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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Table of Contents

1.0 Introduction

1.1 Overview of PhIS

Pharmacy Information System or better known as PhIS, is a complete and comprehensive system that integrates pharmacy related services 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:
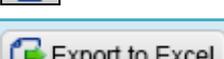
- Order
- Reporting
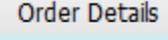- Counselling Material

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	Login to PhIS	Logout	Logout from PhIS
Change Password	Change Login Password	C	Reset Login Screen
+	Expand Menu	−	Collapse Menu
Home	Display Home Tab	▶	Expand Module
◣	Collapse Module	⊠	Close All Open Tabs
↻	Refresh Screen	Q Search	Search Record
+	Add/Create New Record	i	Show Help
🖨	Print	*	Mandatory Field
📅	Calendar Icon	🔍	Search Icon
X	Close Window	◯	Radio Button
☐	Checkbox	✏	Edit Record
⊘	Cancel	🗑	Delete Record
💾	Save	Export to Excel	Export and Open Report in Excel Format

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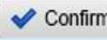
Upload	Upload	Confirm	Confirm
Schedule Time	Schedule Time	Save & Continue	Save & Continue
Add/Update	Add / Update	Delete	Delete
+	Expand button	Malay	Print Malay language
Proceed To Reporting	Proceed to Reporting	Order Details	Order Details

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)
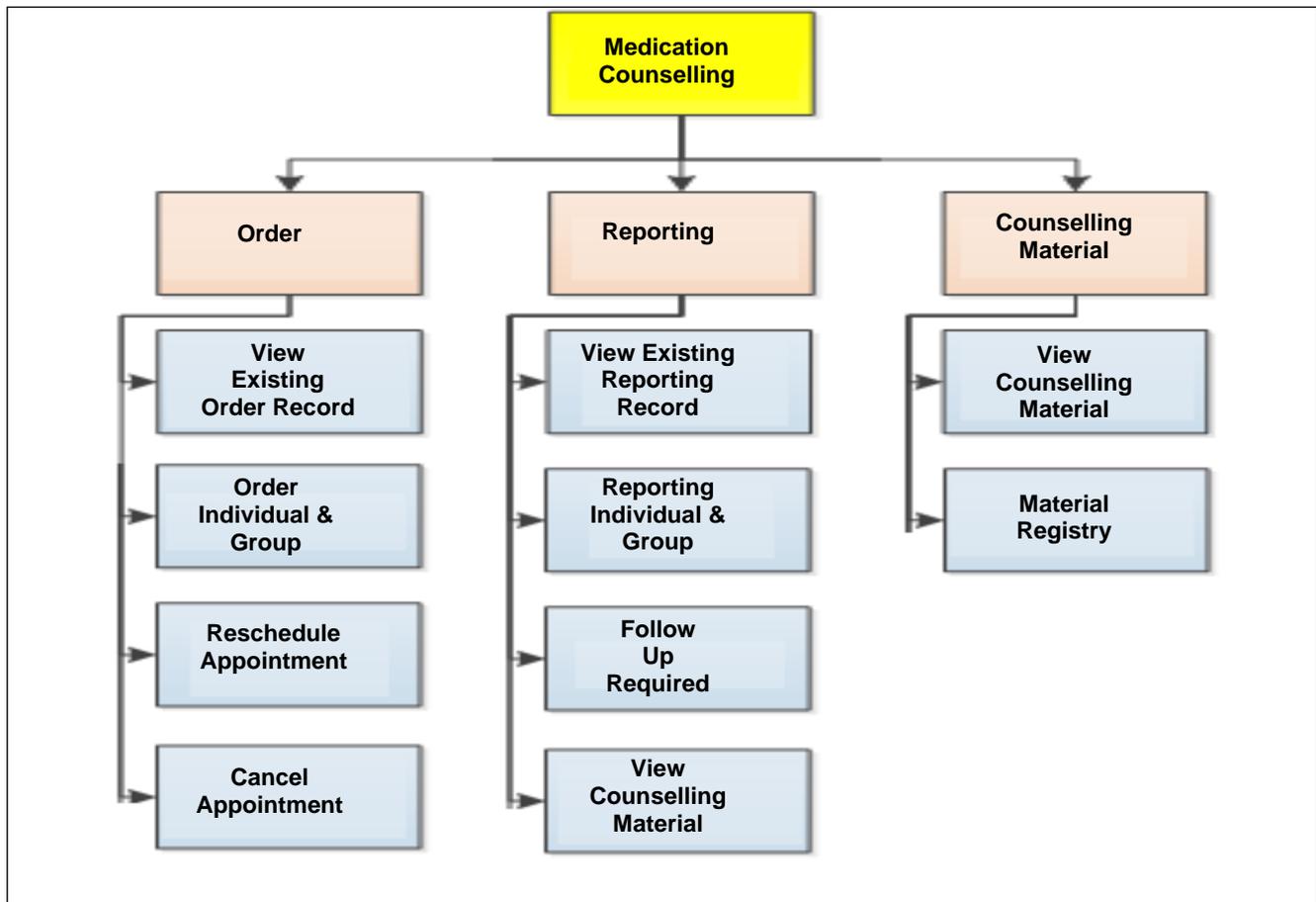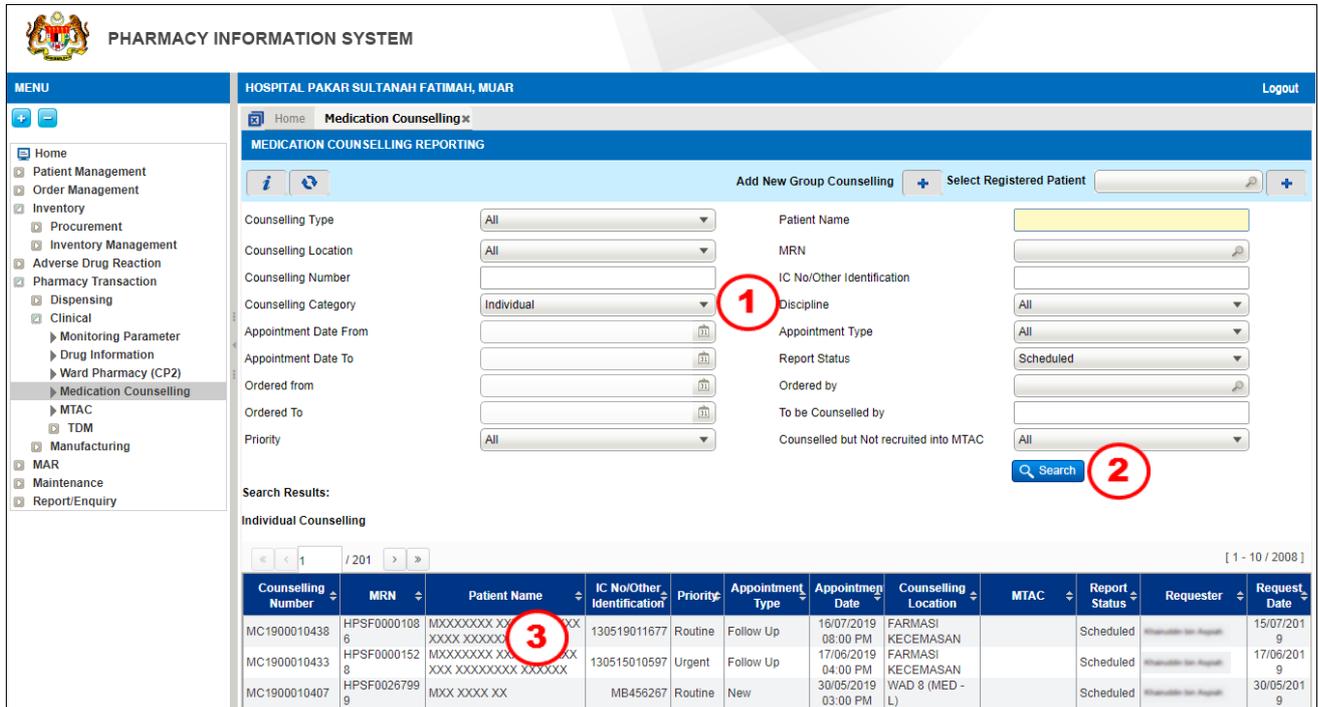
Functional Diagram

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.

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: *Example : HPSF00001234 or "1234"*
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

		-All	
h	Priority	-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 Search button to search for patient
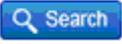
Note
Search results of current registered patient list will display:
- *MRN*
- *Patient Name*
- *IC No/Other Identification*
- *Priority*
- *Appointment Type*
- *Appointment Date*
- *Status*
- *Requester*
- *Request Date*

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
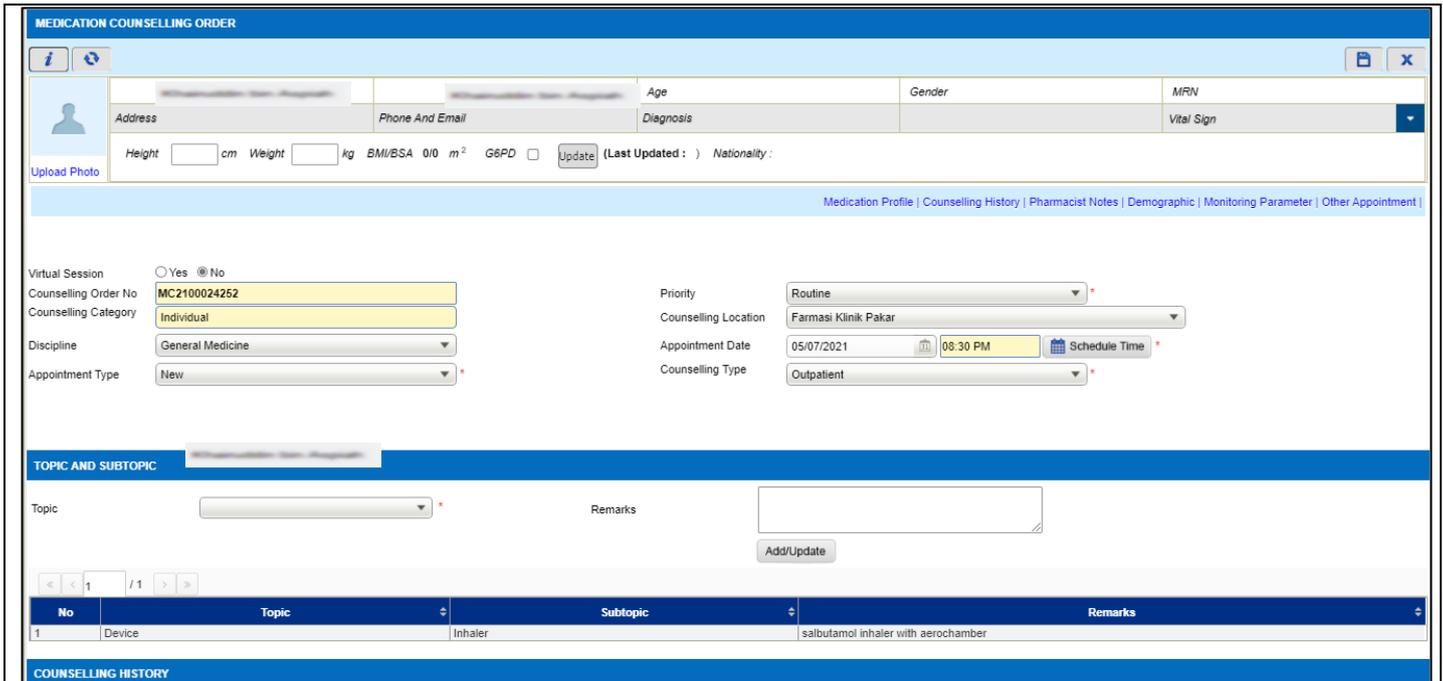
Figure 3.1.1-2 Medication Counseling Order

Note

- *Once user clicks on the selected patient name, the summary of patient information will be displayed in the underlined 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 counseling topics, appointment type, counselling location and schedule appointment date.

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 [icon] button to search for registered patient at the ***Select Registered Patient*** field

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: • Type the MRN either in full or partially: *Example : HPSF00001234 or "1234"*
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 ▣ Search button to search for patient

STEP 5
Double click on the selected patient's name

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

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 [📅 Schedule Time] button and system will display the Counselling Schedule screen as shown in Figure 3.1.2-5

Figure 3.1.2-5 Counselling Schedule

STEP 14

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

STEP 15

Click on the [Q Search] button to search the time for appointment date that has been selected

STEP 16

Click on time slot ☑ checkbox to select time for counselling
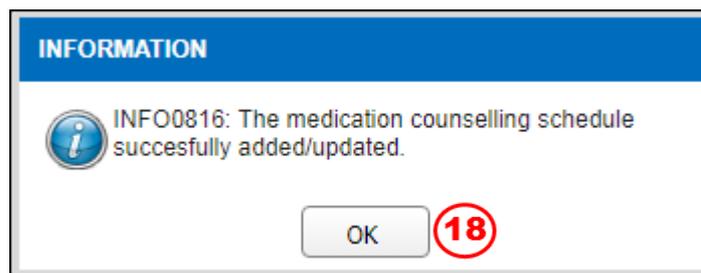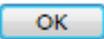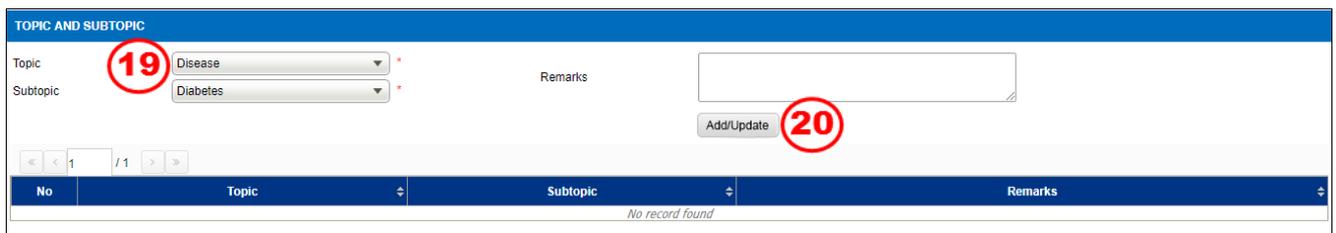
STEP 17

Click on the [💾] button to save record

INFORMATION

INFO0816: The medication counselling schedule succesfully added/updated.

OK ⑱

Figure 3.1.2-6 Information alert message

STEP 18

Click on the [OK] button to confirm save record

Figure 3.1.2-7 Topic and Subtopic section

STEP 19
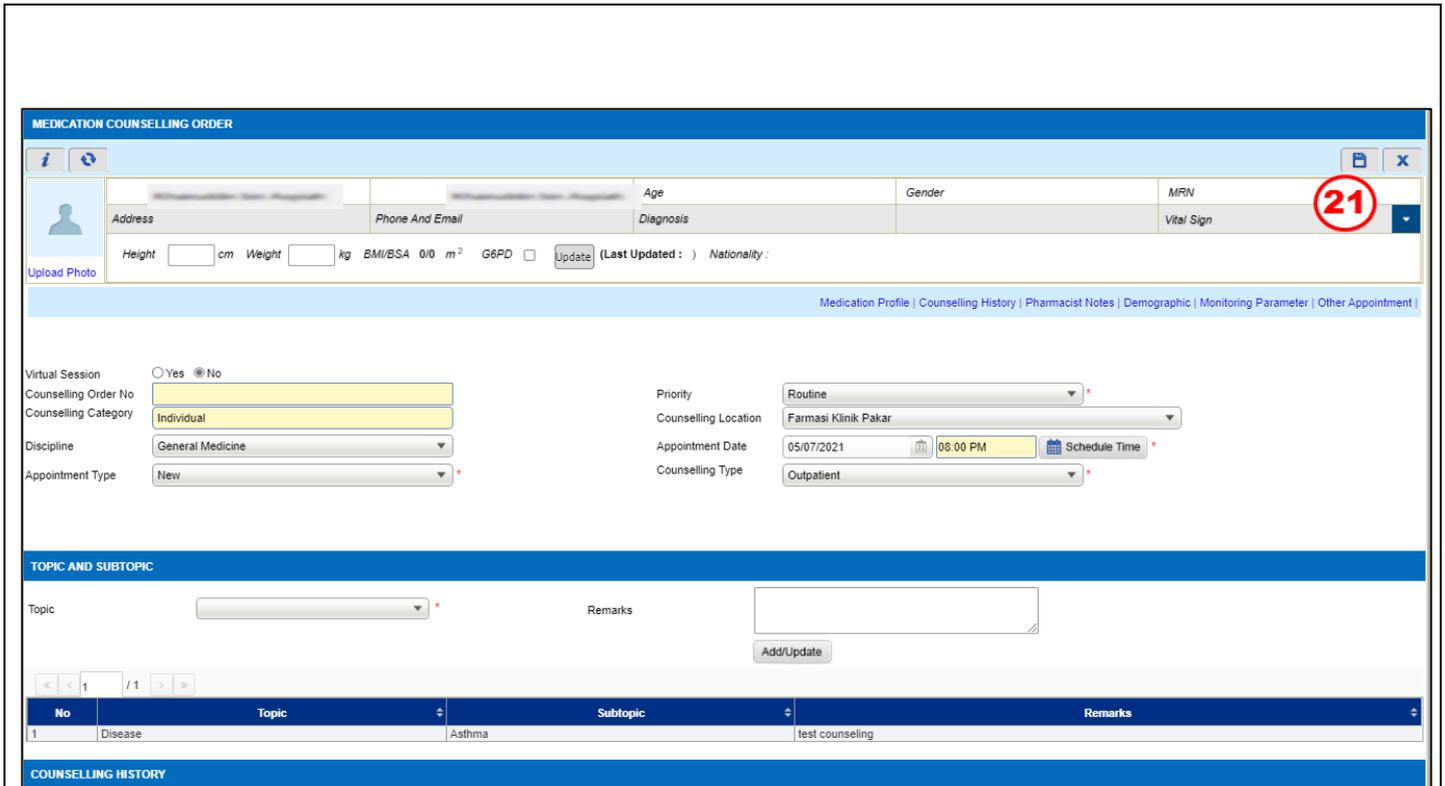Select **Topic** from the dropdown box
- Device
- Disease
- Radiopharmaceutical
- Chemotherapy
- Medication
- Methadone Replacement Therapy
- Smoking Cessation

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

STEP 20

Click on the [Add/Update] button to add record as shown in Figure 3.1.2-7

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
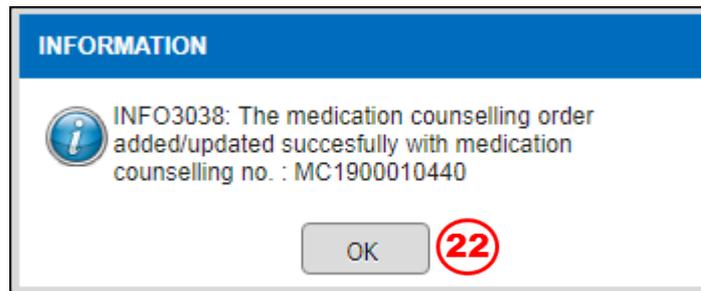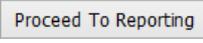

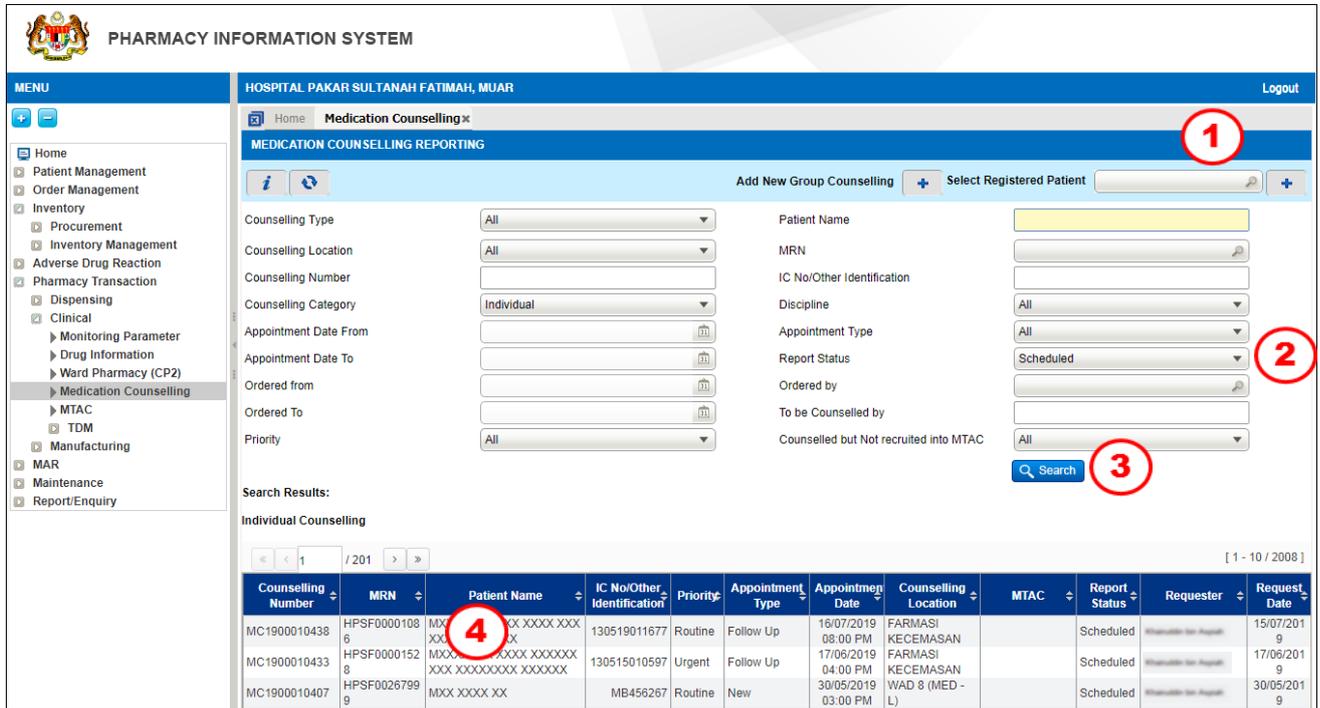**Figure 3.1.2-9 Order successfully added/updated**

STEP 22

Click on the [OK] button to confirm save record

Note

- *Medication Counselling No. Will be automatically generated for future reference.*

- *User can click* [Proceed To Reporting] *button to proceed to reporting of that current individual*

3.1.3 Individual Order – RescheduleAppointment

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.

Figure 3.1.3-1 Search Patient

STEP 1
Search for the patient
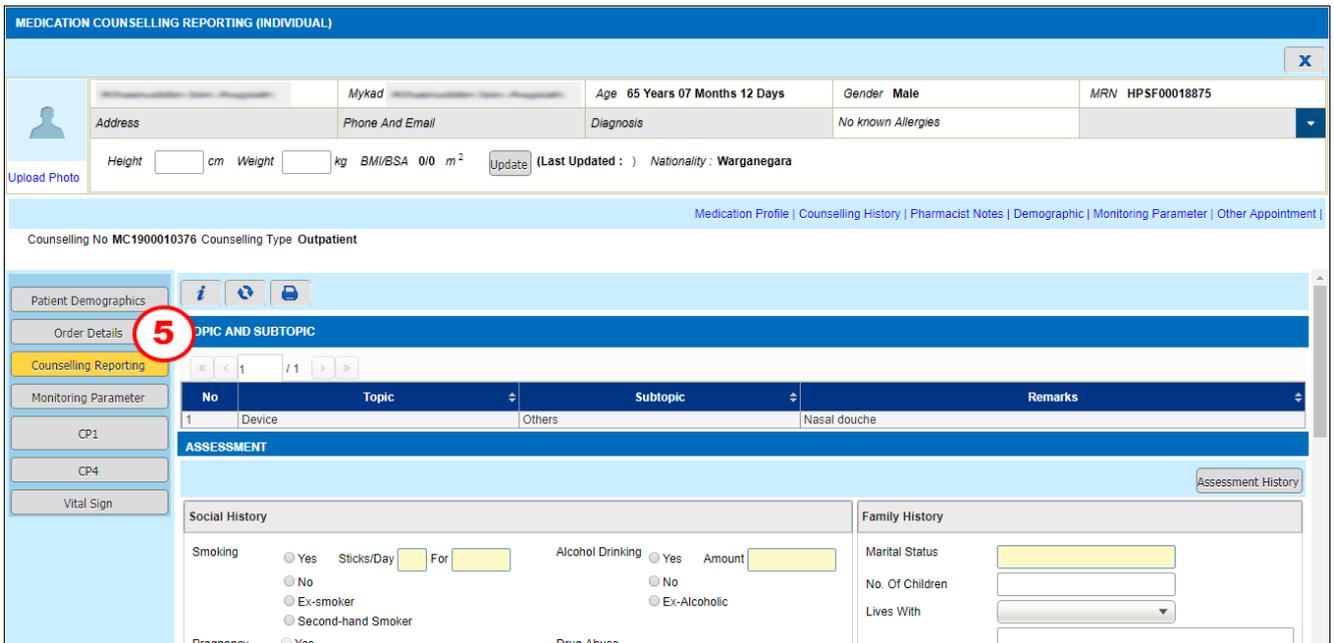
STEP 2
Change the status to Scheduled to find the records faster

STEP 3
Click on ![Search] button

STEP 4
Double click on the selected patient's name

Figure 3.1.3-2 Medication Counselling – Order

STEP 5

Click on Order Details button

Figure 3.1.3-3 Edit Order Details

STEP 6

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

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)

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.

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 [pencil] button to edit counseling order

Figure 3.1.4-2 Medication Counselling Order

STEP 2
Select **Counselling Status** as Cancelled from the dropdown box

STEP 3

Click on the [save] button to save record

3.1.5 View Existing Group Order

This function is used to view existing group order.

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: *Example : HPSF00001234 or "1234"*
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

		-All	
h	Priority	-Routine	Able to filter and search patient name by priority
		-Urgent	
i	Patient Name	Patient's name	Allow to search by full or partial patient name
j	Appointment Type	-All	Able to filter and search patient name by appointment type
		-New	
		-Follow Up	
k	Status	-Ordered	Able to filter and search patient name by status
		-Scheduled	
		-Cancelled	
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	Allow to filter and search by IC Number or other Identification Number
		-Other Number	

Table 3.1.5-1 Patient Search Criteria

STEP 2

Click on [Q Search] 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 screenwill bedisplayed.*

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

Figure 3.1.5-2 Medication Counselling Order

<u>**Note**</u>
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*
- *Counselled By*

3.1.6 Order - Group

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

Figure 3.1.6-1 Medication Counselling – Order Listing Page

STEP 1

Click on the [+] button to *Add New Group Counselling*
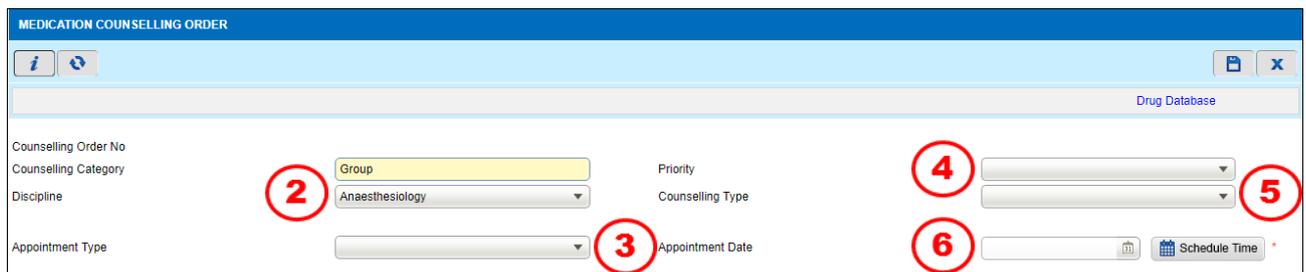
Figure 3.1.6-2 Medication Counselling Order

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 [icon] button and calendar appear as shown in Figure 3.1.6-3
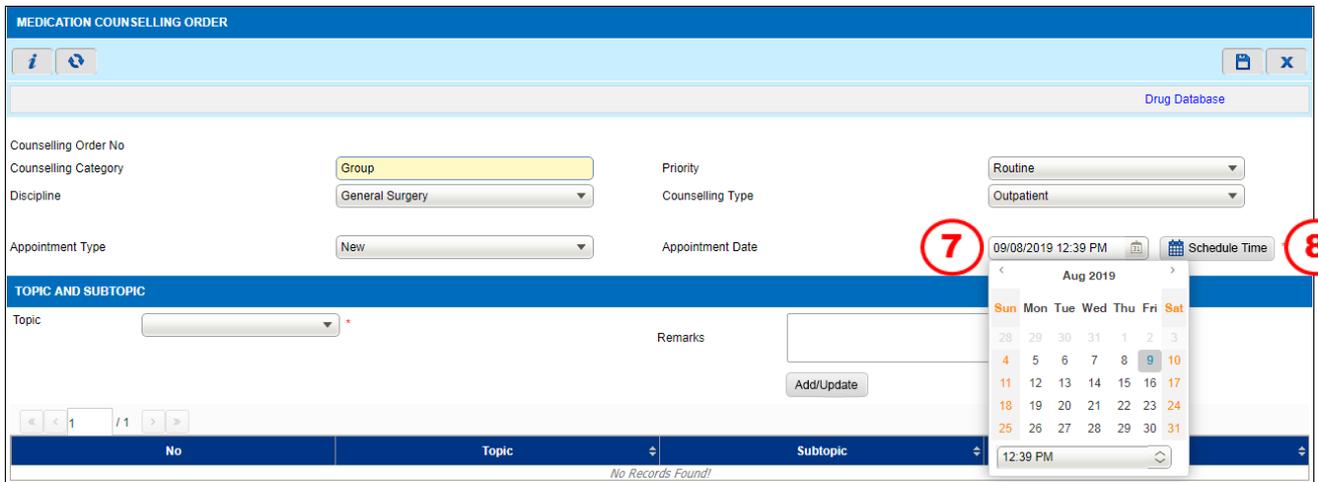
Figure 3.1.6-3 Medication Counselling Order

STEP 7
Select *Appointment Date* and time from the calendar. User can set appointment for 5 days backdated.

STEP 8
Click on the [Schedule Time] button and system will display the Counselling Schedule screen as shown in Figure 3.1.6-4
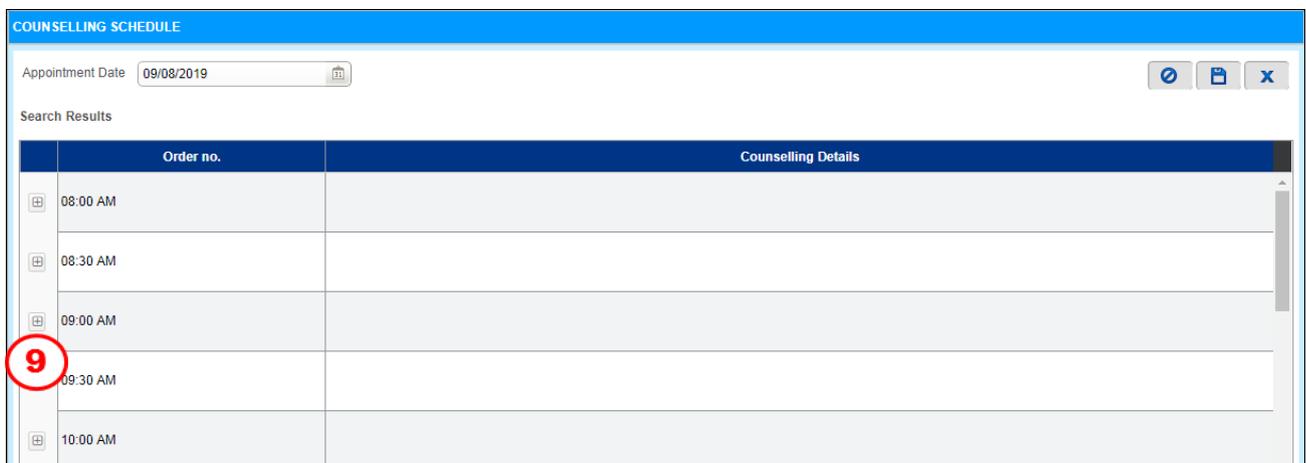
Figure 3.1.6-4 Counselling Schedule

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
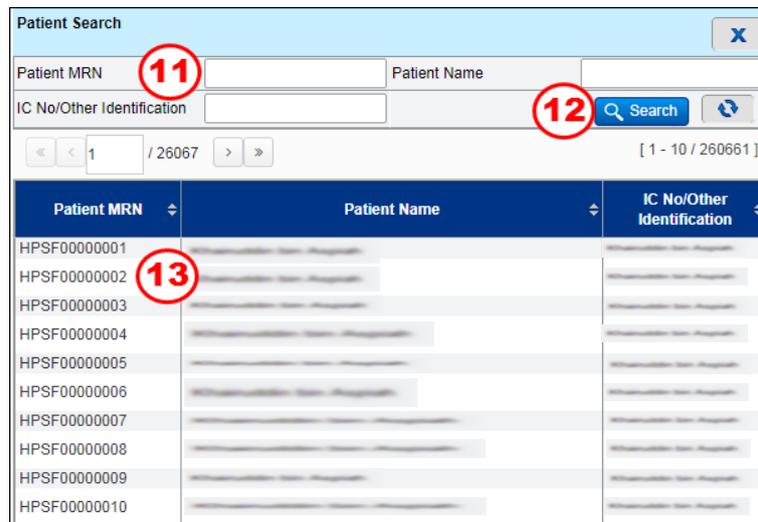
Figure 3.1.6-6 Patient List

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: *Example : HPSF00001234 or "1234"*
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 🔍 Search button to search for patient

STEP 13
Double click on the selected patient's name
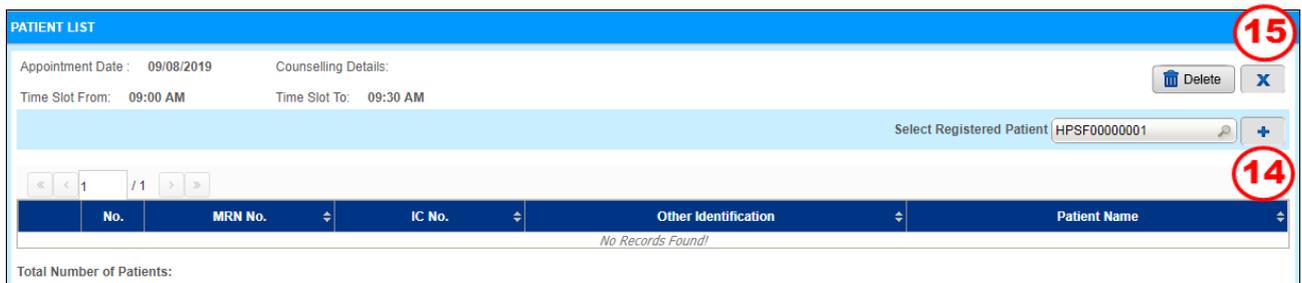
Figure 3.1.6-7 Patient List

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 [Delete] button to delete patient from the list.*

STEP 15

Click on the [X] button to close the window after adding more than one patient
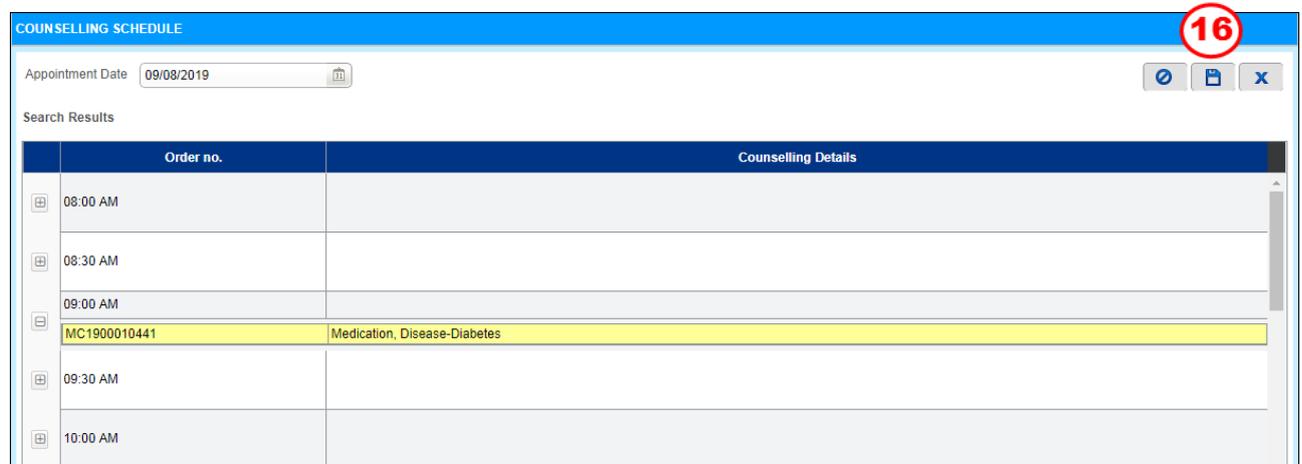
Figure 3.1.6-8 Counselling Schedule

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

STEP 16

Click on the [💾] button to save record
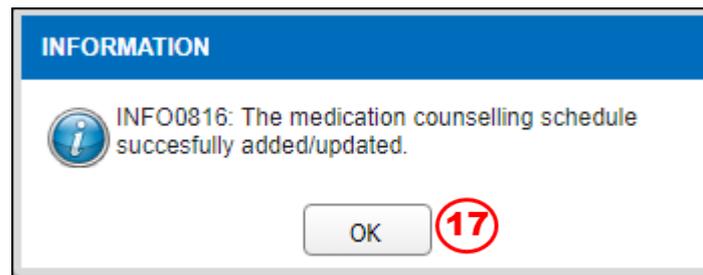
Figure 3.1.6-9Information alert message

STEP 17
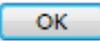
Click on the [OK] button to confirm save record
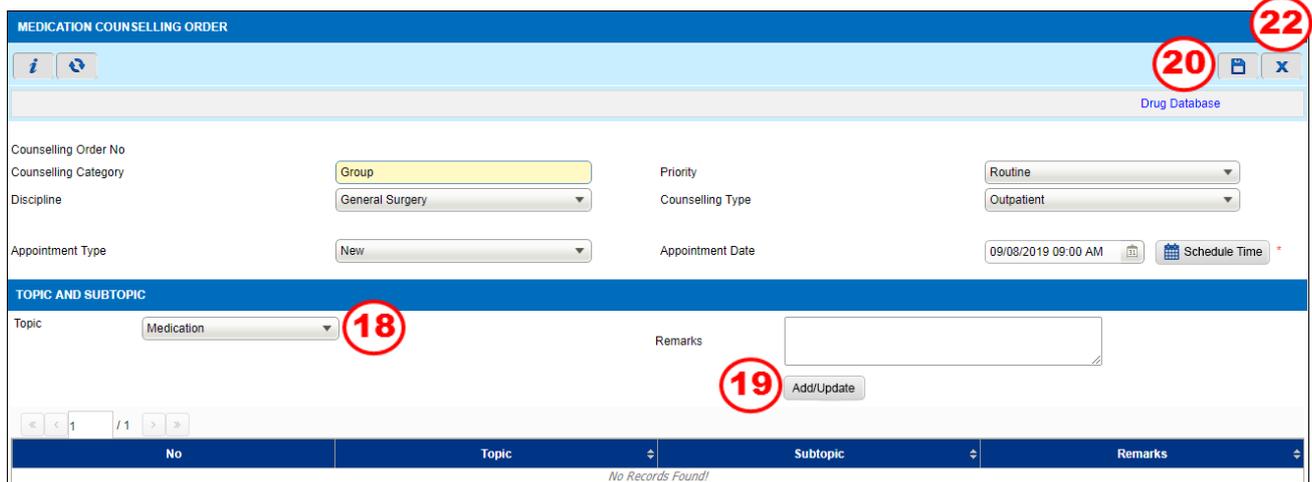
Figure 3.1.6-10 Medication Counselling Order

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 [Add/Update] button to add record as shown in Figure 3.1.6-10

STEP 20

Click on the [ ] button to save record
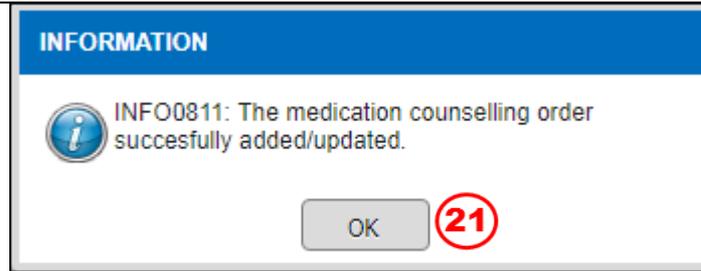
Figure 3.1.6-11Information alert message

STEP 21
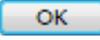
Click on the [OK] button to confirm save record

STEP 22

Click on the [X] button to close record

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

3.1.7 Group Order – Reschedule Appointment, Add & Delete patient forCounselling

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.

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 [pencil icon] 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
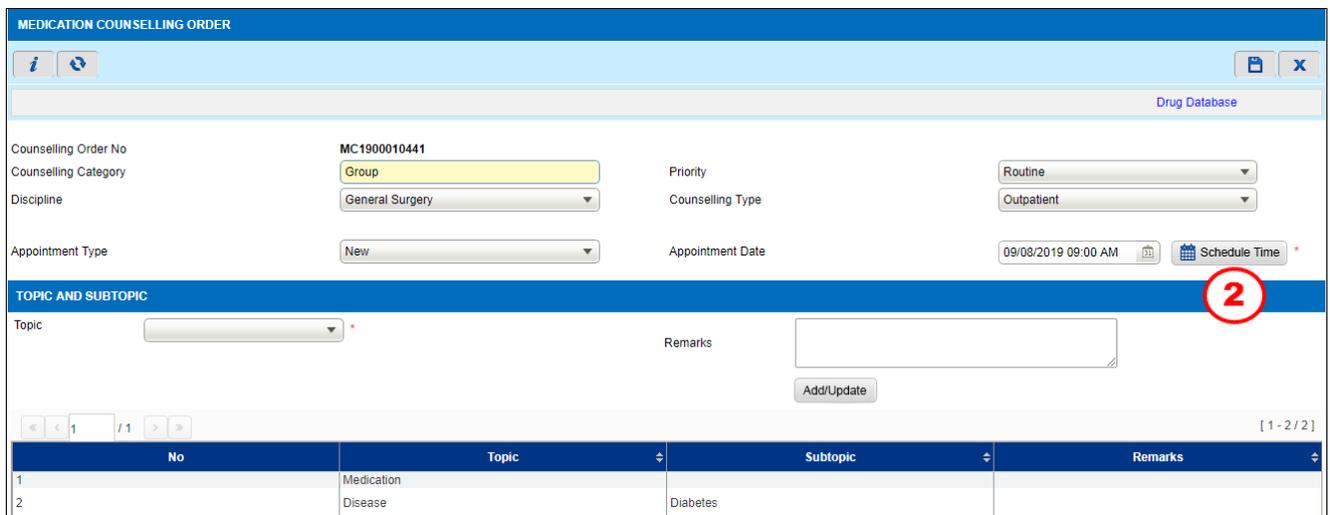
Figure 3.1.7-2 Medication Counselling Order

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
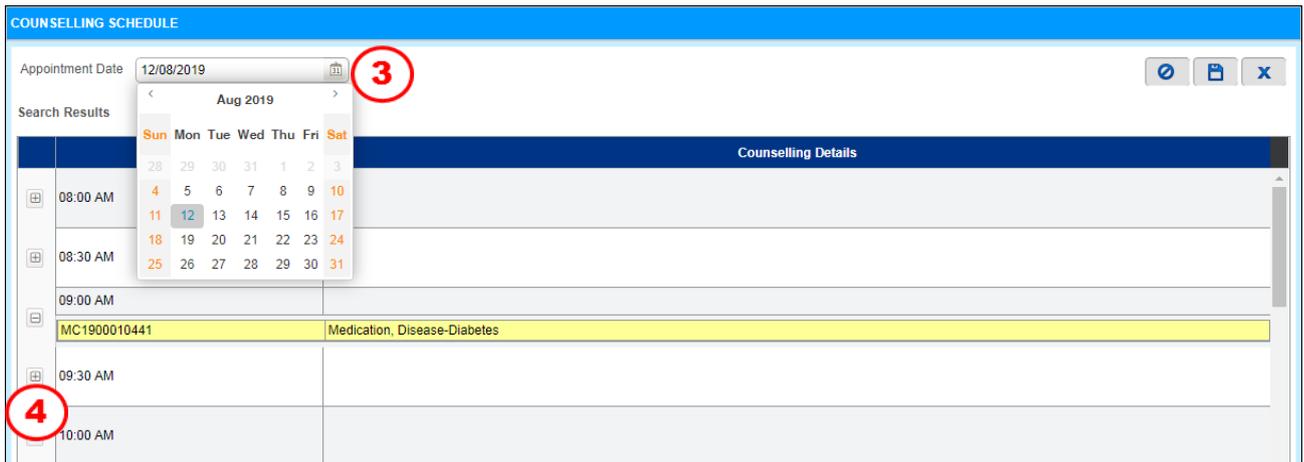
Figure 3.1.7-3 Medication Counselling Order

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* 🗑 Delete *button to delete patient from counselling.*
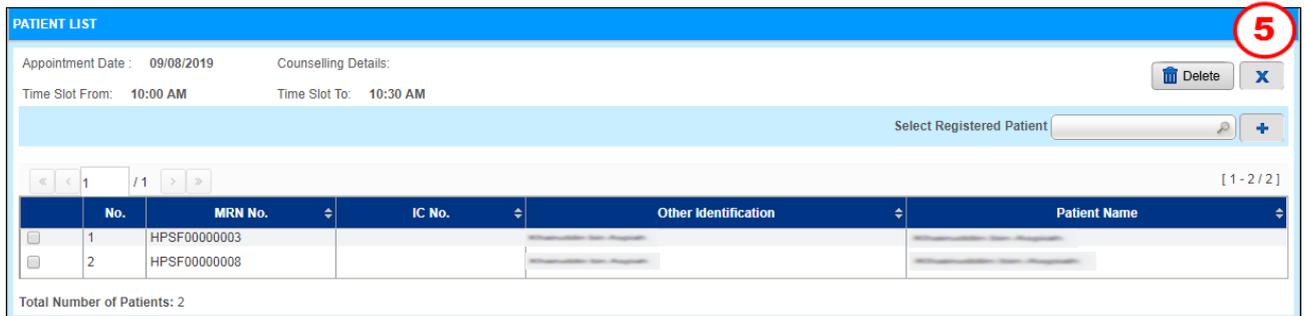
Figure 3.1.7-4 Patient List

STEP 5

Click on the [X] 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
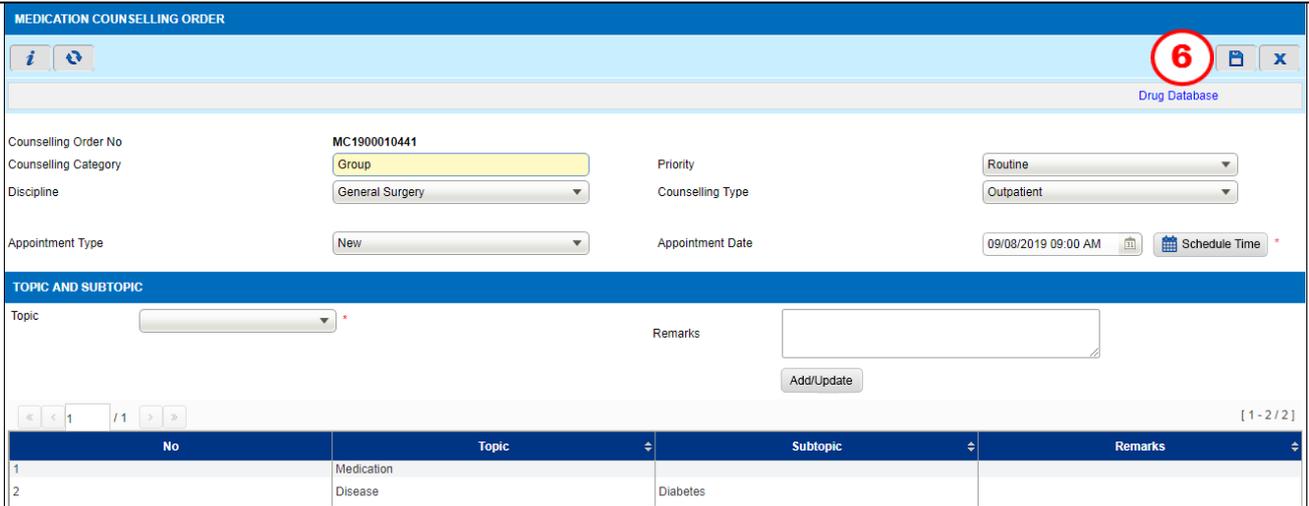
Figure 3.1.7-5 Counselling Schedule
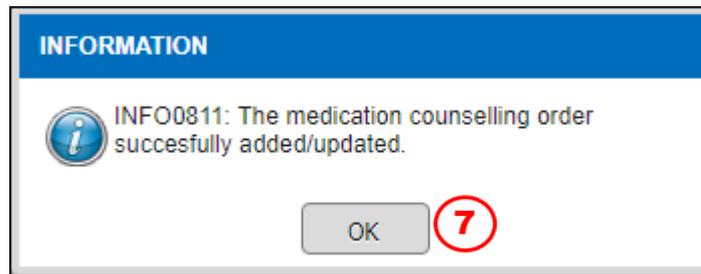
Figure 3.1.7-6 Information alert message

STEP 7
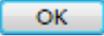
Click on the [OK] button to confirm save record and system will display the Counselling Order screen as shown in Figure 3.1.7-6
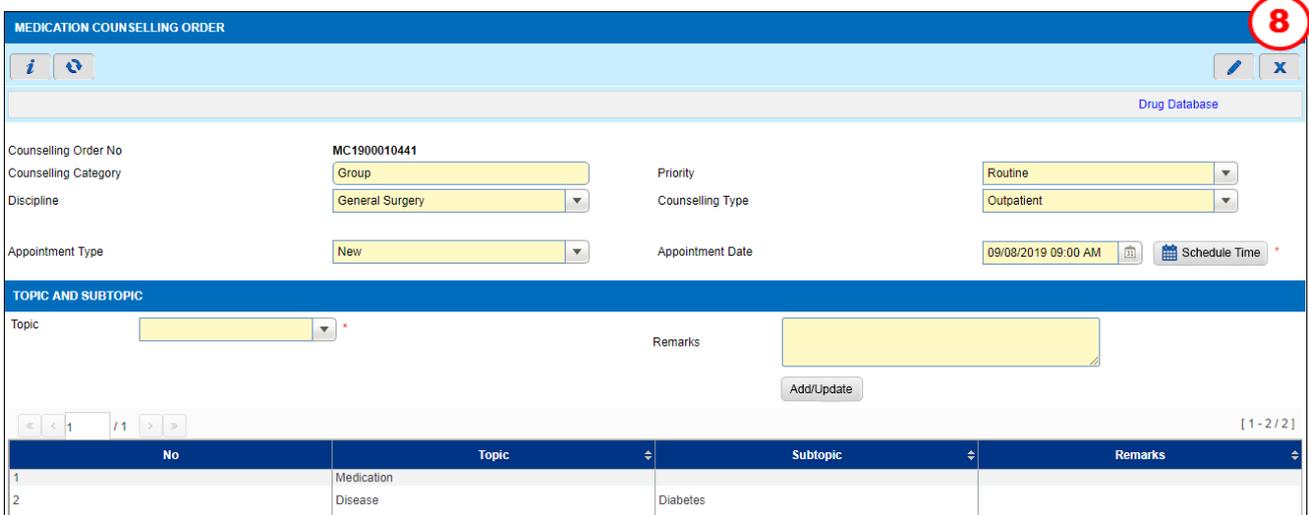
Figure 3.1.7-7 Medication Counselling Order

STEP 8

Click on the [X] 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.
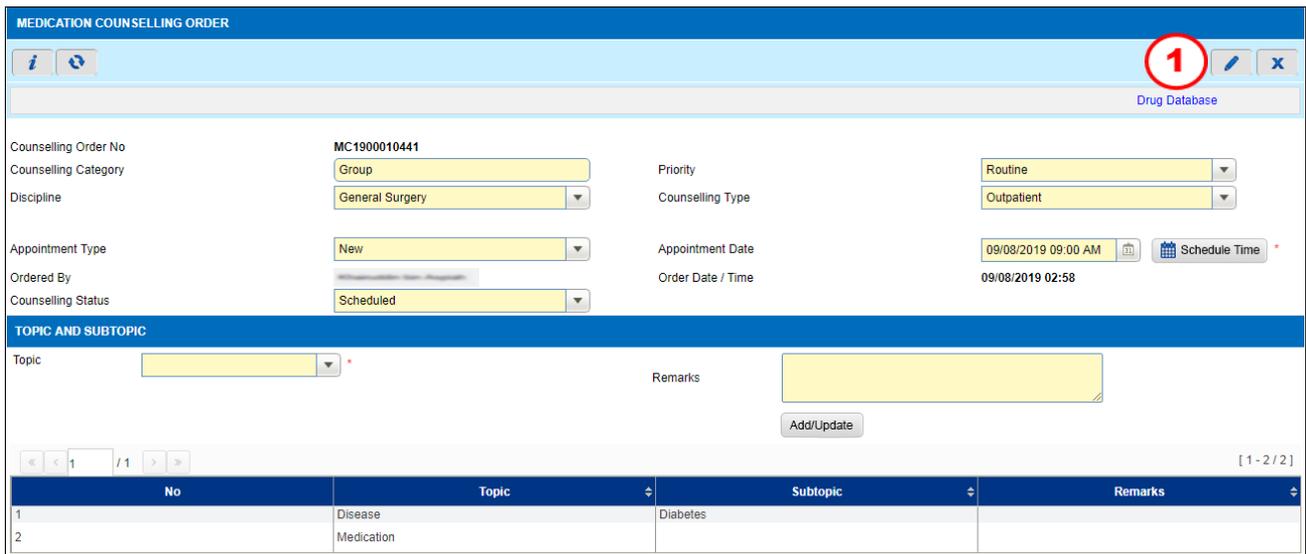
Figure 3.1.8-1 Medication Counselling Order

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

STEP 1

Click on the [pencil icon] button to edit counselling order
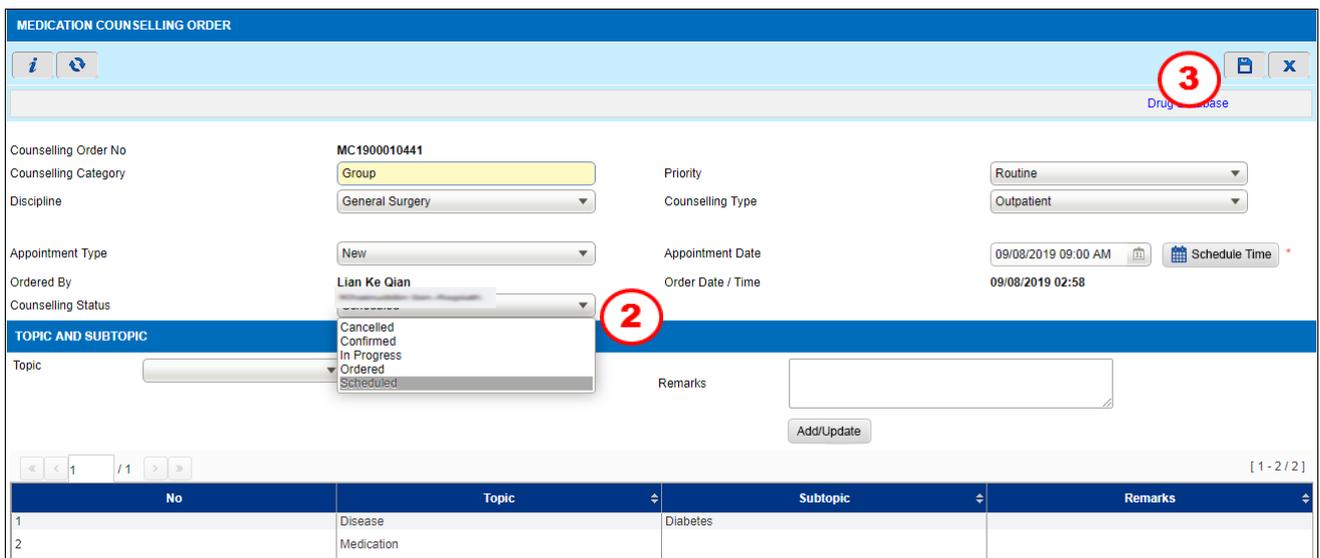
Figure 3.1.8-2 Medication Counselling Order

STEP 2
Select ***Counselling Status*** as' Cancelled' from the Counselling Status dropdown box

STEP 3

Click on the [save icon] button to save record
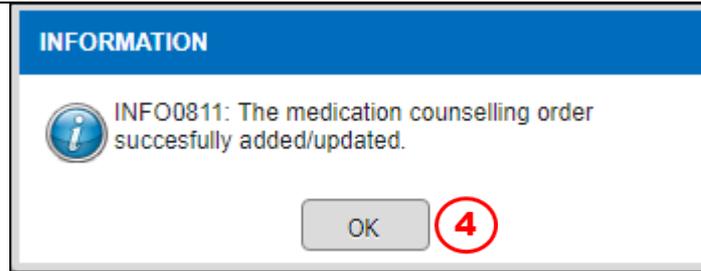
Figure 3.1.8-3 Information alert message

STEP 4
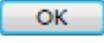
Click on the [OK] button to confirm save record

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.

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: *Example : HPSF00001234 or "1234"*
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 [Q Search] button to search for patient
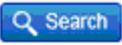
Note

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 <u>patient banner</u>. 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 <u>additional patient information</u>. 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 screen 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.
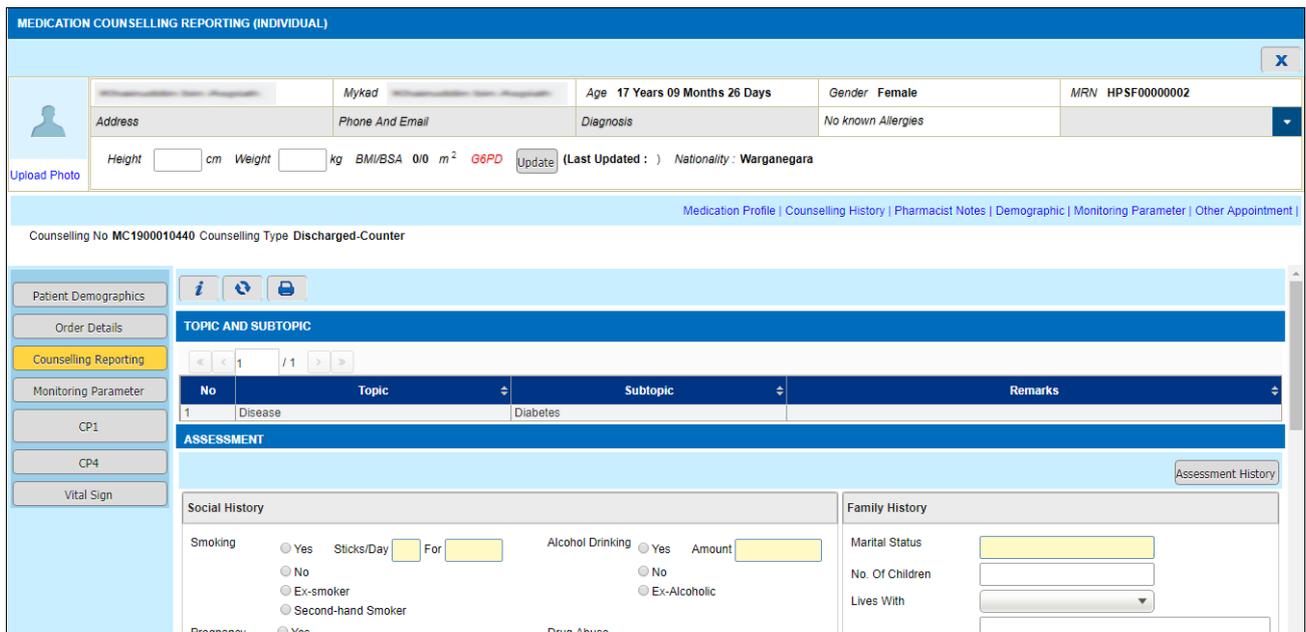
Figure3.2.2-1 Medication Counselling Reporting (Individual)

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
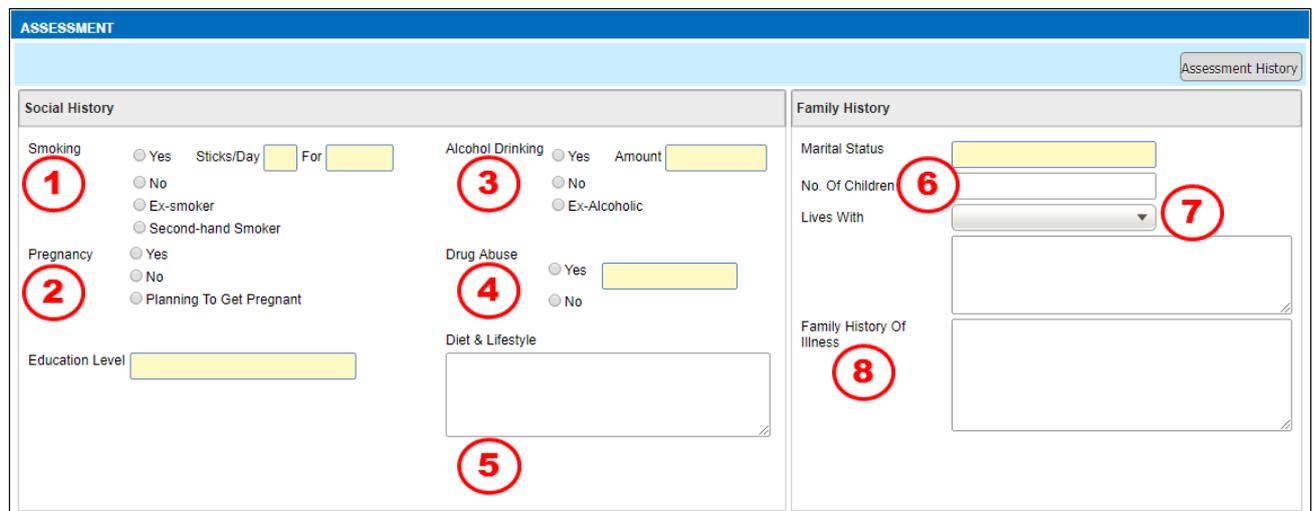
Figure3.2.2-2 Assessment

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* `Assessment History` *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*
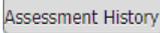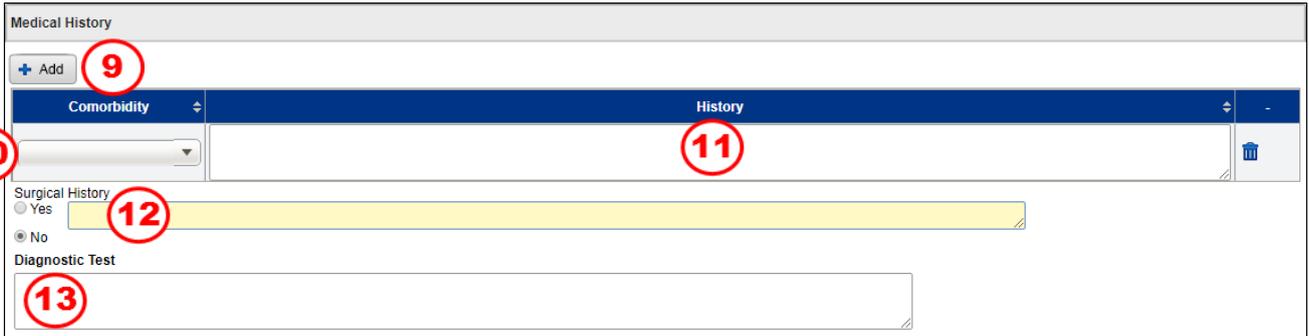
Figure3.2.2-3 Assessment

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) 🖫 Save & Continue

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 🖫 Save & Continue *button to save assessment and continue with reporting section*

> **INFORMATION**
>
> ℹ️ INFO0814: The assessment data succesfully added.
>
> OK (15)
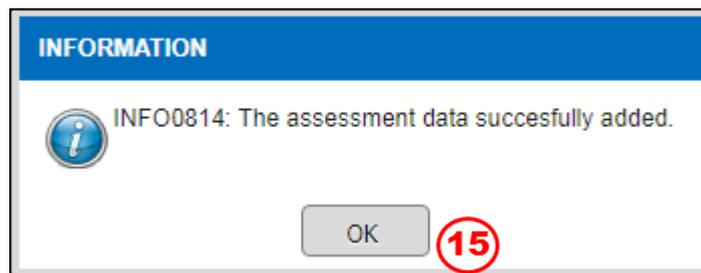
Figure3.2.2-5 Information Alert Message

STEP 15
Click on the OK button to confirm assessment

> **REPORTING**
>
> | | | |
> |---|---|---|
> | Caregivers | [ ] (16) | ☐ Counselled but Not recruited into MTAC |
> | Understanding | [ ] % Calculate Score (17) | |
> | | | Pharmacist Plan [1000 characters allowed] |
> | Follow Up Required | ☐ | |
> | Adherence Score | [ ] [ ] | |
> | Counselling Duration (in Minutes) | [▼] | Pharmacist Notes [2000 characters allowed] |
> | Counselled By | [🔍] | |
>
> ⊘ Cancel   🖫 Save   ✔ 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

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

STEP 18
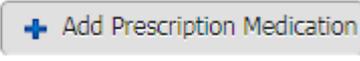
Click on the button to search *Drug* at the field

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
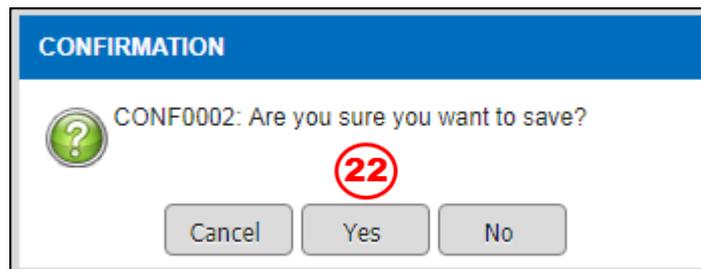
Figure 3.2.2-8 Information alert message

STEP 22
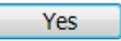
Click on the button to confirm save record
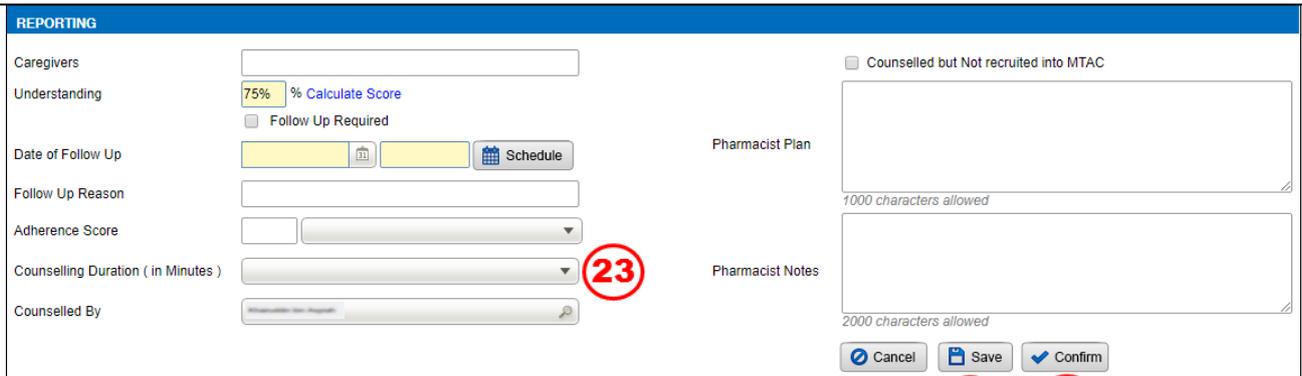
Figure3.2.2-9Reporting

STEP 23

Select *Counselling Duration (in Minutes)* from the dropdown box
- 15
- 30
- 45
- 60

STEP 24

Click on the [Save] button to save record
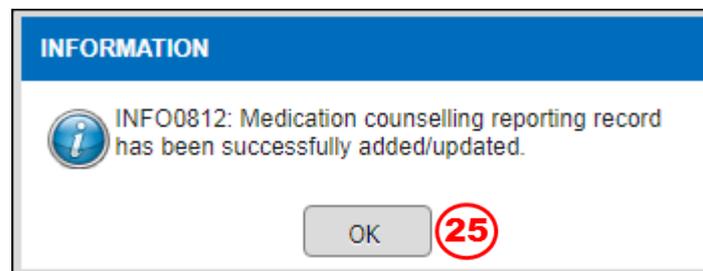
Figure3.2.2-10Information alert message

STEP 25
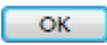
Click on the [OK] button to confirm save record

STEP 26

Click on the [Confirm] button to confirm record
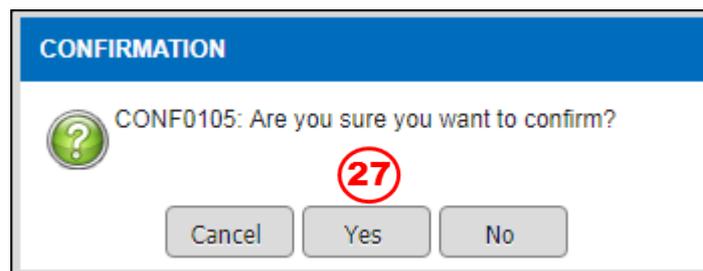
Figure3.2.2-11 Save Confirm alert message

Note

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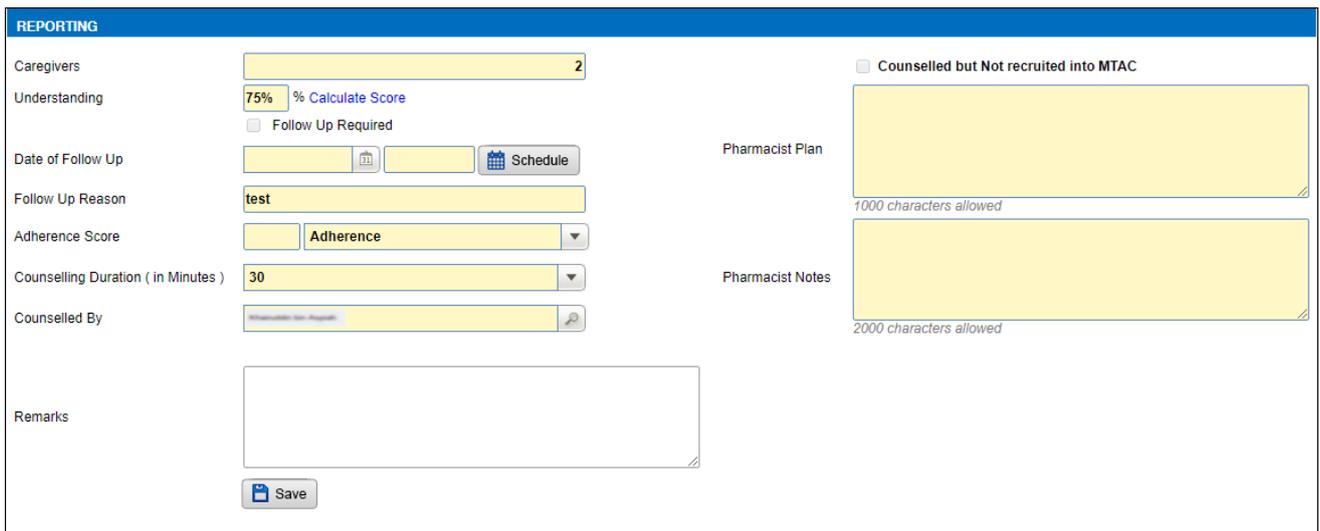
Figure 3.2.2-12 Reporting Remarks

STEP 27

Click on the [Yes] button to confirm save record

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

Figure3.2.2-13 Reporting Individual

Figure3.2.2-14 Reporting Individual - Print

STEP 28

Click on the [printer icon] button to print the report as Figure 3.2.2-14

Note

After confirmation, the compliance Calculate Score *hyperlink is enabled for review.*

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

Patient Name	:	Diagnosis	:
Age	: 17 Years 09 Months 26 Days		
Address	: ████████ 84000, Johor		
Contact	: 123456789	Allergic	:
MRN	: HPSF00000002		
ID Number	: 011014010036(Mykad)		
Counselling No	: MC1900010440	Date	: 09/08/2019

Assessment:

Social History	Smoking	: No	Family History	No of children	: 2
	Alcohol Drinking	: No		Family history of illness	: Diabetes Hypertension
	Drug Abuse	: No		Lives with	: Family Members
	Pregnancy	: No			
	Diet & Lifestyle	: Vegetarian			

Medical History	Comorbidity	Diabetes Mellitus	1 year
	Surgical History :-		
	Diagnostic Test :- Done		

Past Medication History	Medication (Specify Strength)	Order Detail	Start Date	End Date	Balance From Previous	Medication Status	Comment
	No history of taking Prescription Medication						
	Non-Prescription Medication (Includes Herbal/Vitamin/Other Supplement)				Reason For Taking	Balance/Comments	
	No history of taking Non-Prescription Medication						

Current Medication List	Drug	Drug Detail	Date Start	Date Stop	Order Location
	No Current Medication List				

Report:

Counselling For	: Disease-Diabetes
Patient Understanding (medication) DFIT	: 75%
Adherence Score	:
Pharmacist Notes	:
Pharmacist Plan	:
Follow Up Date	:
Remarks	:

Counseling By: ████████   **Date:** 09/08/2019

Figure3.2.2-15 Reporting Individual

3.2.3 Individual Follow Up Required

This function allows user to record individual follow up required.

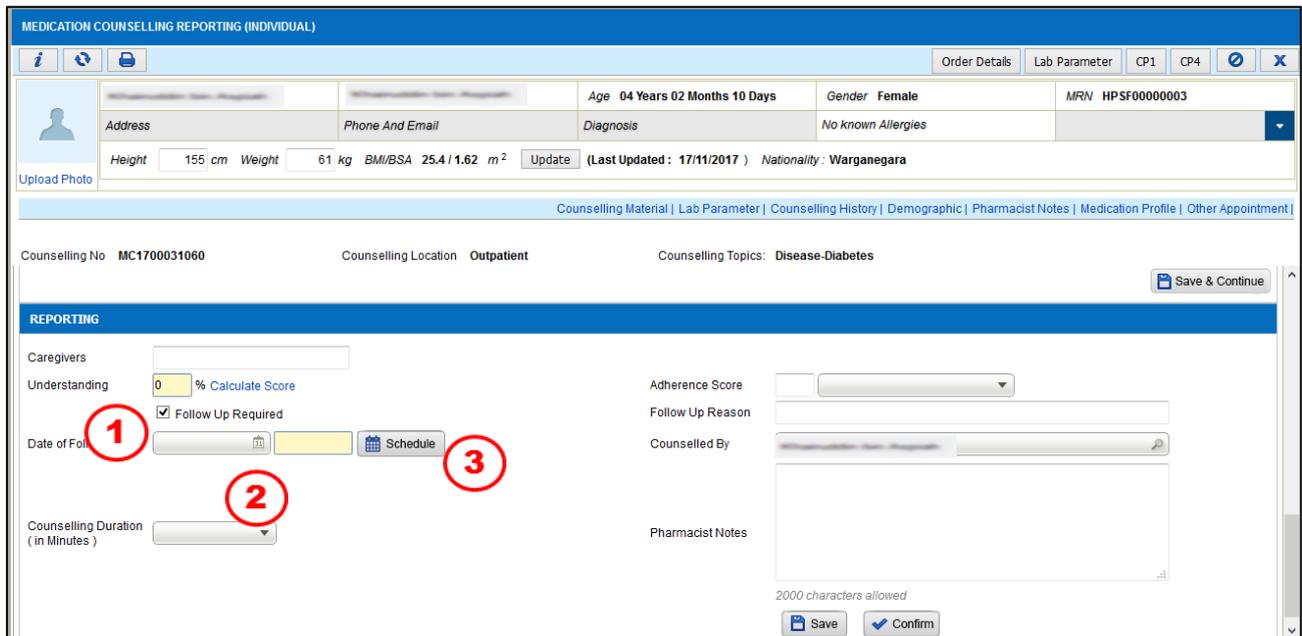**Figure 3.2.3-1Medication Counselling Reporting (Individual)**

<u>**Note**</u>
Repeat step 1 to 3 as in View Existing Individual Reporting before performing Individual Follow Up Required steps.
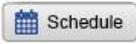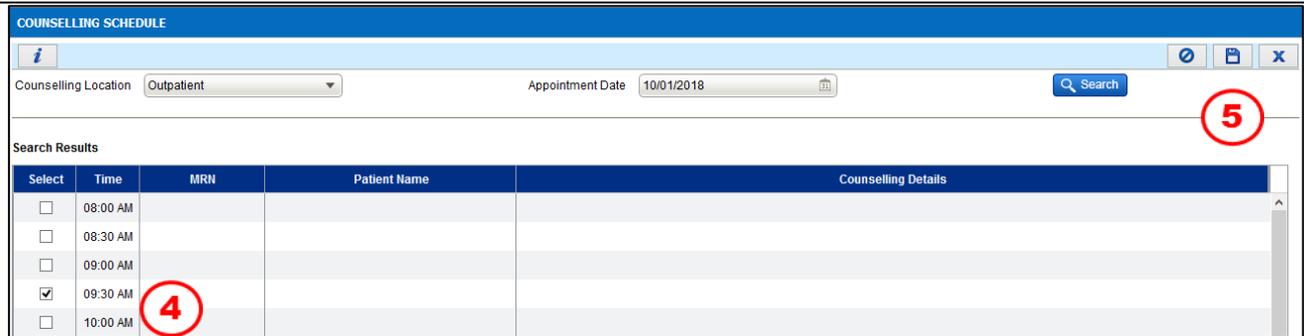
STEP 1

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 🗓 Schedule button to schedule for counseling
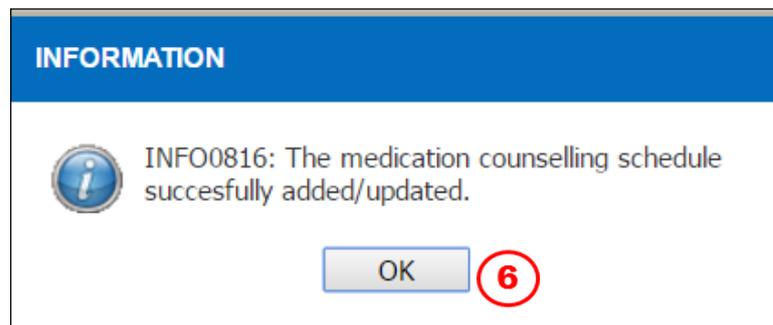
Figure 3.2.3-2 Counselling Schedule

STEP 4

Click on time slot ☑ checkbox to select time for counselling

STEP 5
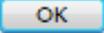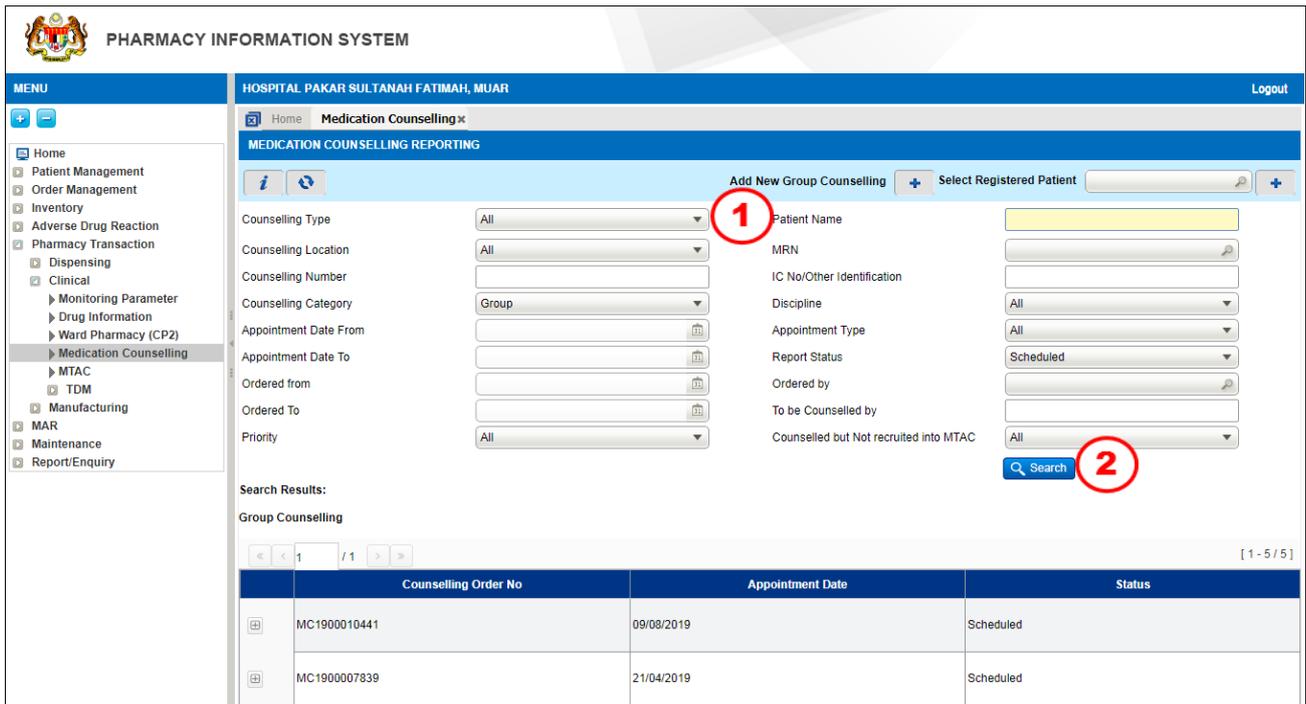
Click on the 💾 button to save record

Figure 3.2.3-3 Information Alert Message

STEP 6

Click on the OK button to confirm save record

3.2.4 View Existing Group Reporting

This function allows user to view group counselling report.

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: *Example : HPSF00001234 or "1234"*
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

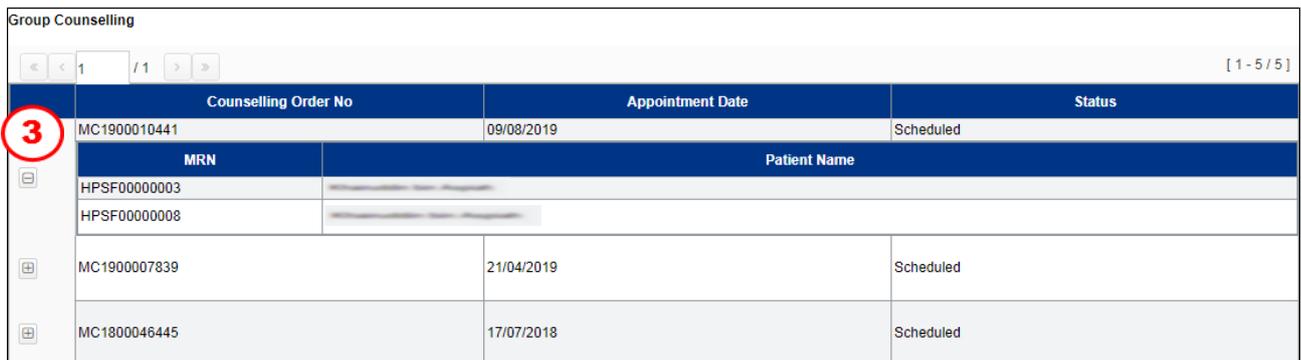| k	Status	-Ordered -Scheduled -Cancelled	Able to filter and search patient name by status
l	Appointment Date	Date	Able to filter and search patient name by appointment date
m	Ordered To	Patient Name	Allow to search by patient full name or partial
n	IC No/Other Identification	-IC Number -Other Number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

Table 3.2.4-1

STEP 2

Click on ![Search] 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*

Figure 3.2.4-2 Group Counselling

STEP 3
Double click on the selected counselling order no. as shown in Figure 3.2.4-2and 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.

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.

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 [Yes] 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 [Confirm] button is deactivated if record is not saved. Once the record has been saved, the [Confirm] can then be clicked

Figure 3.2.5-2 Information alert message

STEP 3

Click on the OK button to confirm save record

STEP 4

Click on the Confirm button to confirm record
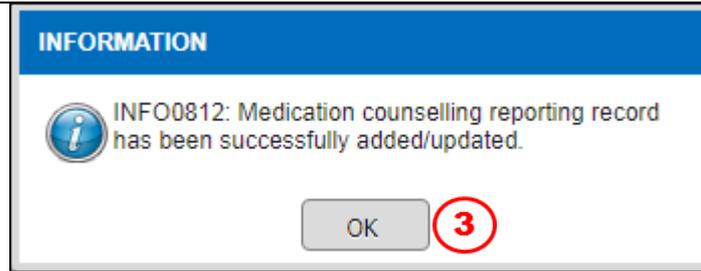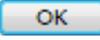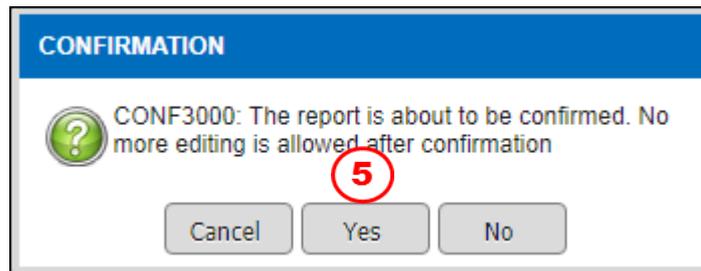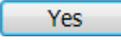

Figure 3.2.5-3 Information alert message

STEP 5

Click on the Yes 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	:		
Pharmacist Notes	:		

Material & Technique :
Used

Patient Name	MRN	Attendance (Y/N)
	HPSF00000008	No
	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	Inpatient	*Click Here*	12	CDR Dispensing	*Click Here*
2	CDR Order	*Click Here*	13	Methadone Dispensing	*Click Here*
3	TDM Order	*Click Here*	14	PN Dispensing	*Click Here*
4	PN Order	*Click Here*	15	Order Management	*Click Here*
5	IV Order	*Click Here*	16	Patient Management	*Click Here*
6	Prepacking	*Click Here*	17	Radiopharmaceutical	*Click Here*
7	Galenical	*Click Here*	18	Outpatient	*Click Here*
8	MTAC	*Click Here*	19	Special Drug Request	*Click Here*
9	ADR & DAC	*Click Here*	20	MAR	*Click Here*
10	Medication Counselling	*Click Here*	21	DICE	*Click Here*
11	Ward Pharmacy	*Click Here*	22		