



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

User Manual Medication Counseling

| | |
|--------------------|--|
| Version | : 11th Edition |
| Document ID | : U.MANUAL_MEDICATION COUNSELLING |



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Reference ID : U. MANUAL_MEDICATION COUNSELLING-11th E

Application reference: PhIS& CPS v2.3.1



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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. 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 Medication Counselling sub-module and its key features and functionalities. The primary objective is to help guide user through the process of completing PhIS application process.

User will understand the following activities in details:

- Order
- Reporting
- Counselling Material

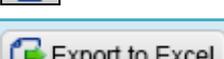
1.3 Organized Sections

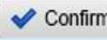
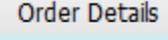
These are the sections within this document:

- Section 1 : Introduction
- Section 2 : Application Standard Features
- Section 3 : Medication Counselling
- 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 |
| <input type="checkbox"/> | Checkbox |  | Edit Record |
|  | Cancel |  | Delete Record |
|  | Save |  | Export and Open Report in Excel Format |

| Medication Counselling Module Legend | | | |
|--|----------------------|---|----------------------|
|  | Upload |  | Confirm |
|  | Schedule Time |  | Save & Continue |
|  | Add / Update |  | Delete |
|  | Expand button |  | Print Malay language |
|  | Proceed to Reporting |  | Order Details |
| | | | |

Note

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

3.0 Medication Counselling

Overview

The Medication Counselling module is provided to all the patients. The ultimate goal to be achieved during patient medication counseling is to provide information directed at encouraging safe and appropriate use of medication.

User Group

This module is intended for pharmacist and assistant pharmacist (subject to user assign by the facility)

Functional Diagram

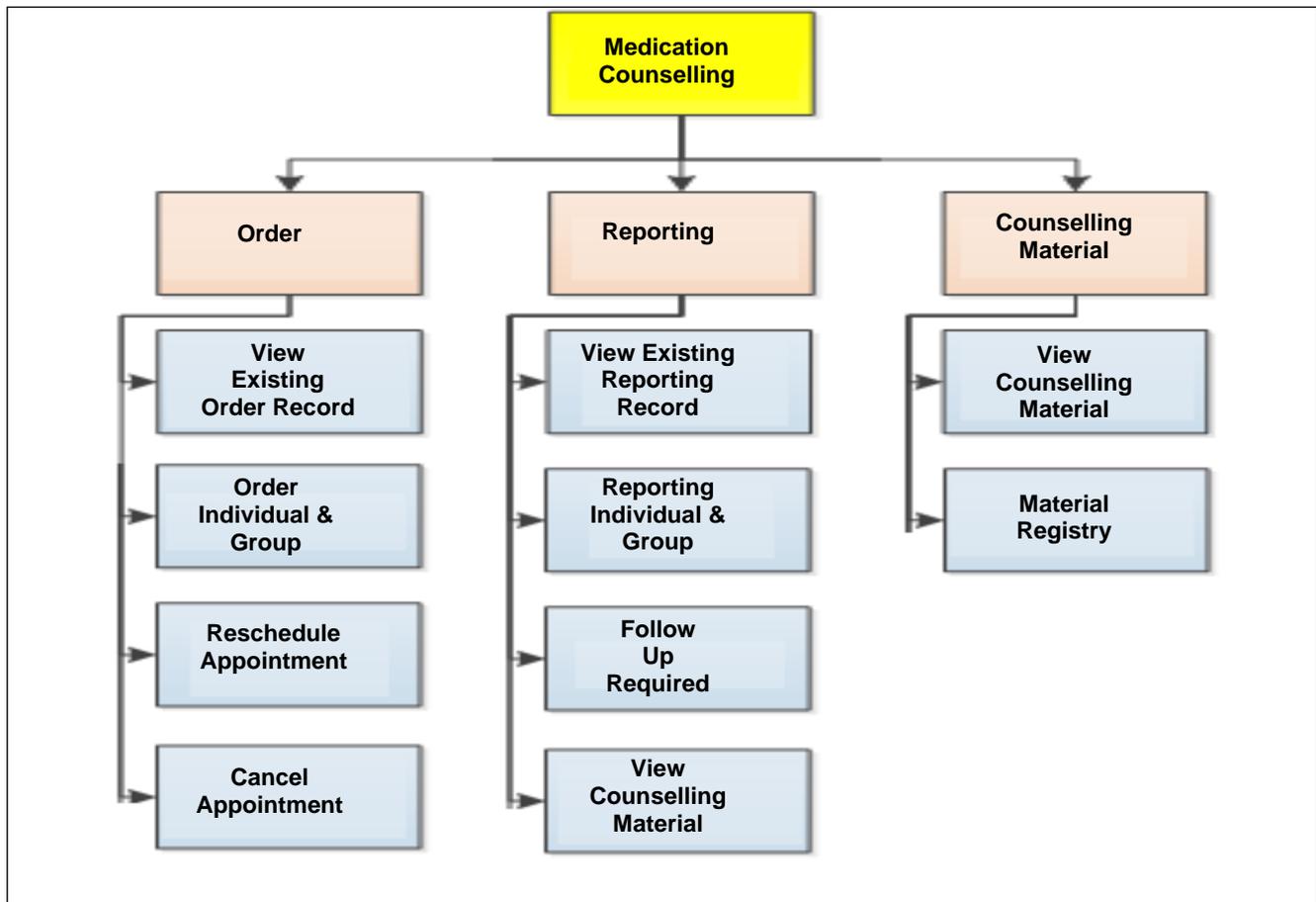


Figure 3.0-1

Functional Description

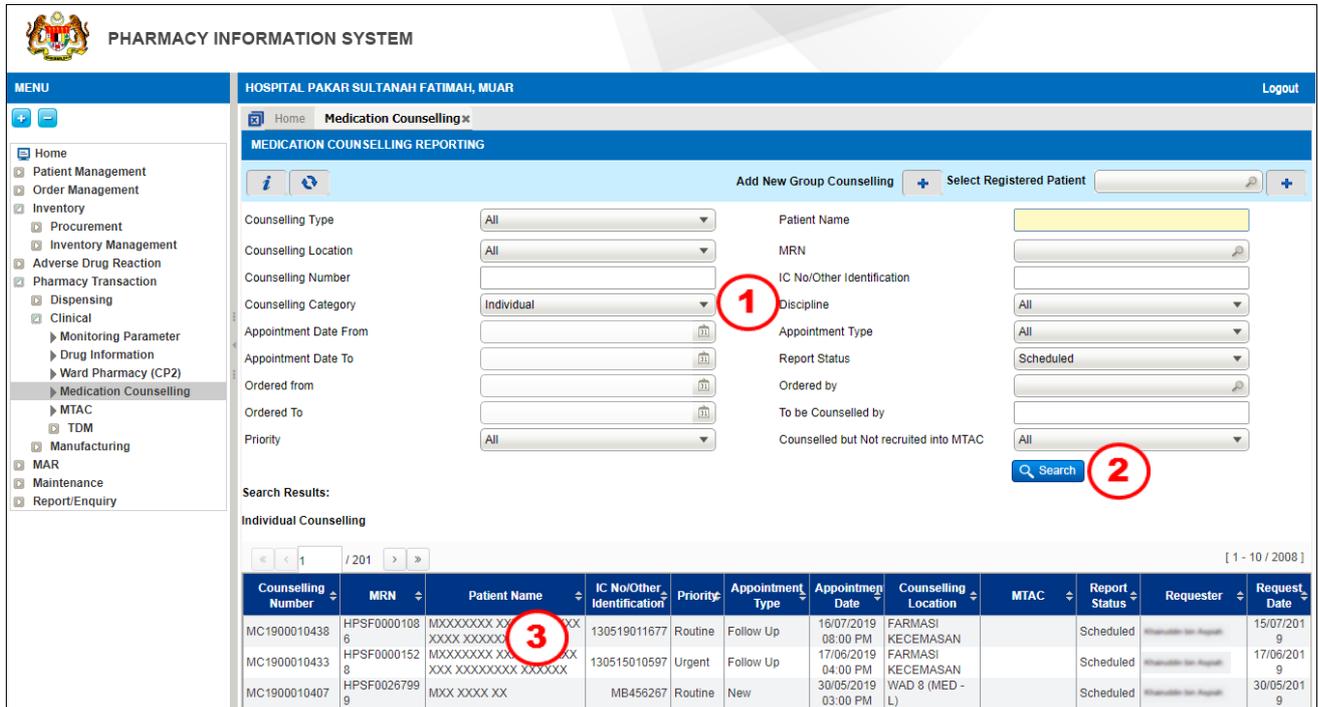
Medication Counselling comprises of three (3) main functions:

- **Order**
This function enables user to capture individual and group order and schedule appointment date and time.
- **Reporting**
This function enables user to perform reporting for individual and group. It also supports the viewing and printing of counselling material.
- **Material**
This function provides user the capability to view and download counselling material.

3.1 View Order Record

3.1.1 View Individual Order Record

This function is used to retrieve and view individual order.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Medication Counselling

Medication Counselling REPORTING

Add New Group Counselling Select Registered Patient

Counselling Type: All Patient Name: [Search]

Counselling Location: All MRN: [Search]

Counselling Number: [Search] IC No/Other Identification: [Search]

Counselling Category: Individual **1** Discipline: All

Appointment Date From: [Search] Appointment Type: All

Appointment Date To: [Search] Report Status: Scheduled

Ordered from: [Search] Ordered by: [Search]

Ordered To: [Search] To be Counselling by: [Search]

Priority: All Counselling but Not recruited into MTAC: All

Search: **2**

Search Results:

Individual Counselling

| Counselling Number | MRN | Patient Name | IC No/Other Identification | Priority | Appointment Type | Appointment Date | Counselling Location | MTAC | Report Status | Requester | Request Date |
|--------------------|--------------|-------------------------------|----------------------------|----------|------------------|------------------------|----------------------|------|---------------|---------------------------|--------------|
| MC1900010438 | HPSF00001086 | MXXXXXXXX XXXX XXXX XXXXXX | 130519011677 | Routine | Follow Up | 16/07/2019 08:00 PM | FARMASI KECEMASAN | | Scheduled | [Searchable by Requester] | 15/07/2019 |
| MC1900010433 | HPSF00001528 | MXXXXXXXX XXXX XXXX XXXXXX | 130515010597 | Urgent | Follow Up | 17/06/2019 04:00 PM | FARMASI KECEMASAN | | Scheduled | [Searchable by Requester] | 17/06/2019 |
| MC1900010407 | HPSF00026799 | MXX XXXX XX | MB456267 | Routine | New | 30/05/2019 03:00 PM | WAD 8 (MED - L) | | Scheduled | [Searchable by Requester] | 30/05/2019 |

Figure 3.1.1-1 Order Listing Page

Note

- PhIS Screen menu/sub menu will be displayed according to user access rights
- To view individual order record, select counselling category as 'Individual'
- User is also able to edit ordered status and schedule the appointment date at medication counselling order screen

STEP 1

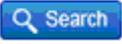
Search for patient record by below criteria: -

| No | Field | Description | Remark |
|----|----------------------|---|--|
| a | Counselling Location | Counselling Location (It will list down all active locations) | Able to filter and search patient name by counselling location |
| b | MRN | Patient Medical Record Number | Search option: • Type the MRN either full in or partially: <i>Example : HPSF00001234 or "1234"</i> |
| c | Counselling Category | -Group -Individual | Able to filter and search patient name by counselling category |
| d | Discipline | Discipline (It will list down all active disciplines) | Able to filter and search patient name by discipline |
| e | Ordered by | Ordered person name | Able to filter and search patient name by name of person who ordered counselling |
| f | Ordered from | Date | Able to filter and search patient name by ordered from date |
| g | To be counselled by | Counsellor name | Able to filter and search by Counsellor name |

| | | | |
|---|--|--------------------------------------|---|
| h | Priority | -All -Routine -Urgent | Able to filter and search patient name by priority |
| i | Patient Name | Patient's name | Allow to search by full or partial patient name |
| j | Appointment Type | -All -New -Follow Up | Able to filter and search patient name by appointment type |
| k | Status | -Ordered -Scheduled -Cancelled | Able to filter and search patient name by status |
| l | Appointment Date | Date | Able to filter and search patient name by appointment date |
| m | Ordered To | Patient Name | Allow to search by patient full name or partial |
| n | IC No/Other Identification | - IC Number - Other Number | Allow to filter and search by IC Number or other Identification Number |
| o | Counselled but Not Recruited Info MTAC | -All -Yes -No | Allow to filter and search patient name by counselled but not recruited info MTAC |

Table 3.1.1-1

STEP 2

Click on  button to search for patient

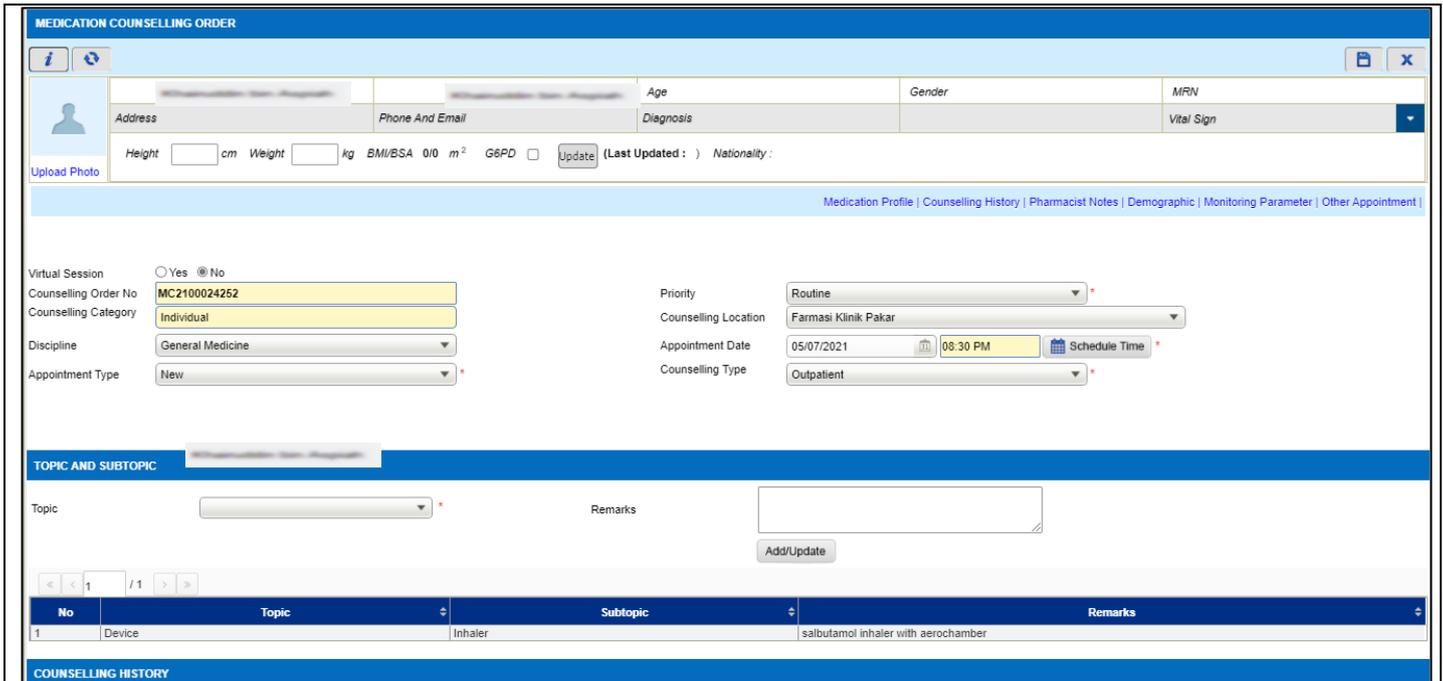
Note

Search results of current registered patient list will display:

- MRN
- Patient Name
- IC No/Other Identification
- Priority
- Appointment Type
- Appointment Date
- Status
- Requester
- Request Date

STEP 3

Double click on the selected patient listed as shown in Figure 3.1.1-1. Patient detailed information will display as Figure 3.1.1-2



MEDICATION COUNSELLING ORDER

Virtual Session: Yes No

Counselling Order No: MCZ100024252

Counselling Category: Individual

Discipline: General Medicine

Appointment Type: New

Priority: Routine

Counselling Location: Farmasi Klinik Pakar

Appointment Date: 05/07/2021 08:30 PM

Counselling Type: Outpatient

TOPIC AND SUBTOPIC

Topic: [Dropdown]

Remarks: [Text Area]

Add/Update

| No | Topic | Subtopic | Remarks |
|----|--------|----------|-------------------------------------|
| 1 | Device | Inhaler | salbutamol inhaler with aerochamber |

COUNSELLING HISTORY

Figure 3.1.1-2 Medication Counseling Order

Note

- Once user clicks on the selected patient name, the summary of patient information will be displayed in the patient banner. The patient banner will be displayed at the specific screen with required patient information. Below is the list of patient information:
 - Patient Name
 - Patient Address
 - Patient IC Number
 - Patient Phone and Email
 - Patient Diagnosis
 - Patient Age
 - Patient Allergy
 - Patient Gender
 - Patient MRN

- Below options are provided for user to view additional patient information. Click on the hyperlink as below:
 - a) **Lab Parameter**
 - Patient's laboratory test results
 - b) **Counselling History**
 - Medication Counselling history records
 - c) **Demographic**
 - Patient's demographic details
 - d) **Pharmacist Notes**
 - Pharmacy notes such as MTAC, Ward Pharmacy etc.
 - e) **Medication Profile**
 - This hyperlink will show the patient's current medication and previous medication history
 - f) **Other Appointments**
 - This screen provides information if there are any other appointments recorded for the patient



- Current visit information will be displayed as below:
 - a) Visit number
 - b) Attending practitioner
 - c) Visit date
 - d) Visit location
 - e) Room No / Bed No
 - f) Rx No

- Order details
- Topic and Subtopic
- Search Results

3.1.2 Order - Individual

This function will allow user to order counselling for individual and add details such as counselling topics, appointment type, counselling location and schedule appointment date.

| Counselling Number | MRN | Patient Name | IC No/Other Identification | Priority | Appointment Type | Appointment Date | Counselling Location | MTAC | Report Status | Requester | Request Date |
|--------------------|---------------|---|----------------------------|----------|------------------|------------------------|----------------------|------|---------------|------------|--------------|
| MC1900010438 | HPSF00001088 | XXXXXXXXXX XXXX XXXX XXXX XXXX XXXXXXXX | 130519011677 | Routine | Follow Up | 16/07/2019 09:00 PM | FARMASI KECEMASAN | | Scheduled | XXXXXXXXXX | 15/07/2019 |
| MC1900010433 | HPSF00001528 | XXXXXXXXXX XXXX XXXXXXXX XXX XXXXXXXX XXXXXXXX | 130515010597 | Urgent | Follow Up | 17/06/2019 04:00 PM | FARMASI KECEMASAN | | Scheduled | XXXXXXXXXX | 17/06/2019 |
| MC1900010407 | HPSF000267999 | MXX XXXX XX | MB456267 | Routine | New | 30/05/2019 03:00 PM | WAD 8 (MED - L) | | Scheduled | XXXXXXXXXX | 30/05/2019 |

Figure 3.1.2-1 Medication Counselling - Order Listing Page

STEP 1

Click on 'Pharmacy Transaction' follow by 'Clinical' and then click on 'Medication Counselling' sub menu

STEP 2

Click on the button to search for registered patient at the **Select Registered Patient** field

| Patient MRN | Patient Name | IC No/Other Identification |
|--------------|---------------------------|----------------------------|
| HPSF00000001 | XXXXXXXXXX XXXX XXXX XXXX | XXXXXXXXXX |
| HPSF00000002 | XXXXXXXXXX XXXX XXXX XXXX | XXXXXXXXXX |
| HPSF00000003 | XXXXXXXXXX XXXX XXXX XXXX | XXXXXXXXXX |
| HPSF00000004 | XXXXXXXXXX XXXX XXXX XXXX | XXXXXXXXXX |
| HPSF00000005 | XXXXXXXXXX XXXX XXXX XXXX | XXXXXXXXXX |
| HPSF00000006 | XXXXXXXXXX XXXX XXXX XXXX | XXXXXXXXXX |
| HPSF00000007 | XXXXXXXXXX XXXX XXXX XXXX | XXXXXXXXXX |
| HPSF00000008 | XXXXXXXXXX XXXX XXXX XXXX | XXXXXXXXXX |
| HPSF00000009 | XXXXXXXXXX XXXX XXXX XXXX | XXXXXXXXXX |
| HPSF00000010 | XXXXXXXXXX XXXX XXXX XXXX | XXXXXXXXXX |

Figure 3.1.2-2 Patient Search

Note

- Search MRN screen will be displayed as shown in Figure 3.1.2-2.
- On this screen, user will be able to search existing Patient records by:
 - Patient MRN
 - Patient Name
 - ID No

STEP 3

Search for patient record by below criteria :-

| No | Field | Description | Remark |
|----|--------------|-------------------------------|--|
| a | Patient MRN | Patient Medical Record Number | Search option: <ul style="list-style-type: none"> • Type the MRN either in full or partially: <i>Example : HPSF00001234 or "1234"</i> |
| b | ID No | Identification Number | Allow to search by full or partial ID Number |
| c | Patient Name | Patient's name | Allow to search by full or partial patient name |

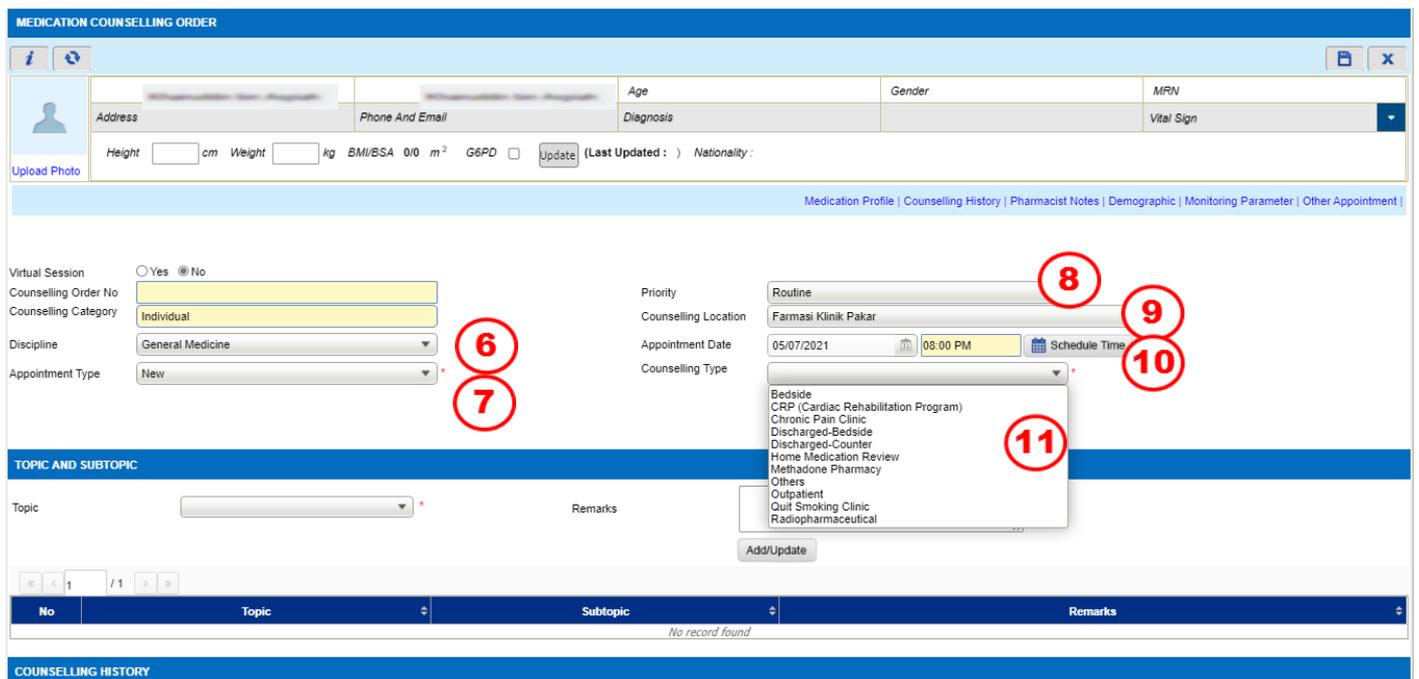
Table 3.1.2-1

STEP 4

Click on the  button to search for patient

STEP 5

Double click on the selected patient's name



The screenshot shows the 'MEDICATION COUNSELLING ORDER' form. It includes fields for patient information (Name, Address, Age, Gender, MRN, Vital Sign), physical attributes (Height, Weight, BMI/BSA, G6PD), and appointment details (Virtual Session, Counselling Order No, Category, Discipline, Appointment Type, Priority, Location, Date, Time, Type). A dropdown menu for 'Counselling Type' is open, showing options like Bedside, CRP, Chronic Pain Clinic, etc. Red circles with numbers 6 through 11 highlight specific elements: 6 and 7 point to the Discipline and Appointment Type dropdowns; 8 points to the Priority dropdown; 9 and 10 point to the Counselling Location and Appointment Date/Time fields; 11 points to the Counselling Type dropdown menu.

Figure 3.1.2-3 Medication Counselling Order

Note

- Once user clicks on the selected patient name, the Medication Counselling Order Screen will be displayed as shown in Figure 3.1.2-3.
- **Counselling Category** will be automatically defaulted as Individual.

STEP 6

Select **Discipline** from the drop down box

STEP 7

Select **Appointment Type** from the dropdown box

- Follow Up
- New

STEP 8

Select **Priority** from the dropdown box

- Routine
- Urgent

STEP 9

Select **Counselling Location** from the dropdown box to select patients visit location

STEP 10

Click on the  button to select **Appointment Date** and calendar will be appear as shown in Figure 3.1.2-4

STEP 11

Select **Counselling Type** from the dropdown box



Virtual Session Yes No
 Counselling Order No
 Counselling Category Individual
 Discipline General Medicine
 Appointment Type New
 Priority Routine
 Counselling Location Farmasi Klinik Pakar
 Appointment Date 05/07/2021 08:00 PM
 Counselling Type
 TOPIC AND SUBTOPIC
 Topic Remarks

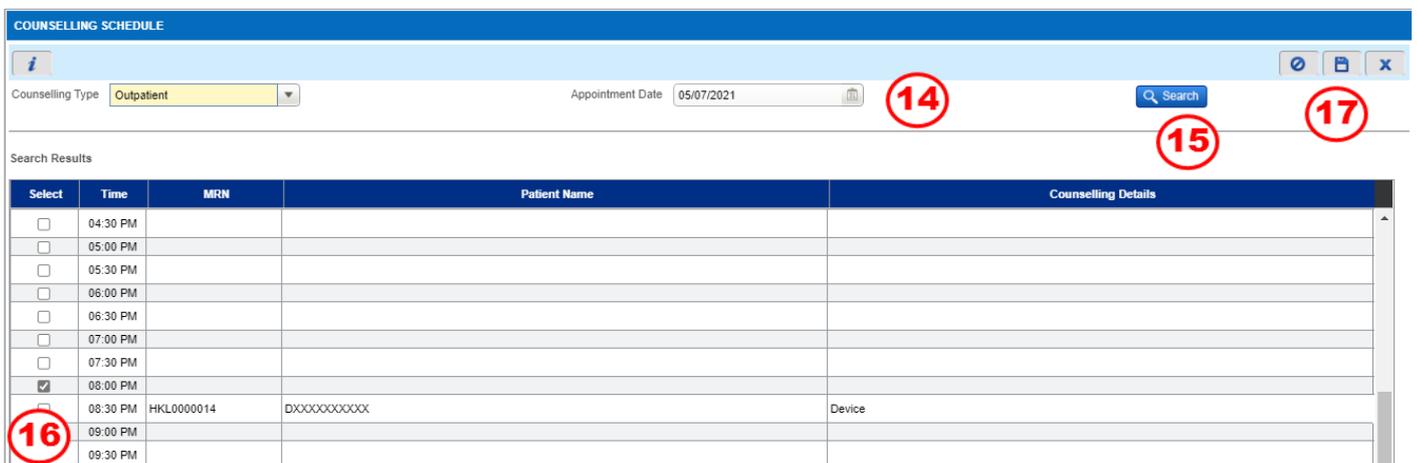
Figure 3.1.2-4 Select Medication Counselling Order

STEP 12

Select **Appointment Date** and time from the calendar. User can select the date from 5 days back as shown in Figure 3.1.2-4.

STEP 13

Click on the  button and system will display the Counselling Schedule screen as shown in Figure 3.1.2-5



COUNSELLING SCHEDULE

Counselling Type Outpatient Appointment Date 05/07/2021 Search

Search Results

| Select | Time | MRN | Patient Name | Counselling Details |
|-------------------------------------|----------|------------|--------------|---------------------|
| <input type="checkbox"/> | 04:30 PM | | | |
| <input type="checkbox"/> | 05:00 PM | | | |
| <input type="checkbox"/> | 05:30 PM | | | |
| <input type="checkbox"/> | 06:00 PM | | | |
| <input type="checkbox"/> | 06:30 PM | | | |
| <input type="checkbox"/> | 07:00 PM | | | |
| <input type="checkbox"/> | 07:30 PM | | | |
| <input checked="" type="checkbox"/> | 08:00 PM | | | |
| <input type="checkbox"/> | 08:30 PM | HKL0000014 | DXXXXXXXXXX | Device |
| <input type="checkbox"/> | 09:00 PM | | | |
| <input type="checkbox"/> | 09:30 PM | | | |

Figure 3.1.2-5 Counselling Schedule

STEP 14

Click on the  button and select **Appointment Date** for counselling. User can select the date from 5 days back as shown in Figure 3.1.2-5

STEP 15

Click on the  button to search the time for appointment date that has been selected

STEP 16

Click on time slot checkbox to select time for counselling

STEP 17

Click on the  button to save record

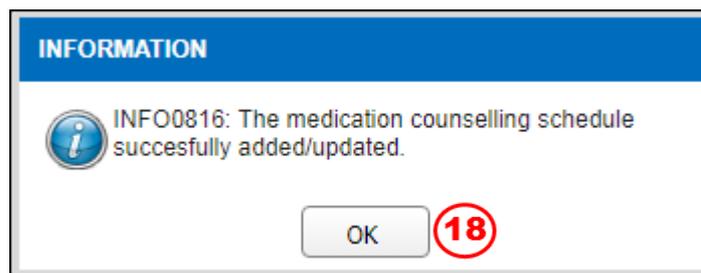
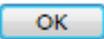
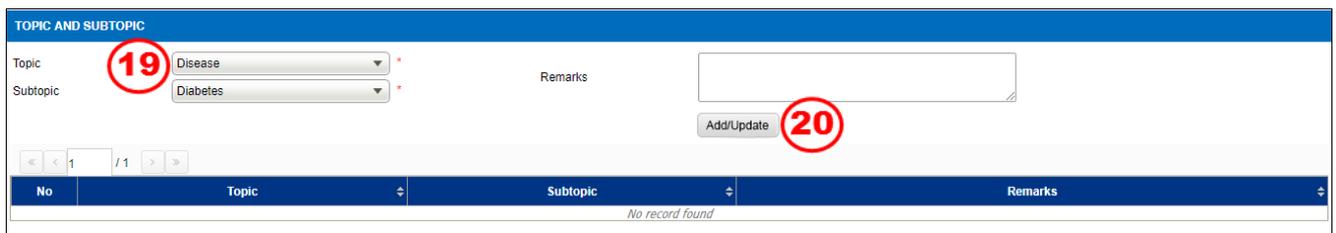


Figure 3.1.2-6 Information alert message

STEP 18

Click on the  button to confirm save record



The image shows a screenshot of the "TOPIC AND SUBTOPIC" section of the application. It features two dropdown menus: "Topic" with "Disease" selected and "Subtopic" with "Diabetes" selected. A "Remarks" text area is to the right. Below these is an "Add/Update" button. A red circle with the number "19" is overlaid on the "Topic" dropdown, and another red circle with the number "20" is overlaid on the "Add/Update" button. At the bottom, there is a table with columns "No", "Topic", "Subtopic", and "Remarks". The table is currently empty, with the text "No record found" displayed below it.

Figure 3.1.2-7 Topic and Subtopic section

STEP 19

Select **Topic** from the dropdown box

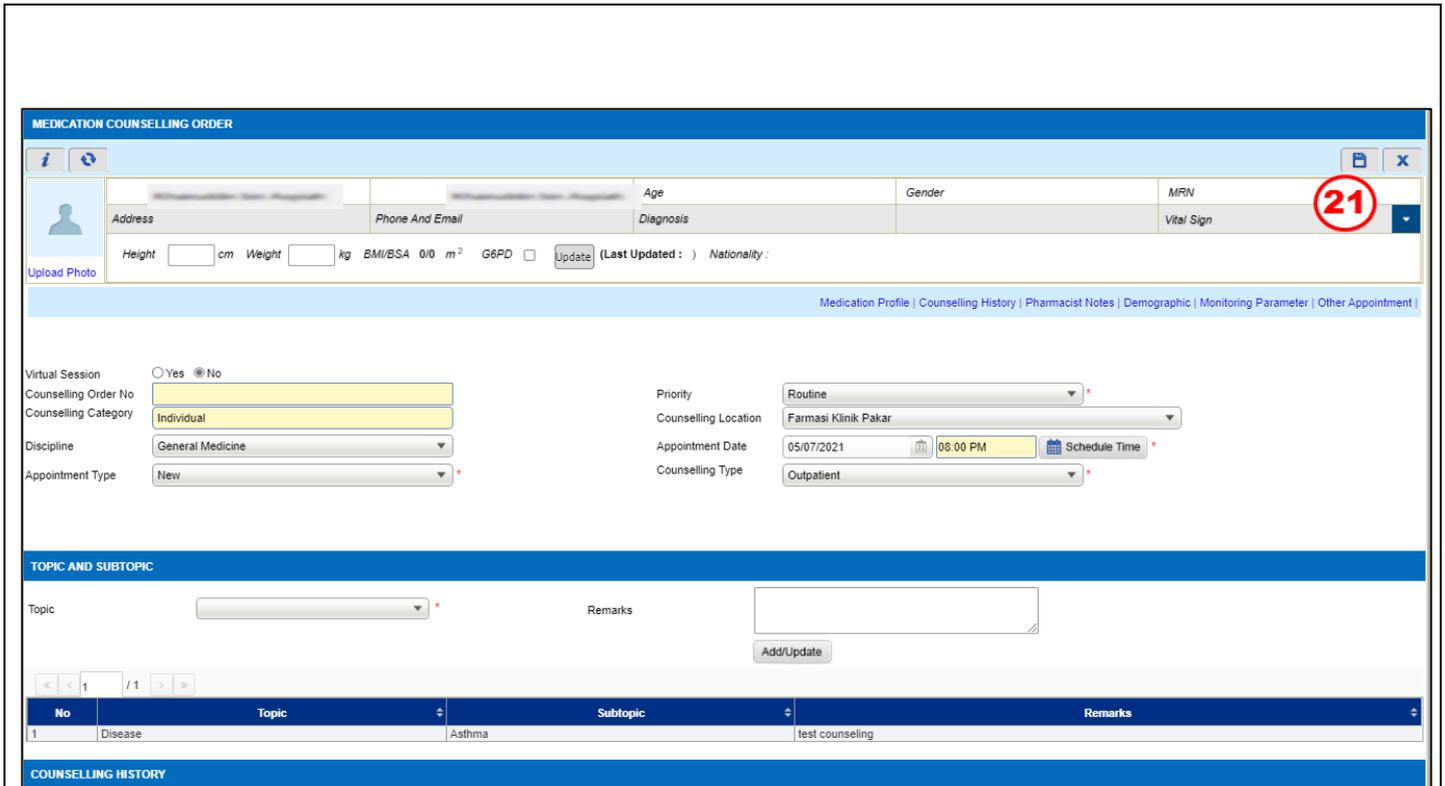
- Device
- Disease
- Radiopharmaceutical
- Chemotherapy
- Medication
- Methadone Replacement Therapy
- Smoking Cessation

Note

Subtopic only appears if user selects topic Device, Disease or Radiopharmaceutical as topic.

STEP 20

Click on the  button to add record as shown in Figure 3.1.2-7



MEDICATION COUNSELLING ORDER

Name: [Redacted] Age: [Redacted] Gender: [Redacted] MRN: [Redacted] 21

Address: [Redacted] Phone And Email: [Redacted] Diagnosis: [Redacted] Vital Sign: [Redacted]

Height: [Redacted] cm Weight: [Redacted] kg BMI/BSA: 0/0 m² G6PD: Update (Last Updated:) Nationality:

[Medication Profile](#) | [Counselling History](#) | [Pharmacist Notes](#) | [Demographic](#) | [Monitoring Parameter](#) | [Other Appointment](#)

Virtual Session: Yes No
 Counselling Order No: [Redacted]
 Counselling Category: Individual
 Discipline: General Medicine
 Appointment Type: New

Priority: Routine
 Counselling Location: Farmasi Klinik Pakar
 Appointment Date: 05/07/2021 08:00 PM
 Counselling Type: Outpatient

TOPIC AND SUBTOPIC

Topic: [Redacted] Remarks: [Redacted]

| No | Topic | Subtopic | Remarks |
|----|---------|----------|-----------------|
| 1 | Disease | Asthma | test counseling |

COUNSELLING HISTORY

Figure 3.1.2-8 Select Medication Counselling Order

STEP 21

Click on the  button to save record as shown in Figure 3.1.2-8

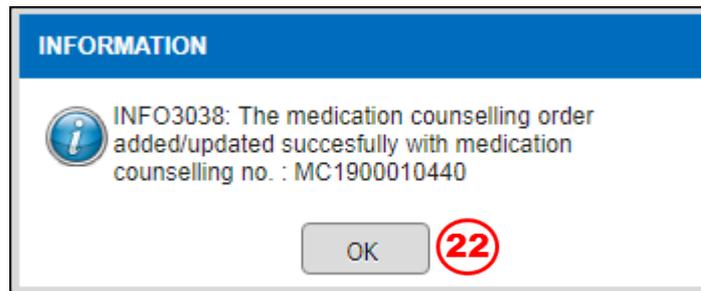
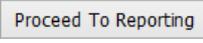


Figure 3.1.2-9 Order successfully added/updated

STEP 22

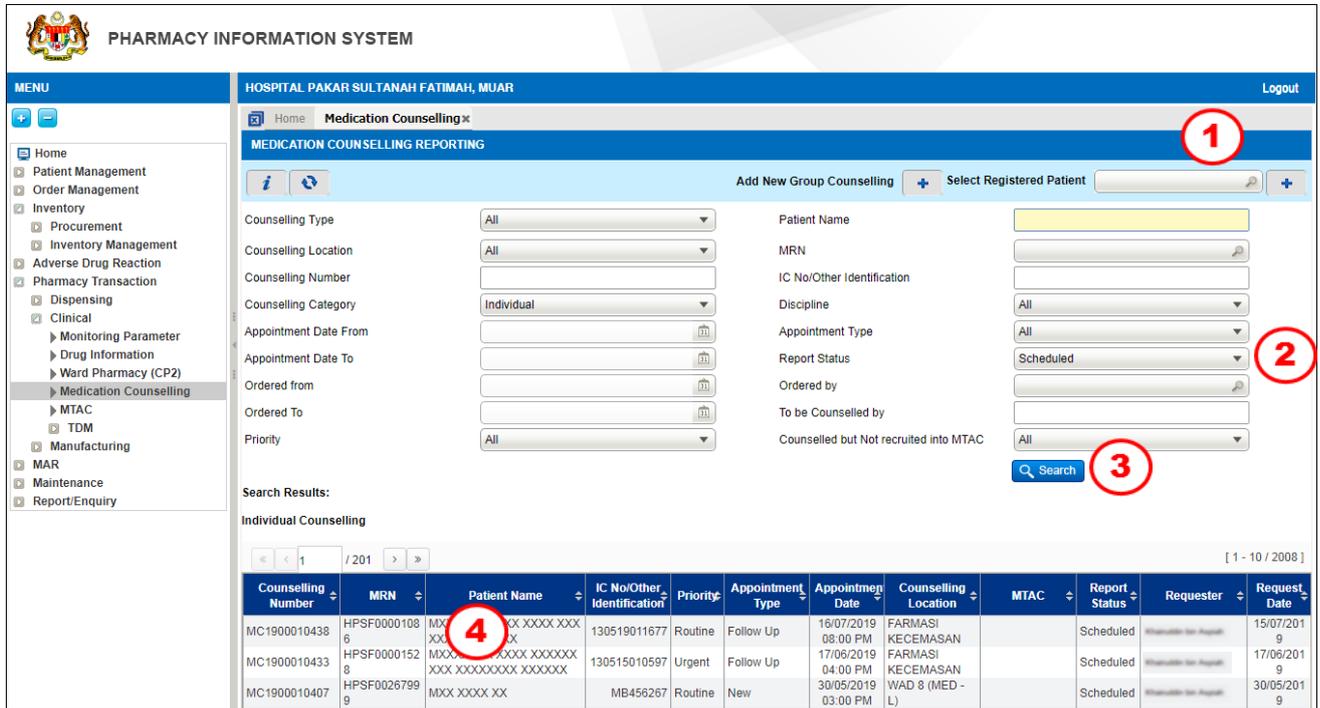
Click on the  button to confirm save record

Note

- Medication Counselling No. Will be automatically generated for future reference.
- User can click  button to proceed to reporting of that current individual

3.1.3 Individual Order – Reschedule Appointment

This function is used to edit Medication Counselling order and to reschedule appointment to another date and time. Reschedule appointment only can be performing before reporting stage.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Medication Counselling

MEDICATION COUNSELLING REPORTING

Add New Group Counselling + Select Registered Patient

Counselling Type: All
Counselling Location: All
Counselling Number: []
Counselling Category: Individual
Appointment Date From: []
Appointment Date To: []
Ordered from: []
Ordered To: []
Priority: All

Patient Name: []
MRN: []
IC No/Other Identification: []
Discipline: All
Appointment Type: All
Report Status: Scheduled
Ordered by: []
To be Counselling by: []
Counselled but Not recruited into MTAC: All

Search

Search Results:
Individual Counselling

| Counselling Number | MRN | Patient Name | IC No/Other Identification | Priority | Appointment Type | Appointment Date | Counselling Location | MTAC | Report Status | Requester | Request Date |
|--------------------|--------------|---------------|----------------------------|----------|------------------|---------------------|----------------------|------|---------------|-----------|--------------|
| MC1900010438 | HPSF00001086 | MXX XXXX XXXX | 130519011677 | Routine | Follow Up | 16/07/2019 08:00 PM | FARMASI KECEMASAN | | Scheduled | [] | 15/07/2019 |
| MC1900010433 | HPSF00001528 | MXX XXXX XXXX | 130515010597 | Urgent | Follow Up | 17/06/2019 04:00 PM | FARMASI KECEMASAN | | Scheduled | [] | 17/06/2019 |
| MC1900010407 | HPSF00267999 | MXX XXXX XX | MB456267 | Routine | New | 30/05/2019 03:00 PM | WAD 8 (MED - L) | | Scheduled | [] | 30/05/2019 |

Figure 3.1.3-1 Search Patient

STEP 1

Search for the patient

STEP 2

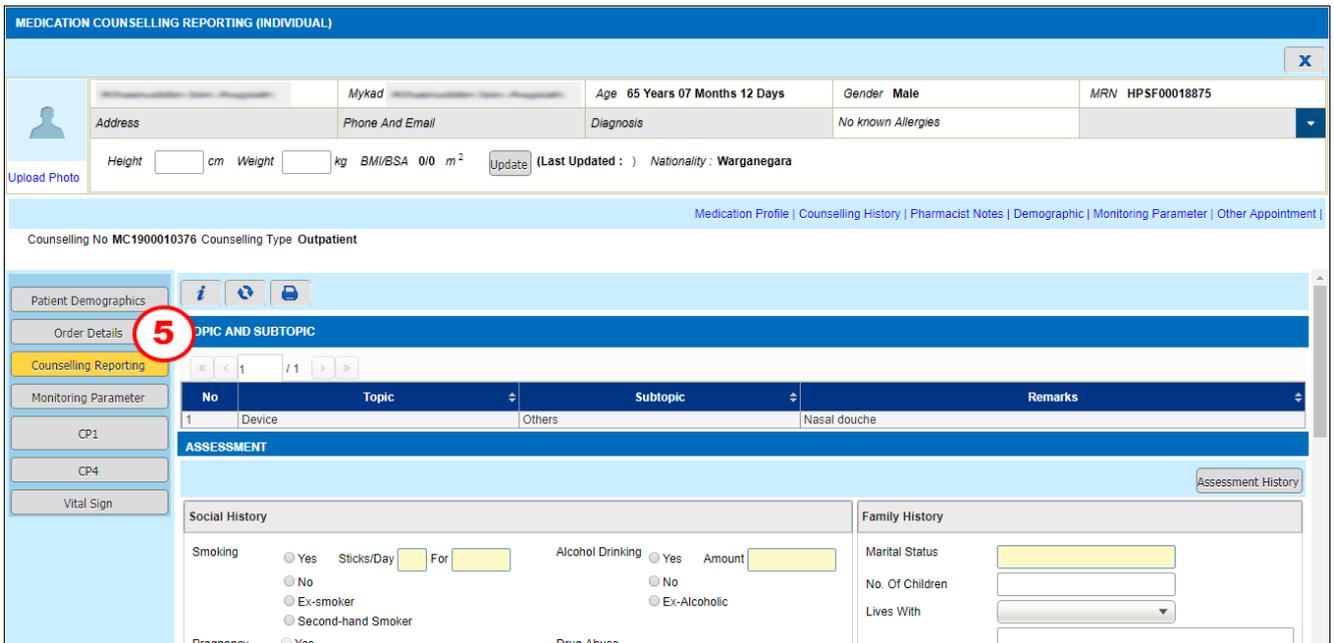
Change the status to Scheduled to find the records faster

STEP 3

Click on  button

STEP 4

Double click on the selected patient's name



MEDICATION COUNSELLING REPORTING (INDIVIDUAL)

Mykad: [Redacted] Age: 65 Years 07 Months 12 Days Gender: Male MRN: HPSF00018875

Address: [Redacted] Phone And Email: [Redacted] Diagnosis: [Redacted] No known Allergies

Height: [Redacted] cm Weight: [Redacted] kg BMI/BSA: 0/0 m² Update (Last Updated:) Nationality: Warganegara

Medication Profile | Counselling History | Pharmacist Notes | Demographic | Monitoring Parameter | Other Appointment

Counselling No MC1900010376 Counselling Type Outpatient

5 **ORDER AND SUBTOPIC**

| No | Topic | Subtopic | Remarks |
|----|--------|----------|--------------|
| 1 | Device | Others | Nasal douche |

ASSESSMENT

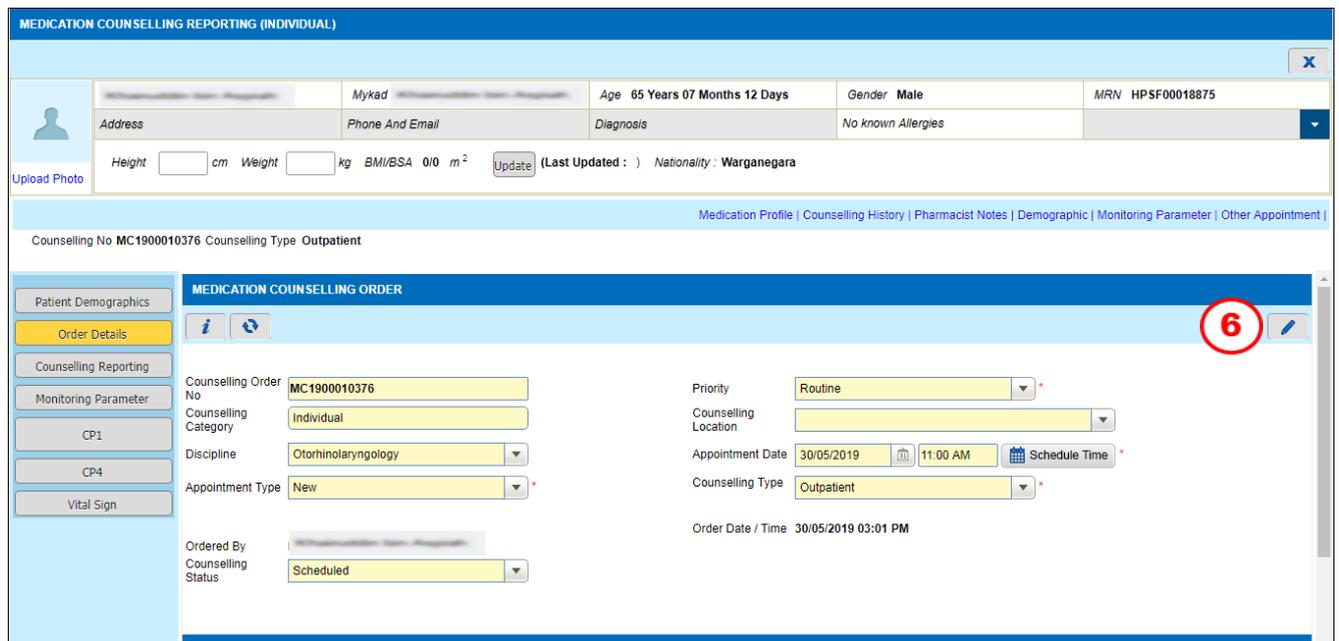
Social History: Smoking (Yes/No/Ex-smoker/Second-hand Smoker), Alcohol Drinking (Yes/No/Ex-Alcoholic), Frequency, Sticks/Day, For, Amount, Drug Abuse

Family History: Marital Status, No. Of Children, Lives With

Figure 3.1.3-2 Medication Counselling – Order

STEP 5

Click on **Order Details** button



MEDICATION COUNSELLING REPORTING (INDIVIDUAL)

Mykad: [Redacted] Age: 65 Years 07 Months 12 Days Gender: Male MRN: HPSF00018875

Address: [Redacted] Phone And Email: [Redacted] Diagnosis: [Redacted] No known Allergies

Height: [Redacted] cm Weight: [Redacted] kg BMI/BSA: 0/0 m² Update (Last Updated:) Nationality: Warganegara

Medication Profile | Counselling History | Pharmacist Notes | Demographic | Monitoring Parameter | Other Appointment

Counselling No MC1900010376 Counselling Type Outpatient

MEDICATION COUNSELLING ORDER

Counselling Order No: MC1900010376 Priority: Routine

Counselling Category: Individual Counselling Location: [Redacted]

Discipline: Otorhinolaryngology Appointment Date: 30/05/2019 11:00 AM Schedule Time: [Redacted]

Appointment Type: New Counselling Type: Outpatient

Order Date / Time: 30/05/2019 03:01 PM

Ordered By: [Redacted] Order Date / Time: 30/05/2019 03:01 PM

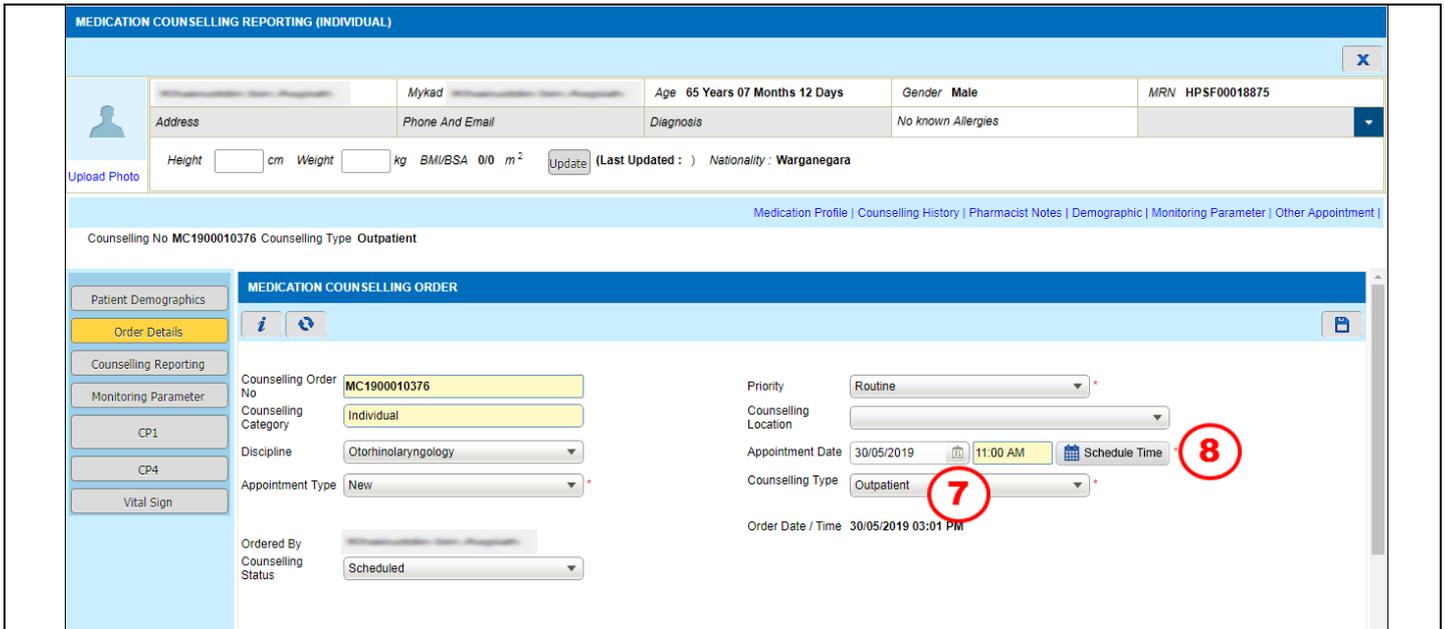
Ordering Status: Scheduled

6

Figure 3.1.3-3 Edit Order Details

STEP 6

Click on the  button to proceed to reschedule process. Editable fields will be enabled



MEDICATION COUNSELLING REPORTING (INDIVIDUAL)

Mykad: [Redacted] Age: 65 Years 07 Months 12 Days Gender: Male MRN: HPSF00018875

Address: [Redacted] Phone And Email: [Redacted] Diagnosis: [Redacted] No known Allergies

Height: [Redacted] cm Weight: [Redacted] kg BMI/BSA: 0/0 m² Nationality: Warganegara

Counselling No: MC1900010376 Counselling Type: Outpatient

MEDICATION COUNSELLING ORDER

Counselling Order No: MC1900010376 Priority: Routine

Counselling Category: Individual Counselling Location: [Redacted]

Discipline: Otorhinolaryngology Appointment Date: 30/05/2019 11:00 AM **8**

Appointment Type: New Counselling Type: Outpatient **7**

Order Date / Time: 30/05/2019 03:01 PM

Ordered By: [Redacted] Counselling Status: Scheduled

Figure 3.1.3-4 Change Schedule date and time

STEP 7

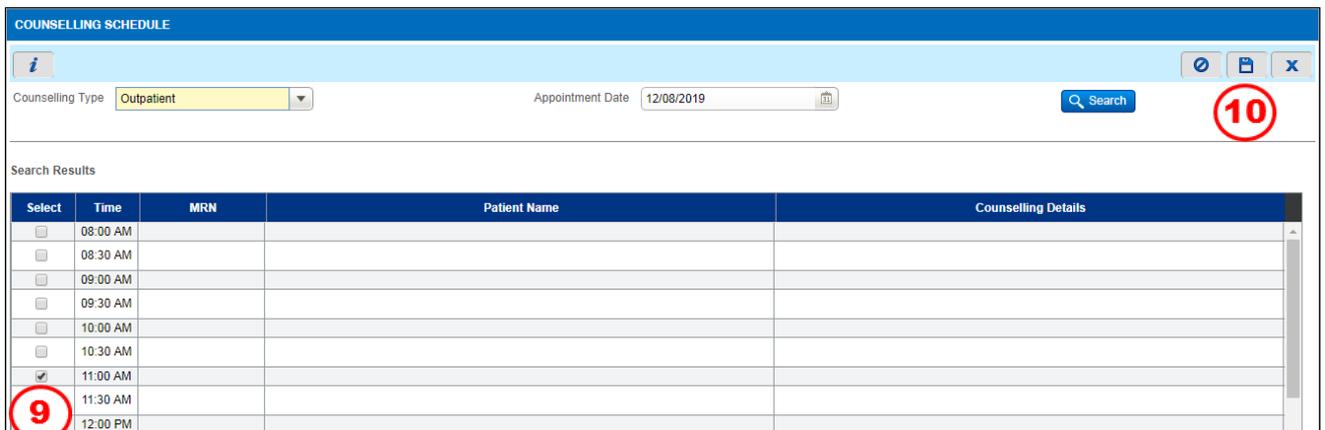
Click  to change the date, if applicable

STEP 8

Click on the  button and system will display the Counselling Schedule screen as shown in Figure 3.1.3-5

Note

Schedule Time button will not be able to click if the Appointment Date is out of range (5 days before current date)



COUNSELLING SCHEDULE

Counselling Type: Outpatient Appointment Date: 12/08/2019 **10**

Search Results

| Select | Time | MRN | Patient Name | Counselling Details |
|-------------------------------------|----------|-----|--------------|---------------------|
| <input type="checkbox"/> | 08:00 AM | | | |
| <input type="checkbox"/> | 08:30 AM | | | |
| <input type="checkbox"/> | 09:00 AM | | | |
| <input type="checkbox"/> | 09:30 AM | | | |
| <input type="checkbox"/> | 10:00 AM | | | |
| <input type="checkbox"/> | 10:30 AM | | | |
| <input checked="" type="checkbox"/> | 11:00 AM | | | |
| <input type="checkbox"/> | 11:30 AM | | | |
| <input type="checkbox"/> | 12:00 PM | | | |

9

Figure 3.1.3-5 Counselling Schedule

STEP 9

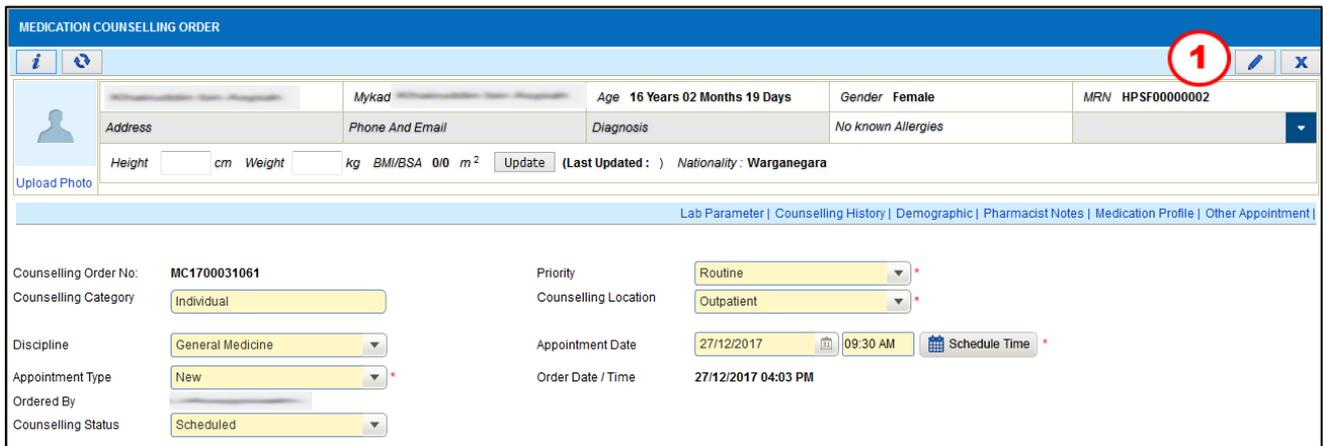
Click on time slot checkbox to select time for counselling

STEP 10

Click on the  button to save record

3.1.4 Individual Order – Cancel Appointment

This function is used to cancel appointment for individual counseling.



MEDICATION COUNSELLING ORDER

Mykad: [Redacted] Age: 16 Years 02 Months 19 Days Gender: Female MRN: HPSF00000002

Address: [Redacted] Phone And Email: [Redacted] Diagnosis: [Redacted] No known Allergies

Height: [Redacted] cm Weight: [Redacted] kg BMI/BSA: 0/0 m² Update (Last Updated:) Nationality: Warganegara

Lab Parameter | Counselling History | Demographic | Pharmacist Notes | Medication Profile | Other Appointment |

Counselling Order No: MC1700031061 Priority: Routine
 Counselling Category: Individual Counselling Location: Outpatient
 Discipline: General Medicine Appointment Date: 27/12/2017 09:30 AM
 Appointment Type: New Order Date / Time: 27/12/2017 04:03 PM
 Ordered By: [Redacted]
 Counselling Status: Scheduled

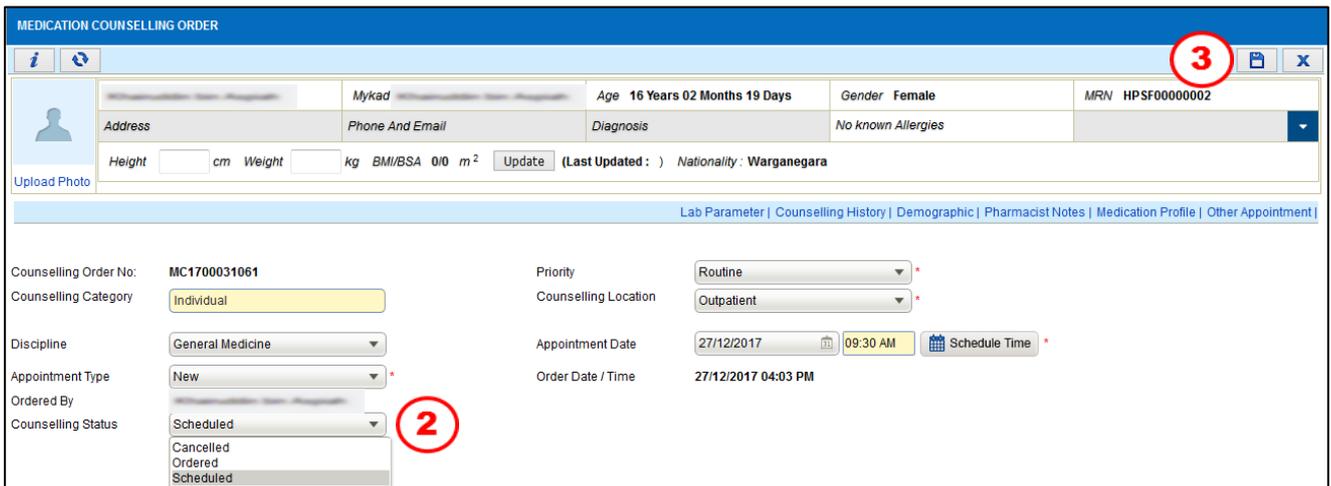
Figure 3.1.4-1 Medication Counselling Order

Note

Repeat step 1 to5 as in Individual Order – Reschedule Appointment before performing Individual Order – Cancel Appointment steps.

STEP 1

Click on the  button to edit counseling order



MEDICATION COUNSELLING ORDER

Mykad: [Redacted] Age: 16 Years 02 Months 19 Days Gender: Female MRN: HPSF00000002

Address: [Redacted] Phone And Email: [Redacted] Diagnosis: [Redacted] No known Allergies

Height: [Redacted] cm Weight: [Redacted] kg BMI/BSA: 0/0 m² Update (Last Updated:) Nationality: Warganegara

Lab Parameter | Counselling History | Demographic | Pharmacist Notes | Medication Profile | Other Appointment |

Counselling Order No: MC1700031061 Priority: Routine
 Counselling Category: Individual Counselling Location: Outpatient
 Discipline: General Medicine Appointment Date: 27/12/2017 09:30 AM
 Appointment Type: New Order Date / Time: 27/12/2017 04:03 PM
 Ordered By: [Redacted]
 Counselling Status: Canceled
 Ordered
 Scheduled

Figure 3.1.4-2 Medication Counselling Order

STEP 2

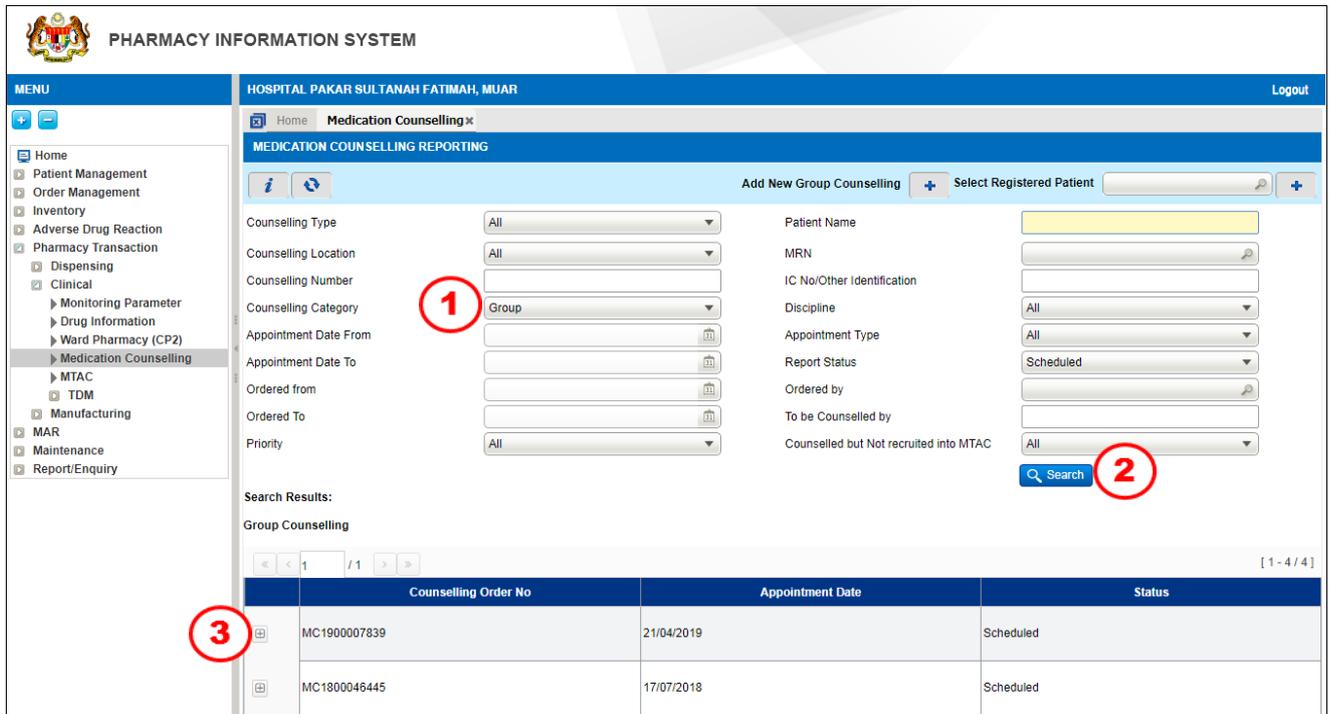
Select **Counselling Status** as Canceled from the dropdown box

STEP 3

Click on the  button to save record

3.1.5 View Existing Group Order

This function is used to view existing group order.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Medication Counselling

Medication Counselling Reporting

Add New Group Counselling + Select Registered Patient

Counselling Type: All
Counselling Location: All
Counselling Number: []
Counselling Category: **1** Group
Appointment Date From: []
Appointment Date To: []
Ordered from: []
Ordered To: []
Priority: All

Patient Name: []
MRN: []
IC No/Other Identification: []
Discipline: All
Appointment Type: All
Report Status: Scheduled
Ordered by: []
To be Counselling by: []
Counselled but Not recruited into MTAC: All

2 Search

Search Results:
Group Counselling

1 / 1

| Counselling Order No | Appointment Date | Status |
|----------------------|------------------|-----------|
| MC1900007839 | 21/04/2019 | Scheduled |
| MC1800046445 | 17/07/2018 | Scheduled |

3

Figure 3.1.5-1 Medication Counselling – Order Landing Screen

Note

- To view group order records, select counselling category as 'Group'
- If there are no results in the search, change Status to other options
- User also able to edit ordered status and schedule the appointment date at medication counselling order screen.

STEP 1

Search for patient record by below criteria :-

| No | Field | Description | Remark |
|----|----------------------|---|--|
| a | Counselling Location | Counselling Location (It will list down all active locations) | Able to filter and search patient name by counselling location |
| b | MRN | Patient Medical Record Number | Search option: • Type the MRN either full in or partially: <i>Example : HPSF00001234 or "1234"</i> |
| c | Counselling Category | -Group -Individual | Able to filter and search patient name by counselling category |
| d | Discipline | Discipline (It will list down all active disciplines) | Able to filter and search patient name by discipline |
| e | Ordered by | Ordered person name | Able to filter and search patient name by name of person who ordered counselling |
| f | Ordered from | Date | Able to filter and search patient name by ordered from date |
| g | To be counselled by | Counsellor name | Able to filter and search by Counsellor name |

| | | | |
|---|----------------------------|--------------------------------------|--|
| h | Priority | -All -Routine -Urgent | Able to filter and search patient name by priority |
| i | Patient Name | Patient's name | Allow to search by full or partial patient name |
| j | Appointment Type | -All -New -Follow Up | Able to filter and search patient name by appointment type |
| k | Status | -Ordered -Scheduled -Cancelled | Able to filter and search patient name by status |
| l | Appointment Date | Date | Able to filter and search patient name by appointment date |
| m | Ordered To | Patient Name | Allow to search by patient full name or partial |
| n | IC No/Other Identification | -IC Number -Other Number | Allow to filter and search by IC Number or other Identification Number |

Table 3.1.5-1 Patient Search Criteria

STEP 2

Click on  button to search for patient

Note

- Search results of current registered patient list will display:
 - Counselling Order No
 - Appointment Date
 - Status
- Click on the  button to expand and view patient MRN and patient name for group counselling
- User is also able to perform individual order by double clicking on the patient name and individual order screen will be displayed.

STEP 3

Double click on the selected counselling order no. as shown in Figure 3.1.5-1, patient detailed information will appear as shown in per Figure 3.1.5-2

MEDICATION COUNSELLING REPORTING (GROUP)

Order Details

[Drug Database](#)

Date Of Counselling: Discipline:

Counselling Topics:

Patient Registration List

| MRN | Patient Name | | Attend |
|--------------|--------------|-------------------------------------|--|
| HPSF00141702 | | <input checked="" type="checkbox"/> | Caregivers <input type="text" value=""/> |
| HPSF00150020 | | <input checked="" type="checkbox"/> | Caregivers <input type="text" value=""/> |

Total numbers of patients:

Total patient attended:

Total attendance:

Pharmacist Notes

Patients are newly started with basal bolus insulin (dose may change upon review). Counselling patient on:
 1. indication, sign and symptoms of hyperglycemia and its complications
 2. differences, dose and frequency of each insulin
 3. adherence to insulin injection
 4. site of administration and administration time
 5. storage and expiry of insulin

Material and Technique Used

Insulin set, SMBG leaflet, insulin rotation site leaflet

Counselled By:

Figure 3.1.5-2 Medication Counselling Order

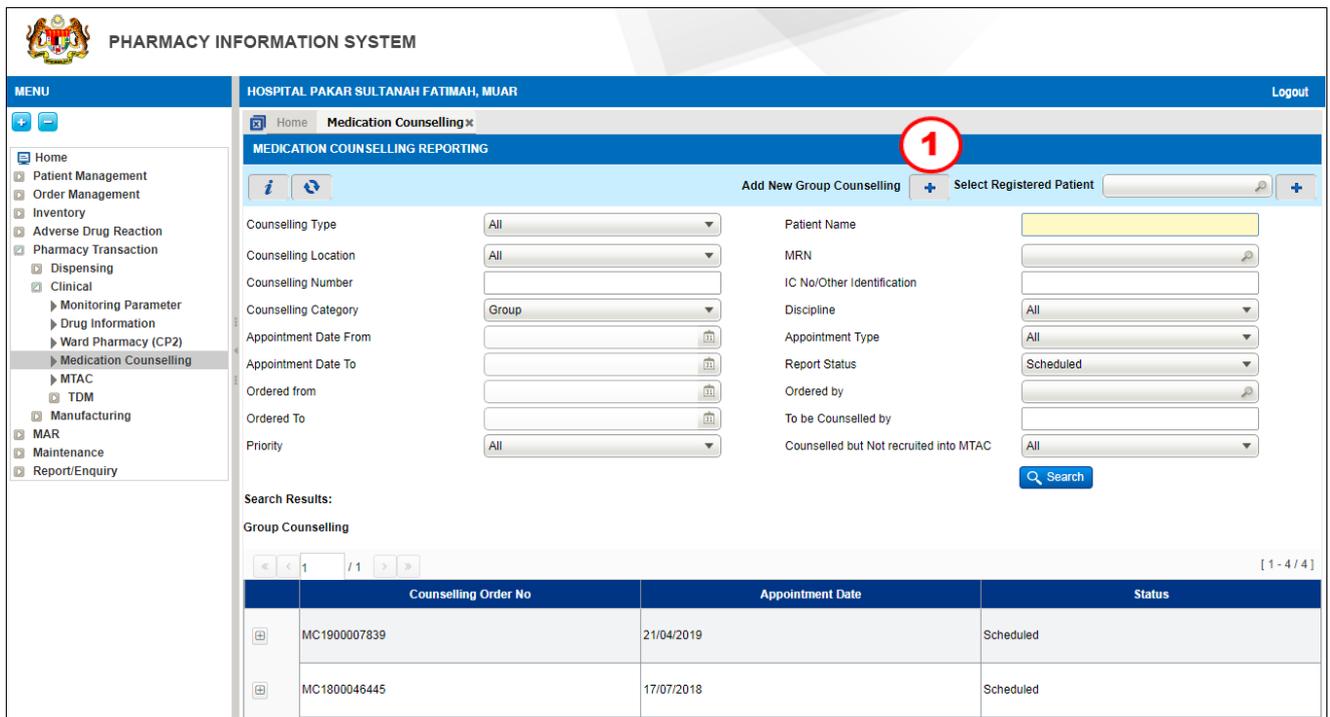
Note

Once user double clicks on the selected counselling order no., the group counselling information will be displayed as below:

- Date of counselling
- Counselling Topics
- Discipline
- Patient Registration List (MRN, Patient Name, Attend)
- Total number of patients
- Total patient attended
- Total attendance
- Pharmacist Notes
- Material and Technique Used
- Counselling By

3.1.6 Order - Group

This function allows user to order Medication Counselling Order by group.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR Logout

Home Medication Counselling

MEDICATION COUNSELLING REPORTING 1

Counselling Type: All
 Counselling Location: All
 Counselling Number:
 Counselling Category: Group
 Appointment Date From:
 Appointment Date To:
 Ordered from:
 Ordered To:
 Priority: All

Patient Name:
 MRN:
 IC No/Other Identification:
 Discipline: All
 Appointment Type: All
 Report Status: Scheduled
 Ordered by:
 To be Counselling by:
 Counselling but Not recruited into MTAC: All

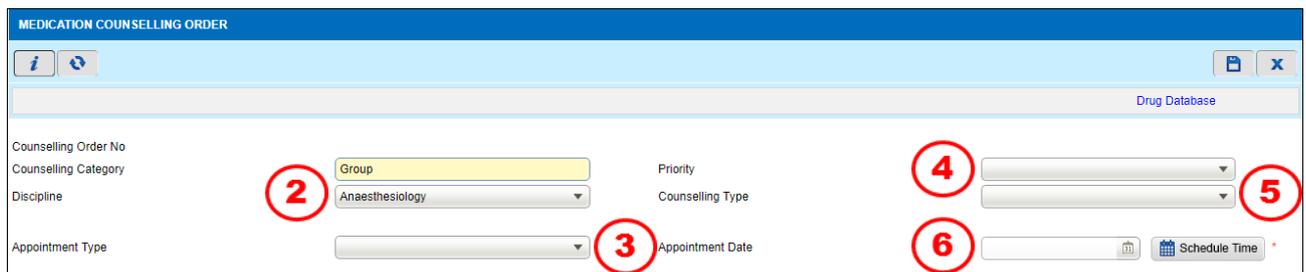
Search Results:
Group Counselling

| Counselling Order No | Appointment Date | Status |
|----------------------|------------------|-----------|
| MC1900007839 | 21/04/2019 | Scheduled |
| MC1800046445 | 17/07/2018 | Scheduled |

Figure 3.1.6-1 Medication Counselling – Order Listing Page

STEP 1

Click on the button to **Add New Group Counselling**



MEDICATION COUNSELLING ORDER

Drug Database

Counselling Order No:
 Counselling Category: Priority:
 Discipline: Counselling Type:
 Appointment Type: Appointment Date:

Figure 3.1.6-2 Medication Counselling Order

Note

Medication Counselling Order screen will be displayed as shown in Figure 3.1.6-2.

STEP 2

Select **Discipline** from the dropdown box

STEP 3

Select **Appointment Type** from the dropdown box

- Follow Up
- New

STEP 4

Select **Priority** from the dropdown box

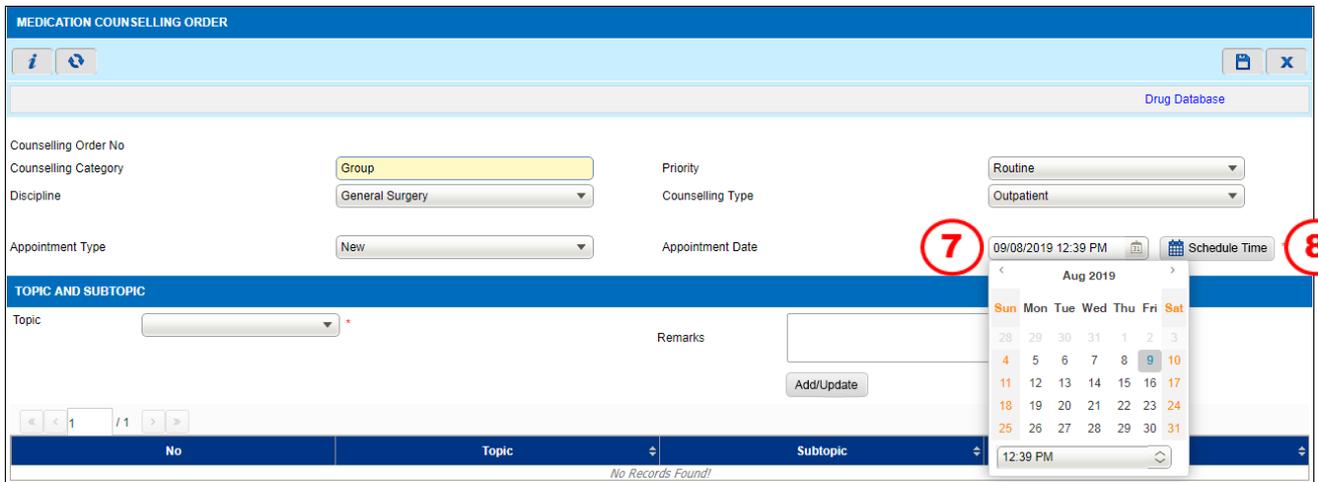
- Routine
- Urgent

STEP 5

Select **Counselling Type** from the dropdown box

STEP 6

Click on the  button and calendar appear as shown in Figure 3.1.6-3



MEDICATION COUNSELLING ORDER

Drug Database

Counselling Order No: _____
 Counselling Category:
 Discipline:
 Appointment Type:
 Priority:
 Counselling Type:
 Appointment Date:

TOPIC AND SUBTOPIC

Topic:
 Remarks:

No | Topic | Subtopic

No Records Found!

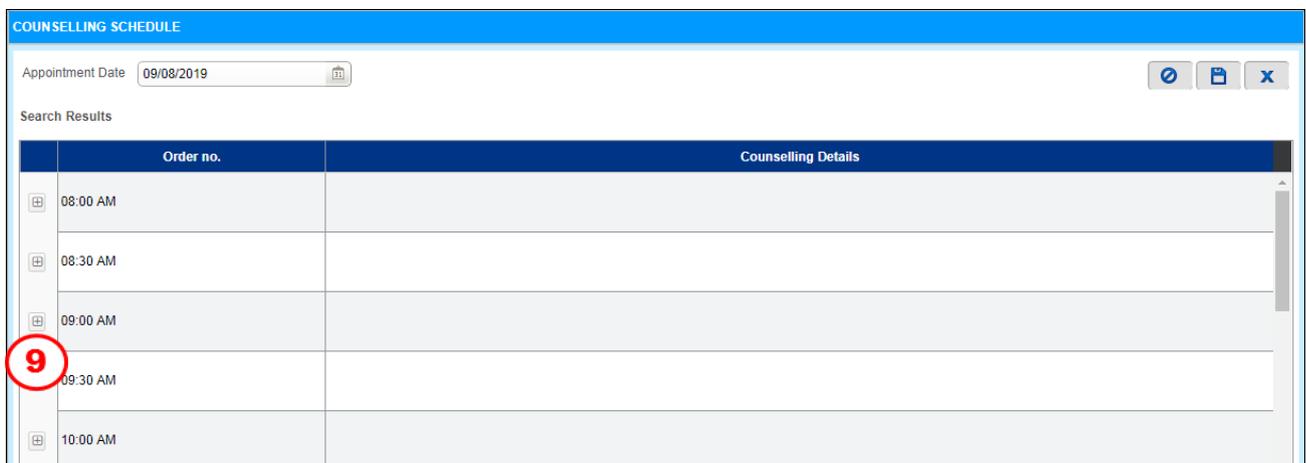
Figure 3.1.6-3 Medication Counselling Order

STEP 7

Select **Appointment Date** and time from the calendar. User can set appointment for 5 days backdated.

STEP 8

Click on the  button and system will display the Counselling Schedule screen as shown in Figure 3.1.6-4



COUNSELLING SCHEDULE

Appointment Date:

Search Results

| Order no. | Counselling Details |
|-----------------------------------|---------------------|
| <input type="checkbox"/> 08:00 AM | |
| <input type="checkbox"/> 08:30 AM | |
| <input type="checkbox"/> 09:00 AM | |
| <input type="checkbox"/> 09:30 AM | |
| <input type="checkbox"/> 10:00 AM | |

Figure 3.1.6-4 Counselling Schedule

STEP 9

Double click on time slot to select time for counselling. User can select the date from 5 days back as shown in Figure 3.1.6-4

Note

User can select Appointment Date from the calendar at the Counselling Schedule screen.



Figure 3.1.6-5 Patient List

Note

Patient will be displayed as shown in Figure 3.1.6-5.

STEP 10

Click on the  button to search for patient

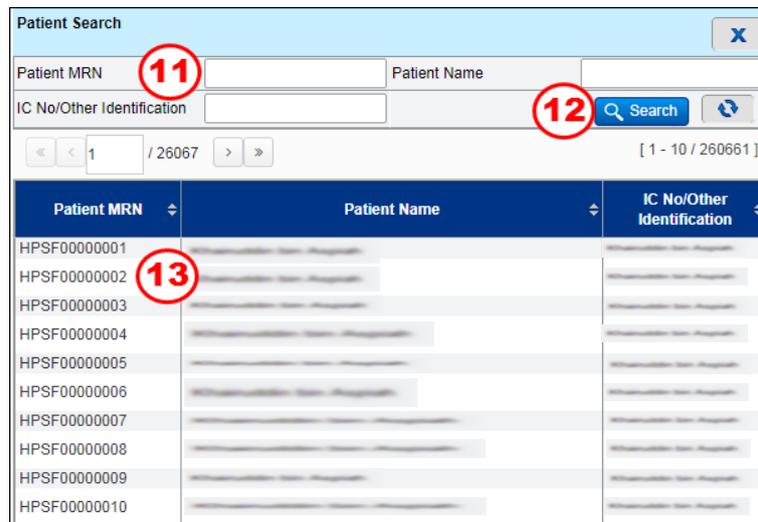


Figure 3.1.6-6 Patient List

STEP 11

Search for patient record by below criteria: -

| No | Field | Description | Remark |
|----|----------------------------|-------------------------------|--|
| a | Patient MRN | Patient Medical Record Number | Search option: • Type the MRN either in full or partially: <i>Example : HPSF00001234 or "1234"</i> |
| b | IC No/Other Identification | Identification Number | Allow to search by full or partial ID Number |
| c | Patient Name | Patient's name | Allow to search by full or partial patient name |

Table 3.1.6-1

STEP 12

Click on the  button to search for patient

STEP 13

Double click on the selected patient's name

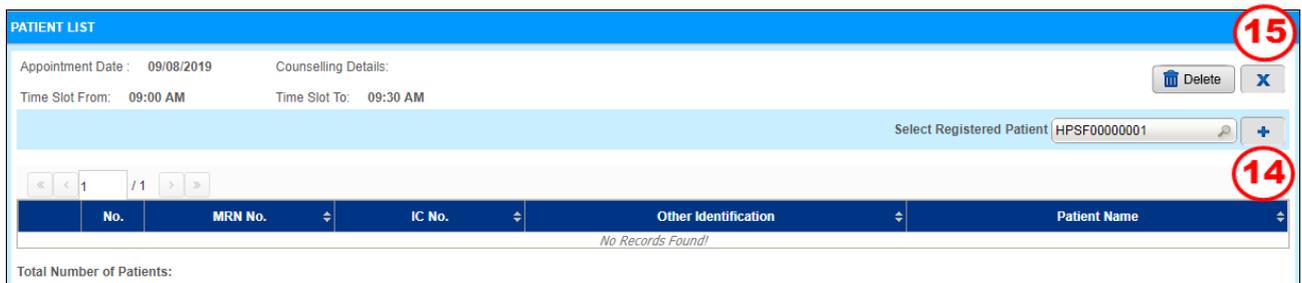


Figure 3.1.6-7 Patient List

STEP 14

Click on the  button to add patient for counselling

Note

- *Patient List will display:*
 - a) Appointment Date
 - b) Counselling Details
 - c) Time Slot From
 - d) Time Slot To
 - e) MRN No
 - f) IC No
 - g) Other Identification
 - h) Patient Name
 - i) Total Number of Patients
- User can add more than one patient name for group counseling by repeating step 10 to step 14.
- Click on check box of patient on the list and click on the  button to delete patient from the list.

STEP 15

Click on the  button to close the window after adding more than one patient

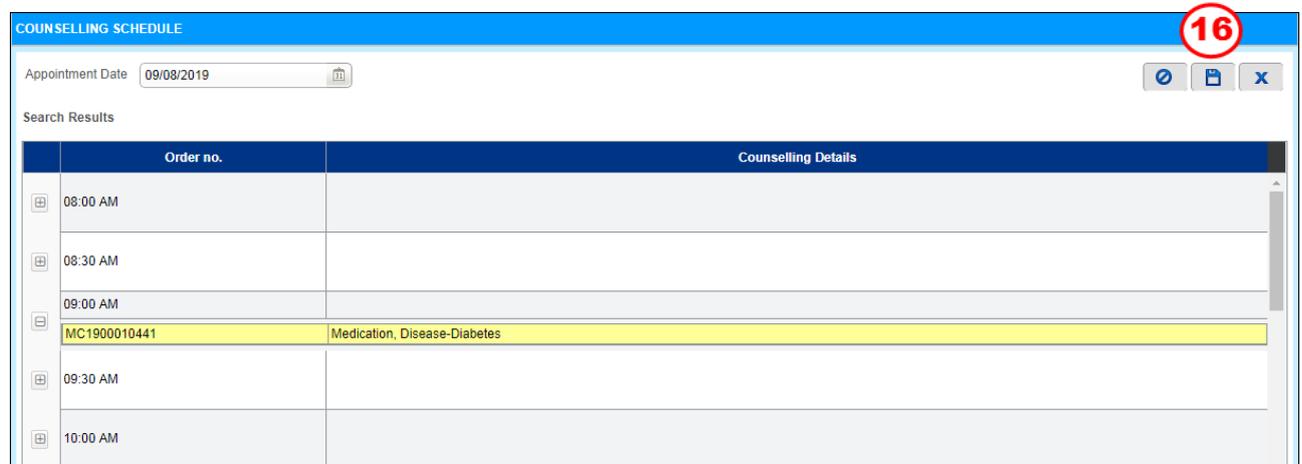


Figure 3.1.6-8 Counselling Schedule

Note

Counselling Order No. will be automatically generated and displayed at the counselling schedule window

STEP 16

Click on the  button to save record

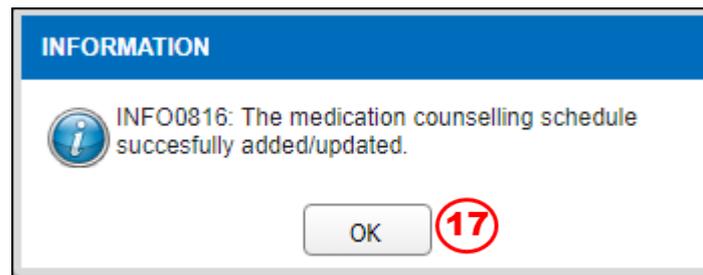
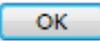


Figure 3.1.6-9 Information alert message

STEP 17

Click on the  button to confirm save record

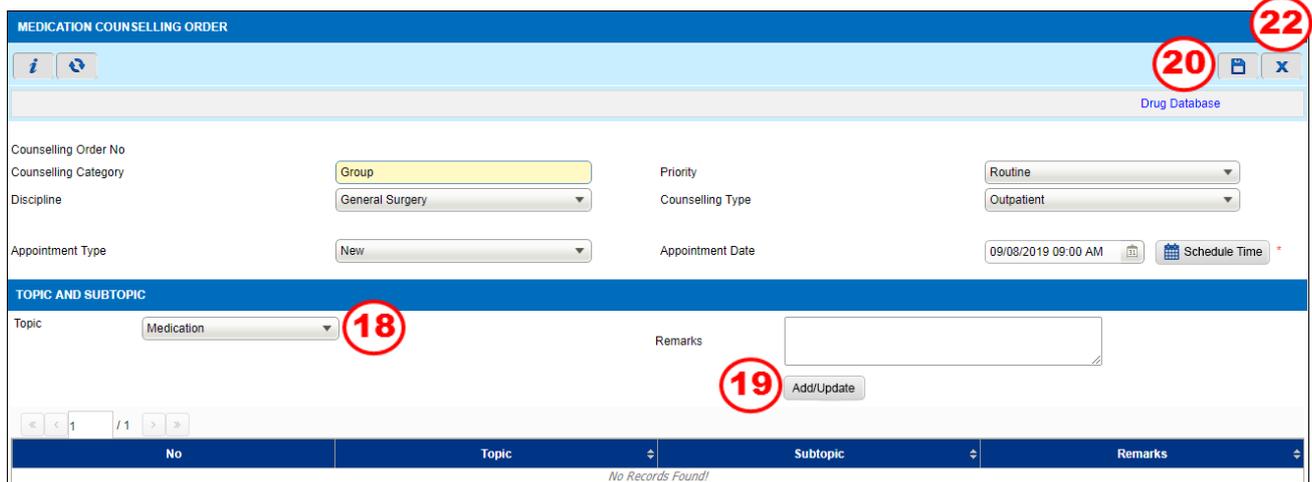


Figure 3.1.6-10 Medication Counselling Order

STEP 18

Select **Topic** from the dropdown box

- Device
- Disease
- Radiopharmaceutical
- Chemotherapy
- Medication
- Methadone Replacement Therapy
- Smoking Cessation

Note

Subtopic only appears if user selects *Device, Disease or Radiopharmaceutical* as Topic.

STEP 19

Click on the  button to add record as shown in Figure 3.1.6-10

STEP 20

Click on the  button to save record

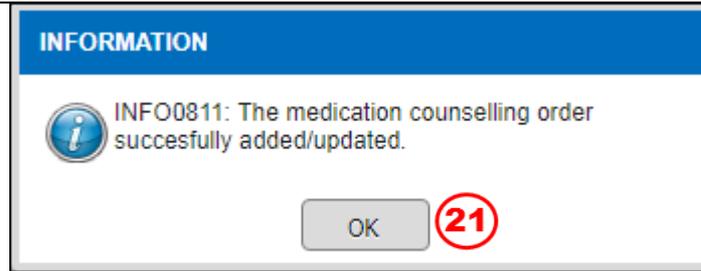
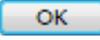


Figure 3.1.6-11Information alert message

STEP 21

Click on the  button to confirm save record

STEP 22

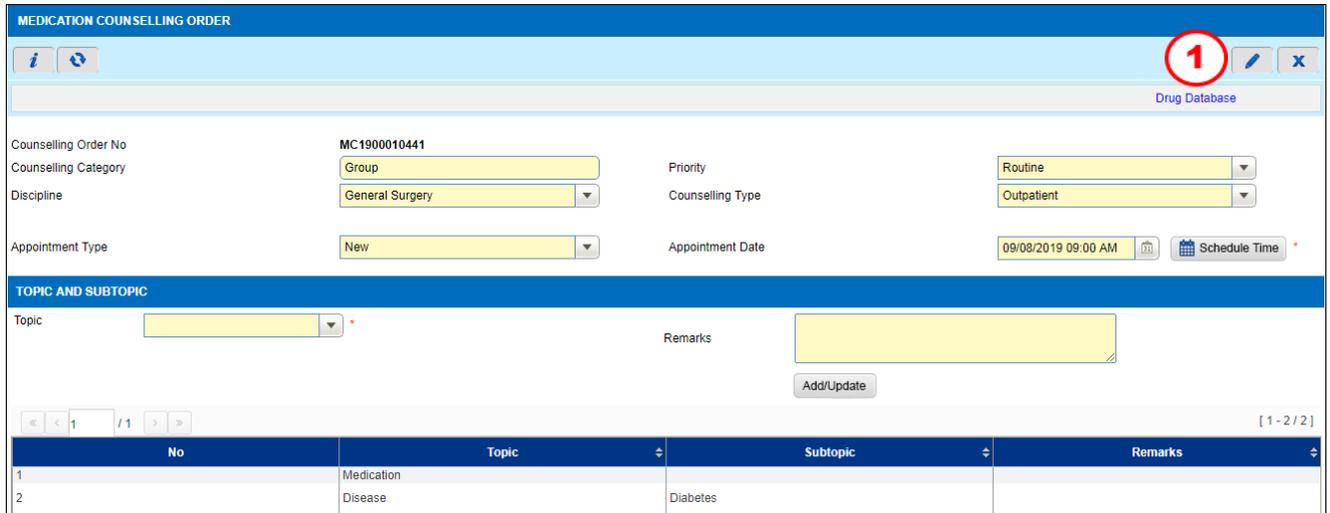
Click on the  button to close record

Note

Order records will be displayed at the counselling order listing page and at the reporting listing page.

3.1.7 Group Order – Reschedule Appointment, Add & Delete patient for Counselling

This function is used to edit Medication Counselling order and to reschedule appointment to another date and time. It can also be used to add and delete patient from order.



The screenshot shows the 'MEDICATION COUNSELLING ORDER' form. At the top right, there is a red circle with the number '1' around a pencil icon (edit button). The form contains the following fields:

- Counselling Order No: MC1900010441
- Counselling Category: Group
- Discipline: General Surgery
- Appointment Type: New
- Priority: Routine
- Counselling Type: Outpatient
- Appointment Date: 09/08/2019 09:00 AM

Below these fields is the 'TOPIC AND SUBTOPIC' section with a 'Topic' dropdown, a 'Remarks' text area, and an 'Add/Update' button. At the bottom, there is a table with the following data:

| No | Topic | Subtopic | Remarks |
|----|------------|----------|---------|
| 1 | Medication | | |
| 2 | Disease | Diabetes | |

Figure 3.1.7-1 Medication Counselling Order

Note

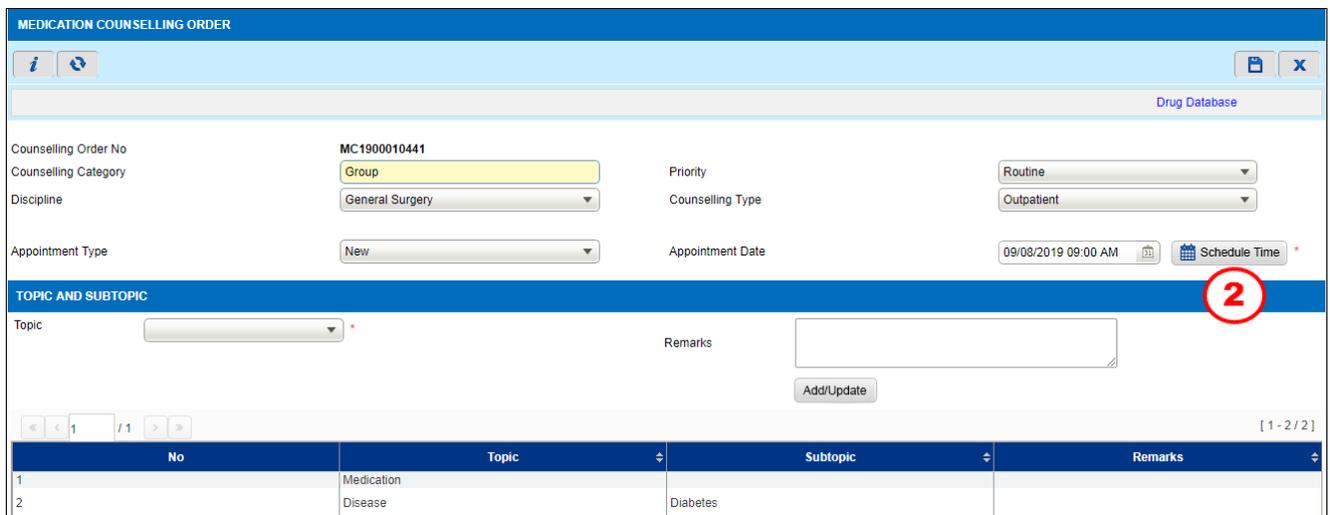
Repeat step 1 to 3 as in View Existing Group Order record before performing Group Order – Reschedule Appointment, Add & Delete Patient for Counselling steps.

STEP 1

Click on the  button to proceed to reschedule process

STEP 2

Click on the  **Schedule** button and system will display the Counselling Schedule screen as shown in Figure 3.1.7-4



This screenshot is identical to Figure 3.1.7-1, but with a red circle and the number '2' around the 'Schedule' button (calendar icon) located next to the 'Appointment Date' field.

Figure 3.1.7-2 Medication Counselling Order

STEP 3

Select **Appointment Date** and time from the calendar. The calendar field should allow to select date from 5 days back as shown in Figure 3.1.7-3

STEP 4

Double click on time slot to select time for counselling

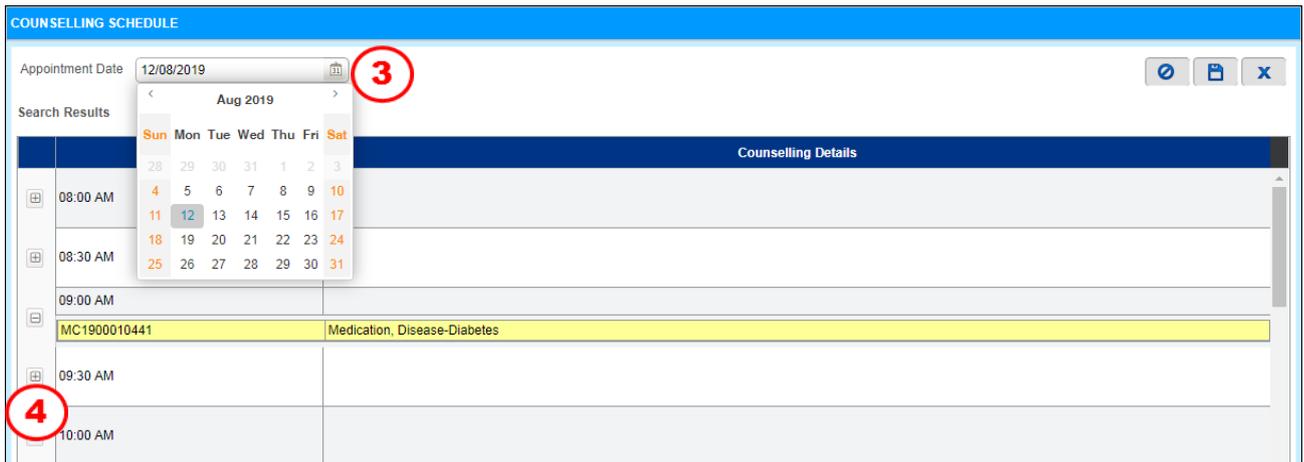


Figure 3.1.7-3 Medication Counselling Order

Note

- Click on the  button to expand the Counselling Order.
- Double click on the time slot to select from Patient List displayed as shown in Figure 3.1.7-4.
- User is able to add or delete patient at Patient List.
- Repeat step 10 to 14 as shown in Figure 3.1.6-5 to 3.1.6-7 Order – Group to add patient for counselling.
- Check on the selected patient by check the checkbox, followed by clicking on the  button to delete patient from counselling.

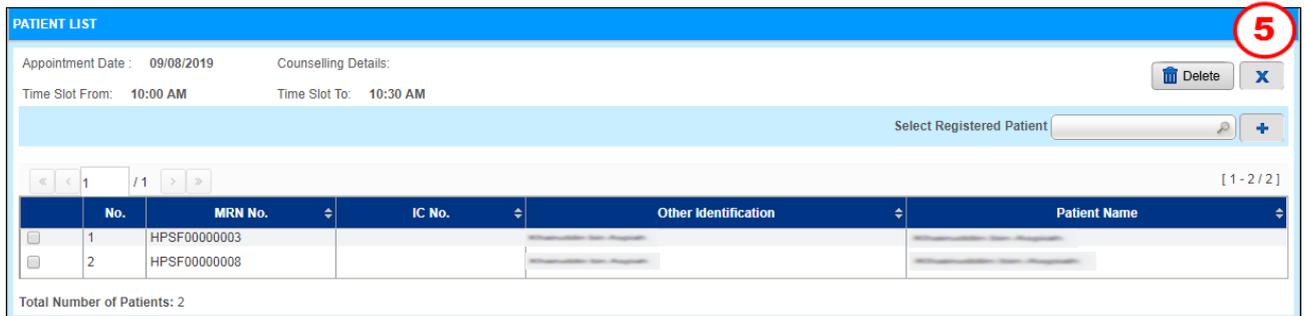


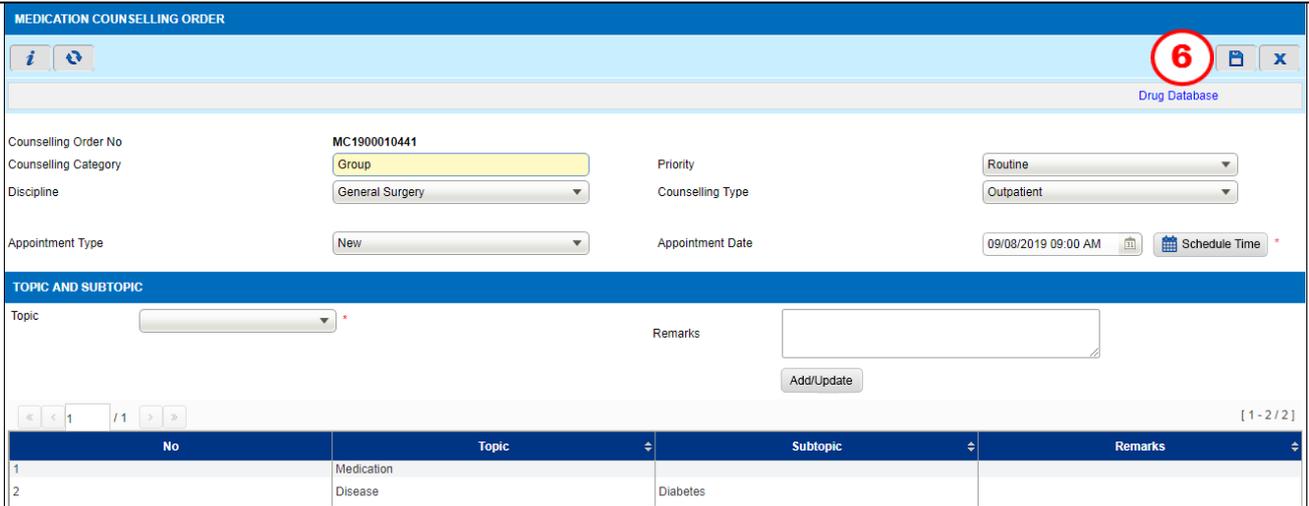
Figure 3.1.7-4 Patient List

STEP 5

Click on the  button to close the record and system will display the Counselling Order screen as shown in Figure 3.1.7-5

STEP 6

Click on the  button to save the record



MEDICATION COUNSELLING ORDER

Counselling Order No: MC1900010441

Counselling Category: Group

Discipline: General Surgery

Appointment Type: New

Priority: Routine

Counselling Type: Outpatient

Appointment Date: 09/08/2019 09:00 AM

TOPIC AND SUBTOPIC

Topic: [Dropdown]

Remarks: [Text Area]

Add/Update

| No | Topic | Subtopic | Remarks |
|----|------------|----------|---------|
| 1 | Medication | | |
| 2 | Disease | Diabetes | |

Figure 3.1.7-5 Counselling Schedule

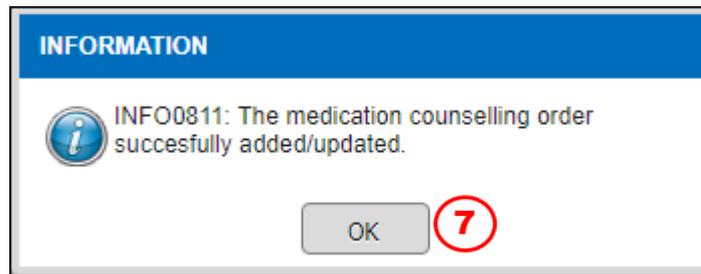
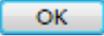
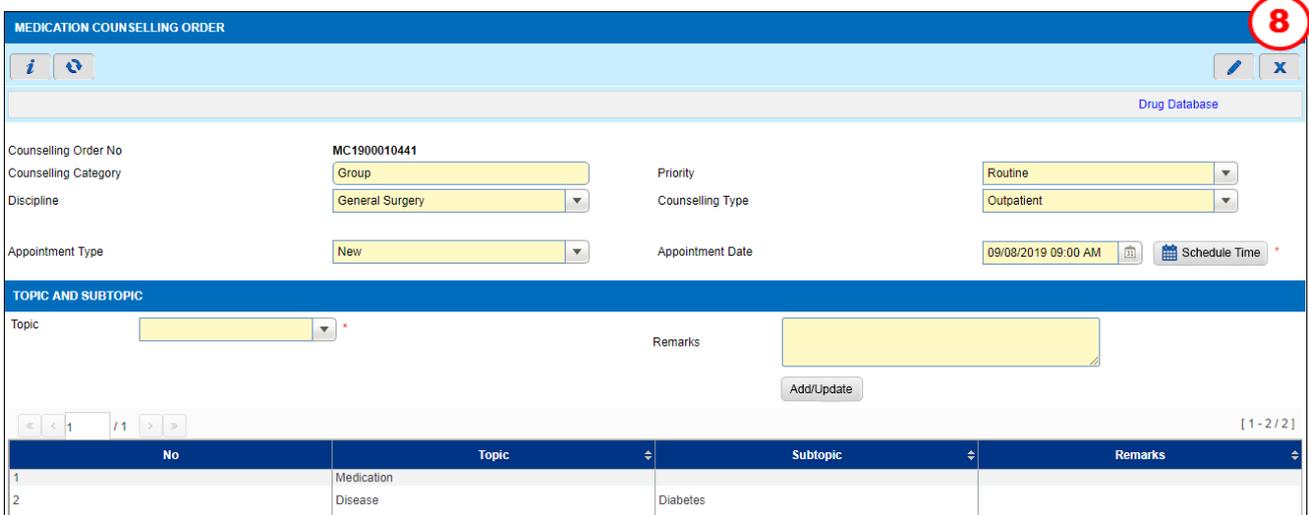


Figure 3.1.7-6 Information alert message

STEP 7

Click on the  button to confirm save record and system will display the Counselling Order screen as shown in Figure 3.1.7-6



MEDICATION COUNSELLING ORDER

Counselling Order No: MC1900010441

Counselling Category: Group

Discipline: General Surgery

Appointment Type: New

Priority: Routine

Counselling Type: Outpatient

Appointment Date: 09/08/2019 09:00 AM

TOPIC AND SUBTOPIC

Topic: [Dropdown]

Remarks: [Text Area]

Add/Update

| No | Topic | Subtopic | Remarks |
|----|------------|----------|---------|
| 1 | Medication | | |
| 2 | Disease | Diabetes | |

Figure 3.1.7-7 Medication Counselling Order

STEP 8

Click on the  button to close record

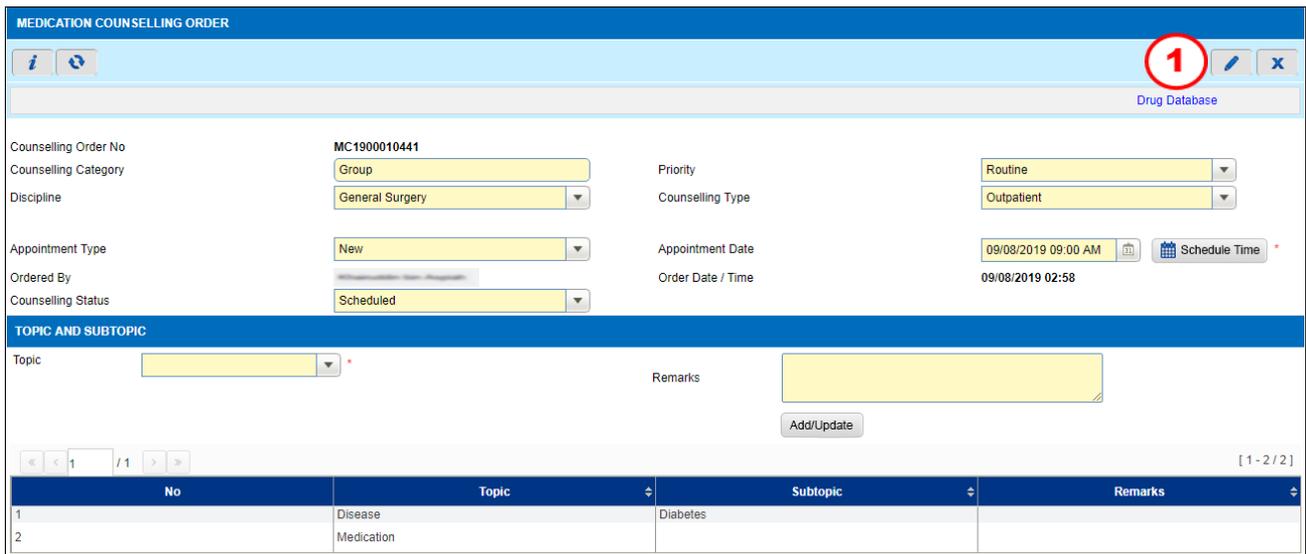
Note



- *Counselling Schedule will display new rescheduled appointment date and time.*
- *Order No will remain the same.*

3.1.8 Group Order – Cancel Appointment

This function is used to cancel group appointment.



MEDICATION COUNSELLING ORDER

1

Drug Database

Counselling Order No: MC1900010441

Counselling Category: Group

Discipline: General Surgery

Appointment Type: New

Ordered By: [User Name]

Counselling Status: Scheduled

Priority: Routine

Counselling Type: Outpatient

Appointment Date: 09/08/2019 09:00 AM

Order Date / Time: 09/08/2019 02:58

TOPIC AND SUBTOPIC

Topic: [Dropdown]

Remarks: [Text Area]

Add/Update

| No | Topic | Subtopic | Remarks |
|----|------------|----------|---------|
| 1 | Disease | Diabetes | |
| 2 | Medication | | |

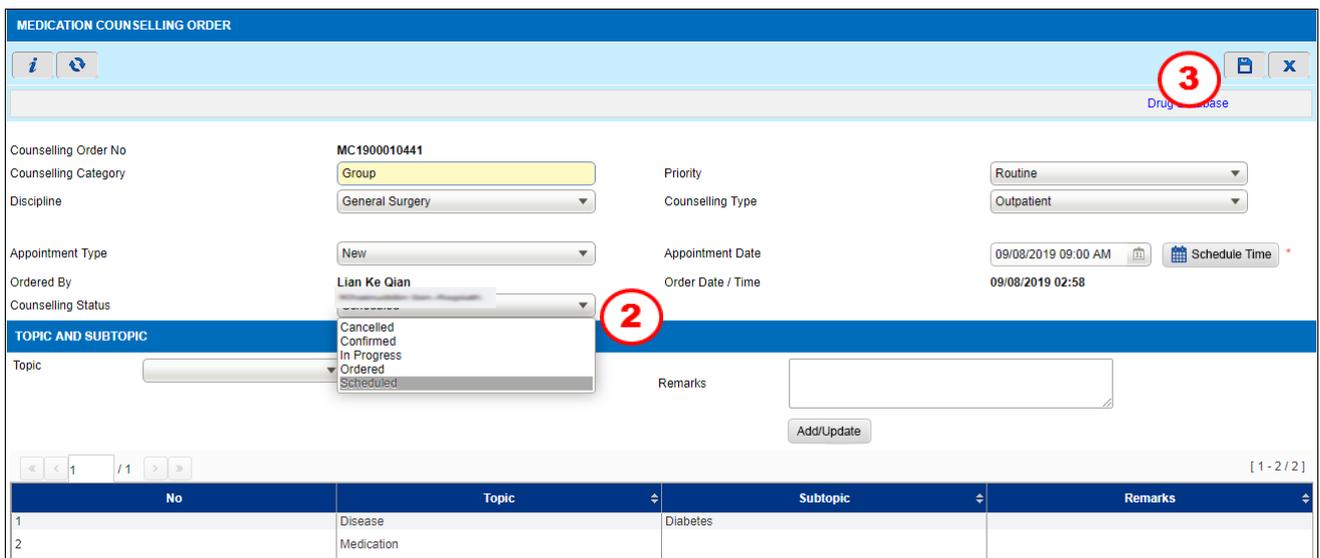
Figure 3.1.8-1 Medication Counselling Order

Note

Repeat step 1 to 3 as in View Order Group record before performing Group Order – Cancel Appointment steps.

STEP 1

Click on the  button to edit counselling order



MEDICATION COUNSELLING ORDER

3

Drug Database

Counselling Order No: MC1900010441

Counselling Category: Group

Discipline: General Surgery

Appointment Type: New

Ordered By: Lian Ke Qian

Counselling Status: [Dropdown Menu]

Priority: Routine

Counselling Type: Outpatient

Appointment Date: 09/08/2019 09:00 AM

Order Date / Time: 09/08/2019 02:58

TOPIC AND SUBTOPIC

Topic: [Dropdown]

Remarks: [Text Area]

Add/Update

| No | Topic | Subtopic | Remarks |
|----|------------|----------|---------|
| 1 | Disease | Diabetes | |
| 2 | Medication | | |

Figure 3.1.8-2 Medication Counselling Order

STEP 2

Select **Counselling Status** as 'Cancelled' from the Counselling Status dropdown box

STEP 3

Click on the  button to save record

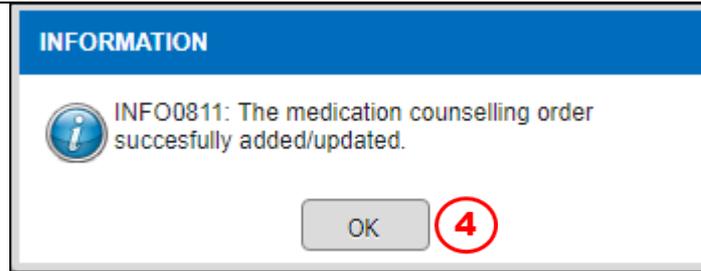
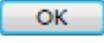


Figure 3.1.8-3 Information alert message

STEP 4

Click on the  button to confirm save record

3.2 Reporting

This function is used to record reports for medication counselling.

3.2.1 View Existing Individual Reporting

This function allows user to view individual counselling reports.

PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Medication Counselling x Logout

MEDICATION COUNSELLING REPORTING

Add New Group Counselling + Select Registered Patient

Counselling Type: All
Counselling Location: All
Counselling Number: []
Counselling Category: Individual
Appointment Date From: []
Appointment Date To: []
Ordered from: []
Ordered To: []
Priority: All

Patient Name: []
MRN: []
IC No/Other Identification: []
Discipline: All
Appointment Type: All
Report Status: Scheduled
Ordered by: []
To be Counselling by: []
Counselled but Not recruited into MTAC: All

Search Results:
Individual Counselling

| Counselling Number | MRN | Patient Name | IC No/Other Identification | Priority | Appointment Type | Appointment Date | Counselling Location | MTAC | Report Status | Requester | Request Date |
|--------------------|--------------|----------------------|----------------------------|----------|------------------|---------------------|----------------------|------|---------------|-----------|--------------|
| MC1900010440 | HPSF00000002 | XXXX XXXX | 011014010036 | Routine | New | 09/08/2019 09:00 AM | | | Scheduled | | 09/08/2019 |
| MC1900010438 | HPSF00001086 | XXXX XXXX XXXX | 130519011677 | Routine | Follow Up | 16/07/2019 06:00 PM | FARMASI KECEMASAN | | Scheduled | | 15/07/2019 |
| MC1900010433 | HPSF00001528 | XXXXXXXX XXXX XXXXXX | 130515010597 | Urgent | Follow Up | 17/06/2019 04:00 PM | FARMASI KECEMASAN | | Scheduled | | 17/06/2019 |

Figure3.2.1-1 Reporting Listing Page

Note

To view existing individual order records, select Counselling Category as 'Individual' and Status as 'Scheduled'.

STEP 1

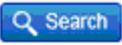
Search for patient records by below criteria :-

| No | Field | Description | Remark |
|----|----------------------|---|--|
| a | Counselling Location | Counselling Location (It will list down all active locations) | Able to filter and search patient name by counselling location |
| b | MRN | Patient Medical Record Number | Search option: • Type the MRN either full in or partially: <i>Example : HPSF00001234 or "1234"</i> |
| c | Counselling Category | -Group -Individual | Able to filter and search patient name by counselling category |
| d | Discipline | Discipline (It will list down all active disciplines) | Able to filter and search patient name by discipline |
| e | Ordered by | Ordered person name | Able to filter and search patient name by name of person who ordered counselling |
| f | Ordered from | Date | Able to filter and search patient name by ordered from date |
| g | To be counselled by | Counsellor name | Able to filter and search by Counsellor name |
| h | Priority | -All -Routine -Urgent | Able to filter and search patient name by priority |

| | | | |
|---|----------------------------|--------------------------------------|--|
| i | Patient Name | Patient's name | Allow to search by full or partial patient name |
| j | Appointment Type | -All -New -Follow Up | Able to filter and search patient name by appointment type |
| k | Status | -Ordered -Scheduled -Cancelled | Able to filter and search patient name by status |
| l | Appointment Date | Date | Able to filter and search patient name by appointment date |
| m | Ordered To | Patient Name | Allow to search by patient full name or partial |
| n | IC No/Other Identification | -IC Number -Other Number | Allow to filter and search by IC Number or other Identification Number |

Table 3.2.1-1

STEP 2

Click on  button to search for patient

Note

Search results of current order patient list will display:

- MRN
- Patient Name
- Appointment Date
- Priority
- Appointment Type
- Appointment Date
- Status
- Requester
- Request Date

STEP 3

Double click on the selected counselling order no. as shown in Figure 3.2.1-1, and patient detailed information will be displayed as shown in Figure 3.2.1-2

Figure3.2.1-2 Medication Counselling Reporting (Individual)

Note

- Once user clicks on the selected patient name, the summary of patient information will be displayed in the patient banner. The patient banner will be displayed at the specific screen with is required patient information. Below is the list of patient information:
 - Patient Name
 - Patient Address
 - Patient IC Number
 - Patient Phone and Email
 - Patient Diagnosis
 - Patient Age
 - Patient Allergy
 - Patient Gender
 - Patient MRN
- Below options are provided for user to view additional patient information. Click on the hyperlink as below:
 - a) **Counselling Material**
 - Counselling materials used
 - b) **Lab Parameter**
 - Patient's laboratory test results
 - c) **Counselling History**
 - Medication Counselling history records
 - d) **Demographic**
 - Patient's demographic details
 - e) **Pharmacist Notes**
 - Pharmacy notes such as MTAC, Ward Pharmacy etc.
 - f) **Medication Profile**
 - This hyperlink will show the patient's current medication and previous medication history
 - g) **Other Appointments**
 - This provides information if there are any other appointments recorded for the patient
- Order Details



- *Lab Parameter - Lab results history records*
- *CP1 – CP1 history records*
- *CP4 – CP4 history records*
- *Counselling No*
- *Counselling Location*
- *Counselling Topics*
- *Assessment*
- *Reporting*

3.2.2 Individual Reporting

This function allows user to record individual counselling reports.

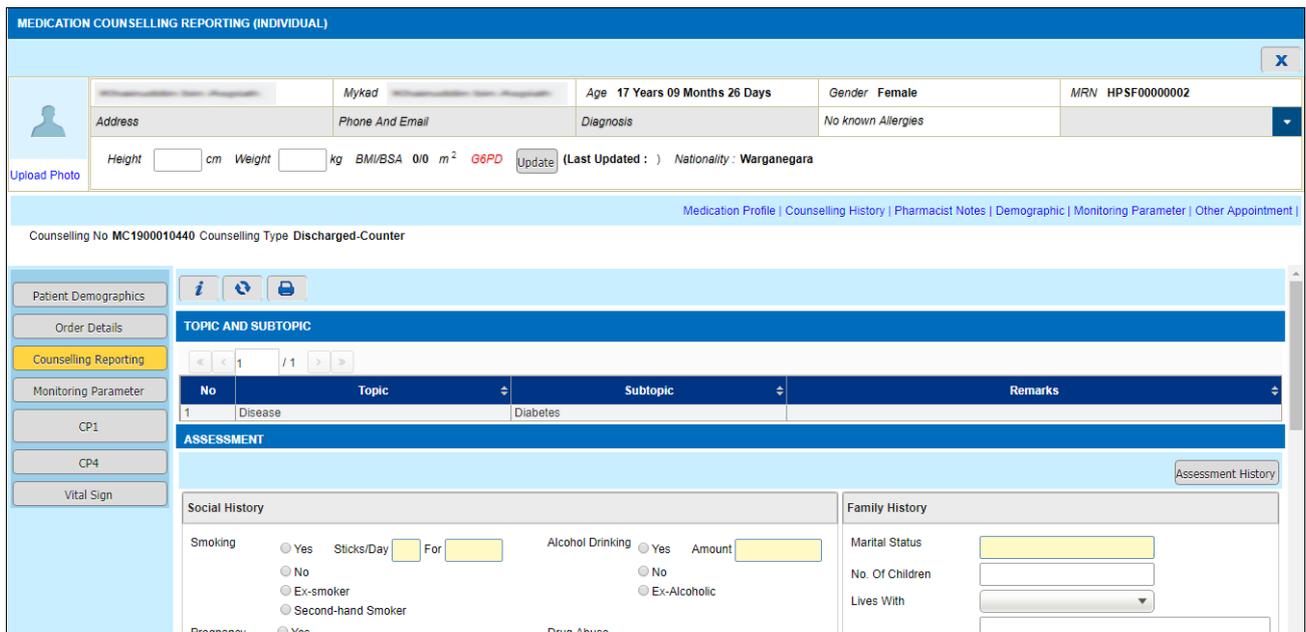


Figure3.2.2-1 Medication Counselling Reporting (Individual)

Note

- Repeat step 1 to 3 as in View Existing Individual Reporting before performing Individual Reporting steps.
- There are 2 sections to be filled in the Medication Counselling Reporting (Individual) as shown in Figure 3.2.2-1:
 - a) Assessment
 - b) Reporting

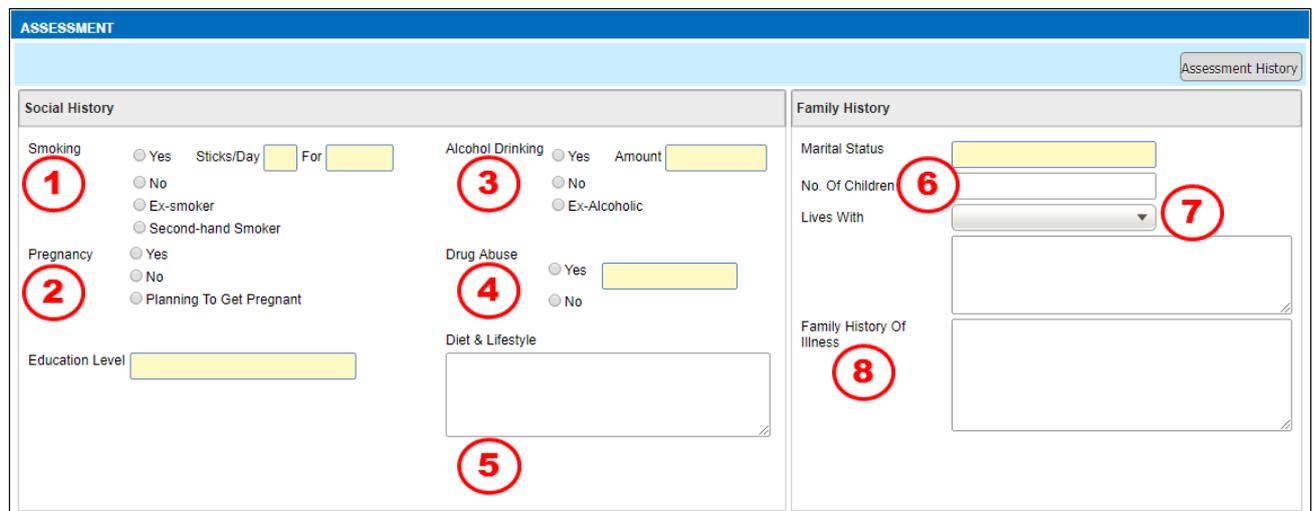


Figure3.2.2-2 Assessment

Assessment Section

Social History

STEP 1

Select **Smoking** from the radio button

- Yes
- No
- Ex-smoker
- Second-hand Smoker

Note

Stick/Day and **For** field will be enabled for user to fill when 'Yes' radio button is selected.

STEP 2

Select **Pregnancy** from the radio button

- Yes
- No
- Planning To Get Pregnant

STEP 3

Select **Alcohol Drinking** from the radio button

- Yes
- No

Note

Amount field will be enabled for user to fill when 'Yes' radio button is selected.

STEP 4

Select **Drug Abuse** from the radio button

- Yes
- No

STEP 5

Enter **Diet & Lifestyle**

Note

Education Level and **Marital Status** field will automatically display hyperlink from the registration screen.

Family History

STEP 6

Enter **No. Of Children**

STEP 7

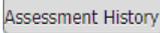
Select **Lives With** from the radio button

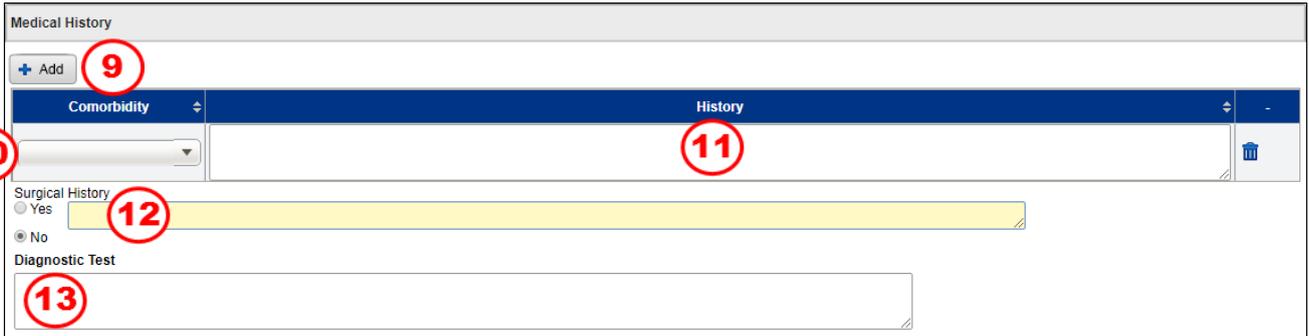
- Alone
- Family Members
- Nursing Home
- Others

STEP 8

Enter **Family History Of Illness**

Note

- User able to view assessment history by click on  button.
- This assessment History function is to list down patient assessment history from previous visits
- User can click on the record to copy the previous to current record



The screenshot shows a 'Medical History' form with the following elements:

- 9**: A '+ Add' button at the top left.
- 10**: A dropdown menu under the 'Comorbidity' header.
- 11**: A text input field under the 'History' header.
- 12**: Radio buttons for 'Surgical History' with 'Yes' selected.
- 13**: A text input field for 'Diagnostic Test'.

Figure3.2.2-3 Assessment

Medical History

STEP 9

Click + Add button to add, if applicable.

Note

If there is no Comorbidity, skip to STEP 13

STEP 10

Select a Comorbidity

- Hypertension
- COPD
- RVD
- Other
- Diabetes Mellitus
- Tuberculosis
- AF
- Asthma
- Hepatitis B
- Hepatitis C
- Heart Failure
- ESRD

STEP 11

Enter the History based on the Comorbidity

Note

Repeat STEP 9 to STEP 11 to add another Comorbidity

STEP 12

Select **Surgical History** from the radio button

- Yes
- No

STEP 13

Enter the Diagnostic Test

Note

The Diagnostic Test textbox can have characters up to 2000

| Past Medication History | | | | | | | | | |
|--|----------------|---------------|------------|-------------------|------------------------------|-------------------|----------------------|----------|---------|
| Drug Name | Original Rx No | Order Details | Start Date | End Date | Balance From Previous Supply | Medication Status | Source of Medication | Comments | Remarks |
| No Records Found! | | | | | | | | | |
| Non-Prescription Medication(Includes Herbal/Vitamin/Other Supplements) | | | | Reason For Taking | Source of Medication | Balance/Comments | | | |
| No Records Found! | | | | | | | | | |

14 

Figure3.2.2-4 Assessment

Note

Past Medication History will be displayed as shown in Figure 3.2.2.4.

STEP 14

Click on the  button to save assessment and continue with reporting section

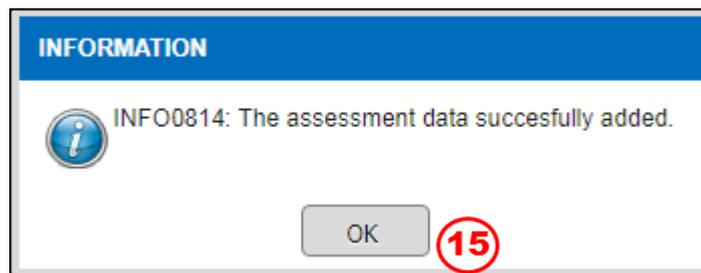


Figure3.2.2-5 Information Alert Message

STEP 15

Click on the  button to confirm assessment

| REPORTING | |
|-------------------------------------|---|
| Caregivers | <input type="text"/> 16 |
| Understanding | <input type="text"/> % Calculate Score 17 |
| Follow Up Required | <input type="checkbox"/> |
| Adherence Score | <input type="text"/> <input type="text"/> |
| Counselling Duration (in Minutes) | <input type="text"/> |
| Counselled By | <input type="text"/> |
| | <input type="checkbox"/> Counselled but Not recruited into MTAC <div style="border: 1px solid gray; height: 40px; width: 100%;"></div> <small>1000 characters allowed</small> <div style="border: 1px solid gray; height: 40px; width: 100%;"></div> <small>2000 characters allowed</small> <input type="button" value="Cancel"/> <input type="button" value="Save"/> <input type="button" value="Confirm"/> |

Figure3.2.2-6 Reporting

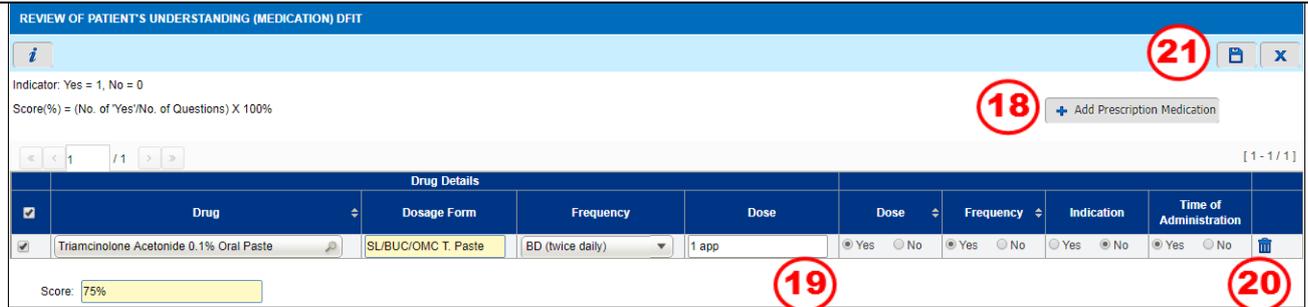
Reporting Section

STEP 16

Enter value in **Caregivers** field

STEP 17

Click on the [Calculate Score](#) hyperlink and the window of 'Review of Patient's Understanding (medication) DFIT' will be displayed as shown in Figure 3.2.2-7



REVIEW OF PATIENT'S UNDERSTANDING (MEDICATION) DFIT

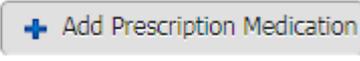
Indicator: Yes = 1, No = 0
Score(%) = (No. of Yes/No. of Questions) X 100%

Score: 75%

| Drug Details | | | | | | | | | |
|-------------------------------------|---|---------------------|------------------|-------|---|---|---|---|--|
| <input checked="" type="checkbox"/> | Drug | Dosage Form | Frequency | Dose | Dose | Frequency | Indication | Time of Administration | |
| <input checked="" type="checkbox"/> | Triamcinolone Acetonide 0.1% Oral Paste | SL/BUC/OMC T. Paste | BD (twice daily) | 1 app | <input checked="" type="radio"/> Yes <input type="radio"/> No | <input checked="" type="radio"/> Yes <input type="radio"/> No | <input type="radio"/> Yes <input checked="" type="radio"/> No | <input checked="" type="radio"/> Yes <input type="radio"/> No | |

Figure 3.2.2-7 Review of Patient's Understanding (medication) DFIT

STEP 18

Click on the  button to search **Drug** at the field

STEP 19

Select **Patient's Understanding** by checking the radio button as below

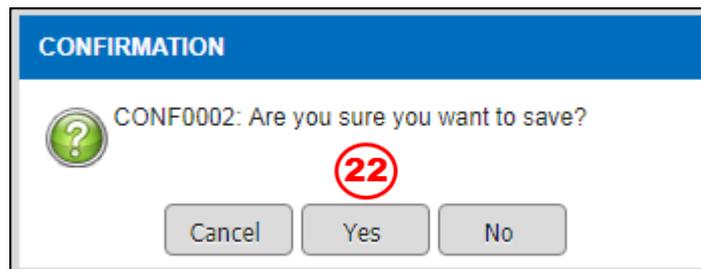
- Dose
- Frequency
- Indication
- Time of administration

STEP 20

Click on the  or button to delete information at drug list

STEP 21

Click on the  button to save record

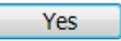


CONFIRMATION

CONF0002: Are you sure you want to save?

Figure 3.2.2-8 Information alert message

STEP 22

Click on the  button to confirm save record

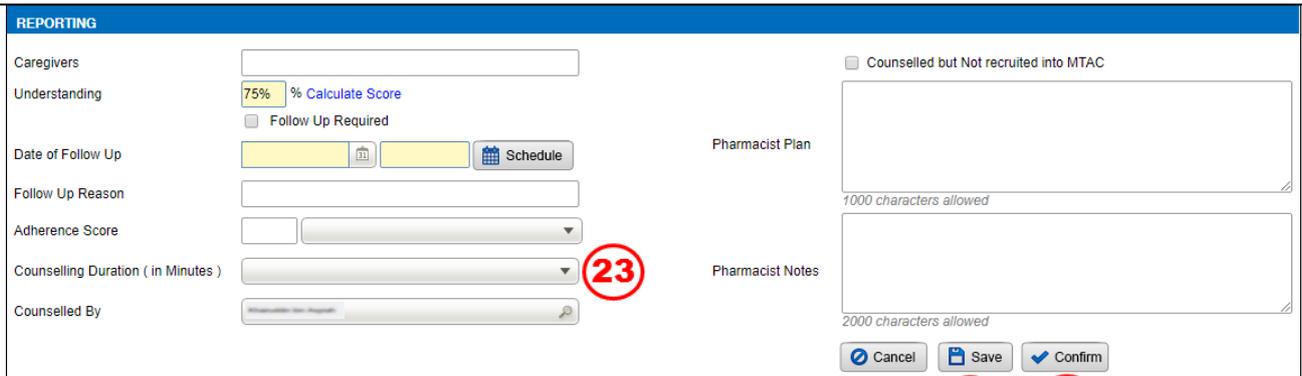


Figure3.2.2-9Reporting

STEP 23

Select **Counselling Duration (in Minutes)** from the dropdown box

- 15
- 30
- 45
- 60

STEP 24

Click on the  button to save record

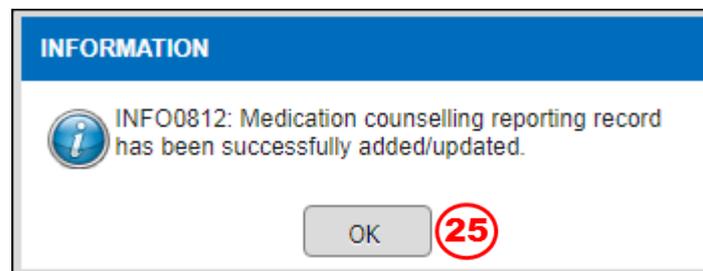
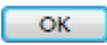


Figure3.2.2-10Information alert message

STEP 25

Click on the  button to confirm save record

STEP 26

Click on the  button to confirm record

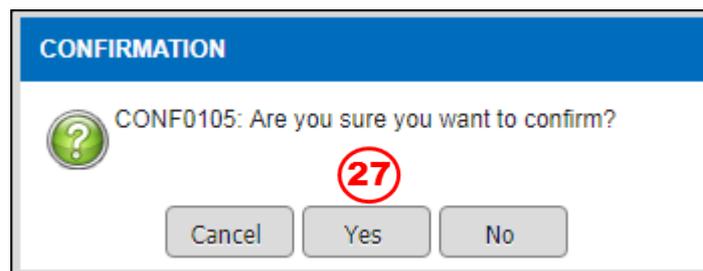
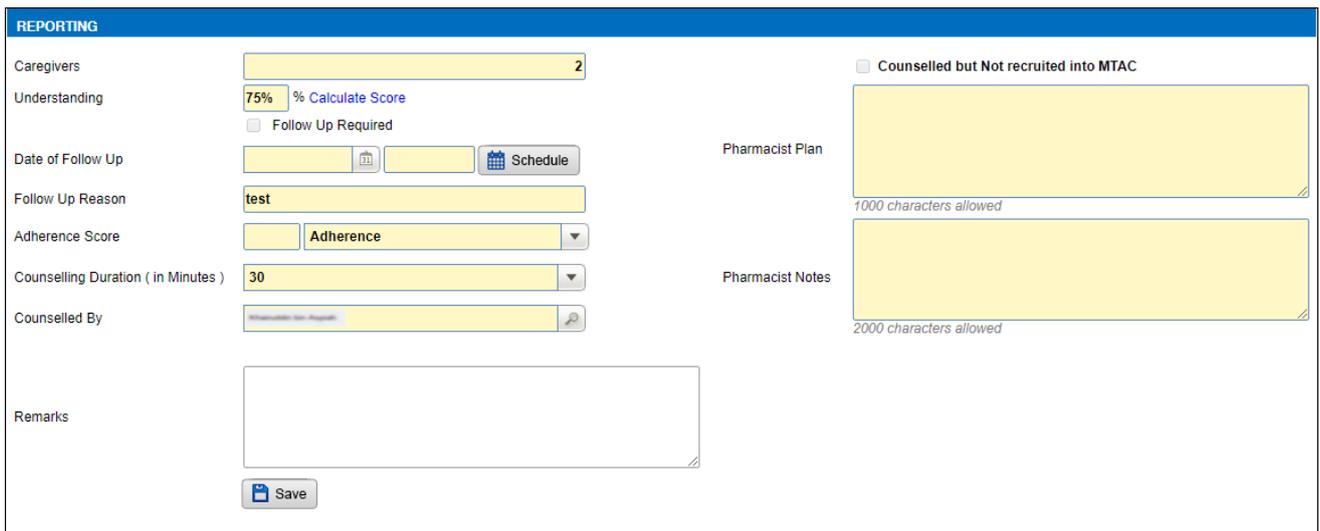


Figure3.2.2-11 Save Confirm alert message

Note

After confirm, record will have another field remarks to fill up as shown in Figure 3.2.2-12



REPORTING

Caregivers:

Understanding: 75% % Calculate Score
 Follow Up Required

Date of Follow Up:

Follow Up Reason:

Adherence Score: Adherence

Counselling Duration (in Minutes) : 30

Counsellor By:

Remarks:

Counselled but Not recruited into MTAC

Pharmacist Plan:

Pharmacist Notes:

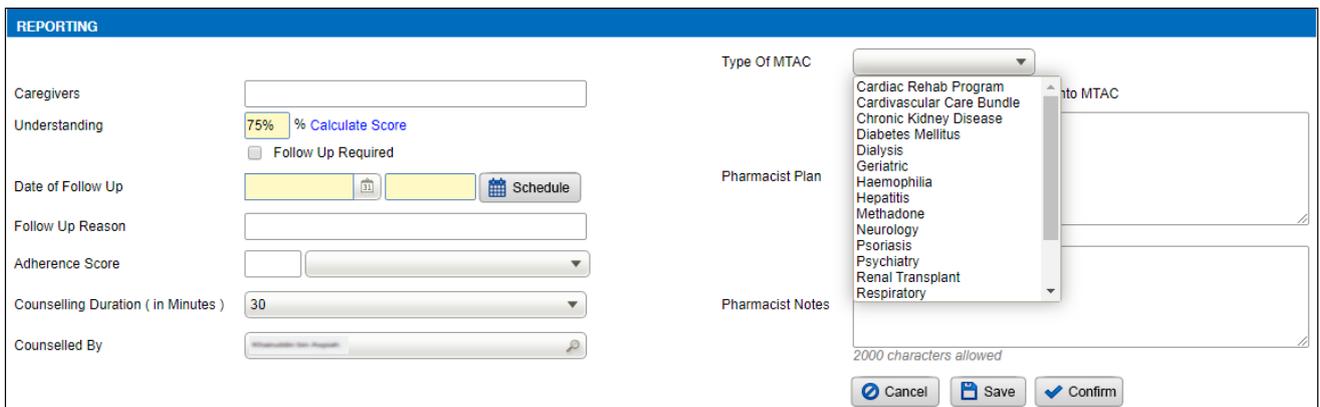
Figure 3.2.2-12 Reporting Remarks

STEP 27

Click on the button to confirm save record

Note

There is a check box for Counselled but Not recruited into MTAC, once clicked, screen will appear as Figure 3.2.2-13



REPORTING

Caregivers:

Understanding: 75% % Calculate Score
 Follow Up Required

Date of Follow Up:

Follow Up Reason:

Adherence Score:

Counselling Duration (in Minutes) : 30

Counsellor By:

Type Of MTAC: into MTAC

- Cardiac Rehab Program
- Cardiovascular Care Bundle
- Chronic Kidney Disease
- Diabetes Mellitus
- Dialysis
- Geriatric
- Haemophilia
- Hepatitis
- Methadone
- Neurology
- Psoriasis
- Psychiatry
- Renal Transplant
- Respiratory

Pharmacist Plan:

Pharmacist Notes:

Figure3.2.2-13 Reporting Individual

MEDICATION COUNSELLING REPORTING (INDIVIDUAL)

Mykad: [Mykad] Age: 17 Years 09 Months 26 Days Gender: Female MRN: HPSF00000002

Address: [Address] Phone And Email: [Phone And Email] Diagnosis: [Diagnosis] No known Allergies

Height: [] cm Weight: [] kg BMI/BSA: 0/0 m² G6PD: [] Update (Last Updated:) Nationality: Warganegara

Medication Profile | Counselling History | Pharmacist Notes | Demographic | Monitoring Parameter | Other Appointment

Counselling No: MC1900010440 Counselling Type: Discharged-Counter

Patient Demographics [i] [refresh] [print] **28**

Order Details

Counselling Reporting

Monitoring Parameter

CP1

CP4

Vital Sign

TOPIC AND SUBTOPIC

| No | Topic | Subtopic | Remarks |
|----|---------|----------|---------|
| 1 | Disease | Diabetes | |

ASSESSMENT

Assessment History

Social History

Smoking: Yes (Sticks/Day: [] For: []) No Ex-smoker Second-hand Smoker Pregnancy: Yes

Alcohol Drinking: Yes (Amount: []) No Ex-Alcoholic Drug Abuse: Yes

Family History

Marital Status: []

No. Of Children: [2]

Lives With: **Family Members** [Husband]

Figure3.2.2-14 Reporting Individual - Print

STEP 28

Click on the  button to print the report as Figure 3.2.2-14

Note

After confirmation, the compliance [Calculate Score](#) hyperlink is enabled for review.

3.2.3 Individual Follow Up Required

This function allows user to record individual follow up required.

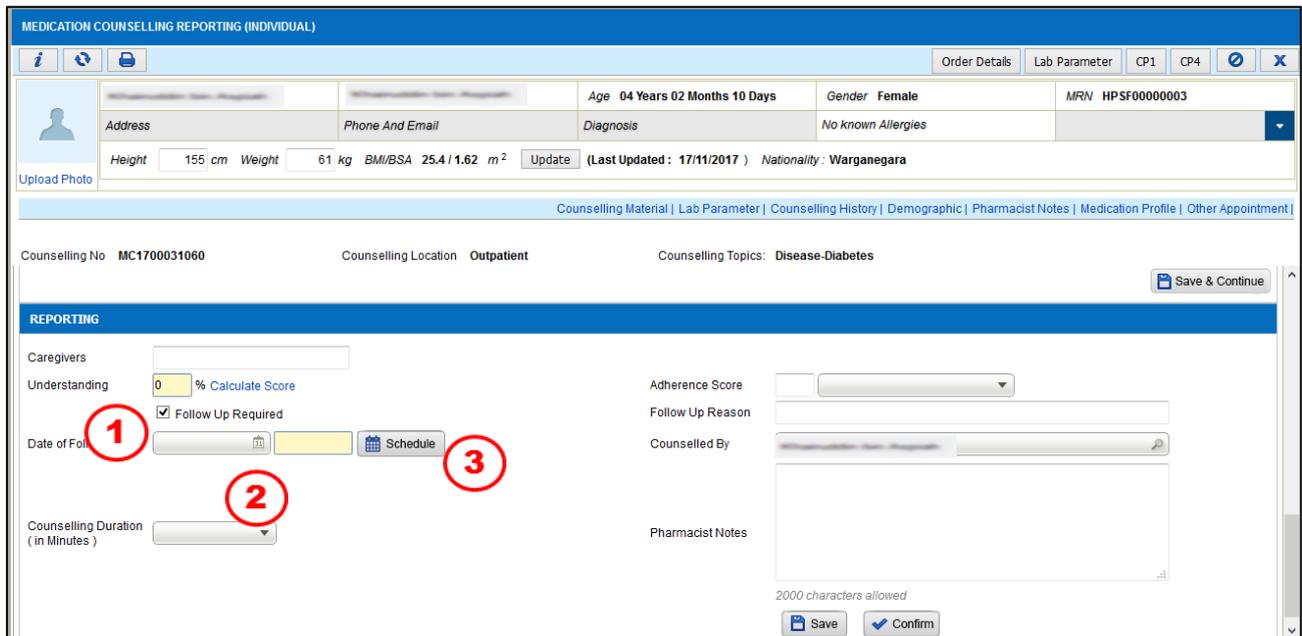


Figure 3.2.3-1 Medication Counselling Reporting (Individual)

Note

Repeat step 1 to 3 as in View Existing Individual Reporting before performing Individual Follow Up Required steps.

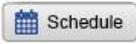
STEP 1

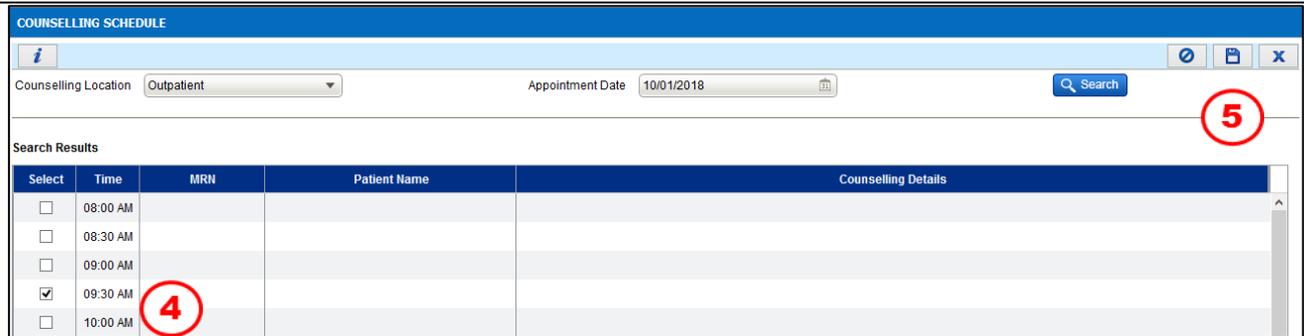
Check on the **Follow Up Required** by clicking on the checkbox

STEP 2

Click on the  button to select **Date of Follow Up**

STEP 3

Click on the  button to schedule for counseling



| Select | Time | MRN | Patient Name | Counselling Details |
|-------------------------------------|----------|-----|--------------|---------------------|
| <input type="checkbox"/> | 08:00 AM | | | |
| <input type="checkbox"/> | 08:30 AM | | | |
| <input type="checkbox"/> | 09:00 AM | | | |
| <input checked="" type="checkbox"/> | 09:30 AM | | | |
| <input type="checkbox"/> | 10:00 AM | | | |

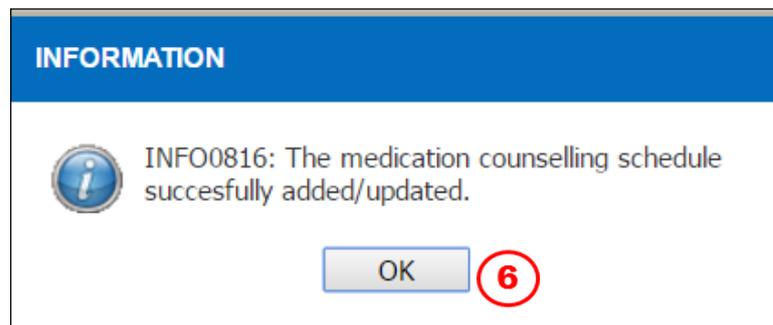
Figure 3.2.3-2 Counselling Schedule

STEP 4

Click on time slot  checkbox to select time for counselling

STEP 5

Click on the  button to save record



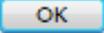
INFORMATION

 INFO0816: The medication counselling schedule successfully added/updated.

OK

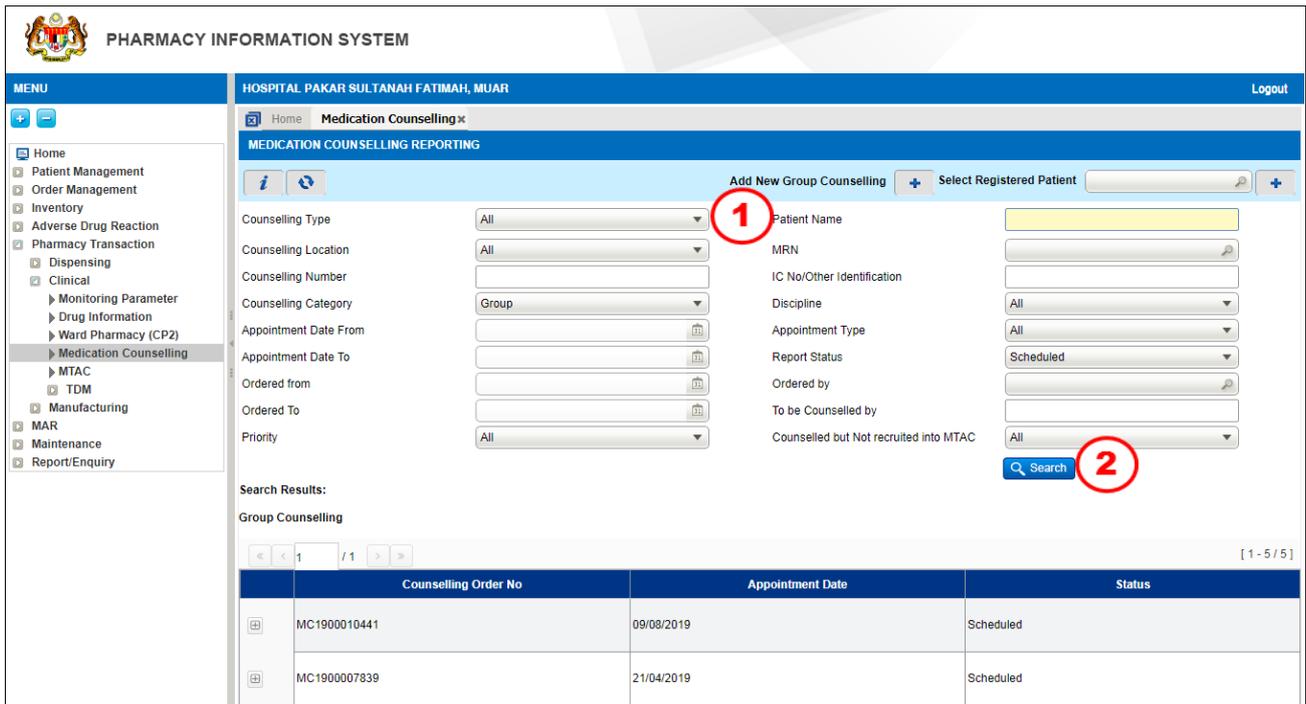
Figure 3.2.3-3 Information Alert Message

STEP 6

Click on the  button to confirm save record

3.2.4 View Existing Group Reporting

This function allows user to view group counselling report.



PHARMACY INFORMATION SYSTEM

HOSPITAL PAKAR SULTANAH FATIMAH, MUAR

Home Medication Counselling x Logout

Home Medication Counselling x

MEDICATION COUNSELLING REPORTING

Add New Group Counselling + Select Registered Patient

Counselling Type: All (1)

Counselling Location: All

Counselling Number: [Text Field]

Counselling Category: Group

Appointment Date From: [Date Picker]

Appointment Date To: [Date Picker]

Ordered from: [Text Field]

Ordered To: [Text Field]

Priority: All

Patient Name: [Text Field]

MRN: [Text Field]

IC No/Other Identification: [Text Field]

Discipline: All

Appointment Type: All

Report Status: Scheduled

Ordered by: [Text Field]

To be Counselling by: [Text Field]

Counselled but Not recruited into MTAC: All (2)

Search [Search] (2)

Search Results:

Group Counselling

| Counselling Order No | Appointment Date | Status |
|----------------------|------------------|-----------|
| MC1900010441 | 09/08/2019 | Scheduled |
| MC1900007839 | 21/04/2019 | Scheduled |

Figure 3.2.4-1 Reporting

Note

To view existing group order records, select Counselling Category as 'Group' and Status as 'Scheduled'.

STEP 1

Search record based :-

| No | Field | Description | Remark |
|----|----------------------|---|--|
| a | Counselling Location | Counselling Location (It will list down all active locations) | Able to filter and search patient name by counselling location |
| b | MRN | Patient Medical Record Number | Search option: • Type the MRN either full in or partially: <i>Example : HPSF00001234 or "1234"</i> |
| c | Counselling Category | -Group -Individual | Able to filter and search patient name by counselling category |
| d | Discipline | Discipline (It will list down all active disciplines) | Able to filter and search patient name by discipline |
| e | Ordered by | Ordered person name | Able to filter and search patient name by name of person who ordered counselling |
| f | Ordered from | Date | Able to filter and search patient name by ordered from date |
| g | To be counselled by | Counsellor name | Able to filter and search by Counsellor name |
| h | Priority | -All -Routine -Urgent | Able to filter and search patient name by priority |
| i | Patient Name | Patient's name | Allow to search by full or partial patient name |
| j | Appointment Type | -All -New -Follow Up | Able to filter and search patient name by appointment type |

| | | | |
|---|----------------------------|--------------------------------------|--|
| k | Status | -Ordered -Scheduled -Cancelled | Able to filter and search patient name by status |
| l | Appointment Date | Date | Able to filter and search patient name by appointment date |
| m | Ordered To | Patient Name | Allow to search by patient full name or partial |
| n | IC No/Other Identification | -IC Number -Other Number | Allow to filter and search by IC Number or other Identification Number |

Table 3.2.4-1

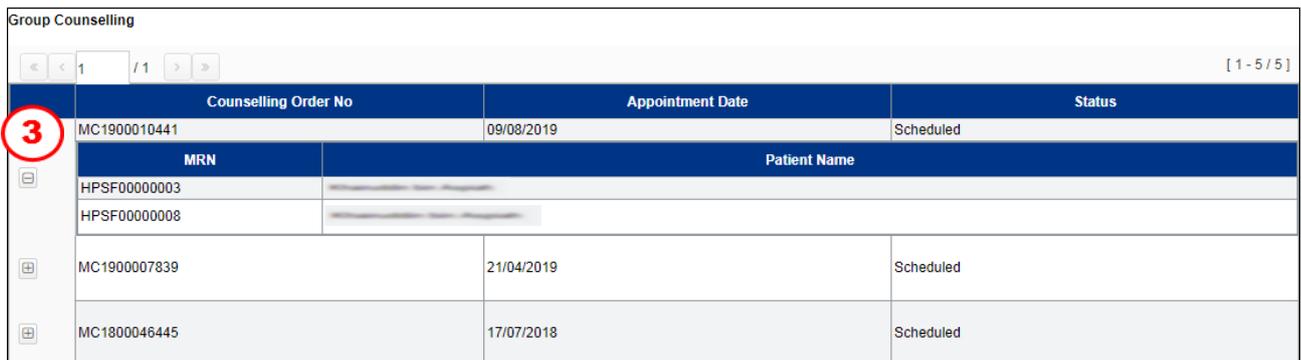
STEP 2

Click on  button to search for the record(s)

Note

Search results of current order patient list will display:

- MRN
- Patient Name
- Appointment Date
- Priority
- Appointment Type
- Appointment Date
- Status
- Requester
- Request Date



| Group Counselling | | | | |
|----------------------|------------------|---------------|------------------------------|--------------|
| 1 / 1 | | [1 - 5 / 5] | | |
| Counselling Order No | Appointment Date | Status | MRN | Patient Name |
| MC1900010441 | 09/08/2019 | Scheduled | HPSF00000003 HPSF00000008 | |
| MC1900007839 | 21/04/2019 | Scheduled | | |
| MC1800046445 | 17/07/2018 | Scheduled | | |

Figure 3.2.4-2 Group Counselling

STEP 3

Double click on the selected counselling order no. as shown in Figure 3.2.4-2 and detailed information will be displayed as shown in Figure 3.2.4-3

Note

Click on the  button to expand and view group counselling patient MRN and patient name.

MEDICATION COUNSELLING REPORTING (GROUP)

Order Details

[Drug Database](#)

Date Of Counselling: Discipline:

Counselling Topics:

Patient Registration List

| MRN | Patient Name | Attend |
|--------------|--------------|-----------------------------|
| HPSF00000003 | [Redacted] | <input type="checkbox"/> No |
| HPSF00000008 | [Redacted] | <input type="checkbox"/> No |

Total numbers of patients:

Total patient attended:

Total attendance:

Pharmacist Notes

Material and Technique Used

Counselled By:

Figure 3.2.4-3 Medication Counselling Reporting (Group)

Note

- Once user clicks on the selected counselling order no, the Medication Counselling Reporting (Group) window will be displayed as shown in Figure 3.2.4-3.
- It will display the below information:
 - Date of Counselling
 - Counselling Topics
 - Discipline
 - Drug database
 - Counselling material
 - Patient List
 - Attendance record

3.2.5 Group Reporting

This function allows user to record group counselling reports.

MEDICATION COUNSELLING REPORTING (GROUP) 2

6
Order Details 📄 🔄 ✕

[Drug Database](#)

Date Of Counselling: Discipline:

Counselling Topics:

Patient Registration List

| MRN | Patient Name | | Attend |
|--------------|--|---|---|
| HPSF00000003 | <input style="background-color: #e0e0e0;" type="text" value="Redacted"/> | 1 <input checked="" type="checkbox"/> | Caregivers <input type="text" value="2"/> |
| HPSF00000008 | <input style="background-color: #e0e0e0;" type="text" value="Redacted"/> | <input type="checkbox"/> | <input type="checkbox"/> No |

Total numbers of patients:

Total patient attended:

Total attendance:

Pharmacist Notes

Counselled By

Material and Technique Used

4

Figure 3.2.5-1 Medication Counselling Reporting (Group)

Note

Repeat step 1 to 3 as in View Existing Group Reporting before performing Group Reporting steps.

STEP 1

Click on the button to record patient attendance

Note

If caregivers are present, enter the number of caregivers present

STEP 2

Click on the button to save record

Note

The button is deactivated if record is not saved. Once the record has been saved, the can then be clicked

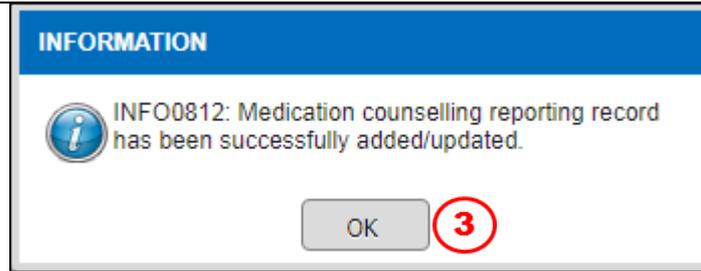
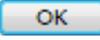


Figure 3.2.5-2 Information alert message

STEP 3

Click on the  button to confirm save record

STEP 4

Click on the  button to confirm record

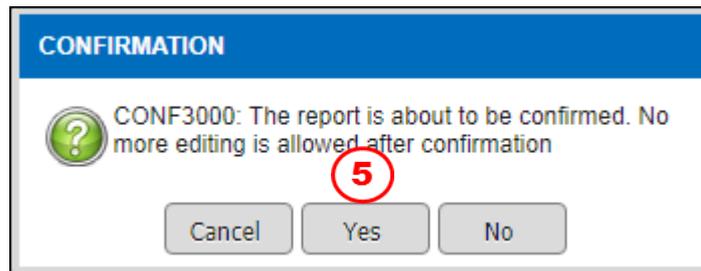
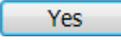


Figure 3.2.5-3 Information alert message

STEP 5

Click on the  button to confirm save record

STEP 6

Click on the  button to print the report as Figure 3.2.5-1



GROUP MEDICATION COUNSELLING REPORT
Hospital Pakar Sultanah Fatimah, Muar
Jalan Salleh, 84000, Muar, Johor.
069521901

Counselling Topic : Medication, Disease-Diabetes

Date : 09/08/2019

Total Patient Scheduled : 2

Counselling No : MC1900010441

% of Attendance : 50.0 %

Pharmacist : [REDACTED]

Pharmacist Notes :

Material & Technique :
Used

| Patient Name | MRN | Attendance (Y/N) |
|--------------|--------------|------------------|
| [REDACTED] | HPSF00000008 | No |
| [REDACTED] | HPSF00000003 | Yes |

Figure 3.2.5-4 Reporting on Group

4.0 Acronyms

| Abbreviation | Definition |
|--------------|----------------------------------|
| PhIS | Pharmacy Information System |
| CPS | Clinical Pharmacy System |
| PM | Patient Management |
| eGL | Electronic Guarantee Letter |
| HRMIS | Human Resource Management System |
| MRN | Medical Record Number |
| MOH | Ministry Of Health |

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 | | |