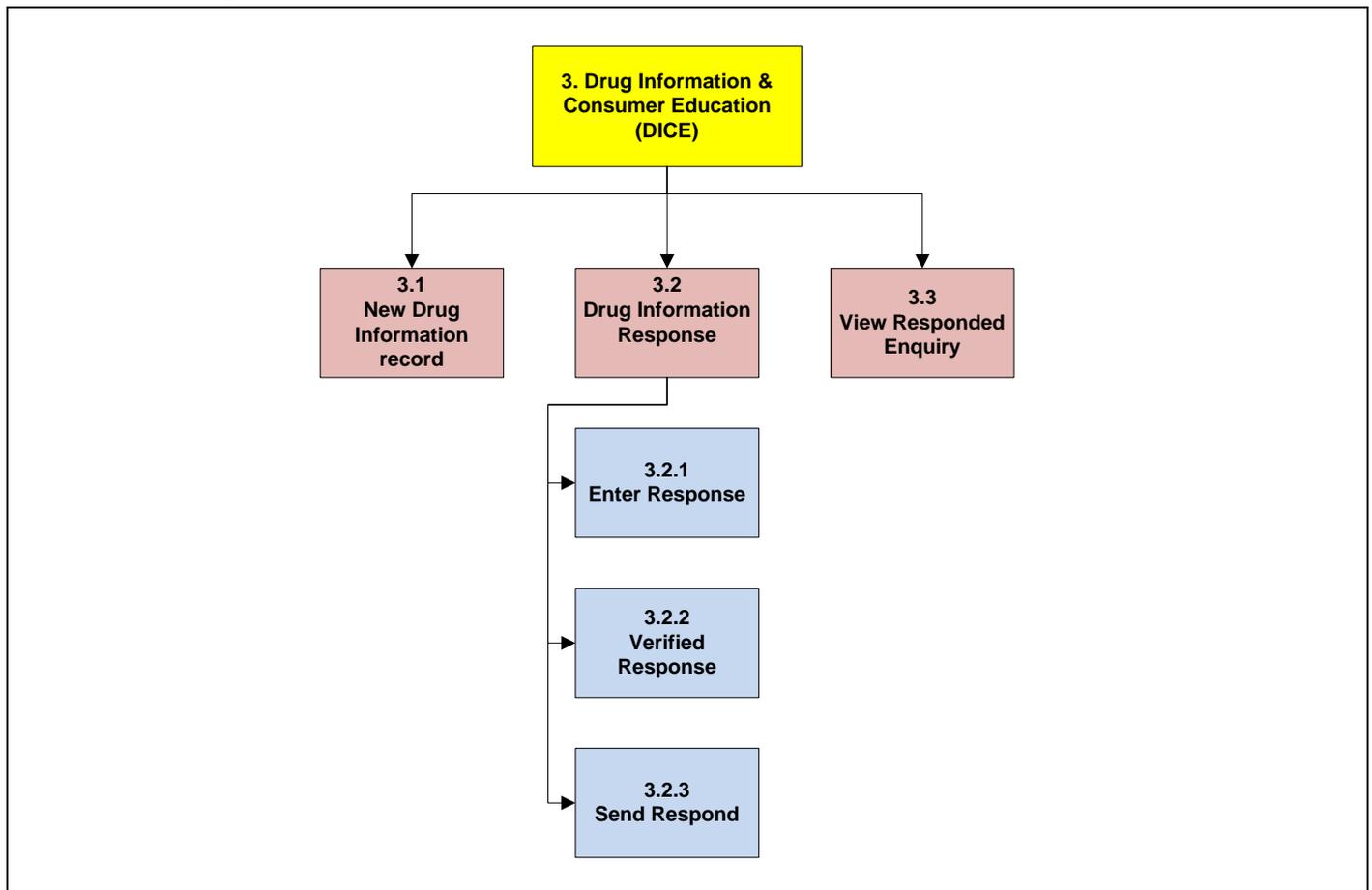


Figure 3.0



Functional Description

Drug Information & Consumer Education (DICE) comprise of three (3) main functions:

- **New Drug Information record**

To log enquiry online from PhIS users or from the public regarding drugs such as therapeutics, adverse effects, pharmacokinetics, interactions, drug identification and availability, drug administration, pharmaceuticals and pharmacy administration.

- **Drug Information Response**

To enter and verify the response towards the enquiries received. All responded enquiries will be pushed to the HQ and to be submitted in KYM website or/and PhIS Portal.

- **View Responded Enquiry**

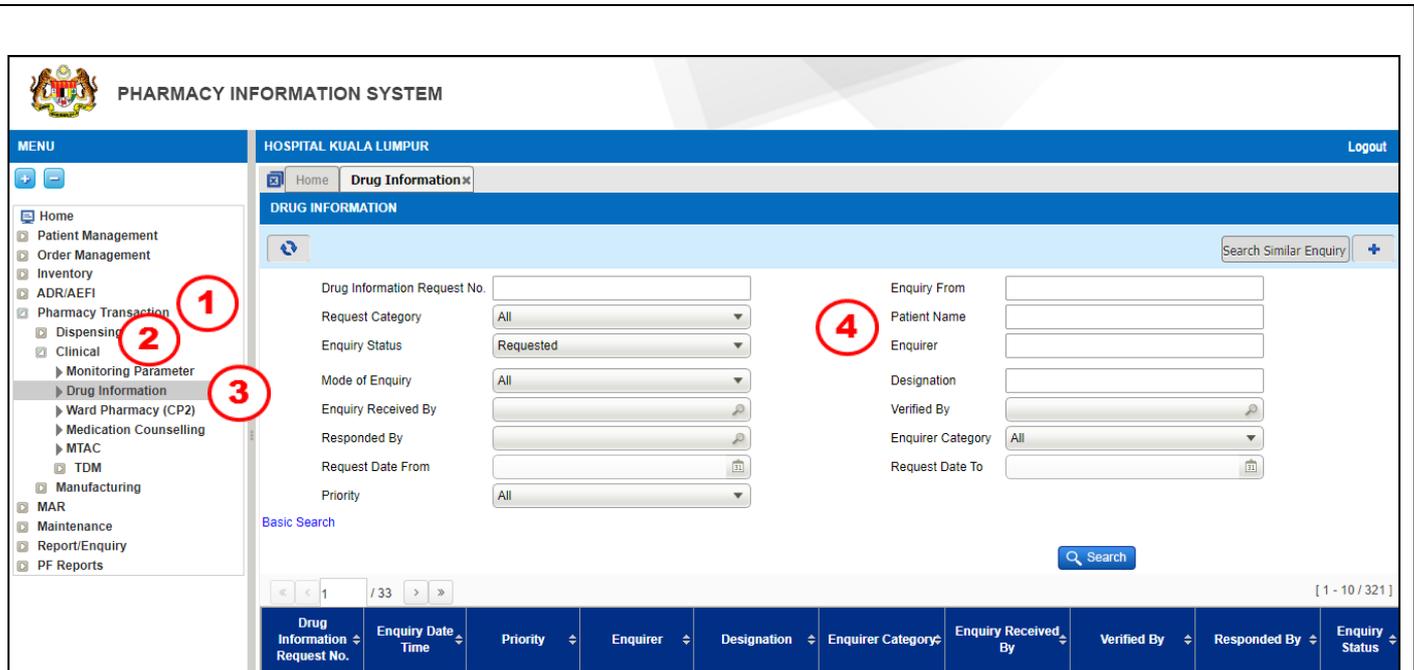
Enquirer will be able to view the response from the Pharmacist regarding the enquiry made.

3.1 New Drug Information record

This function is used to create a new Drug Information record

3.1.1 Drug Information Listing Page

This function is used to display all the existing Drug Information transaction(s).



The screenshot shows the 'PHARMACY INFORMATION SYSTEM' interface for 'HOSPITAL KUALA LUMPUR'. The left-hand menu has 'Pharmacy Transaction' (1) expanded to 'Clinical' (2), which is further expanded to 'Drug Information' (3). The main content area features a search filter section with fields for 'Drug Information Request No.', 'Request Category', 'Enquiry Status', 'Mode of Enquiry', 'Enquiry Received By', 'Responded By', 'Request Date From', 'Priority', 'Enquiry From', 'Patient Name', 'Enquirer', 'Designation', 'Verified By', 'Enquirer Category', and 'Request Date To'. A search button and pagination controls are also visible.

Figure 3.1.1-1 Drug Information Listing Page

Note

- This module will be used by all Healthcare Professional to record new enquiry about Drug Information and seek response from the DI Pharmacist in the facility.
- User is allowed to view a list of Drug Information records on the listing page depending on the user’s access rights:
 - Pharmacist – Able to view all Drug Information records logged by users
 - Other user – Only able to view the Drug Information record(s) submitted by themselves

STEP 1

Click on ‘Pharmacy Transaction’ Menu

STEP 2

Click on ‘Clinical’

STEP 3

Click on ‘Drug Information’ sub menu

STEP 4

To search for existing Drug Information transaction, user can search by criteria as follows:

No	Field	Description	Remark
a	Drug Information Request No.	The number is generated when user saves a newly created Drug Information record	Enter partial or full criteria for Drug Information Request No. Filter and search existing records based on the Drug Information Request No.
b	Priority	Select Priority from the drop down menu:	If the Priority is enter in a newly created Drug Information record,

		<ul style="list-style-type: none"> - All - Medium [within 24 Hours] - Routine - Urgent [within 2 Hours] 	user will be able to search using Priority as the criteria
c	Request Category	<p>Select Request Category from the drop down menu:</p> <ul style="list-style-type: none"> - All - Adverse Effect - Contraindication - Dose/Administration - Drug - General Product Information - Indication - Others - Parenteral Nutrition - Pharmaceutical Availability - Pharmaceutical Compatibility - Pharmaceutical Identification - Pharmacokinetic - Poisoning/Overdose 	If the Request Category is enter in a newly created Drug Information record, user will be able to search using Request Category as the criteria
d	Enquiry From	Enter Department/Unit Name or Facility Name	Filter and search existing records based on the Enquiry From
e	Enquiry Status	<ul style="list-style-type: none"> • Select Status from the drop down menu if the logged in user is the Pharmacist: <ul style="list-style-type: none"> - All - Verified - Requested - Responded - Canceled • Select Status from the drop down menu if the logged in user is other than the Pharmacist: <ul style="list-style-type: none"> - All - Requested - Responded - Canceled 	Filter and search existing records based on the Enquiry Status
f	Patient Name	Patient's name	Allow to search by patient full name or partial

Table 3.1.1-1

Note

Click on the **Advanced Search** hyperlink for advance search. The system will display additional fields as below:

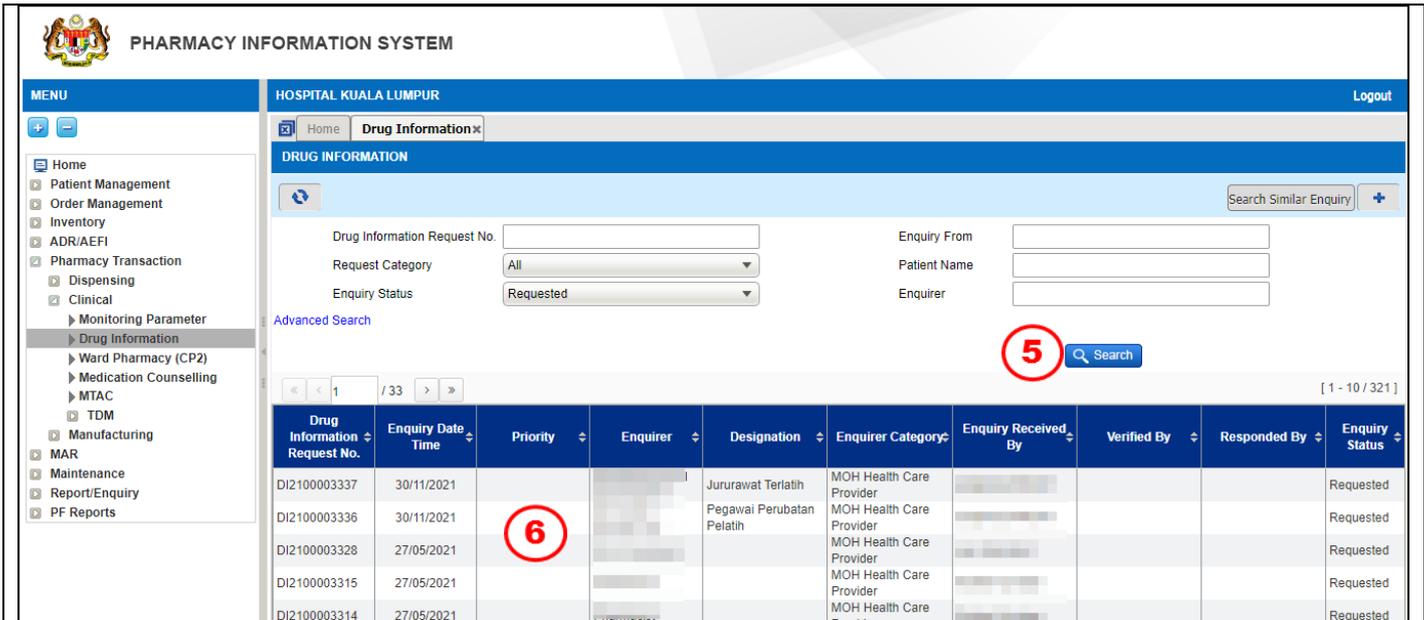


Figure 3.1.1-2 Drug Information Listing Page

No	Field	Description	Remark
a	Enquiry Received By	Search user who received the enquiry	Filter and search existing records based on the Enquiry Received By
b	Responded By	Search user who respond to the enquiry	Filter and search existing records based on the Responded By
c	Verified By	Search user who verify the response	Filter and search existing records based on the Verified By
d	Mode of Enquiry	Select Mode of Enquiry from the drop down menu: <ul style="list-style-type: none"> - All - Drug Info for educational/counselling - E-mail - Fax - In person - Online - Telephone - Verbal/Walk in 	If the Mode of Enquiry is enter in a newly created Drug Information record, user will be able to search using Mode of Enquiry as the criteria
e	Enquirer	Enter Enquirer Name	Enter a partial or full criteria for Enquirer
f	Request Date From	Start date to be selected from calendar	Filter and search existing records based on the Request Date From
g	Request Date To	End date to be selected from calendar	Filter and search existing records based on the Request Date To
h	Enquirer Category	Select Mode of Enquiry from the drop down menu: <ul style="list-style-type: none"> - All - MOH Health Care Provider - Non MOH Health Care Provider - Public 	Filter and search existing records based on the Enquirer Category
i	Designation	Enter Designation	Enter a partial or full criteria for Designation

Table 3.1.1-2

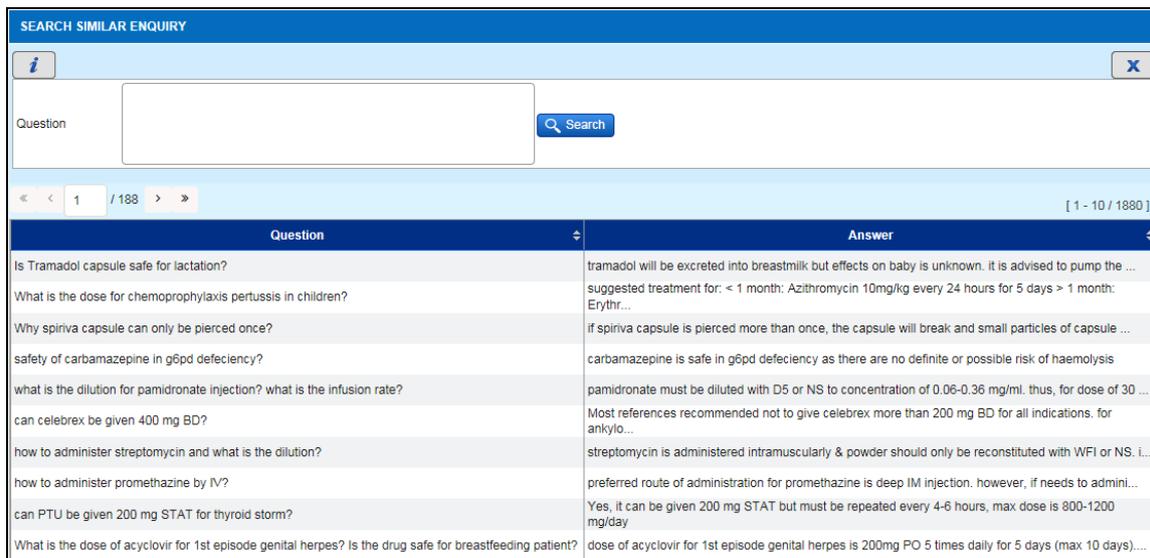
Click on the  button after input of criteria

STEP 6

Double click on the selected record and the details of a Drug Information report in PDF form will be displayed

Note

- This information will be automatically displayed based on the Drug Information record selected:
 - Drug Information Request No.
 - Enquiry Date Time
 - Priority
 - Enquirer
 - Enquiry Received By
 - Verified By
 - Responded By
 - Enquiry Status
- User is allowed to search for similar enquiry by click on the  button and Search Similar Enquiry screen will ne display as Figure 3.1.1-3



Question	Answer
Is Tramadol capsule safe for lactation?	tramadol will be excreted into breastmilk but effects on baby is unknown. it is advised to pump the ...
What is the dose for chemoprophylaxis pertussis in children?	suggested treatment for: < 1 month: Azithromycin 10mg/kg every 24 hours for 5 days > 1 month: Erythr...
Why spiriva capsule can only be pierced once?	if spiriva capsule is pierced more than once, the capsule will break and small particles of capsule ...
safety of carbamazepine in g6pd defeciency?	carbamazepine is safe in g6pd defeciency as there are no definite or possible risk of haemolysis
what is the dilution for pamidronate injection? what is the infusion rate?	pamidronate must be diluted with D5 or NS to concentration of 0.06-0.36 mg/ml. thus, for dose of 30 ...
can celebrex be given 400 mg BD?	Most references recommended not to give celebrex more than 200 mg BD for all indications. for ankylo...
how to administer streptomycin and what is the dilution?	streptomycin is administered intramuscularly & powder should only be reconstituted with WFI or NS. I...
how to administer promethazine by IV?	preferred route of administration for promethazine is deep IM injection. however, if needs to admini...
can PTU be given 200 mg STAT for thyroid storm?	Yes, it can be given 200 mg STAT but must be repeated every 4-6 hours, max dose is 800-1200 mg/day
What is the dose of acyclovir for 1st episode genital herpes? Is the drug safe for breastfeeding patient?	dose of acyclovir for 1st episode genital herpes is 200mg PO 5 times daily for 5 days (max 10 days)....

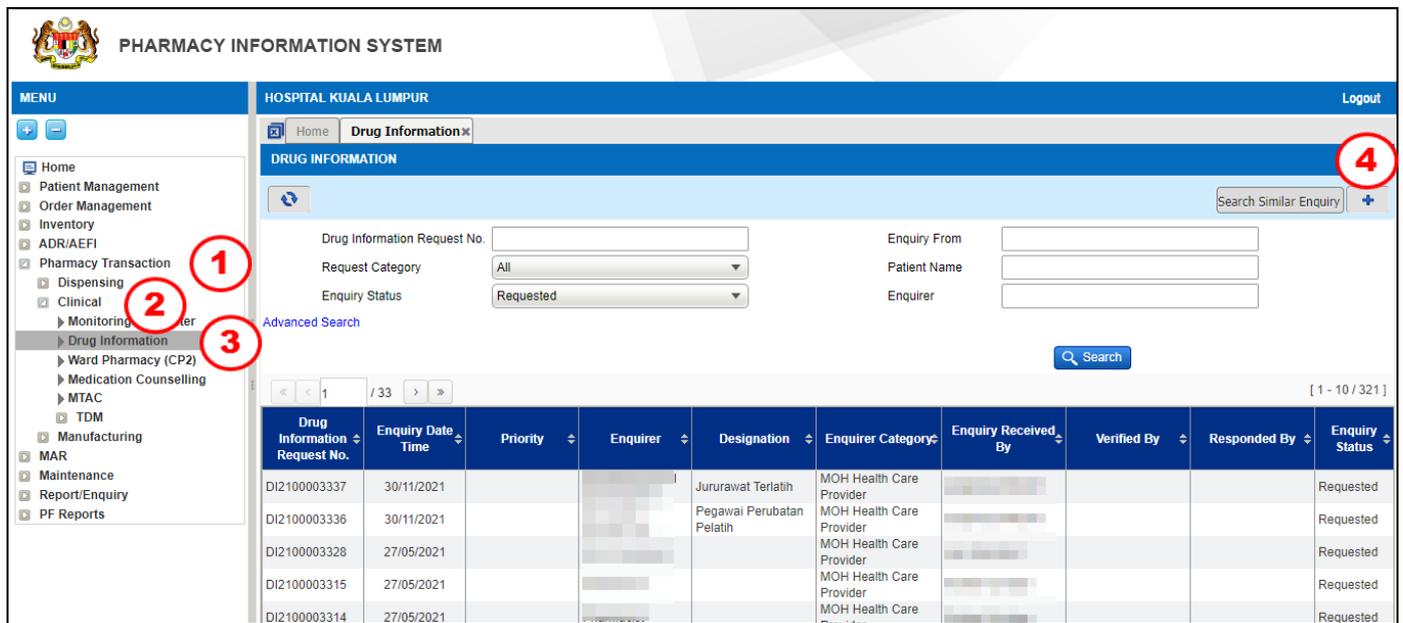
Figure 3.1.1-3 Search Similar Enquiry

Note

Enter Question then click on the  button and similar enquiry will be display

3.1.2 Record and Submit Enquiry

Enquiry can be received from the patient, public or other medical staff from the facility who do not have access to PhIS. However, any PhIS user will be able to access, record and send the enquiry to the Pharmacist.



PHARMACY INFORMATION SYSTEM

HOSPITAL KUALA LUMPUR

Logout

Home Drug Information

DRUG INFORMATION

Search Similar Enquiry +

Drug Information Request No. Enquiry From

Request Category Patient Name

Enquiry Status Enquirer

Advanced Search

Search

[1 - 10 / 321]

Drug Information Request No.	Enquiry Date Time	Priority	Enquirer	Designation	Enquirer Category	Enquiry Received By	Verified By	Responded By	Enquiry Status
DI2100003337	30/11/2021			Jururawat Terlatih	MOH Health Care Provider				Requested
DI2100003336	30/11/2021			Pegawai Perubatan Pelatih	MOH Health Care Provider				Requested
DI2100003328	27/05/2021				MOH Health Care Provider				Requested
DI2100003315	27/05/2021				MOH Health Care Provider				Requested
DI2100003314	27/05/2021				MOH Health Care Provider				Requested

Figure 3.1.2-1 Create New Drug Information

STEP 1

Click on 'Pharmacy Transaction' Menu

STEP 2

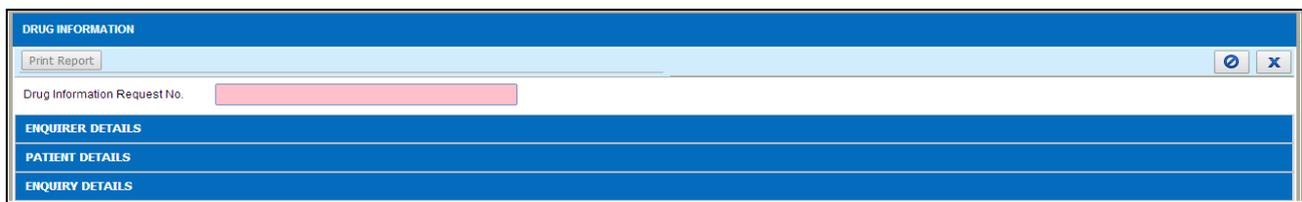
Click on 'Clinical'

STEP 3

Click on 'Drug Information' sub menu

STEP 4

Click on the  button and the Drug Information screen will be displayed as shown in Figure 3.1.2-2



DRUG INFORMATION

Print Report

Drug Information Request No.

ENQUIRER DETAILS

PATIENT DETAILS

ENQUIRY DETAILS

Figure 3.1.2-2 Drug Information

Note

- There are three (3) sections that have to be filled in the Drug Information screen as show in Figure 3.1.2-2:
 - Enquirer Details
 - Patient Details
 - Enquiry Details

a) Enquirer Details section

ENQUIRER DETAILS			
Autofill my profile	<input type="checkbox"/>	Enquiry From	<input type="radio"/> Within facility / Department
Enquirer Name	<input type="text"/>		<input type="text"/>
Designation	<input type="text"/>	Enquiry From	<input type="radio"/> External facility / Name of Facility
Enquirer Category	-Select-		<input type="text"/>
Enquiry Date & Time	04/10/2019 03:44:33 PM	Priority	-Select-
Enquirer Address	<input type="text"/>	Mode Of Enquiry	-Select-
Respond Address	<input type="text"/>	Fax No	<input type="text"/>
Phone No	<input type="text"/>		
Email	<input type="text"/>		

Figure 3.1.2-3 Enquirer Details section

- This section will record the enquirer's details.
- **Enquiry Date & Time** will be defaulted to the system Date and Time and user is allowed to select back dated for 5 days

ENQUIRER DETAILS			
Autofill my profile	<input checked="" type="checkbox"/>	Enquiry From	<input type="radio"/> Within facility / Department
Enquirer Name	<input type="text"/>		<input type="text"/>
Designation	Pegawai Farmasi UF48	Enquiry From	<input type="radio"/> External facility / Name of Facility
Enquirer Category	MOH Health Care Provider		<input type="text"/>
Enquiry Date & Time	04/10/2019 03:44:33 PM	Priority	-Select-
Enquirer Address	<input type="text"/>	Mode Of Enquiry	-Select-
Respond Address	<input type="text"/>	Fax No	<input type="text"/>
Phone No	105		
Email	farmasihpsf@moh.gov.my		

Figure 3.1.2-4 Enquirer Details section

Note

- Check the **Auto Fill My Profile** checkbox. This information will be captured based on the user login ID:
 - Enquirer Name
 - Designation
 - Enquirer Category
 - Enquirer Address
 - Phone No.
 - Email
- Select **MOH Healthcare Provider** if the enquirer is a MOH staff.
- Select **Non MOH Health Care Provider** if the enquirer is not a MOH staff.
- Select **Public** if the enquirer is from the public.

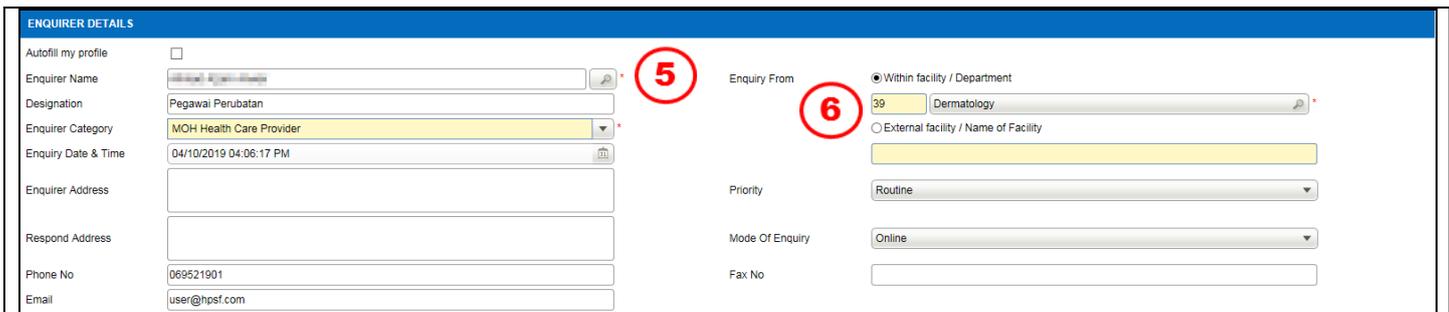


Figure 3.1.2-5 Enquirer Details section

Note

Uncheck the **Auto Fill My Profile** checkbox if the person enquiring and the person who is logged-in to the system are not the same person

STEP 5

Click on the **Enquirer Name**  button to search for user ID

Note

- **Designation , Enquirer Category, Phone and Email** will be auto display based on the user ID information
- if the enquirer is not registered in the system, user need to fill in :
 - a) **Enquirer Name**
 - b) **Designation** (if applicable)
 - c) **Enquirer Category**

STEP 6

Select **Enquiry From** 'Within facility/Department' or 'External Facility/Name of facility' radio button

Note

- If '**Within facility/Department**' radio button is selected, select **Department** name from the dropdown box.
- If '**External Facility/Name of Facility**' radio button is selected, enter the **External Facility/Name of Facility**.

OPTIONAL FIELDS – Enquirer Details Section

Select and enter the below optional fields:

- **Designation** – Enter a free text for the enquirer's designation.
- **Enquirer Address** - Enter a free text for the enquirer's address.
- **Respond Address** - Enter a free text for the enquirer's respond address.
- **Fax No.** – Enter Fax No. if the respond is required to be faxed over to the enquirer.
- **Priority** - This is to indicate the urgency for the Pharmacist to respond to the enquiry. Select from the drop down menu:
 - a) Medium [within 24 Hours]
 - b) Routine
 - c) Urgent [within 2 Hours]
- Select **Mode of Enquiry** from the drop down menu:
 - a) Drug Info for educational/counseling
 - b) E-mail
 - c) Fax
 - d) In person
 - e) Online
 - f) Telephone
 - g) Verbal/Walk in

ENQUIRER DETAILS	
Autofill my profile <input type="checkbox"/>	
Enquirer Name <input type="text"/>	Enquiry From <input checked="" type="radio"/> Within facility / Department
Designation <input type="text" value="Pegawai Perubatan"/>	<input type="text" value="39"/> <input type="text" value="Dermatology"/>
Enquirer Category <input type="text" value="MOH Health Care Provider"/>	<input type="radio"/> External facility / Name of Facility
Enquiry Date & Time <input type="text" value="04/10/2019 04:06:17 PM"/>	<input type="text"/>
Enquirer Address <input type="text"/>	Priority <input type="text" value="Routine"/>
Respond Address <input type="text"/>	Mode Of Enquiry <input type="text" value="Online"/>
Phone No <input type="text" value="069521901"/>	Fax No <input type="text"/>
Email <input type="text" value="user@hpsf.com"/>	

Figure 3.1.2-6 Enquirer Details

STEP 7

Enter information into these optional fields:

- a) **Enquirer Address**
- b) **Respond Address**
- c) **Fax No.**

STEP 8

Select **Priority** from the dropdown box

- a) Medium [within 24 hrs]
- b) Routine
- c) Urgent [within 2 hrs]

STEP 9

Select **Mode of Enquiry** from the dropdown box (Optional)

- a) Drug Info for educational/counseling
- b) E-mail
- c) Fax
- d) In person
- e) Online
- f) Telephone
- g) Verbal/Walk in

b) Patient Details section

PATIENT DETAILS	
MRN <input type="text"/>	Patient Name <input type="text" value="CXXXX XXXXX XX"/>
IC/Passport No <input type="text"/>	Age <input type="text" value="16"/> yrs
Doctor <input type="text"/>	Gender <input type="text" value="M"/>
Additional Details <input type="text"/>	Height <input type="text"/> cm
	Weight <input type="text"/> kg
	BMI <input type="text"/> kg/m ²

Figure 3.1.2-7 Patient Details section

STEP 10

Click on the **MRN** button to search for Patient

Note

- This section is optional to be filled if the enquiry comes from the patient registered at the facility.
- All fields under the Patient Details section are optional to be selected and entered

OPTIONAL FIELDS – Patient Details Section

Select and enter the below optional fields:

- **MRN** – Search for patient’s Medical Record Number. **Patient Name, Age, Gender, Height, Weight, BMI, and Doctor** details will be displayed automatically from the selected MRN (If available)

- Enter **Additional Details** of the patient if applicable.

c) **Enquiry Details section**

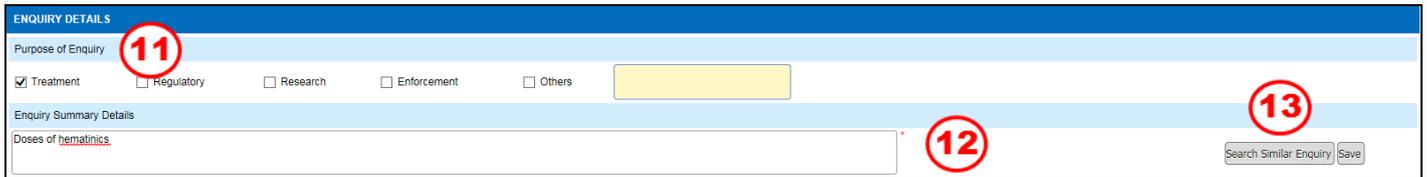


Figure 3.1.2-8 Enquiry Details section

Note

This section indicates information entered by the enquirer

STEP 11

Select the **Purpose of Enquiry** checkbox as appropriate

- Treatment
- Research
- Regulatory
- Enforcement
- Others

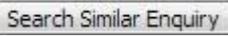
Note

- User can select more than one (1) checkbox
- if Purpose of Enquiry selected as Others, field will be enable for user to enter information

STEP 12

Enter the **Enquiry Summary Details**

STEP 13

Click on the  button to search for similar enquiry asked

Note

- All the similar enquiry(s) will be listed on screen as show in Figure 3.2.1-9
- User can search by entering partial or full criteria and click on the  button. System will list down all the answer(s) related to the searched question.
- If the search is not matched, no results will be displayed as shown in Figure 3.2.1-10

SEARCH SIMILAR ENQUIRY

Question: Doses of hematinics

Search

1 / 1 [1-1/1]

Question	Answer
Doses of hematinics	Common doses for hematinics for normal patients: T. Ascorbic Acid: 100 mg OD T. Vitamin B Complex: 1...

Figure 3.1.2-9 Search Similar Enquiry

SEARCH SIMILAR ENQUIRY

Question: vanco

Search

1 / 1 [1-0/0]

No record found

Figure 3.1.2-10 No Similar Enquiry found

STEP 14

Double click on the answer from the Search Similar Enquiry section and new window will display as shown in Figure 3.1.2-11

SEARCH SIMILAR ENQUIRY

Question: How does Duloxetine induce serotonin toxicity?

Answer: Duloxetine is a serotonin and norepinephrine reuptake inhibitor (SNRI). it blocks the reuptake of serotonin and may cause the accumulation of serotonin in the body, leading to excessive amounts and causing serotonin toxicity.

Source of Information:

Text Book - Title

Online Database - Name

Others: UpToDate

Sufficient Answer?

Yes, thank you.

No, please proceed with the question.

Figure 3.1.2-11 Similar Enquiry existed

Note

- If 'Yes' option is selected from the radio button for the field **Sufficient Answer?** The Drug Information screen will be closed and the user will be redirected to the Listing Page.
- If 'No' option is selected from the radio button for the field **Sufficient Answer?** The user will be redirected back to the Drug Information screen to submit the enquiry for response from the Pharmacist.
- System will display previous similar enquiry's response details and source of Information as per Figure 3.1.2-11



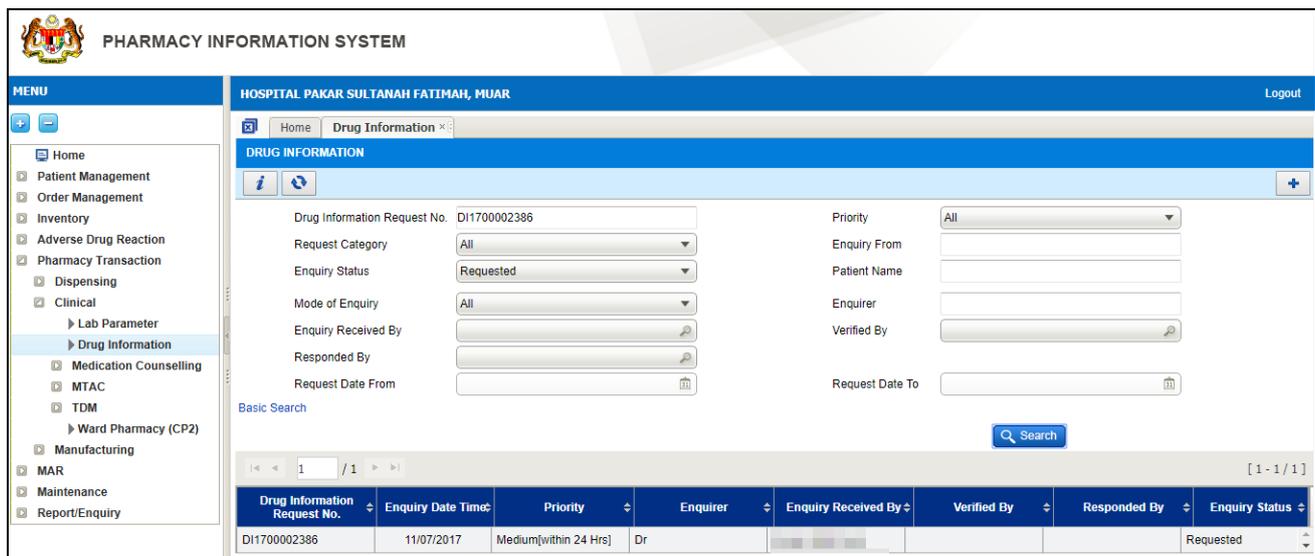
Figure 3.1.2-12 Enquiry Details section

STEP 15

Click on the  button to send the enquiry for response to the pharmacist

Note

- **Drug Information Request No** will be generated automatically for future reference.
- The enquiry **Status** will change to 'Requested' as shown in Figure 3.1.2-13
- Record with Status as 'Requested' cannot be opened if the Pharmacist does not verify the record. However, the report in PDF is available to be viewed/printed.



Drug Information Request No.	Enquiry Date Time	Priority	Enquirer	Enquiry Received By	Verified By	Responded By	Enquiry Status
D11700002386	11/07/2017	Medium[within 24 Hrs]	Dr				Requested

Figure 3.1.2-13 Enquiry Status = Requested

- User able to cancel request after Save request by clicking at the Cancel button as per Figure 3.1.2-14

DRUG INFORMATION

RESPONSE DETAILS

Category of Enquiry

Poisoning / Overdose
 Adverse Effect
 Others

Drug Interaction
 Pharmaceutical Compatibility

General Product Information
 Pharmaceutical Availability

Contraindication
 Dose/ Administration

Pharmacokinetic
 Parenteral Nutrition

Pharmaceutical Identification
 Indication

Response

2000 characters allowed

Source Of Information / Reference Used

Text Book - Title:

Online Database - Name:

Others:

Remarks:

Enquiry Received By:

Designation:

Department:

Verified By:

Verified Date/Time:

Mode Of Response:

Question is relevant or irrelevant? Relevant Irrelevant

Response Date/Time:

Time Taken to Respond:

Responded By:

Designation:

Figure 3.1.2-14 Drug Enquiry

- Enquiry Status will be updated to “Cancelled” in landing page as per Figure 3.1.2-15 once clicked  button

PHARMACY INFORMATION SYSTEM

MENU

- Home
- Patient Management
- Order Management
- Inventory
- ADRIA/EFI
- Pharmacy Transaction
 - Dispensing
 - Clinical
 - Monitoring Parameter
 - Drug Information
 - Ward Pharmacy (CP2)
 - Medication Counselling
 - MTAC
- Manufacturing
- Maintenance
- Report/Enquiry

HOSPITAL

DRUG INFORMATION

Drug Information Request No.

Request Category:

Enquiry Status:

Priority:

Enquiry From:

Patient Name:

Drug Information Request No.	Enquiry Date Time	Priority	Enquirer	Designation	Enquirer Category	Enquiry Received By	Verified By	Responded By	Enquiry Status
D12000002692	30/10/2020	Routine		Pegawai Farmasi UF54	MOH Health Care Provider				Cancelled

Figure 3.1.2-15 Enquiry Status = Cancelled

U. MANUAL_DICE-12th E

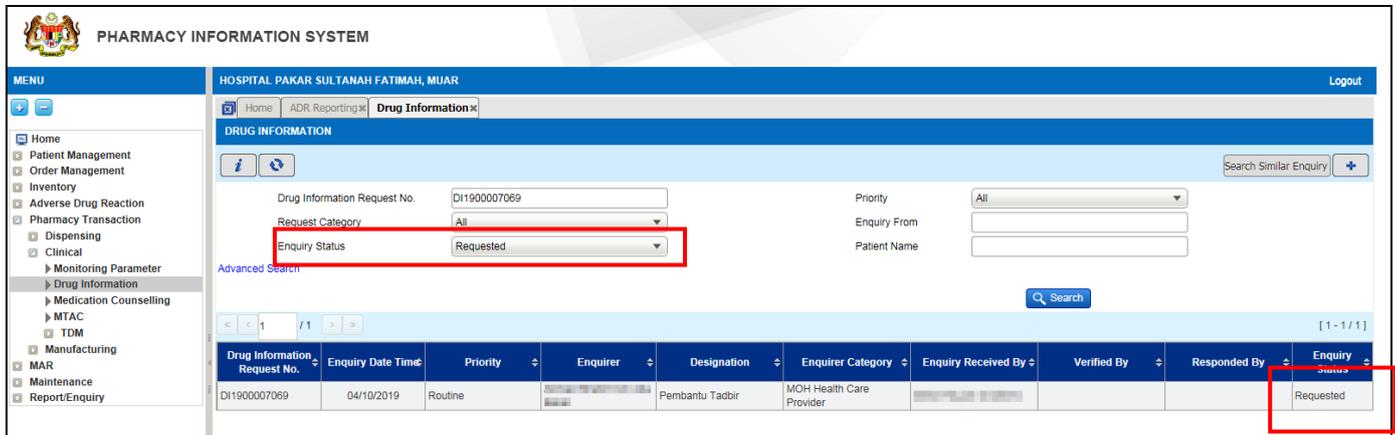
Page 17

3.2 Drug Information Response

The Pharmacist will be able to see all the details entered by the enquirer with an additional section: Response Details

3.2.1 Enter Response

The DI Pharmacist/Assistant Pharmacist will be responsible to receive enquiries



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home | ADR Reporting | **Drug Information** | Logout

DRUG INFORMATION

Drug Information Request No. DI190007069

Request Category: All

Enquiry Status: Requested

Priority: All

Enquiry From: []

Patient Name: []

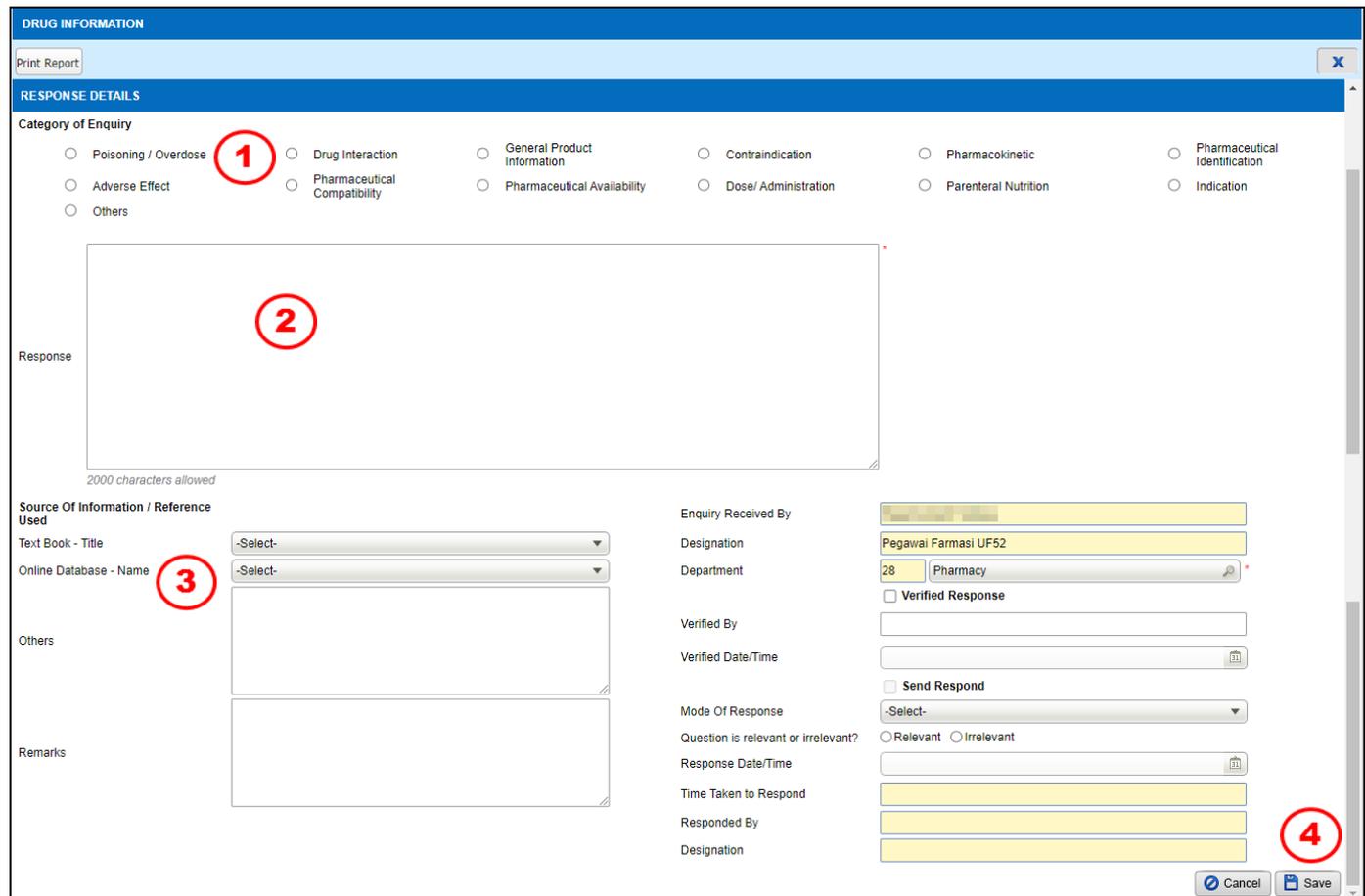
Advanced Search [Search]

Drug Information Request No.	Enquiry Date Time	Priority	Enquirer	Designation	Enquirer Category	Enquiry Received By	Verified By	Responded By	Enquiry Status
DI190007069	04/10/2019	Routine		Pembantu Tabir	MOH Health Care Provider				Requested

Figure 3.2.1-1 Enquiry Status = Requested

Note

Refer to section 3.1.1 Drug Information Listing Page to search for the 'Requested' Drug Information record.



DRUG INFORMATION

Print Report [X]

RESPONSE DETAILS

Category of Enquiry

Poisoning / Overdose **1** Drug Interaction General Product Information Contraindication Pharmacokinetic Pharmaceutical Identification

Adverse Effect Pharmaceutical Compatibility Pharmaceutical Availability Dose/ Administration Parenteral Nutrition Indication

Others

Response **2**

2000 characters allowed

Source Of Information / Reference Used

Text Book - Title: -Select-

Online Database - Name **3**: -Select-

Others: []

Remarks: []

Enquiry Received By: []

Designation: Pegawai Farmasi UF52

Department: 28 Pharmacy

Verified Response

Verified By: []

Verified Date/Time: []

Send Respond

Mode Of Response: -Select-

Question is relevant or irrelevant? Relevant Irrelevant

Response Date/Time: []

Time Taken to Respond: []

Responded By: [] **4**

Designation: []

[Cancel] [Save]

Figure 3.2.1-2 Response Details

STEP 1

Select the **Category of Enquiry** checkbox as appropriate. The user can select only one category.

Note

Alert message as shown in Figure 3.2.1-3 will be prompted if no **Category of Enquiry** check box is selected.

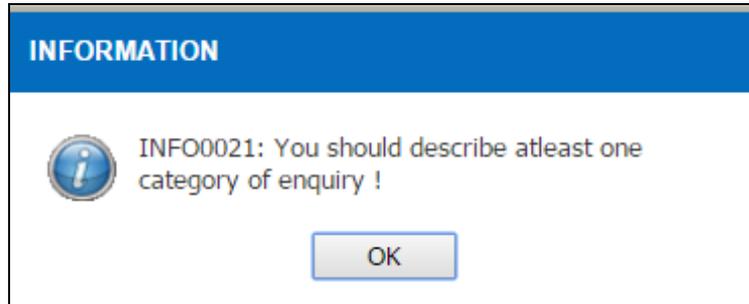


Figure 3.2.1-3 Select at least one Category of Enquiry

STEP 2

Enter the answer/respond for the enquiry received in the **Response field**

STEP 3

Select this optional field:

- a) **Text Book – Title**
- b) **Online Database – Name**
- c) **Other** and **Remarks** Field

STEP 4

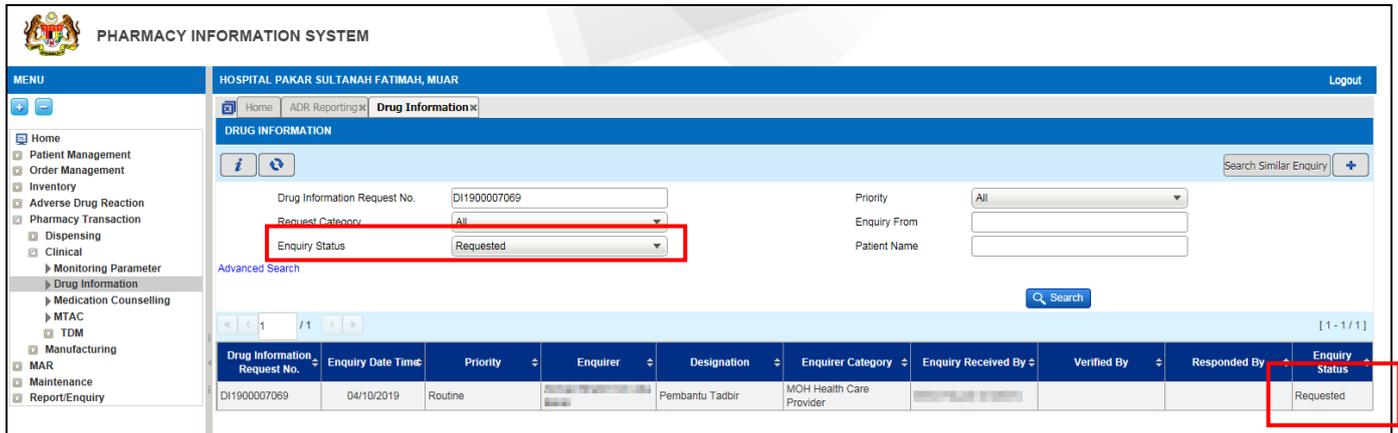
Click on the  button to save the response entered

Note

- Based on the user access granted to a login ID, the 'Response' entered has to be verified before the **Send Respond** check box can be selected.
- The **Status** of the Drug Information record will remain as 'Requested'.
- Records with Status Requested cannot be opened by the enquirer if the Pharmacist does not verify the record. However, the report in PDF format is available for viewing/printing.

3.2.2 Verify Respond

A Drug Information record that has been responded will be sent to the Pharmacist in charge to verify the accuracy of the response.



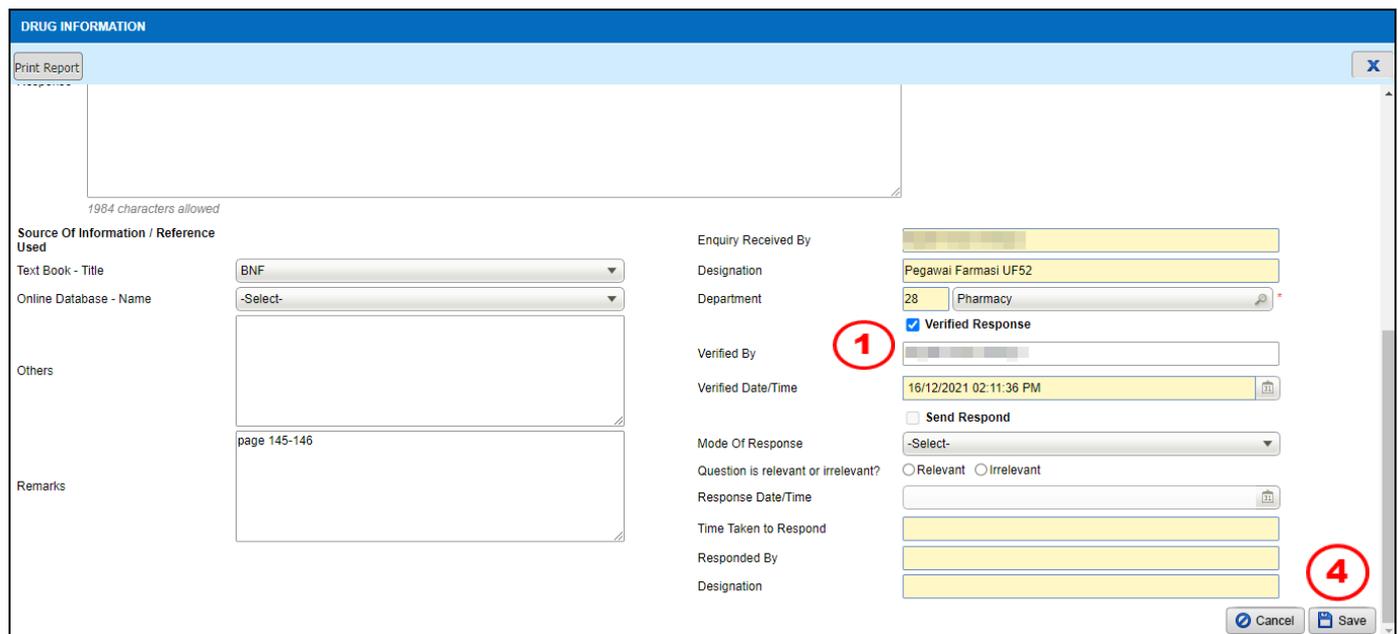
The screenshot shows the 'PHARMACY INFORMATION SYSTEM' interface for 'HOSPITAL PAKAR SULTANAH FATIMAH, MUAR'. The 'Enquiry Status' dropdown menu is highlighted with a red box and set to 'Requested'. Below the search filters, a table displays drug information records. The first record is highlighted with a red box, showing 'Enquiry Status' as 'Requested'.

Drug Information Request No.	Enquiry Date Time	Priority	Enquirer	Designation	Enquirer Category	Enquiry Received By	Verified By	Responded By	Enquiry Status
DI1900007069	04/10/2019	Routine		Pembantu Tabdir	MOH Health Care Provider				Requested

Figure 3.2.2-1 Enquiry Status = Requested

Note

- Refer to section 3.1.1 Drug Information Listing Page to search for the 'Requested' Drug Information record.
- To function is required to verify the response entered by the previous DI pharmacist.
- The pharmacist is allowed to amend the response entered if required.



The screenshot shows the 'DRUG INFORMATION' form with the 'Verified Response' checkbox checked and the 'Verify By' field highlighted with a red circle. The 'Verify By' field is also highlighted with a red circle with the number '1' inside. The 'Designation' field is highlighted with a red circle with the number '4' inside.

Source Of Information / Reference Used

Text Book - Title: BNF

Online Database - Name: -Select-

Others: page 145-146

Remarks:

Enquiry Received By: Pegawai Farmasi UF52

Designation: 28 Pharmacy

Department: Pharmacy

Verified By: [Red Circle 1]

Verified Date/Time: 16/12/2021 02:11:36 PM

Mode Of Response: -Select-

Question is relevant or irrelevant? Relevant Irrelevant

Response Date/Time:

Time Taken to Respond:

Responded By:

Designation:

Buttons: Cancel, Save

Figure 3.2.2-2 Verify Response

STEP 1

Check on the **Verified Response** checkbox to confirm that the Response information entered is sufficient and accurate

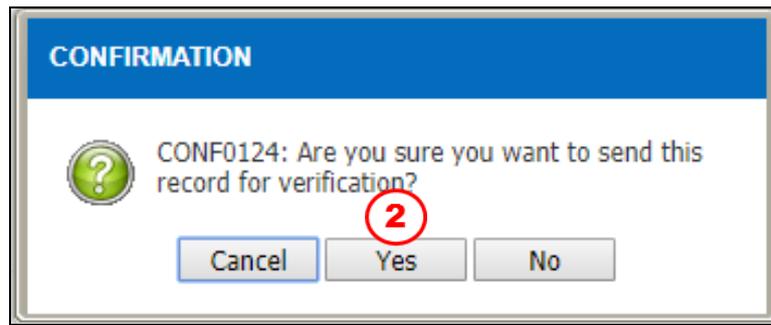
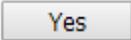


Figure 3.2.2-3 Confirmation Alert Message

STEP 2

Click on the  button to confirm the verification

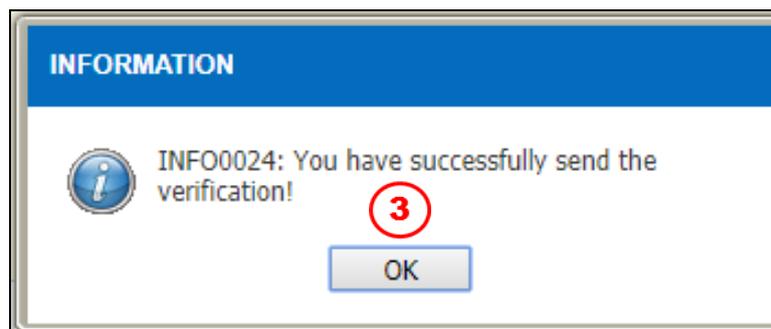
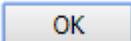


Figure 3.2.2-4 Information Alert Message

STEP 3

Click on the  button

Note

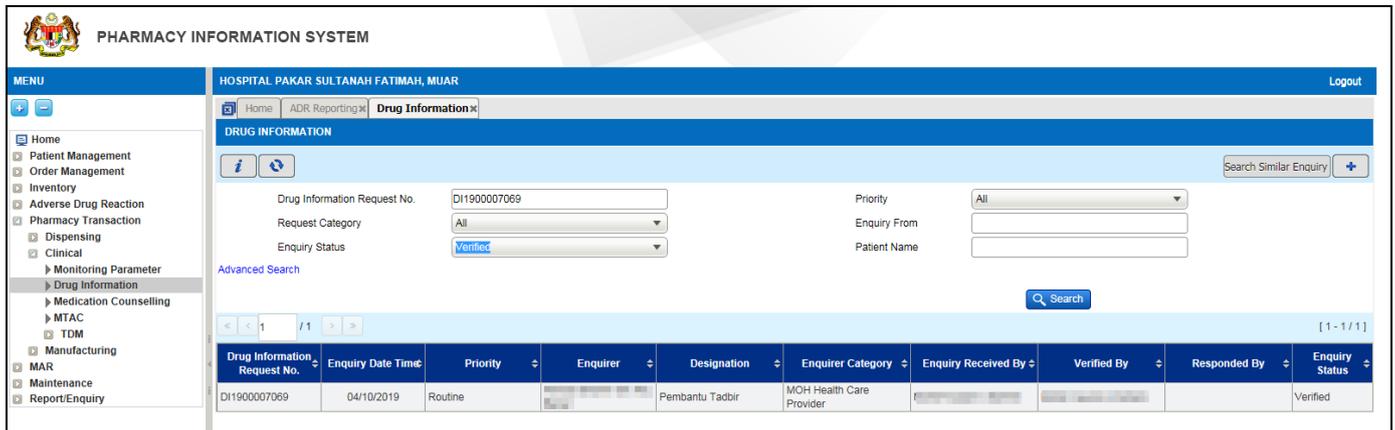
- System will record the **Verified By** based on from the user's Login ID.
- **Verified Date/Time** defaults to the system Date/Time and user is allowed to select back dated for 5 days

STEP 4

Click on the  button to save the record

3.2.3 Send Respond

This function is used to send the feedback to the enquirer after the Drug Information record has been verified.



The screenshot shows the 'PHARMACY INFORMATION SYSTEM' interface. The main content area displays a 'DRUG INFORMATION' record with the following details:

- Drug Information Request No.: DI1900007069
- Request Category: All
- Enquiry Status: Verified
- Priority: All
- Enquiry From: [Empty]
- Patient Name: [Empty]

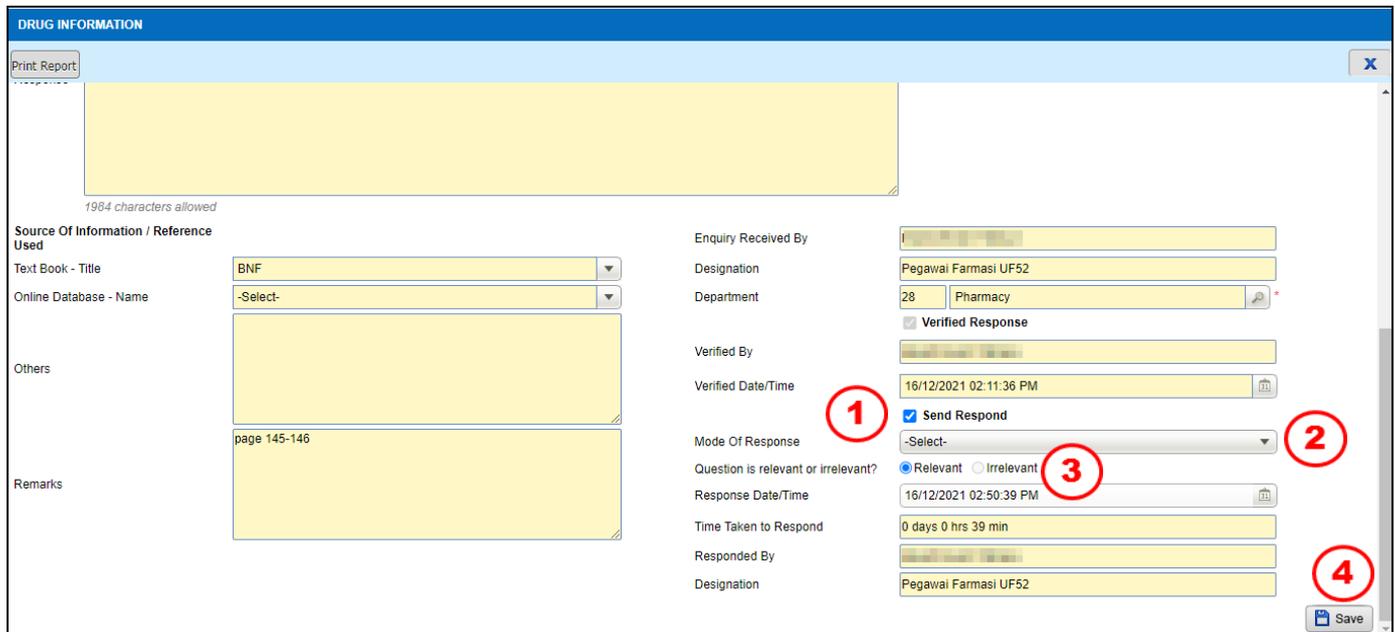
Below the search filters is a table with the following data:

Drug Information Request No.	Enquiry Date Time	Priority	Enquirer	Designation	Enquirer Category	Enquiry Received By	Verified By	Responded By	Enquiry Status
DI1900007069	04/10/2019	Routine	[Redacted]	Pembantu Tabdir	MOH Health Care Provider	[Redacted]	[Redacted]	[Redacted]	Verified

Figure 3.2.3-1 Enquiry Status = Verified

Note

- Refer to section 3.1.1 Drug Information Listing Page to search for the 'Verified' Drug Information record.
- This function is required to send the verified response to the enquirer and to submit the enquiry to HQ.



The screenshot shows the 'DRUG INFORMATION' 'Send Respond' form. The form includes the following fields and options:

- Source Of Information / Reference Used:
 - Text Book - Title: BNF
 - Online Database - Name: -Select-
 - Others: [Empty]
 - Remarks: page 145-146
- Enquiry Received By: [Redacted]
- Designation: Pegawai Farmasi UF52
- Department: 28 Pharmacy
- Verified Response: Verified Response
- Verified By: [Redacted]
- Verified Date/Time: 16/12/2021 02:11:36 PM
- Send Respond: Send Respond
- Mode Of Response: -Select- (Annotated with 2)
- Question is relevant or irrelevant?: Relevant Irrelevant (Annotated with 3)
- Response Date/Time: 16/12/2021 02:50:39 PM
- Time Taken to Respond: 0 days 0 hrs 39 min
- Responded By: [Redacted]
- Designation: Pegawai Farmasi UF52 (Annotated with 4)

Figure 3.2.3-2 Send Respond

STEP 1

Select the **Send Respond** check box.

STEP 2

Select from the **Mode of Response** drop down box (Optional).

STEP 3

Select **Relevant** option from the **Question is relevant or irrelevant?**

Note

- System will auto capture radio button 'relevant' by default
- **Response Date/Time** will be defaulted to showing the system Date/Time and user is allowed to select back dated for 5 days. It is editable and used to it will be calculating the '**Time Taken to Respond**'.
- The '**Responded By**' and the '**Designation**' will be recorded based on the user's Login ID.

STEP 4

Click on the  button to save the record.

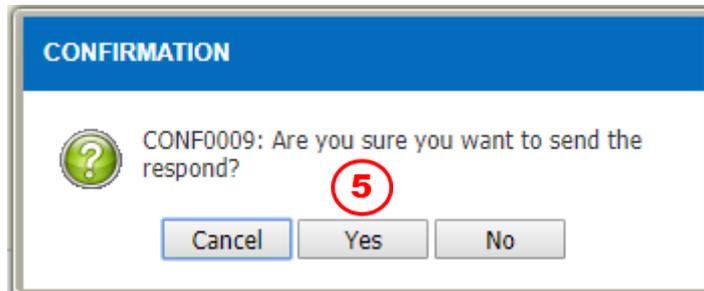


Figure 3.2.3-3 Confirmation Alert Message

STEP 5

Click on the  button to send the respond

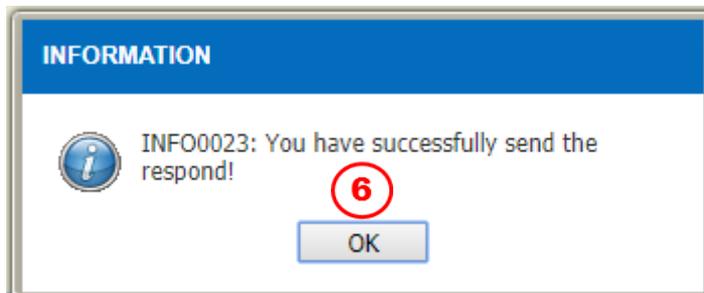
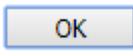


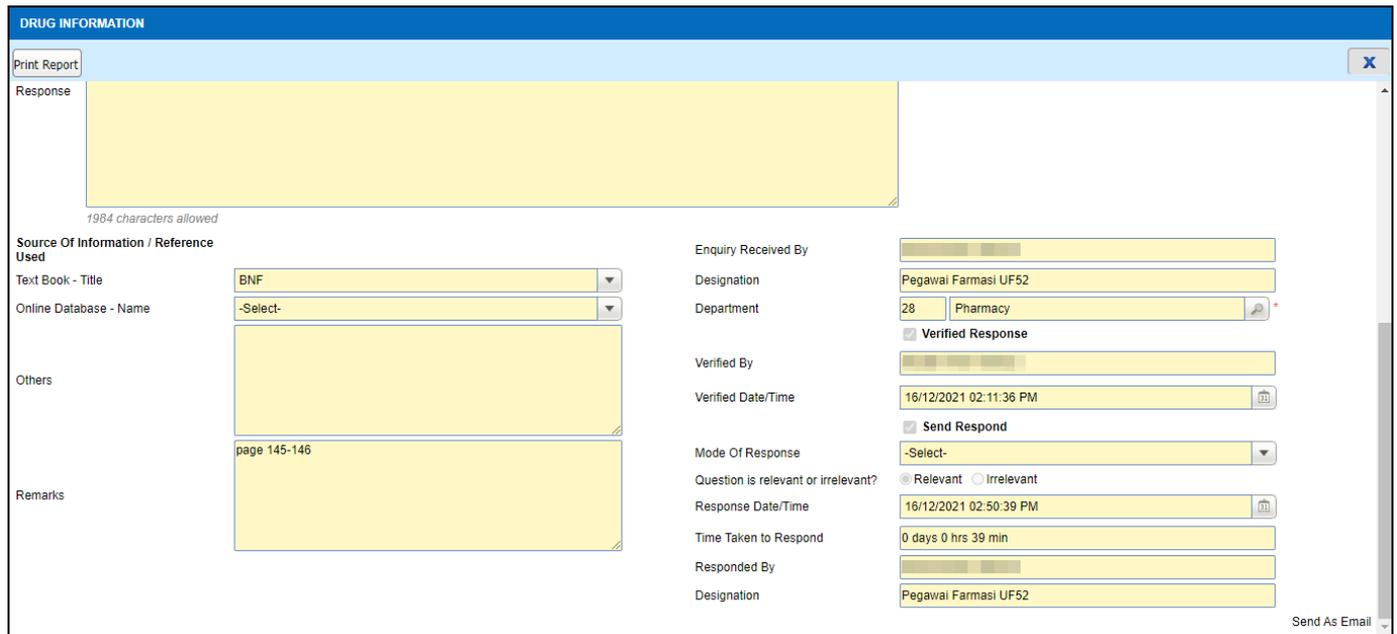
Figure 3.2.3-4 Confirmation Alert Message

STEP 6

Click on the  button

Note

- The **Enquiry Status** will change to 'Responded'.
- 'Responded' Drug Information records will be submitted to HQ. HQ will be decided whether to publish the enquiry to Know Your Medicine (KYM) Portal and/or PhIS Portal.
- Know Your Medicine Portal can be will be accessed by the public. However, the PhIS Portal is only accessible by the PhIS Users.



The screenshot shows a web form titled "DRUG INFORMATION". At the top left, there is a "Print Report" button. Below it is a large yellow text area for the "Response", with a note "1984 characters allowed". To the left of the form, there are several input fields under the heading "Source Of Information / Reference Used": "Text Book - Title" (set to "BNF"), "Online Database - Name" (set to "-Select-"), "Others" (empty), and "Remarks" (containing "page 145-146"). To the right of these fields, there are several other input fields: "Enquiry Received By" (empty), "Designation" (set to "Pegawai Farmasi UF52"), "Department" (set to "28 Pharmacy"), "Verified By" (empty), "Verified Date/Time" (set to "16/12/2021 02:11:36 PM"), "Mode Of Response" (set to "-Select-"), "Question is relevant or irrelevant?" (radio buttons for "Relevant" and "Irrelevant", with "Relevant" selected), "Response Date/Time" (set to "16/12/2021 02:50:39 PM"), "Time Taken to Respond" (set to "0 days 0 hrs 39 min"), "Responded By" (empty), and "Designation" (set to "Pegawai Farmasi UF52"). At the bottom right of the form, there is a "Send As Email" button.

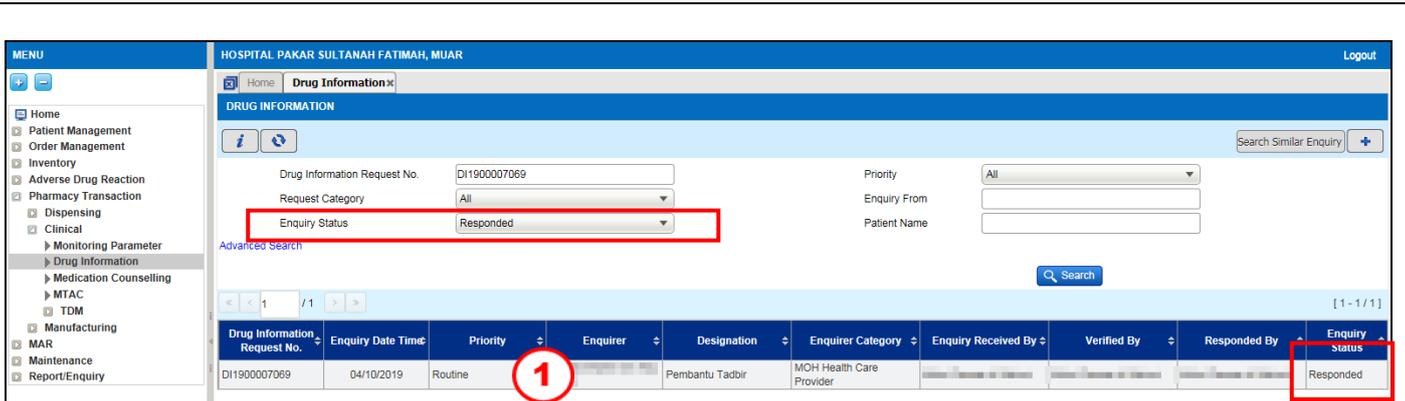
Figure 3.2.3-5 Send as Email

Note

- Click on the [Send As Email](#) hyperlink to send an email to the enquirer via Microsoft Outlook as per Figure 3.2.3-5
- Microsoft Outlook and Adobe Reader will be required for this function,

3.3 View Responded Enquiry

This function is used by the enquirer to view the answer responded by the Pharmacist.



The screenshot shows the 'DRUG INFORMATION' interface for HOSPITAL PAKAR SULTANAH FATIMAH, MUAR. The 'Enquiry Status' dropdown menu is set to 'Responded'. Below, a table lists enquiry records. The first record is highlighted, and its 'Enquiry Status' is 'Responded', indicated by a red circle with the number '1'.

Drug Information Request No.	Enquiry Date Time	Priority	Enquirer	Designation	Enquirer Category	Enquiry Received By	Verified By	Responded By	Enquiry Status
DI1900007069	04/10/2019	Routine		Pembantu Tadbir	MCH Health Care Provider				Responded

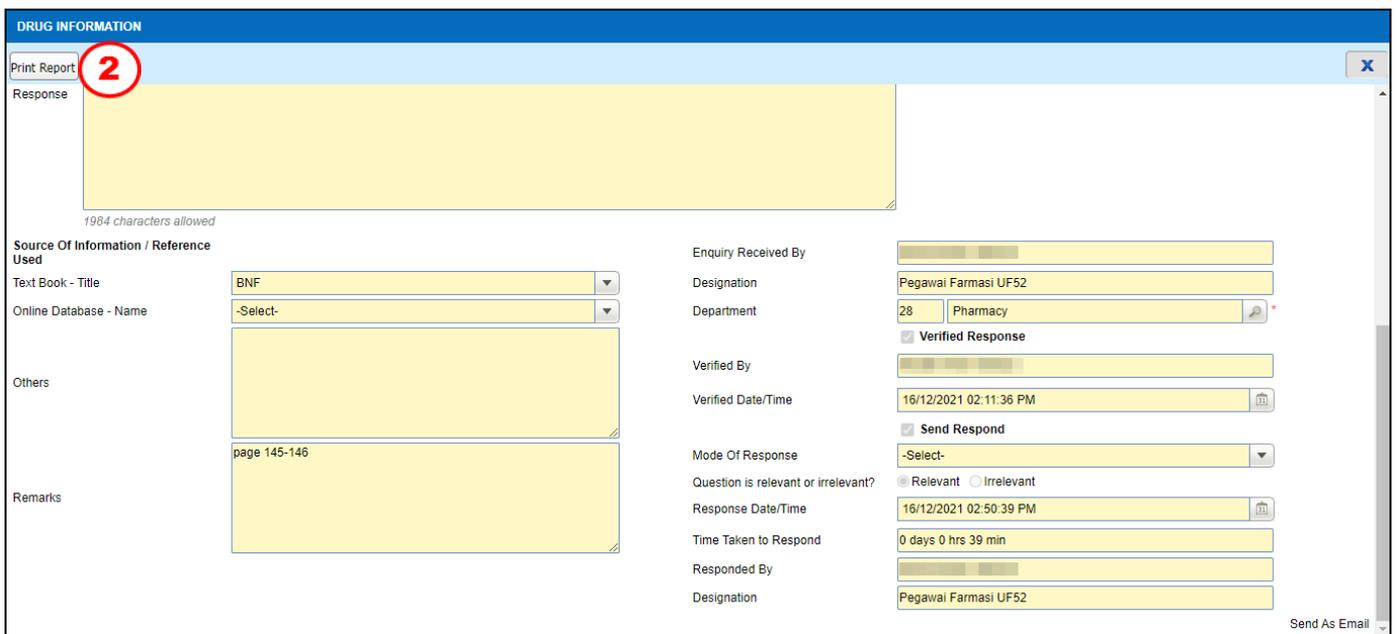
Figure 3.3-1 Enquiry Status = Responded

Note

- When a drug information record status is Responded, enquirer will be able to view the response provided in the PDF form.
- Refer to section 3.1.1 Drug Information Listing Page to search for the 'Responded' Drug Information record.

STEP 1

Double click on the record with status 'Responded' to view the response



The screenshot shows the 'Print Report' window for the enquiry. The 'Print Report' button is highlighted with a red circle and the number '2'. The response text is displayed in a large yellow box. Below the response, there are fields for 'Source Of Information / Reference Used', 'Enquiry Received By', 'Designation', 'Department', 'Verified By', 'Verified Date/Time', 'Mode Of Response', 'Question is relevant or irrelevant?', 'Response Date/Time', 'Time Taken to Respond', 'Responded By', and 'Designation'.

Figure 3.3-2 Print Report

STEP 2

Click on the button to print the enquiry report.

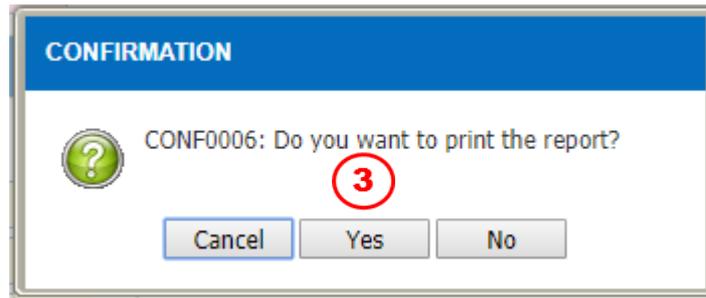
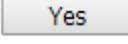


Figure 3.3-3 Confirmation Alert Message

STEP 3

Click on the  button to confirm

Note

- Response in PDF format will be displayed as shown in Figure 3.3-4.
- The response entered and verified by the Pharmacist can be viewed in the Enquiry Response (Answer) field.



Ministry of Health, Malaysia
DRUG INFORMATION - ENQUIRY RESPONSE

HOSPITAL SERI MANJUNG

Seri Manjung, 32200, Seri Manjung, Perak

056896600

Drug Information request no: **DI2100001726**

A. ENQUIRER DETAILS	
Date of Reply/Response	Enquirer Name / Designation / Contact Details
22/10/2021	/Pegawai Farmasi UF44/056881333
Enquirer Category : MOH Health Care Provider	
Enquiry From :	
1) Within Facility Department : Anaesthesiology 108	
2) External facility / Name of Facility :	
Patient Name :	IC/Passport No :

B. CATEGORY OF ENQUIRY								
Poisoning / Overdose	<input checked="" type="checkbox"/>	General Product Information	<input type="checkbox"/>	Contraindication	<input type="checkbox"/>	Pharmacokinetic	<input type="checkbox"/>	Adverse Effect
Drug Interaction	<input type="checkbox"/>	Indication	<input type="checkbox"/>	Pharmaceutical Identification	<input type="checkbox"/>	Pharmaceutical Compatibility	<input type="checkbox"/>	Dose/ Administration
Pharmaceutical Availability	<input type="checkbox"/>	Parenteral Nutrition	<input type="checkbox"/>	Others	<input type="checkbox"/>			

C. MODE OF RESPONSE											
Drug Info	<input checked="" type="checkbox"/>	Email	<input type="checkbox"/>	Fax	<input type="checkbox"/>	In Person	<input type="checkbox"/>	Online	<input type="checkbox"/>	Telephone	<input type="checkbox"/>

D. SOURCE OF INFORMATION / REFERENCE USED						
BNF	<input checked="" type="checkbox"/>	Harrison	<input type="checkbox"/>	Lexicomp	<input type="checkbox"/>	MIMS
Martindale	<input type="checkbox"/>	Lexicomp Database	<input checked="" type="checkbox"/>	MIMS Database	<input type="checkbox"/>	Martindale Database
<input checked="" type="checkbox"/>	Others : clinical pharmacist pn soffiyah					

Remarks :

E. ENQUIRY SUMMARY (QUESTION) & ENQUIRY RESPONSE (ANSWER) (Question is Relevant)

Question : patient is on
t. metformin 1g bd
t. sitagliptin 50mg bd
t. acarbose 100mg tds
s/c novomix 34u bd
s/c lantus 20u od
but glucose persistently high. latest 2hrly reading =14.6.
whats the management?

Answer : suggest to off all OHA and control with actrapid&insulatard (starting dose: actrapid 22u tds+insulatard 22u on) or insulin sliding scale

Received By :		Designation :	Pegawai Farmasi UF41
Verified By :		Verified Date/ Time :	22/10/2021 03:39:57 PM
Response By :		Response Date/ Time :	22/10/2021 03:42:11 PM

Figure 3.3-4 Drug Information – Enquiry Report

4.0 Acronyms

Abbreviation	Definition
MOH	Ministry of Health
PhIS	Pharmacy Information System
CPS	Clinical Pharmacy System
DICE	Drug Information and Consumer Education
MRN	Medical Record Number

5.0 Links to Clinical Modules

No	Module	PDF Links	No	Module	PDF Links
1	<i>Inpatient</i>	Click Here	12	<i>CDR Dispensing</i>	Click Here
2	<i>CDR Order</i>	Click Here	13	<i>Methadone Dispensing</i>	Click Here
3	<i>TDM Order</i>	Click Here	14	<i>PN Dispensing</i>	Click Here
4	<i>PN Order</i>	Click Here	15	<i>Order Management</i>	Click Here
5	<i>IV Order</i>	Click Here	16	<i>Patient Management</i>	Click Here
6	<i>Prepacking</i>	Click Here	17	<i>Radiopharmaceutical</i>	Click Here
7	<i>Galenical</i>	Click Here	18	<i>Outpatient</i>	Click Here
8	<i>MTAC</i>	Click Here	19	<i>Special Drug Request</i>	Click Here
9	<i>ADR & DAC</i>	Click Here	20	<i>MAR</i>	Click Here
10	<i>Medication Counselling</i>	Click Here	21	<i>DICE</i>	Click Here
11	<i>Ward Pharmacy</i>	Click Here	22		