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

User Manual
Pharmacy Inventory – Recall Product

Version	**: 10th EDITION**
Document ID	**: U. MANUAL_INV_RECALL PRODUCT**

Reference ID : U. MANUAL_INV_RECALL PRODUCT-10th EDITION

Application reference: PhIS & CPS v2.1 & v2.2

Table of Contents

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 that geared toward pharmacy excellence. PhIS implementation would transform most of current manual process to electronic system would benefit facility end user in the health care sector.

There are 12 modules to assist services 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, lV 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 Pharmacy Inventory (Recall Product) sub-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:

- Recall Product Notification from HQ
- Recall Product Notification received by the Facility

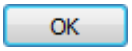
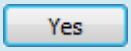
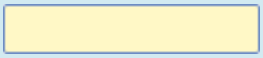
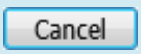
1.3 Organised Sections

These are the sections within this document:

- Section 1 : Introduction
- Section 2 : Application Standard Features
- Section 3 : Recall Product
- Section 4 : Acronyms
- Section 5: Link to Inventory Modules

2.0 Application Standard Features

2.1 PhIS Legend

Standard Legend			
LOGIN	Login to PhIS	Logout	Logout from PhIS
	Close All Open Tabs		Refresh Screen
	Expand Menu		Collapse Menu
	Expand Module		Collapse Module
	Add/Create New Record		Save
	Close Window		Calendar Icon
	Save Transaction		Delete Record
	Export Report From PDF file to Excel file		OK Button
	Yes Button		No Button
	Radio Button		Checkbox
	System Automatic Generate Record No.		Automatically Display/Retrieve Box
	Reset Login Screen		Show Help
	Display Home Tab		Search Record
	Cancel		Dropdown Box
	Search Icon	*	Mandatory Field
	Edit Record		Empty Text Box
	Cancel Button		

Module Legend			
Unit List	Generate Unit List	Disseminate	Disseminate

Note

- *To learn more about Login Information, kindly click Login Information Modules for descriptive step.*

2.2 Latest Enhancement and Updates

Latest Functions	Page

3.0 Recall Product

Overview

Recall Product is a process conducted by the manufacturer and supplier to remove or withdraw pharmaceutical product(s) from all MOH facilities. Recall Product can be happened and caused by a malfunction of critical quality or drug adverse events reported and may cause health risk to the patient during and after the distribution of the product

User Group

This module is intended for Storekeeper and Pharmacists at the Pharmacy Store (subject to user assign by the facility)

Functional Diagram

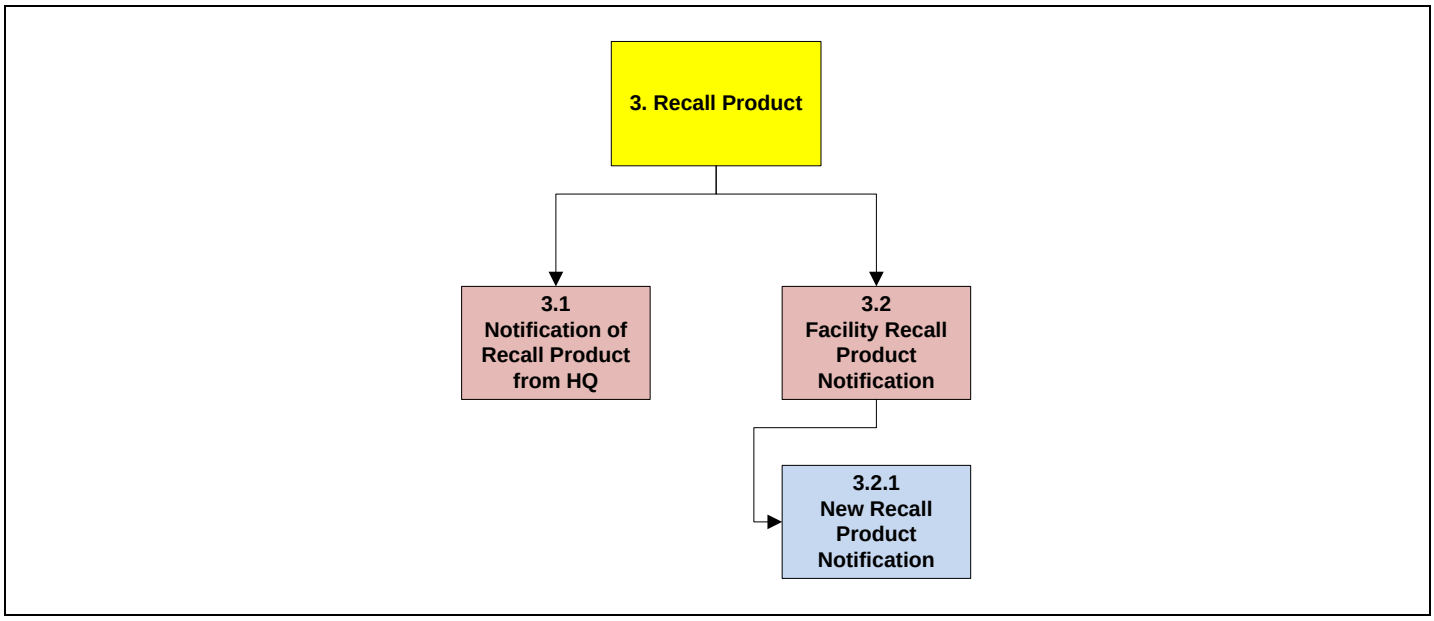


Figure 3.1

Functional Description

Recall Product comprises of two (2) main functions:

- **HQ Recall Product Notification**

  All MOH facilities will receive a Recall Product Notification from HQ followed by a written letter from the respective supplier. The affected item will be returned to the supplier for replacement.

- **Facility Recall Product Notification**

  The function of this screen is to view the location(s) of the affected batch in the facility at all levels. The Recall Product Notification will be disseminated to the affected units. Action will be taken accordingly based on facility's SOP.

3.1 HQ Recall Product Notification

User at the Pharmacy Store will receive a Recall Product Notification from HQ at the PhIS Home Page in the Notification sections.

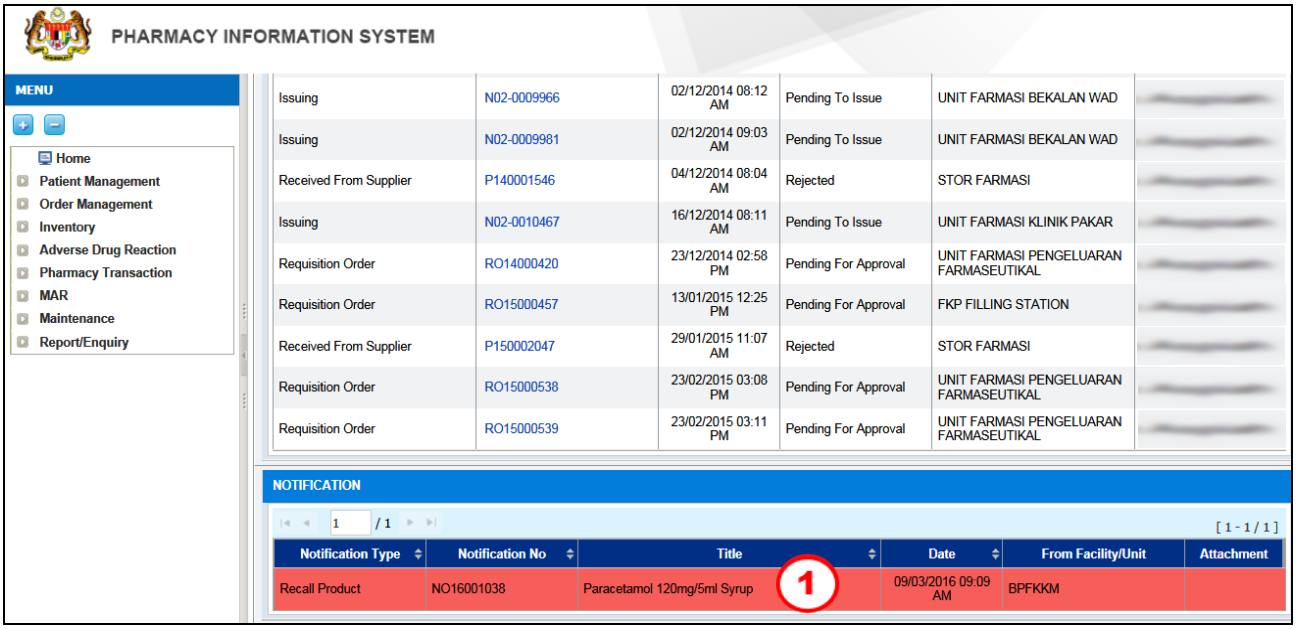


Figure 3.1-1 PhIS Home Page

STEP 1
Double click on the ***Notification No.*** and the Recall Product Notification screen will be displayed as shown in Figure 3.1-2

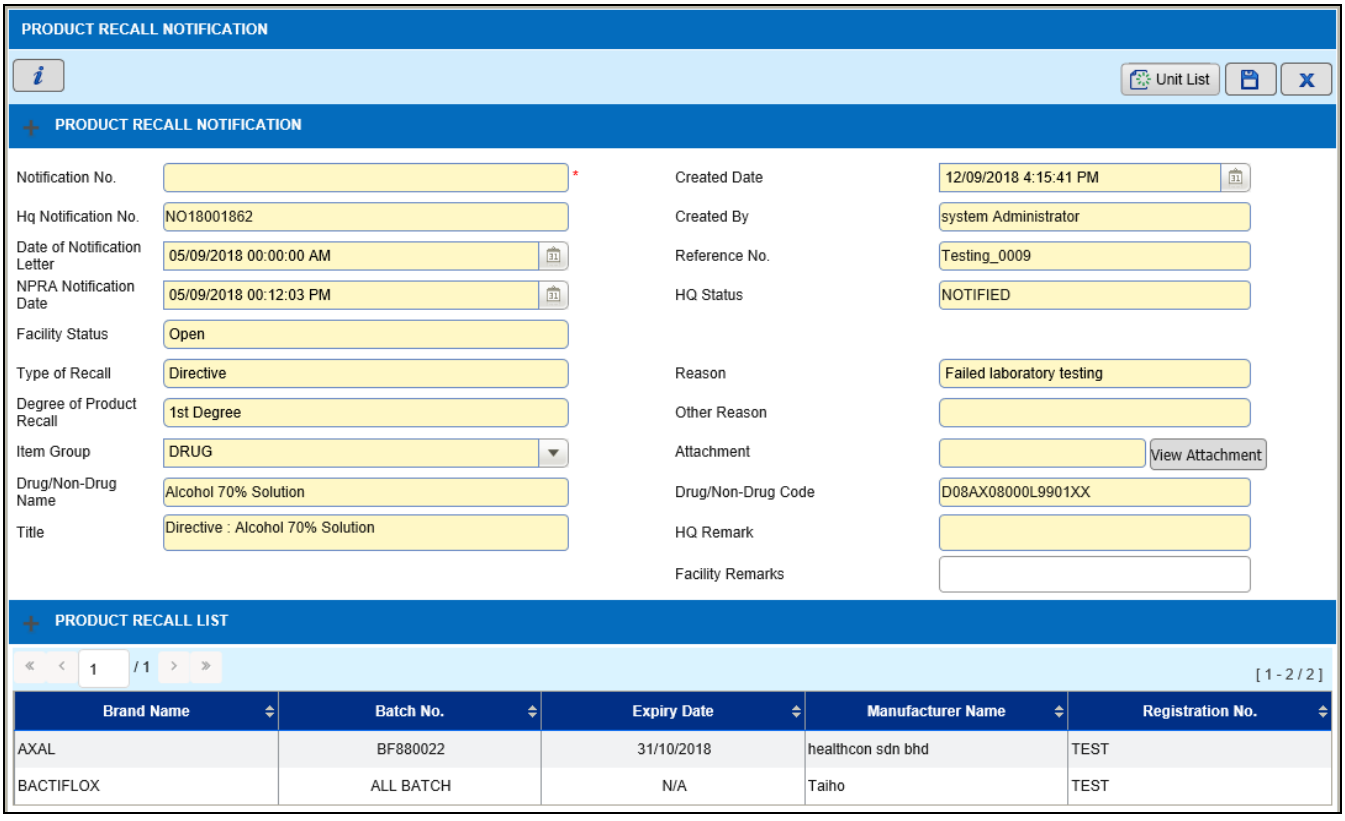


Figure 3.1-2 Recall Product Notification

Note

- *The **Status** of the notification is defaulted to 'Open'.*
- *This information will be displayed automatically based on the Notification No selected in the **Recall Product Notification** section:*

No	Field	Description	Remark
a	Type of Recall	The below value will be displayed based on selection at HQ level: - Directive - Voluntary	The value for 'Type of Recall' is selected at the HQ level: • Directive - The item batch must be returned to the supplier. Supplier will replace the same item to the facilities • Voluntary - The item batch is not necessary to be returned to the supplier. If the item is returned, supplier will supply the item replacement
b	Reason	Reason of Recall Product	Reason is a read-only field. The value is entered at the HQ level
c	Date of Notification	Date	The Date of Notification Letter received from Supplier selected at the HQ level
d	Degree of Product Recall	The below value will be displayed based on selection at HQ level: - 1st Degree - 2nd Degree - 3rd Degree	Degree of Product Recall is a read-only field. The value is selected at the HQ level: • 1st Degree - Products with major health risks which may lead to serious injury or mortality. Must be restraints in 24 hours • 2nd Degree – Products with a minor health risk or not meet certain standards. Restrictions need to be in within 72 hours • 3rd Degree - Products with other reasons for recall. Restrictions need to be in within 30 days
e	Notification Period	Will be based on the Degree of Product Recall selected at HQ level	Notification Period is a read only field: • 1st Degree - 24 hours • 2nd Degree - 72 hours • 3rd Degree - 30 days
f	HQ Notification No.	Notification No.	The value is generated at the HQ level once the HQ transaction is saved

Table 3.1-1

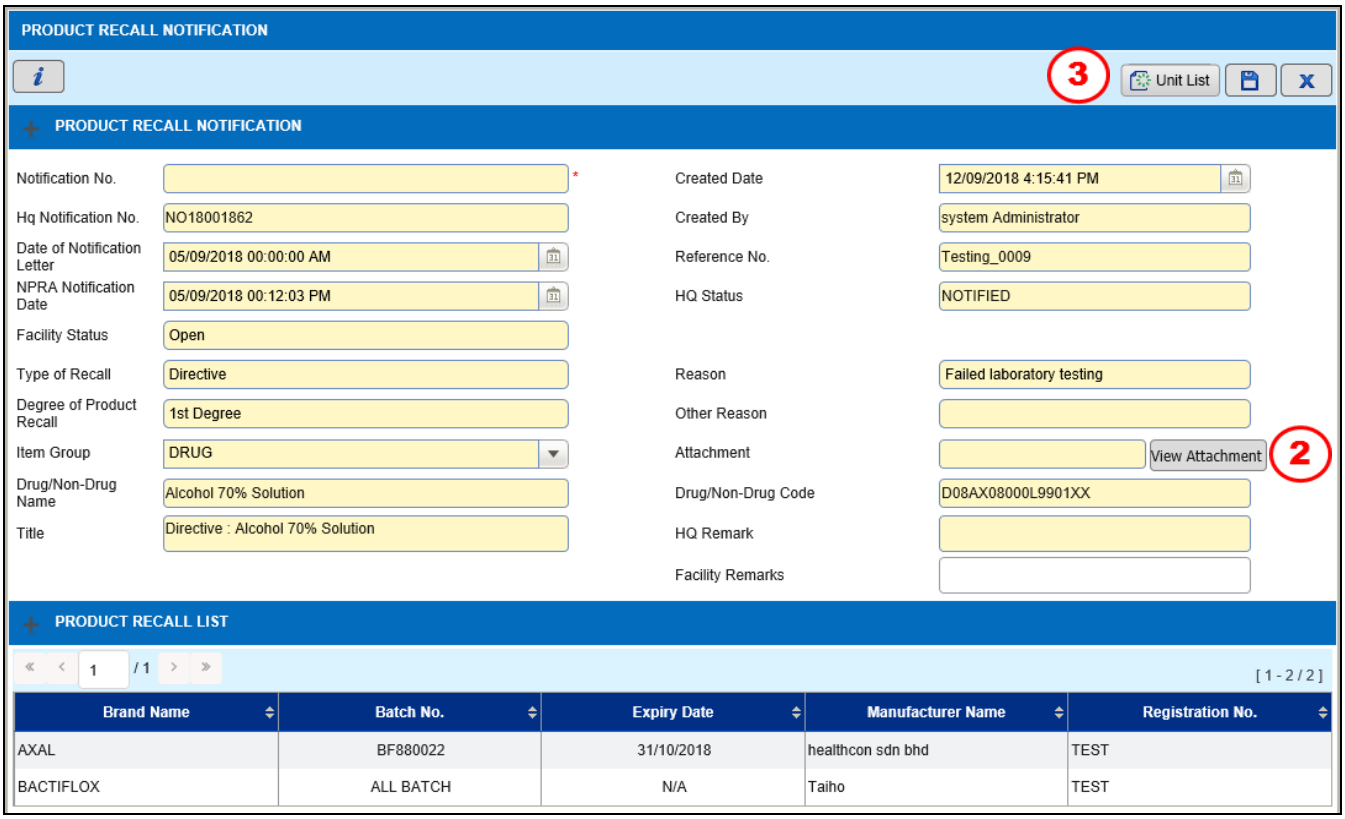


Figure 3.1-3 Recall Product Notification

STEP 2

Click on the View Attachment button to view document attached to the Notification No if there is any

STEP 3

Click on the Unit List button to display the locations of the affected batch in the Facility at all levels as shown in Figure 3.1-4

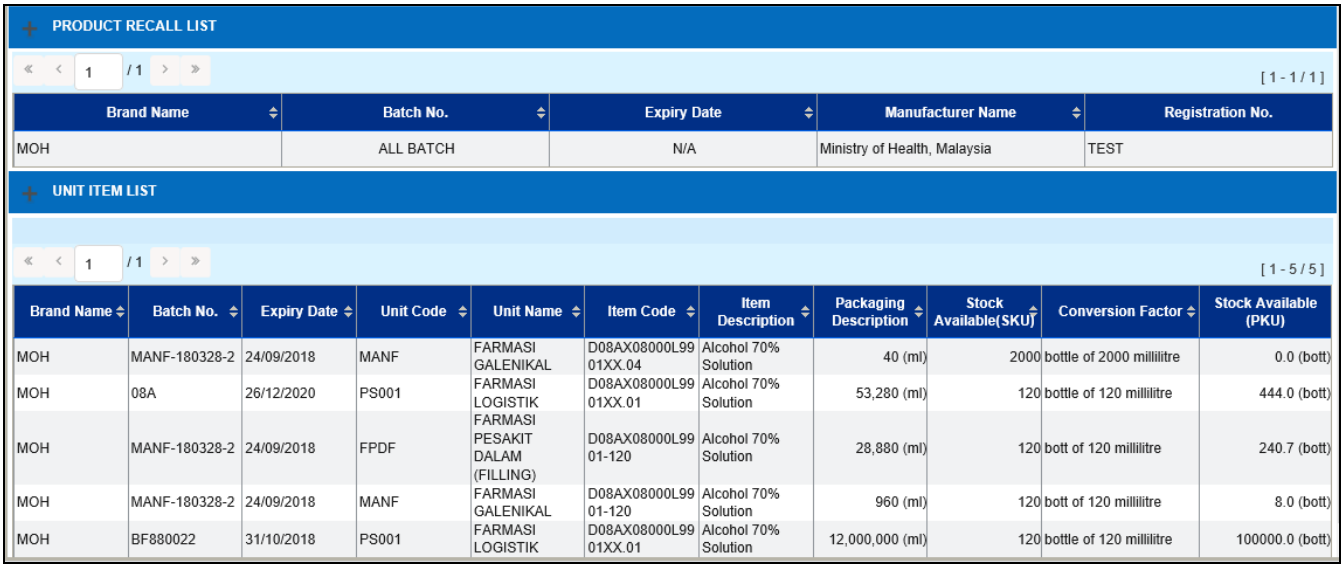


Figure 3.1-4 Unit Item List

Note

- *The **Unit Item List** contains this information regarding the affected batch of recall product:*

No	Field	Description	Remark
a	Batch No	Batch No. of the Item	Display the Batch No. entered at HQ level
b	Expiry Date	Expiry Date of the Item	Display the Expiry Date of the Item Batch
c	Unit Code	Unit Code	The Unit Code data will be retrieved from the Requester Unit master when user click on the 'Unit List' button
d	Unit Name	Unit Name	The Unit Name data will be retrieved from the Requester Unit master when user click on the 'Unit List' button
e	Available SKU Quantity	Smallest Keeping Unit (SKU)	Display the available SKU of the item
f	Conversion Factor	Item's Conversion Factor	Display the Conversion Factor for the Item set in the Item Master
g	Packaging Description	Items' packaging	Display the Packaging Description for the Item set in the Item Master
h	Available PKU Quantity	Quantity available in PKU	Available PKU Quantity = Available SKU Quantity / Conversion Factor

Table 3.1-2

- *'No Record Found' message will be displayed in the **Unit Item List** section if the affected batch is not found in the facility as shown in Figure 3.1-5.*

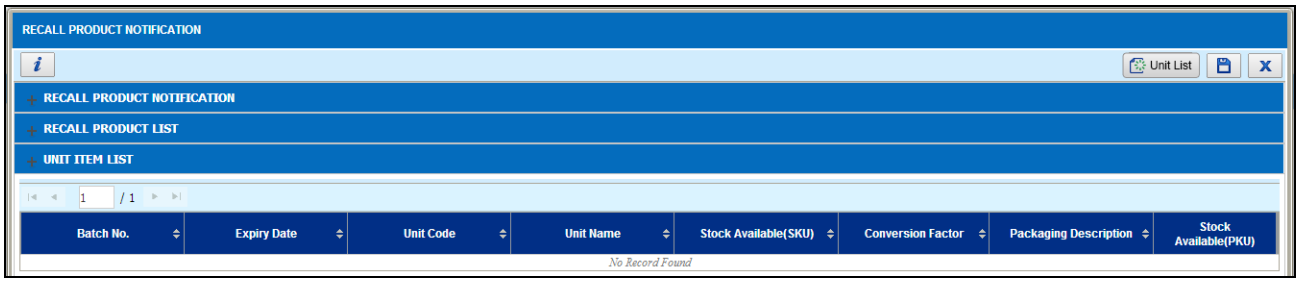


Figure 3.1-5 Unit Item List - No Record Found

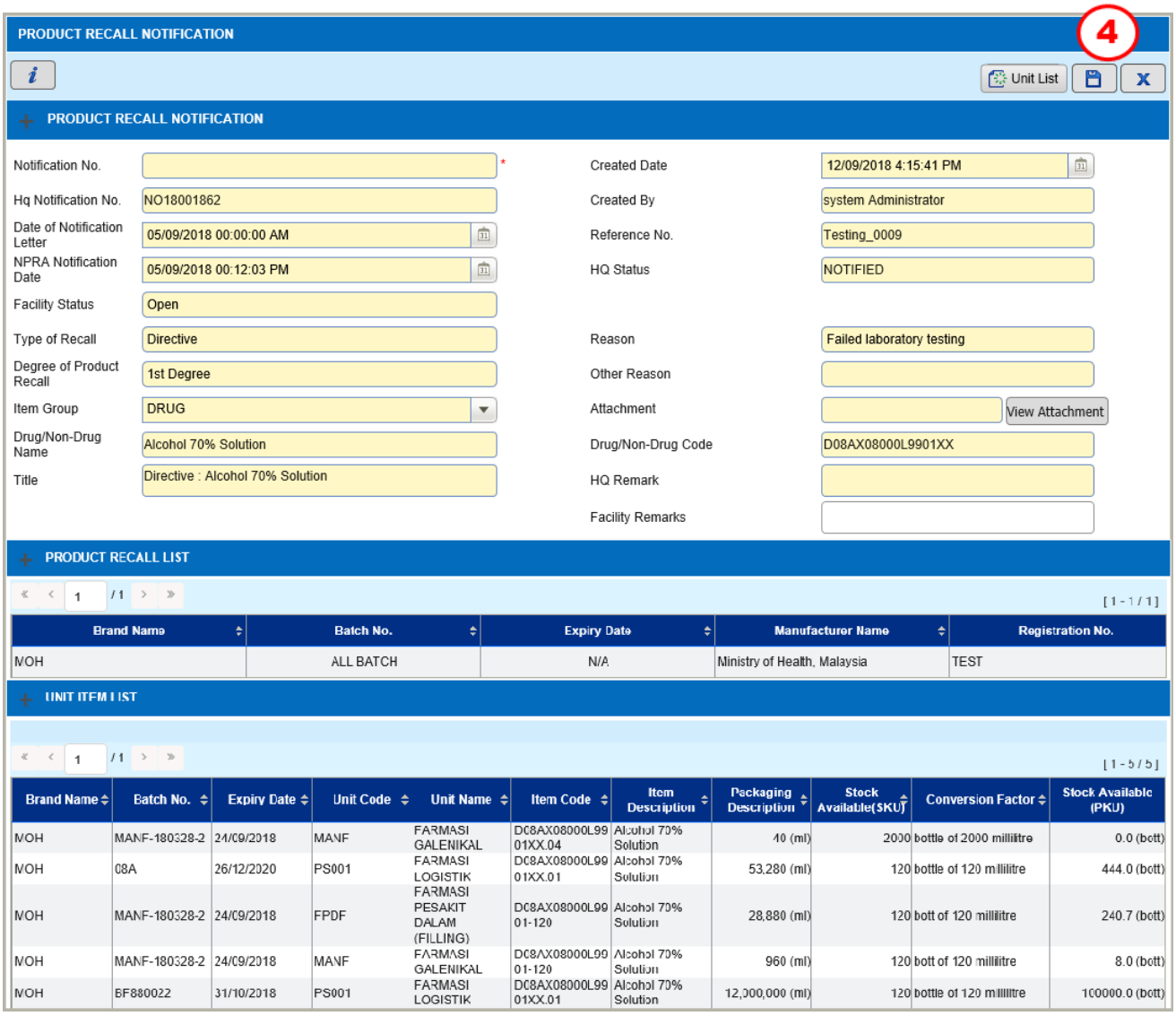


Figure 3.1-6 Save transaction

STEP 4

Click on the  button to save the Recall Product Notification transaction

Note

- ***Notification No.*** *will be generated automatically for future reference. E.g.: RN13000001*

Character	Description	Value
1-2	Refer to Recall Product Notification (Facility)	Letter 'RN'
3-4	Current year in YY format	13
5-10	Running No	Starting from 0000001. This running number will be reset to 0000001 at the beginning of every calendar year.

Table 3.1-3

- ***HQ Notification No.*** *will be removed from the facility's Task List.*

- ***Notification No****. will be available at the Recall Product Notification sub menu.*

3.2 Facility Recall Product Notification

When the Notification No is generated, the notification will be available under the 'Recall Product' sub menu.

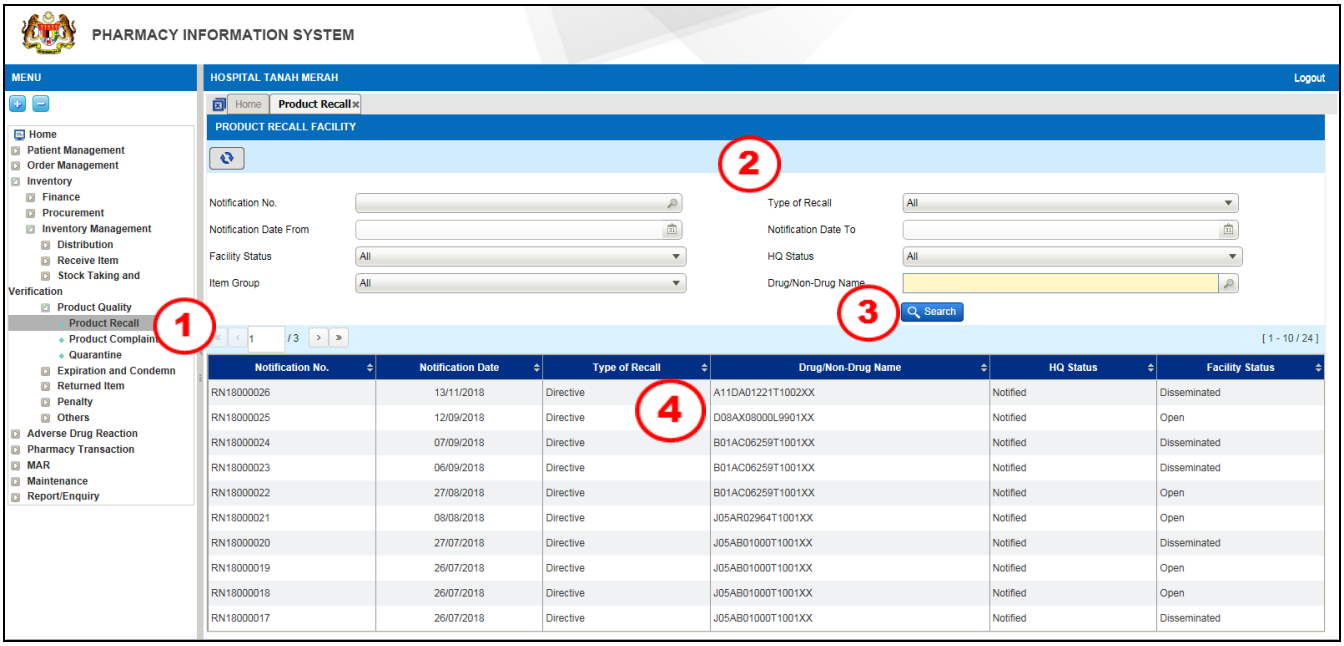


Figure 3.2-1 Recall Product Facility

Note

This page will display existing Recall Product transaction(s).

STEP 1

Click on 'Inventory' followed by 'Inventory Management' and 'Product Quality' and click on 'Recall Product'

STEP 2

To search for existing Notification record(s), user may search by criteria as follow:

No	Field	Description	Remark
a	Notification No.	Notification No. generated after saving the Notification of Recall Product from HQ	Search option: Enter the Notification No. either in full or partial. *Example: RN130001234 or '1234'*
b	Type of Recall	Select Type of Recall from the drop down menu: - Directive - Voluntary - All	Able to filter by Type of Recall
c	Notification Date From	Select date for Notification Date From.	The start date format will be 'DD/MM/YYYY'. i.e. 01/01/2013 Notification Date From should be earlier than Notification Date To.
d	Notification Date To	Select date for Notification Date To.	The end date format will be 'DD/MM/YYYY'. i.e. 31/12/2013 Notification Date To should be later than Notification Date From.
e	Status	Select Status from the drop down menu: - Cancelled - Disseminated - Open - All	Various types of status will be displayed in the drop down box

Table 3.2-1

STEP 3

Click on the Search button after input criteria

STEP 4

Double click on the selected Notification listed down as shown in Figure 3.2-1

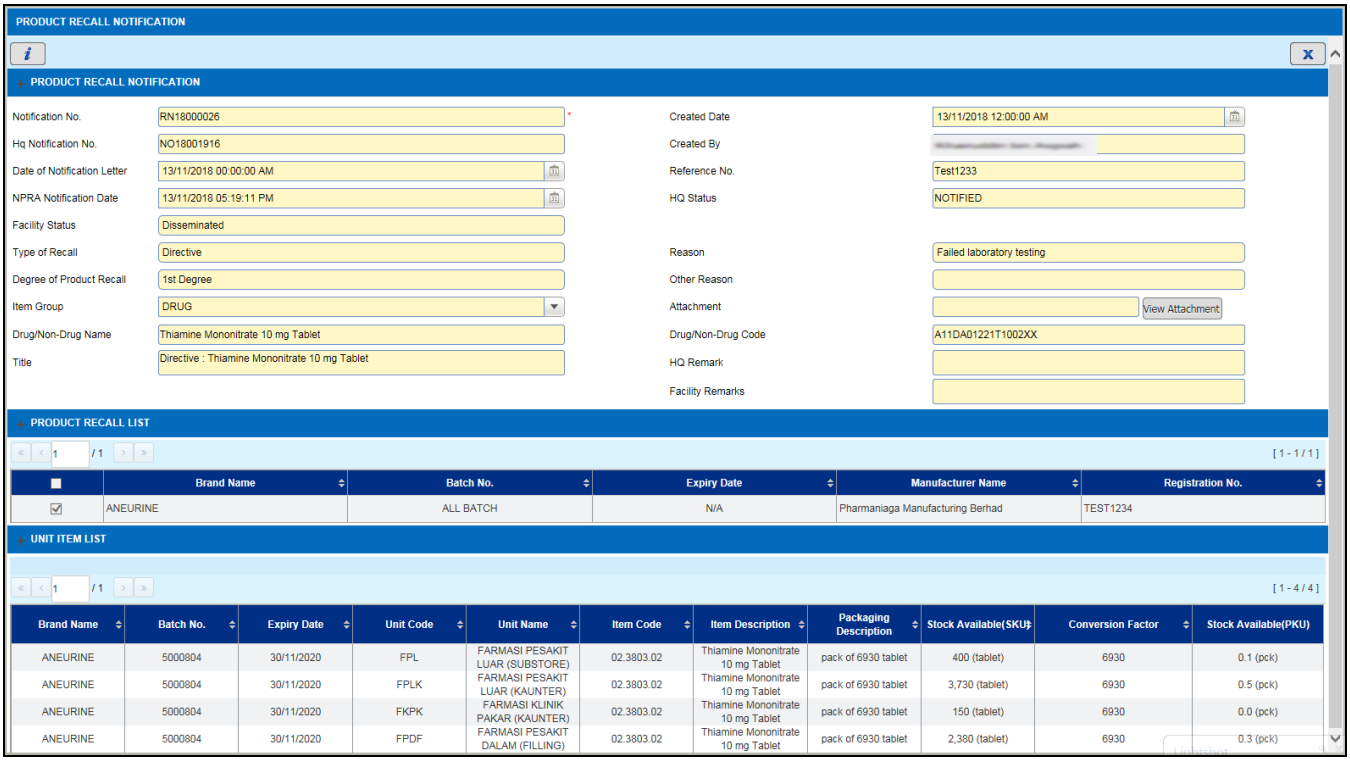


Figure 3.2-2 Recall Product Facility

3.2.1 Recall Product Facility

Notification No. will be available under the Recall Product Facility sub menu after the Notification of Recall Product from HQ is saved.

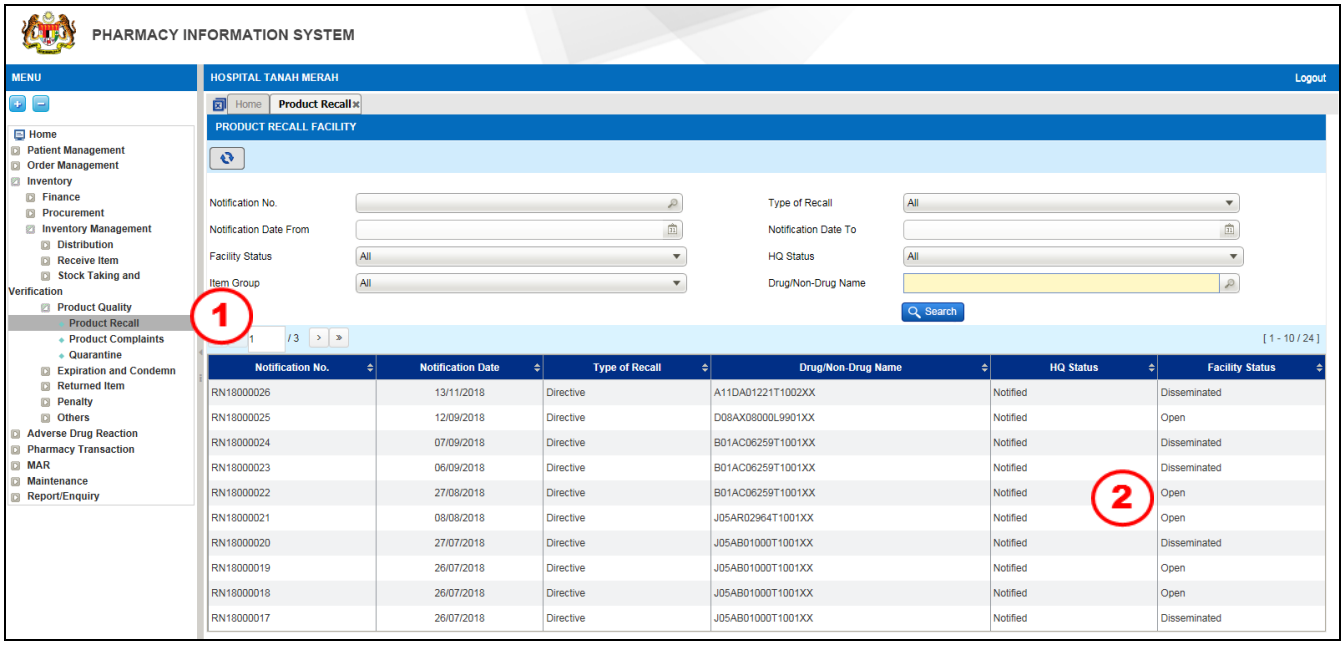


Figure 3.2.1-1 Notification

Note

The function of this screen is to view the location(s) of the affected batch in the facility at all levels. The Recall Product Notification will then be disseminated to the affected units.

STEP 1

Click on 'Inventory' followed by 'Inventory Management' and 'Product Quality' and click on 'Recall Product'

STEP 2

Double click on a ***Notification No.*** with the Status 'Open' and the system will display the Recall Product Notification screen as shown in Figure 3.2.1-2

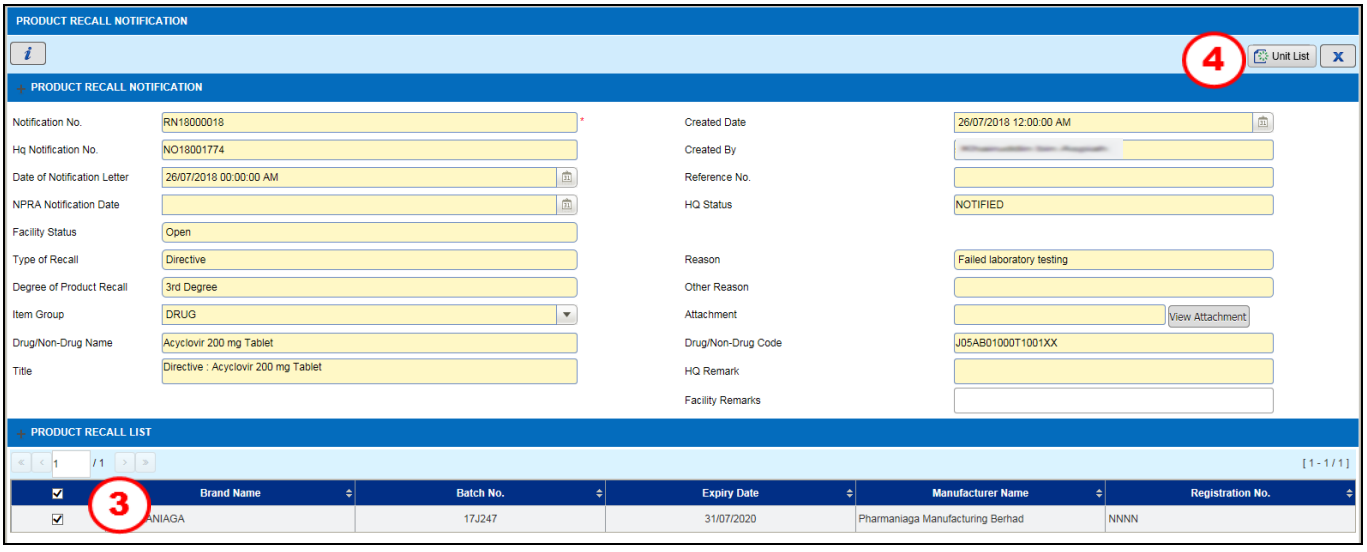


Figure 3.2.1-2 Generate Unit List

STEP 3
Click on the item check box to select items for recall products as shown in Figure 3.2.1-3

STEP 4

Click on the Unit List button to display the locations of the affected batch in the facility at all levels as shown in Figure 3.2.1-3

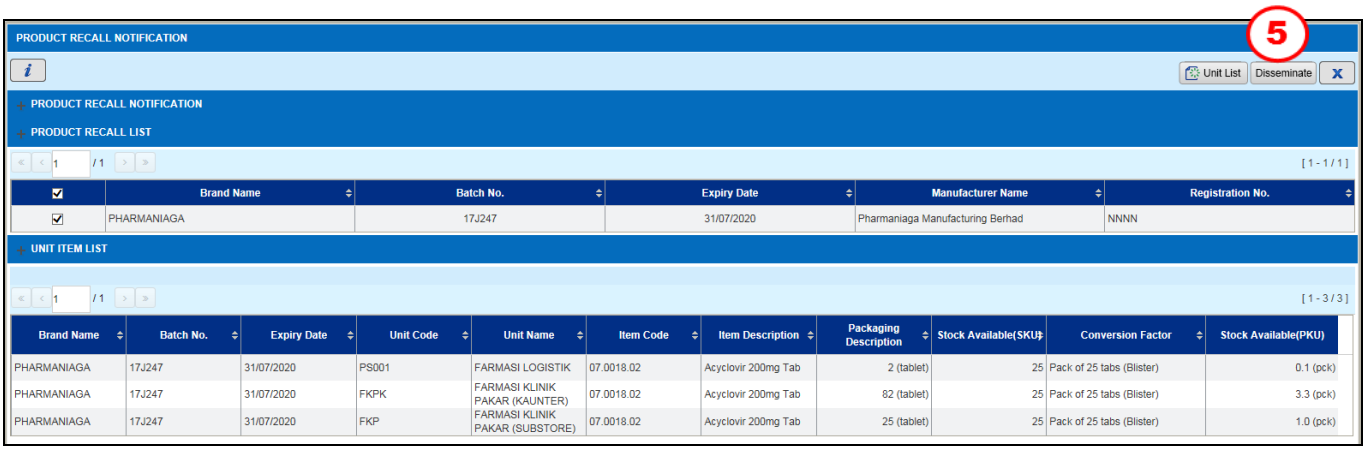


Figure 3.2.1-3 Unit Item List

STEP 5

Click on the Disseminate button to disseminate the Recall Product Notification to the affected unit(s)

Note

- *The **Status** of the Recall Product Notification will be changed to 'Disseminated'.*
- *The affected unit(s) will receive the notification under the notification section in the Task List.*
- *Once disseminated, the Notification No will be available both in the Quarantine and Return to Supplying Unit sub module. Next action to be taken will depend on the facility's Standard Operation Procedure.*
- *Click on the Cancel Request button to cancel the transaction and the **Status** of the transaction will change to 'Cancelled'.*

4.0 Acronyms

Abbreviation	Definition
PhIS	Pharmacy Information System
CPS	Clinical Pharmacy System
MOH	Ministry Of Health
HQ	Headquarters
UOM	Unit Of Measure
SKU	Store Keeping Unit
PKU	Packaging Keeping Unit
RFQ	Request for Quotation

5.0 Links To Inventory Modules

No	Module	PDF Links	No	Module	PDF Links
1	Finance	Click Here	15	Internal Indent	Click Here
2	Procurement Standard APPL	Click Here	16	Issue	Click Here
3	Procurement standard LP	Click Here	17	Receive From Supplier	Click Here
4	Procurement Standard Contract	Click Here	18	Receive Inter Facility	Click Here
5	Procurement Standard Quotation	Click Here	19	Receive Intra Facility	Click Here
6	Procurement Standard (RFQ)	Click Here	20	Return to Supplier	Click Here
7	Procurement Non Standard (Requisition Order)	Click Here	21	Return to Supplying Unit	Click Here
8	Quarantine	Click Here	22	Slow Moving	Click Here
9	Product Complaint	Click Here	23	Stock Taking And Verification	Click Here
10	Recalculate Buffer Level	Click Here	24	Stock Transfer	Click Here
11	Expiration And Condemn	Click Here	25	Year End	Click Here
12	Recall Product	Click Here	26	Penalty	Click Here
13	Payment	Click Here	27	IWP Budget	Click Here
14	External Indent	Click Here	28	IWP Order Authorization	Click Here