



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

User Manual Pharmacy Inventory – Recall Product

Version	: 11th Edition
Document ID	: U.MANUAL_INV_RECALL PRODUCT



PhIS & CPS Project
User Manual – Pharmacy Inventory
Recall Product



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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 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, 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 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

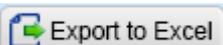
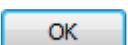
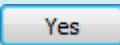
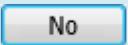
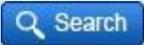
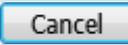
1.3 Organised Sections

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 to PhIS		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	<input type="checkbox"/>	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

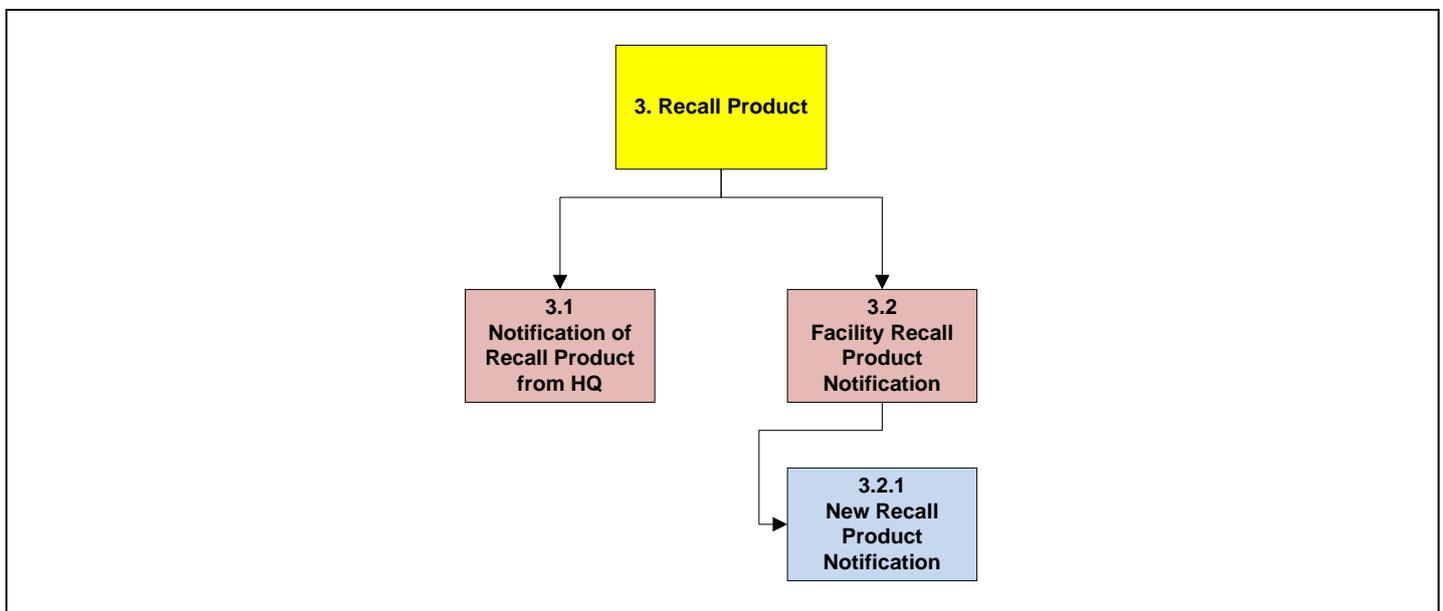


Figure 3.1

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.

The screenshot shows the PHIS Home Page interface. On the left is a menu with options like Home, Patient Management, Order Management, Inventory, ADR/AEFI, Pharmacy Transaction, MAR, Maintenance, and Report/Enquiry. The main area displays a 'TASK LIST' table and a 'NOTIFICATION' table. The notification table has the following data:

Notification Type	Notification No	Title	Date	From Facility/Unit	Attachment
Product Recall	NO20000540	Directive : Metformin HCl 500 mg Tablet	20/11/2020 12:21 PM	BPFKMM	
Slow Moving Item	NO20000005	TAB CINNARIZINE EXP : 31/05/2021	08/09/2020 11:45 AM	Klinik Kesihatan Sungai Lembing	
Slow Moving Item	NO20000006		07/09/2020 06:17 PM	Klinik Kesihatan Bukit Payong	
Near Expiration Item	NO20000002		07/09/2020 02:41 PM	Klinik Kesihatan Sri Langkap	
Near Expiration Item	NO20000006		07/09/2020 02:41 PM	Klinik Kesihatan Karai	

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

The screenshot shows the 'PRODUCT RECALL NOTIFICATION' screen. It contains the following details:

- Notification No.: NO20000540
- Hq Notification No.: NO20000540
- Date of Notification Letter: 20/11/2020 00:00:00 AM
- NPRA Notification Date: 20/11/2020 00:21:29 PM
- Facility Status: Open
- Type of Recall: Directive
- Degree of Product Recall: 1st Degree
- Item Group: DRUG
- Drug/Non-Drug Name: Metformin HCl 500 mg Tablet
- Title: Directive : Metformin HCl 500 mg Tablet
- Created Date: 20/11/2020 12:28:39 PM
- Created By: [User Name]
- Reference No.: [Empty]
- HQ Status: NOTIFIED
- Reason: Safety issue
- Other Reason: [Empty]
- Attachment: [Empty] (View Attachment)
- Drug/Non-Drug Code: A10BA02110T1001XX
- HQ Remark: [Empty]
- Facility Remarks: [Empty]

Below the details is a 'PRODUCT RECALL LIST' table with one entry:

Brand Name	Batch No.	Expiry Date	Manufacturer Name	Registration No.
GLUMET	5014787	30/04/2023	Pharmaniaga Manufacturing Berhad	02.2406.04

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: <ul style="list-style-type: none">• 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: - 1 st Degree - 2 nd Degree - 3 rd Degree	Degree of Product Recall is a read-only field. The value is selected at the HQ level: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• 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



PhIS & CPS Project User Manual – Pharmacy Inventory Recall Product



PRODUCT RECALL NOTIFICATION

3 Unit List

PRODUCT RECALL NOTIFICATION

Notification No. Created Date

Hq Notification No. Created By

Date of Notification Letter Reference No.

NPRA Notification Date HQ Status

Facility Status

Type of Recall Reason

Degree of Product Recall Other Reason

Item Group Attachment **2** View Attachment

Drug/Non-Drug Name Drug/Non-Drug Code

Title HQ Remark

Facility Remarks

PRODUCT RECALL LIST

<< 1 / 1 >> [1 - 1 / 1]

Brand Name	Batch No.	Expiry Date	Manufacturer Name	Registration No.
GLUMET	5014787	30/04/2023	Pharmaniaga Manufacturing Berhad	02.2406.04

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

PRODUCT RECALL LIST

<< 1 / 1 >> [1 - 1 / 1]

Brand Name	Batch No.	Expiry Date	Manufacturer Name	Registration No.
GLUMET	5014787	30/04/2023	Pharmaniaga Manufacturing Berhad	02.2406.04

UNIT ITEM LIST

<< 1 / 1 >> [1 - 3 / 3]

Brand Name	Batch No.	Expiry Date	Unit Code	Unit Name	Item Code	Item Description	Packaging Description	Stock Available(SKU)	Conversion Factor	Stock Available(PKU)
GLUMET	5014787	30/04/2023	FBW	FARMASI BEKALAN WAD	02.2406.04	Metformin HCl 500 mg Tablet	17,000 (tablet)	100	Pack of 10x10 tabs (Blister)	170.0 (pck)
GLUMET	5014787	30/04/2023	FD	FARMASI DISCAJ	02.2406.04	Metformin HCl 500 mg Tablet	1,000 (tablet)	100	Pack of 10x10 tabs (Blister)	10.0 (pck)
GLUMET	5014787	30/04/2023	FKP Fill	FKP FILLING STATION	02.2406.04	Metformin HCl 500 mg Tablet	24,192 (tablet)	100	Pack of 10x10 tabs (Blister)	241.9 (pck)

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

- Pop up message will be displayed if no stock available in all unit as shown in Figure 3.1-5

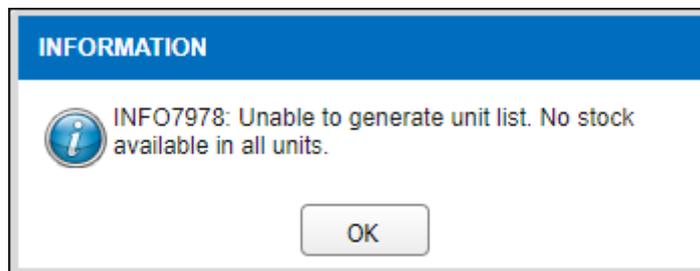


Figure 3.1-5 Alert Message

- '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 3.1-6.

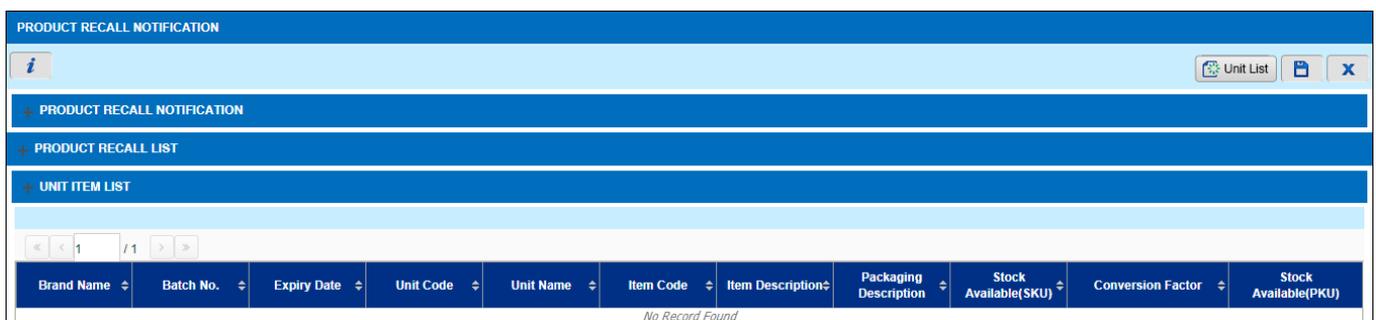


Figure 3.1-6 Unit Item List - No Record Found

PRODUCT RECALL NOTIFICATION
4
i
[Save] [X]

PRODUCT RECALL NOTIFICATION

Notification No. <input type="text" value=""/>	Created Date <input type="text" value="20/11/2020 12:48:48 PM"/>
Hq Notification No. <input type="text" value="NO20000540"/>	Created By <input type="text" value=""/>
Date of Notification Letter <input type="text" value="20/11/2020 00:00:00 AM"/>	Reference No. <input type="text" value=""/>
NPRA Notification Date <input type="text" value="20/11/2020 00:21:29 PM"/>	HQ Status <input type="text" value="NOTIFIED"/>
Facility Status <input type="text" value="Open"/>	Reason <input type="text" value="Safety issue"/>
Type of Recall <input type="text" value="Directive"/>	Other Reason <input type="text" value=""/>
Degree of Product Recall <input type="text" value="1st Degree"/>	Attachment <input type="text" value=""/> View Attachment
Item Group <input type="text" value="DRUG"/>	Drug/Non-Drug Code <input type="text" value="A10BA02110T1001XX"/>
Drug/Non-Drug Name <input type="text" value="Metformin HCl 500 mg Tablet"/>	HQ Remark <input type="text" value=""/>
Title <input type="text" value="Directive : Metformin HCl 500 mg Tablet"/>	Facility Remarks <input type="text" value=""/>

PRODUCT RECALL LIST

Brand Name	Batch No.	Expiry Date	Manufacturer Name	Registration No.
GLUMET	5014787	30/04/2023	Pharmaniaga Manufacturing Berhad	02.2406.04

UNIT ITEM LIST

Brand Name	Batch No.	Expiry Date	Unit Code	Unit Name	Item Code	Item Description	Packaging Description	Stock Available(SKU)	Conversion Factor	Stock Available(PKU)
GLUMET	5014787	30/04/2023	FD	FARMASI DISCAJ	02.2406.04	Metformin HCl 500 mg Tablet	1,000 (tablet)	100	Pack of 10x10 tabs (Blister)	10.0 (pck)
GLUMET	5014787	30/04/2023	FBW	FARMASI BEKALAN WAD	02.2406.04	Metformin HCl 500 mg Tablet	17,000 (tablet)	100	Pack of 10x10 tabs (Blister)	170.0 (pck)
GLUMET	5014787	30/04/2023	FKP FIII	FKP FILLING STATION	02.2406.04	Metformin HCl 500 mg Tablet	24,192 (tablet)	100	Pack of 10x10 tabs (Blister)	241.9 (pck)

Figure 3.1-7 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.
- Confirmation message will be display as shown in Figure 3.1-8. Click on button to confirm the transaction.

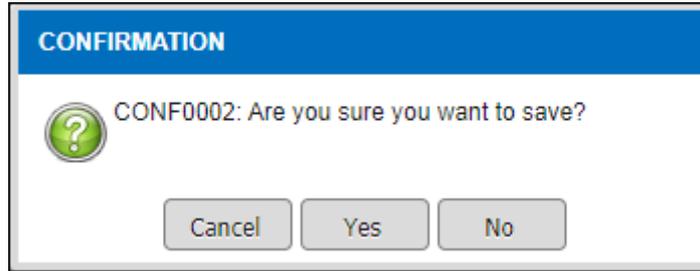


Figure 3.1-8 Alert Message

- Once click on 'Yes' button alert message confirmation will be shown in Figure 3.1-9

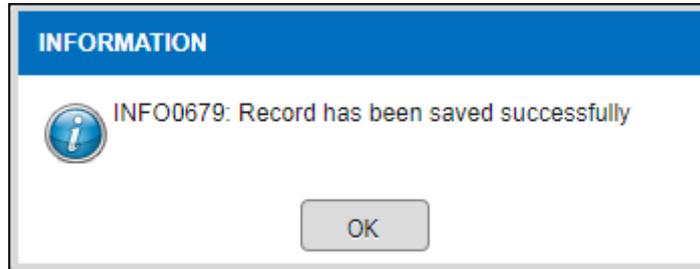
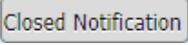


Figure 3.1-9 Alert Message

- User able to close notification by click on  button



3.2 Facility Recall Product Notification

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

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH

Product Recall

PRODUCT RECALL FACILITY

Notification No. [input field] Type of Recall [All] [dropdown]

Notification Date From [input field] Notification Date To [input field]

Facility Status [All] [dropdown] HQ Status [All] [dropdown]

Item Group [All] [dropdown] Drug/Non-Drug Name [input field]

[Search]

Notification No.	Notification Date	Type of Recall	Drug/Non-Drug Name	HQ Status	Facility Status
RN20000007	20/11/2020	Directive	A10BA02110T1001XX	Notified	Open
RN20000006	10/11/2020	Directive	N06AA09110T1001XX	Notified	Close
RN20000005	10/11/2020	Directive	N06AA09110T1001XX	Notified	Close
RN20000004	27/10/2020	Directive	T2260220001	Notified	Close
RN20000003	22/10/2020	Directive	V03AB25000P3001XX	Notified	Close
RN20000002	22/10/2020	Voluntary	V03AE03130T2002	Notified	Close
RN20000001	19/03/2020	Directive	N05AB04253P3001XX	Notified	Disseminated
RN15000003	30/01/2015	Directive			Cancelled

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. <i>Example: RN130001234 or '1234'</i>
b	Type of Recall	Select Type of Recall from the drop down menu: - All - Directive - Voluntary	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	Facility Status	Select Status from the drop down menu: - All - Cancelled - Disseminated	Various types of status will be displayed in the drop down box



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		<ul style="list-style-type: none"> - Open - Closed 	
f	HQ Status	Select HQ Status from the drop down menu: <ul style="list-style-type: none"> - All - Notified - Withdraw Product Recall Notification 	Various types of status will be displayed in the drop down box
g	Item Group	Select Item Group from the drop down menu: <ul style="list-style-type: none"> - All - Drug - Non-Drug 	Able to filter by Item Group

Table 3.2-1

STEP 3

Click on the  button after input criteria

STEP 4

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

PRODUCT RECALL NOTIFICATION

Notification No. Created Date

Hq Notification No. Created By

Date of Notification Letter Reference No.

NPRA Notification Date HQ Status

Facility Status

Type of Recall Reason

Degree of Product Recall Other Reason

Item Group Attachment

Drug/Non-Drug Name Drug/Non-Drug Code

Title HQ Remark

Facility Remarks

PRODUCT RECALL LIST

Brand Name	Batch No.	Expiry Date	Manufacturer Name	Registration No.
<input checked="" type="checkbox"/> APOTEX (APO)	0T1001X	29/06/2020	Pharmaforte (Malaysia) Sdn. Bhd.	BFT83773903.001

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.

Notification No.	Notification Date	Type of Recall	Drug/Non-Drug Name	HQ Status	Facility Status
RN2000007	20/11/2020	Directive	A10BA02110T1001XX	Notified	Open
RN2000006	10/11/2020	Directive	N06AA09110T1001XX	Notified	Close
RN2000005	10/11/2020	Directive	N06AA09110T1001XX	Notified	Close
RN2000004	27/10/2020	Directive	T2260220001	Notified	Close
RN2000003	22/10/2020	Directive	V03AB25000P3001XX	Notified	Close
RN2000002	22/10/2020	Voluntary	V03AE03130T2002	Notified	Close
RN2000001	19/03/2020	Directive	N05AB04253P3001XX	Notified	Disseminated
RN1500003	30/01/2015	Directive			Cancelled

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

Brand Name	Batch No.	Expiry Date	Manufacturer Name	Registration No.
GLUMET	5014787	30/04/2023	Pharmaniaga Manufacturing Berhad	02.2406.04

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

Brand Name	Batch No.	Expiry Date	Manufacturer Name	Registration No.
GLUMET	5014787	30/04/2023	Pharmaniaga Manufacturing Berhad	02.2406.04

Brand Name	Batch No.	Expiry Date	Unit Code	Unit Name	Item Code	Item Description	Packaging Description	Stock Available(SKU)	Conversion Factor	Stock Available(PKU)
GLUMET	5014787	30/04/2023	FKP Fill	FKP FILLING STATION	02.2406.04	Metformin HCl 500 mg Tablet	24,192 (tablet)	100	Pack of 10x10 tabs (Blister)	241.9 (pck)
GLUMET	5014787	30/04/2023	FBW	FARMASI BEKALAN WAD	02.2406.04	Metformin HCl 500 mg Tablet	17,000 (tablet)	100	Pack of 10x10 tabs (Blister)	170.0 (pck)
GLUMET	5014787	30/04/2023	FD	FARMASI DISCAJ	02.2406.04	Metformin HCl 500 mg Tablet	1,000 (tablet)	100	Pack of 10x10 tabs (Blister)	10.0 (pck)

Figure 3.2.1-3 Unit Item List

STEP 5

Click on the 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 button to cancel the transaction and the **Status** of the transaction will change to 'Cancelled'.
- Confirmation message will be display as shown in Figure 3.2.1-4. Click on button to confirm the transaction.

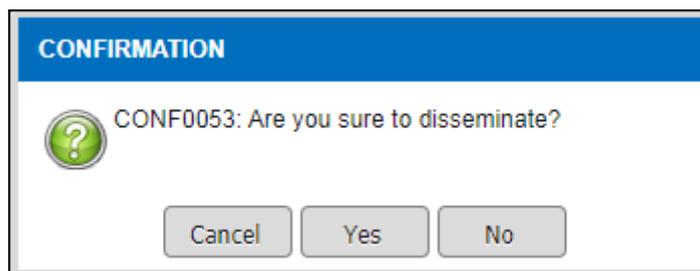


Figure 3.2.1-4 Alert Message

- Once click on 'Yes' button alert message confirmation will be shown in Figure 3.2.1-5

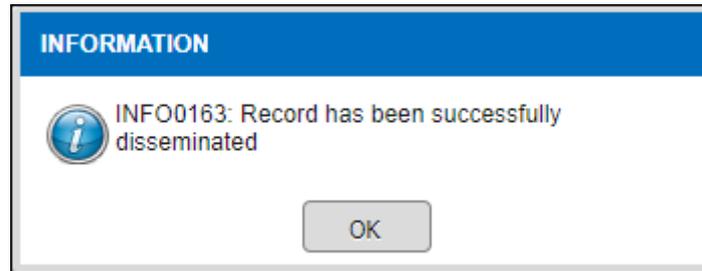


Figure 3.2.1-5 Alert Message

- Click on  button



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

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