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

User Manual
Medication Counselling
(Mobile)

Version	**: 13th Edition**
Document ID	**: U. MANUAL MEDICATION COUNSELLING MOBILE**

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Reference ID : U. MANUAL_MEDICATION COUNSELLING-13th E

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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, lV Admixture & Eye Drop, Radiopharmaceuticals and Extemporaneous
8. Adverse Drug Reaction & Drug Allergic (ADR & DAC)
9. Clinical Pharmacokinetics Services (TDM)
10. Drug Information & Consumer Education (DICE)
11. Medication Therapy Adherence Clinic (MTAC)
12. Data Mining (PhARM)

1.2 Purpose and Objectives

This user manual outlines the 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

Medication Counseling Module Legend					
Update Status	Update Records		Search Records	Close	Close Record
Draft	Draft Records		Add New Record		Edit Records
	Delete Records				

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

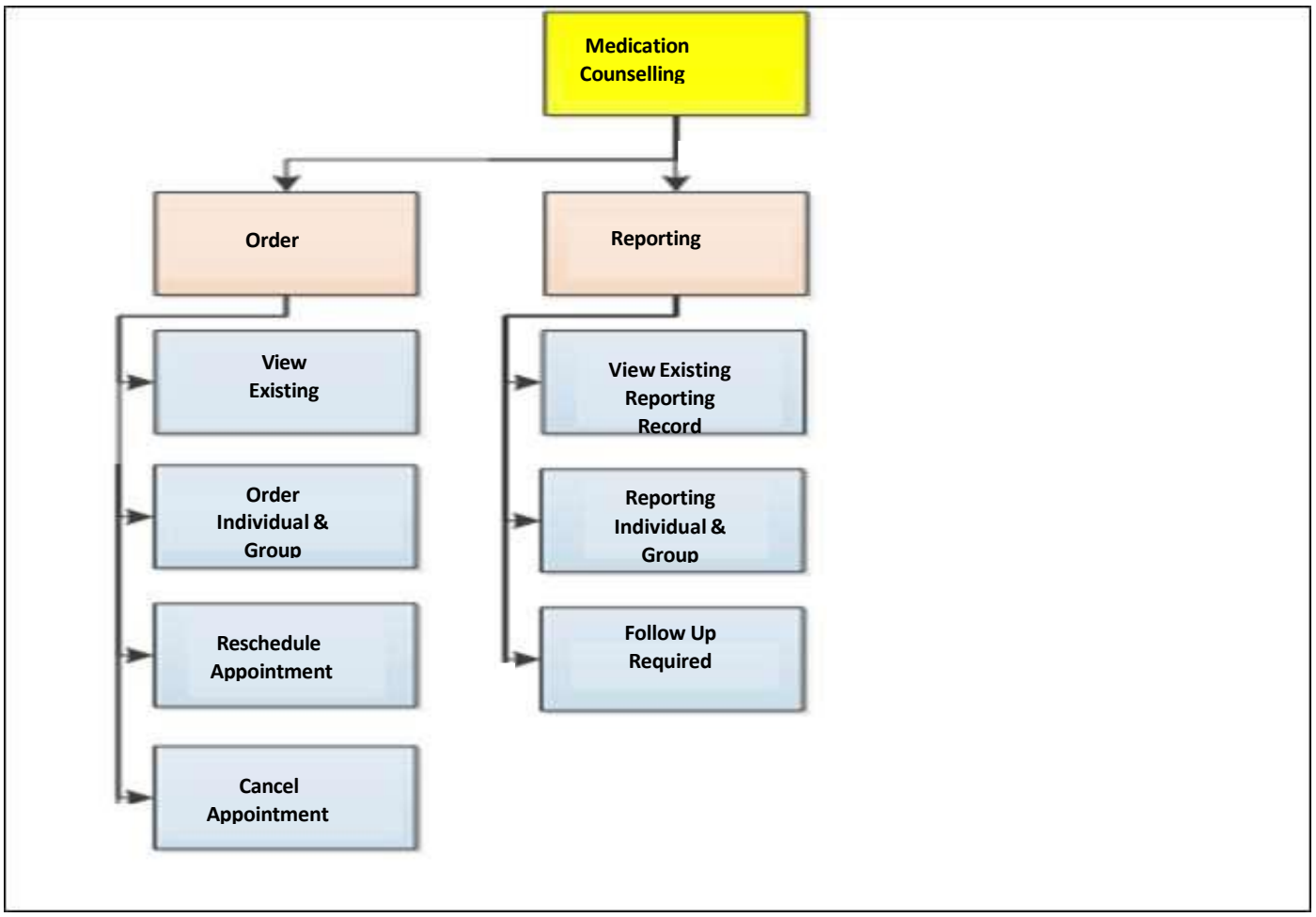


Figure 3.0-1

Functional Description

Medication Counselling comprises of three (2) 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.

3.1 View Medication Individual Counselling

3.1.1 View Individual Order Record

This function is used to retrieve and view individual order.

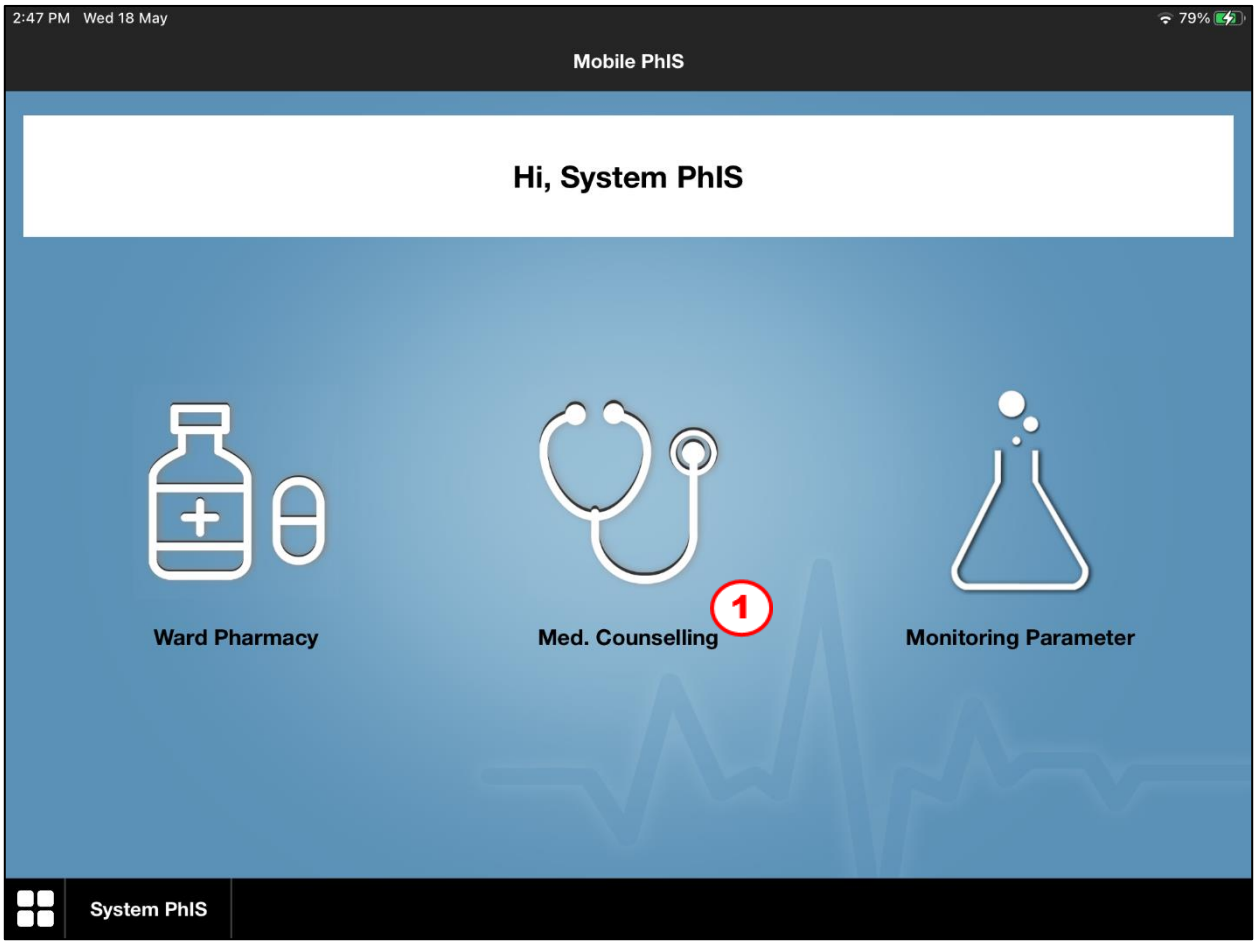


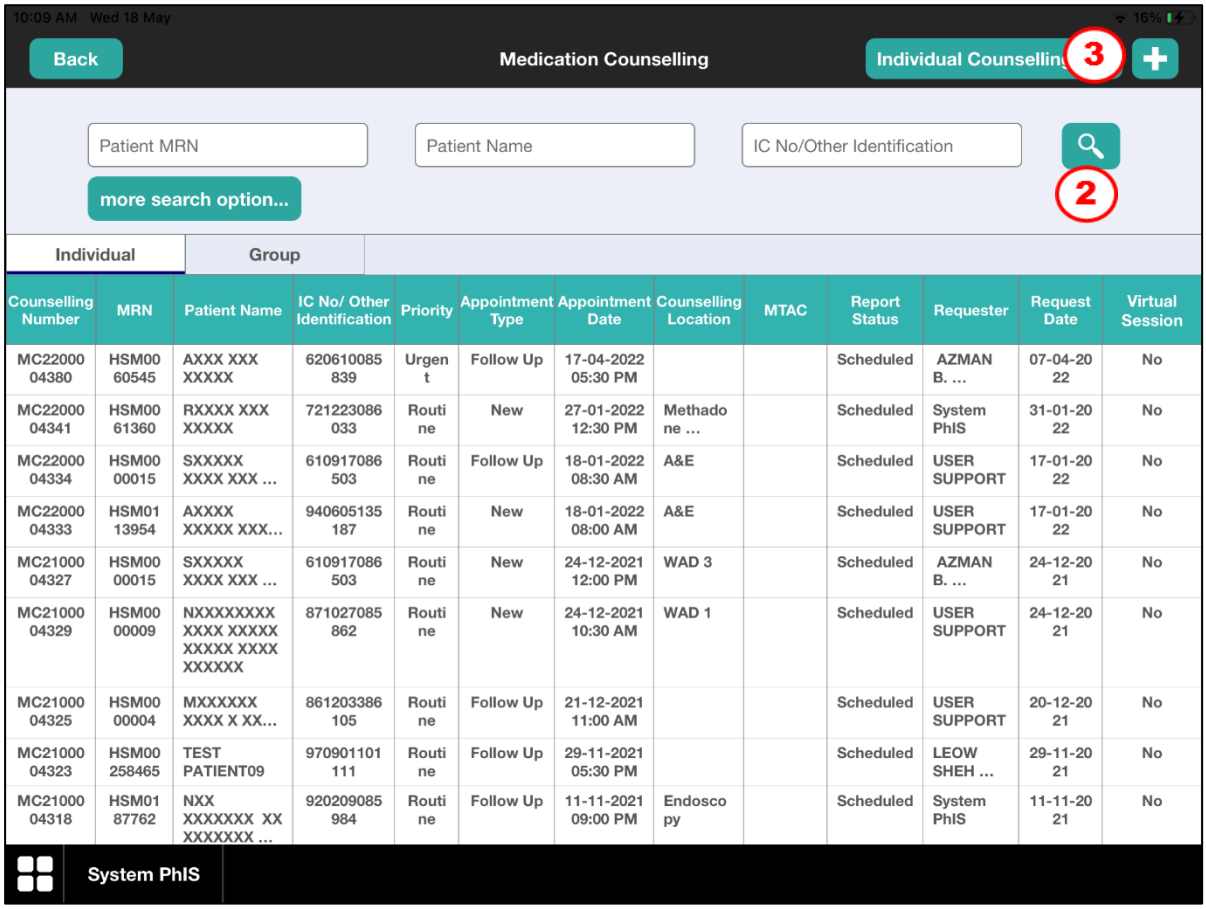
Figure 3.1.1-1 Clinical Main Menu

STEP 1

Tap on the button

STEP 2

Tap on button to search for registered patient as per display like in figure 3.1.1-2



Counselling Number	MRN	Patient Name	IC No/ Other Identification	Priority	Appointment Type	Appointment Date	Counselling Location	MTAC	Report Status	Requester	Request Date	Virtual Session
MC2200004380	HSM00060545	AXXX XXX XXXXX	620610085839	Urgent	Follow Up	17-04-2022 05:30 PM			Scheduled	AZMAN B. ...	07-04-2022	No
MC2200004341	HSM00061360	RXXXX XXX XXXXX	721223086033	Routine	New	27-01-2022 12:30 PM	Methadone ...		Scheduled	System PhIS	31-01-2022	No
MC2200004334	HSM00000015	SXXXXX XXXX XXX ...	610917086503	Routine	Follow Up	18-01-2022 08:30 AM	A&E		Scheduled	USER SUPPORT	17-01-2022	No
MC2200004333	HSM01013954	AXXXX XXXXX XXX...	940605135187	Routine	New	18-01-2022 08:00 AM	A&E		Scheduled	USER SUPPORT	17-01-2022	No
MC2100004327	HSM00000015	SXXXXX XXXX XXX ...	610917086503	Routine	New	24-12-2021 12:00 PM	WAD 3		Scheduled	AZMAN B. ...	24-12-2021	No
MC2100004329	HSM00000009	NXXXXXXXX XXXX XXXXX XXXXX XXXX XXXXXX	871027085862	Routine	New	24-12-2021 10:30 AM	WAD 1		Scheduled	USER SUPPORT	24-12-2021	No
MC2100004325	HSM00000004	MXXXXXX XXXX X XX...	861203386105	Routine	Follow Up	21-12-2021 11:00 AM			Scheduled	USER SUPPORT	20-12-2021	No
MC2100004323	HSM00258465	TEST PATIENT09	970901101111	Routine	Follow Up	29-11-2021 05:30 PM			Scheduled	LEOW SHEH ...	29-11-2021	No
MC2100004318	HSM01087762	NXX XXXXXXX XX XXXXXXX ...	920209085984	Routine	Follow Up	11-11-2021 09:00 PM	Endoscopy		Scheduled	System PhIS	11-11-2021	No

Figure 3.1.1-2 Medication Counselling Filtering Option Page

Note

- *Search results of current registered patient list will display:*
  - *MRN*
  - *Patient Name*
  - *IC No/Other Identification*

- *Search more results of current registered patient click more search option and the list will display*
  - *Counselling Type*
  - *Priority*
  - *Counselling Category*
  - *Appointment Type*
  - *Discipline*
  - *Report Status*
  - *Ordered By*
  - *Appointment Date From*
  - *Appointment Date To*
  - *Ordered From*
  - *Ordered To*
  - *To be Counselled by*
  - *Counselled but not recruited into MTAC*
  - *Counselling Location*
  - *Counselling Number*
  - *Virtual Session*

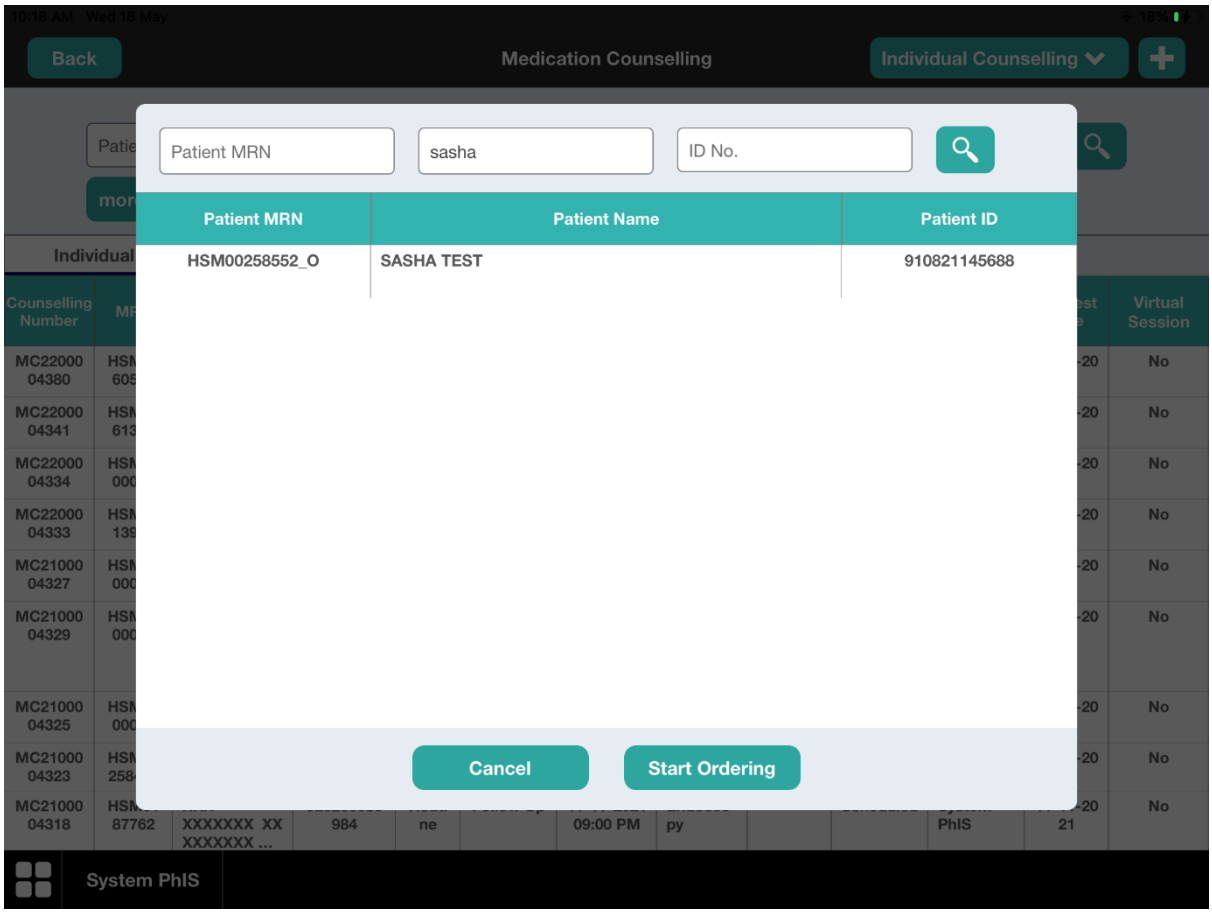


Figure 3.1.1-3 Medication Counseling Order

STEP 3

Click on button and system will display patient listing as per Figure 3.1.1-3

Note

Select patient listed as shown in Figure 3.1.1-3, once user taps 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*
- *Patient Height*
- *Patient Weight*
- *Patient BMI/BSA*

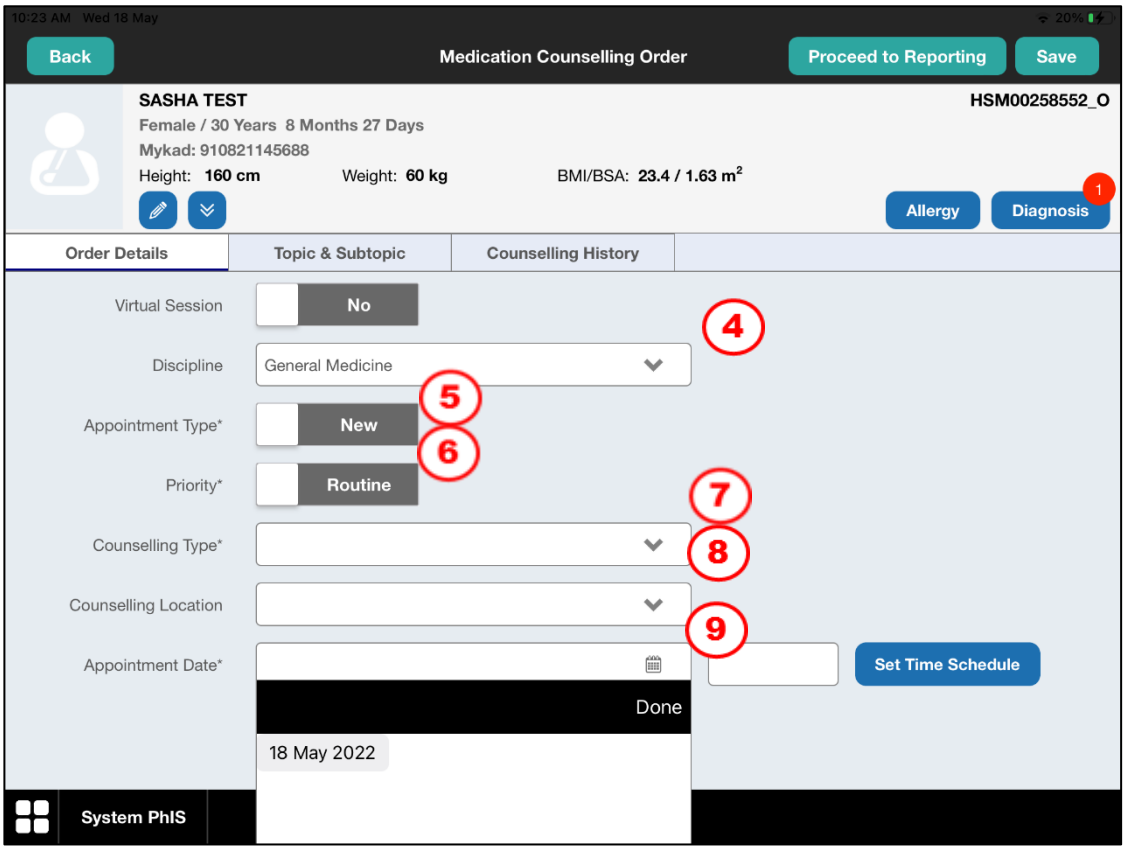


Figure 3.1.1-4 Medication Counselling Order

Note

Virtual session field is to be selected if medication counseling session had been done through online

STEP 4

Select ***Discipline*** from the dropdown box

STEP 5

Select ***Appointment Type*** from the stretch option

- Follow Up
- New

STEP 6

Select ***Priority*** from the stretch option

- Routine
- Urgent

STEP 7

Select ***Counselling Type*** from the dropdown box

STEP 8

Select ***Counselling Location*** from the dropdown box

STEP 9

Tap on the button to select ***Appointment Date*** and calendar will be appear as shown in Figure 3.1.1-5

Note

System allow user to set appointment backdated for 5 days and future date

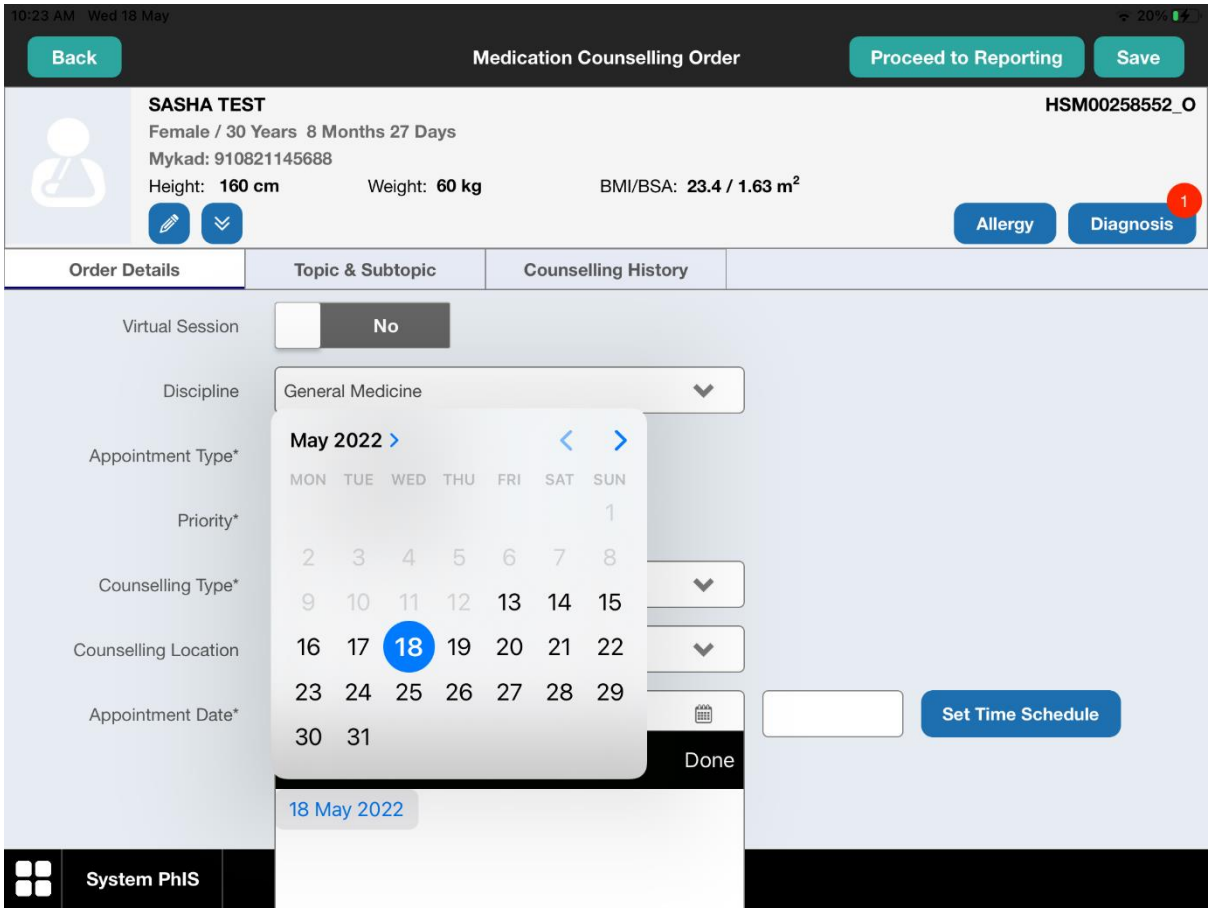


Figure 3.1.1-5 Medication Counselling Order

Note

Click on Set Time Schedule *button to schedule appointment and select time slot as per Figure 3.1.1-6*

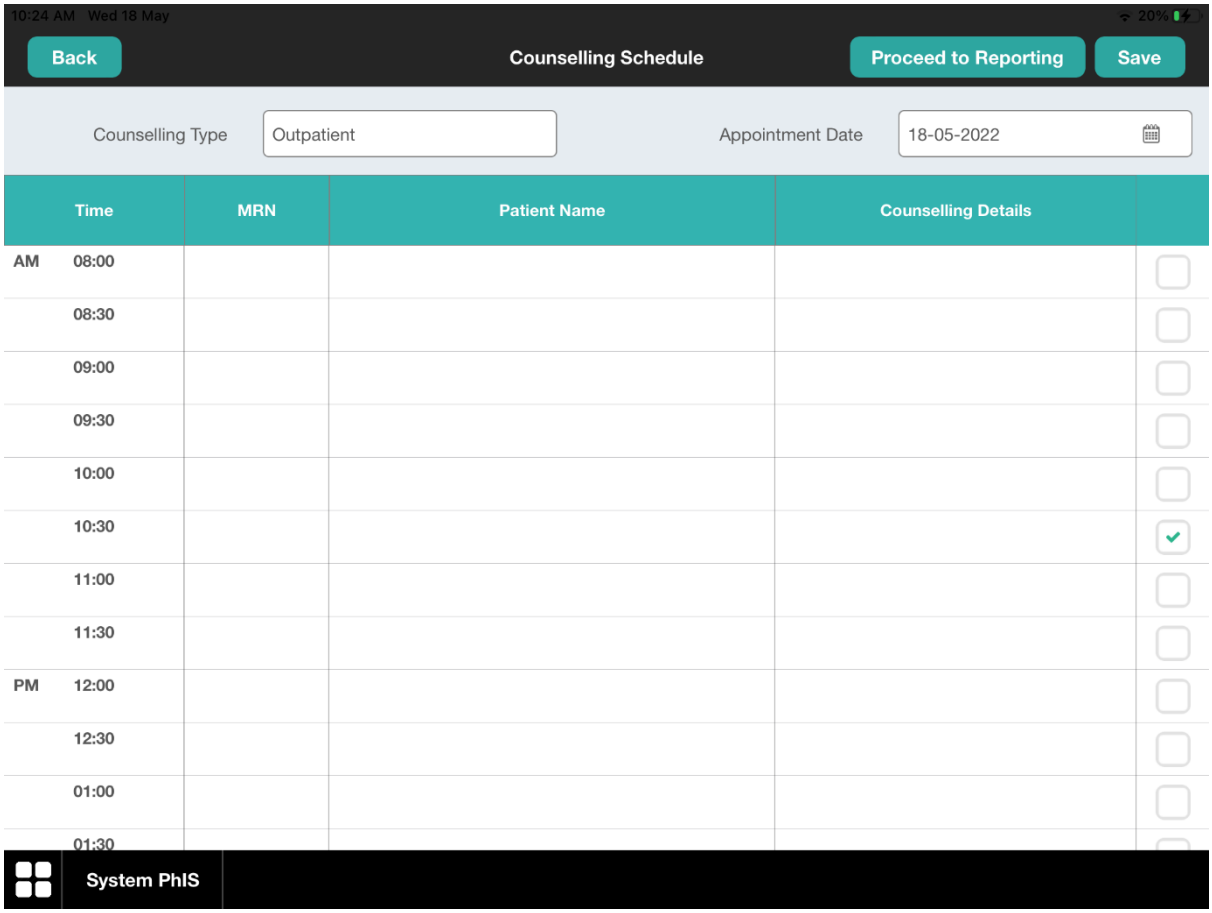


Figure 3.1.1-6 Counselling Schedule

Note

Click on Save *button to save selected date and time allocation* to the medication counseling order screen as per Figure 3.1.1-7

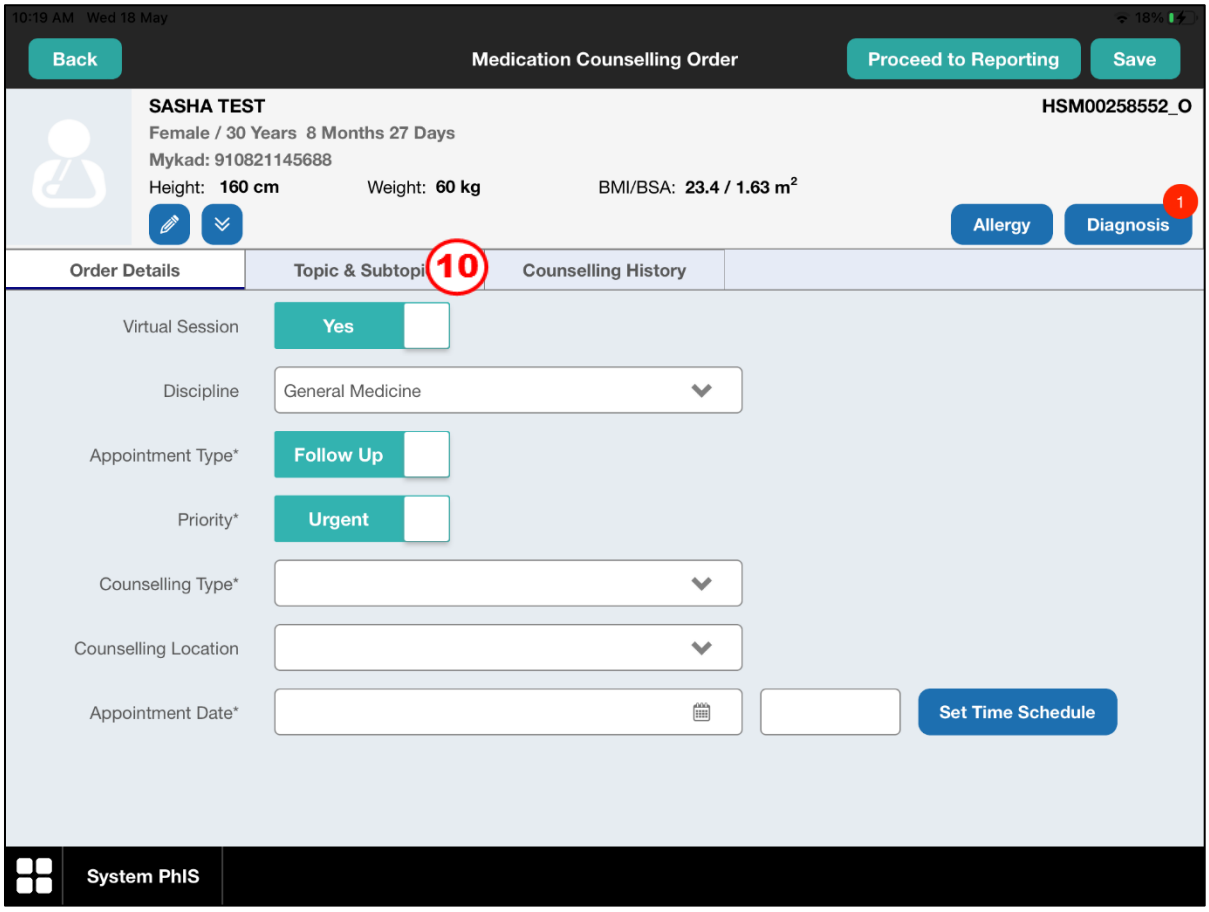


Figure 3.1.1-7 Select Medication Counselling Order

STEP 10
Select ***Topic and subtopic*** from main menu as shown in Figure 3.1.1-7

STEP 11
Select ***Topic*** from the dropdown box

- Cardiac Rehabilitation
- Pain
- Device
- Disease
- Radiopharmaceutical
- Chemotherapy
- Medication
- Methadone Replacement Therapy
- Smoking Casselton

Note

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

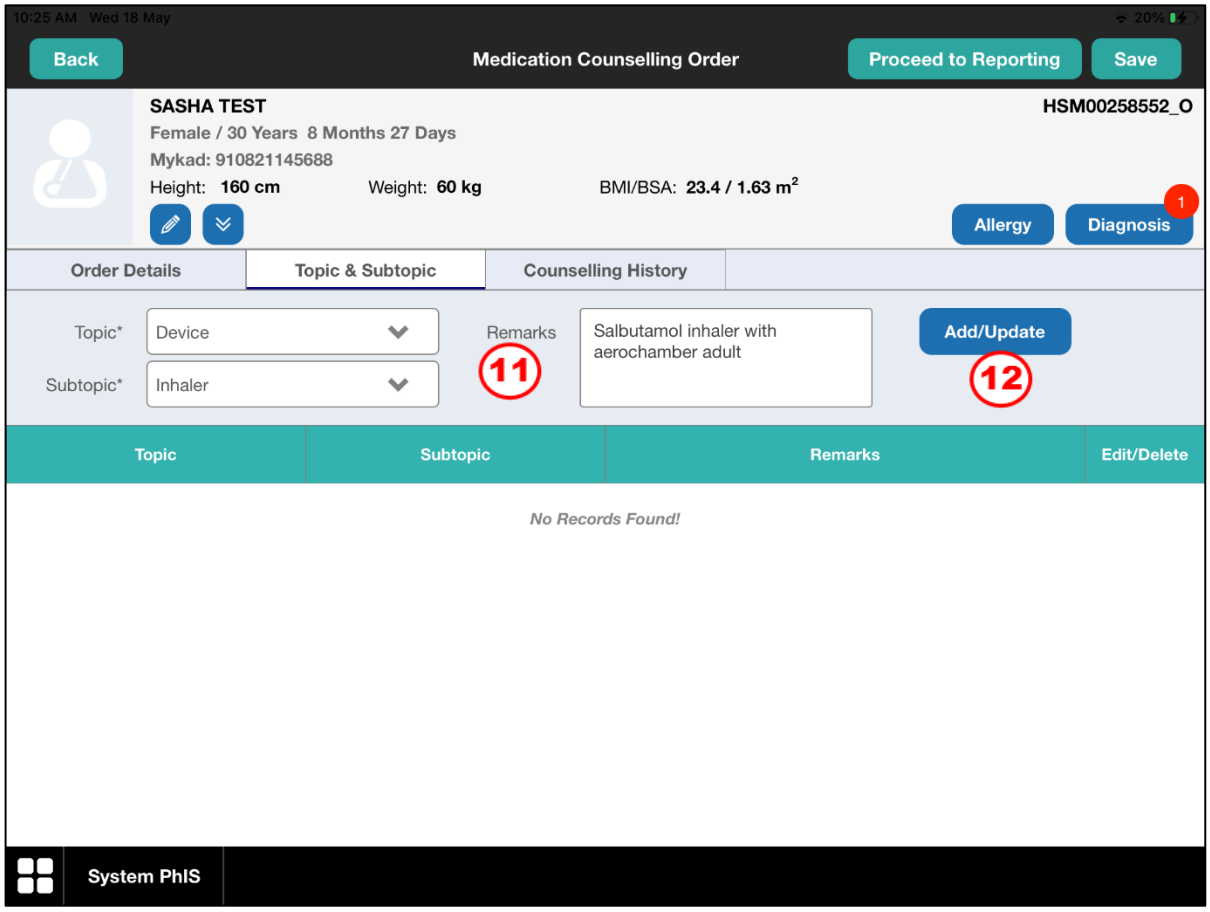


Figure 3.1.1-6 Select Medication Counselling Order

STEP 12

Tap on the

button to add record as shown in Figure 3.1.1-6

Note

- *For this topic/subtopic can add multiple record*
- *User is able to select* *to edit the save record*
- *User is able to select* *to delete the record*

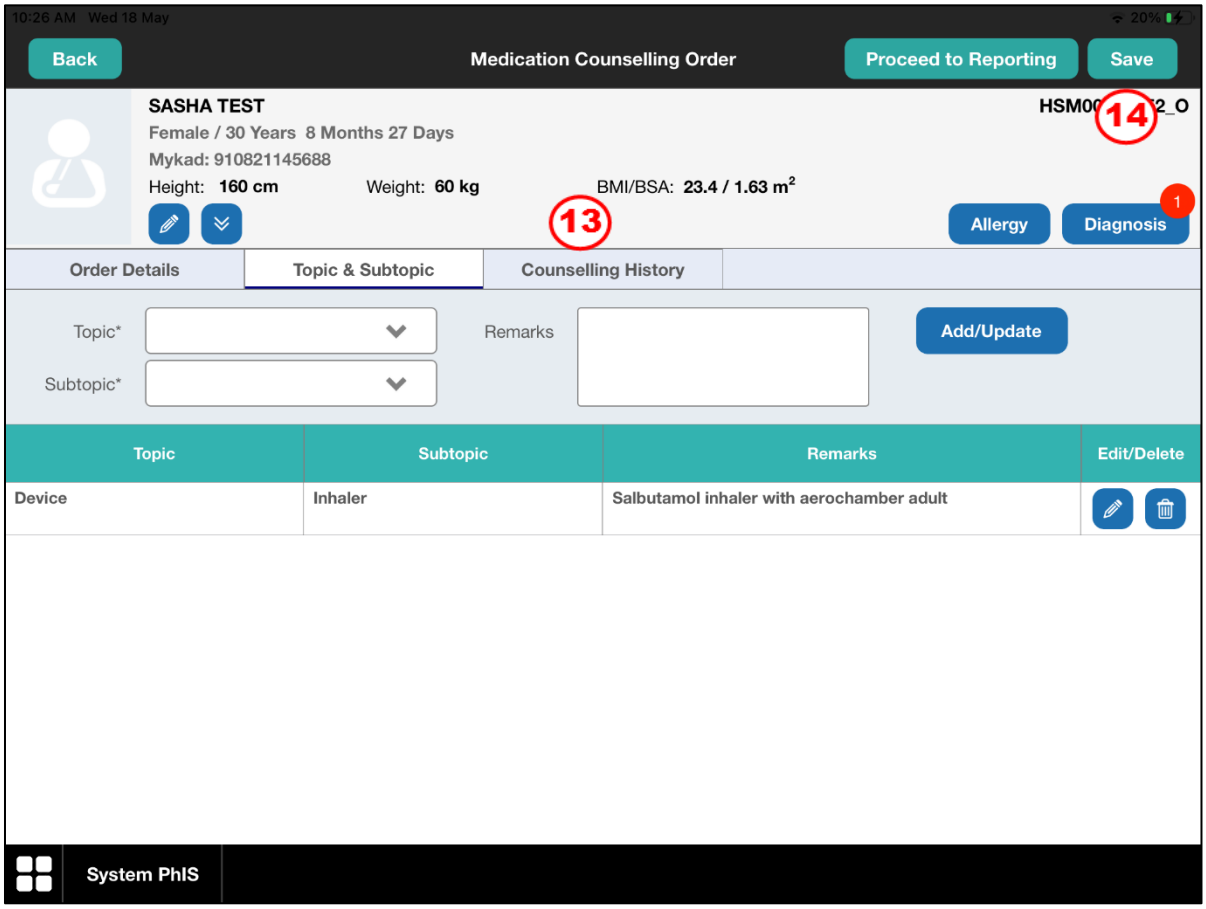


Figure 3.1.1-7 Select Medication Counselling Order

STEP 13

Tap on the Counselling History button to view the record as shown in Figure 3.1.1-7

STEP 14

Tap the Save button to save record as shown in Figure 3.1.1-7

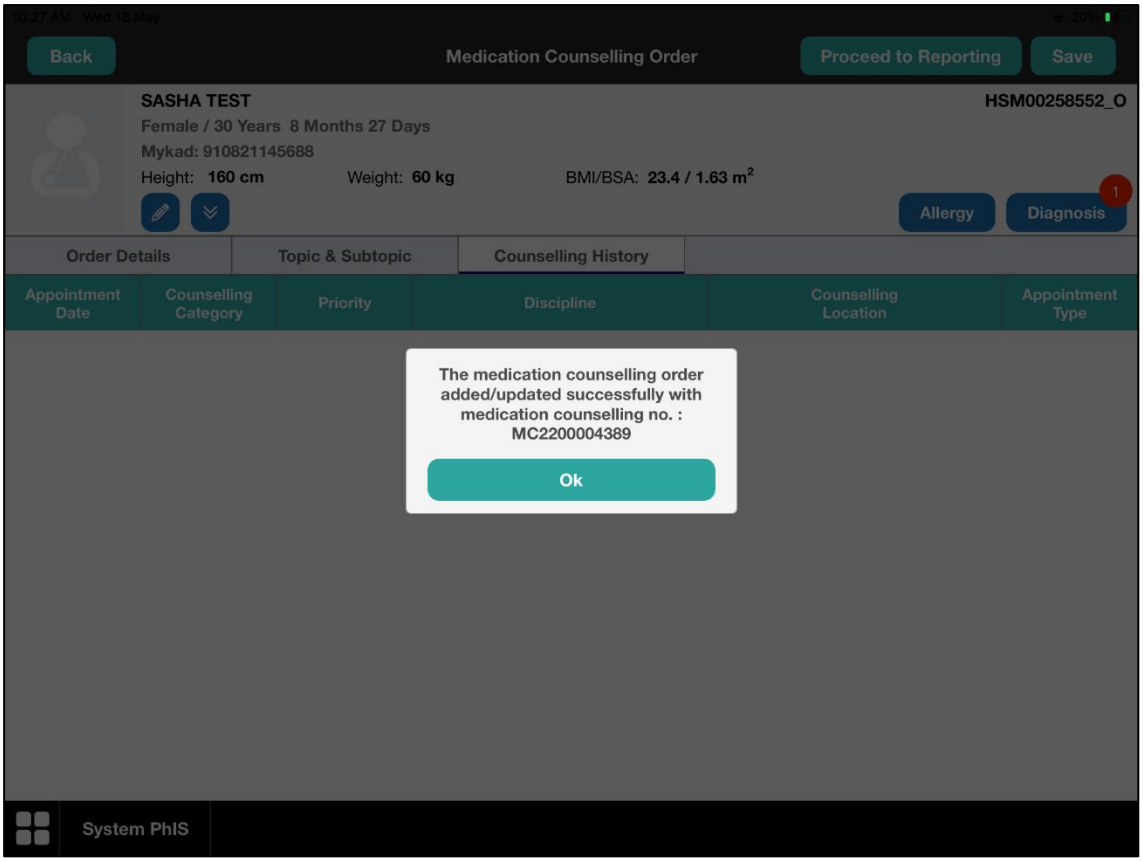


Figure 3.1.1-8 Select Medication Counselling Order

Note

- *The medication counselling number will auto generate after Tap the save button as shown in Figure 3.1.1-8*
- *Counselling history will display based on previous record*
- *Medication Counselling No. will be automatically generated for future reference.*
- *The medication counselling appointment record after save for individual will as shown in figure 3.1.1-8*
- *To proceed to reporting tap the*

button as shown as figure 3.1.1-8

3.2 Reporting

This function is used to record reports for medication counselling.

3.2.1 Individual Reporting

This function allows user to record individual counselling reports.

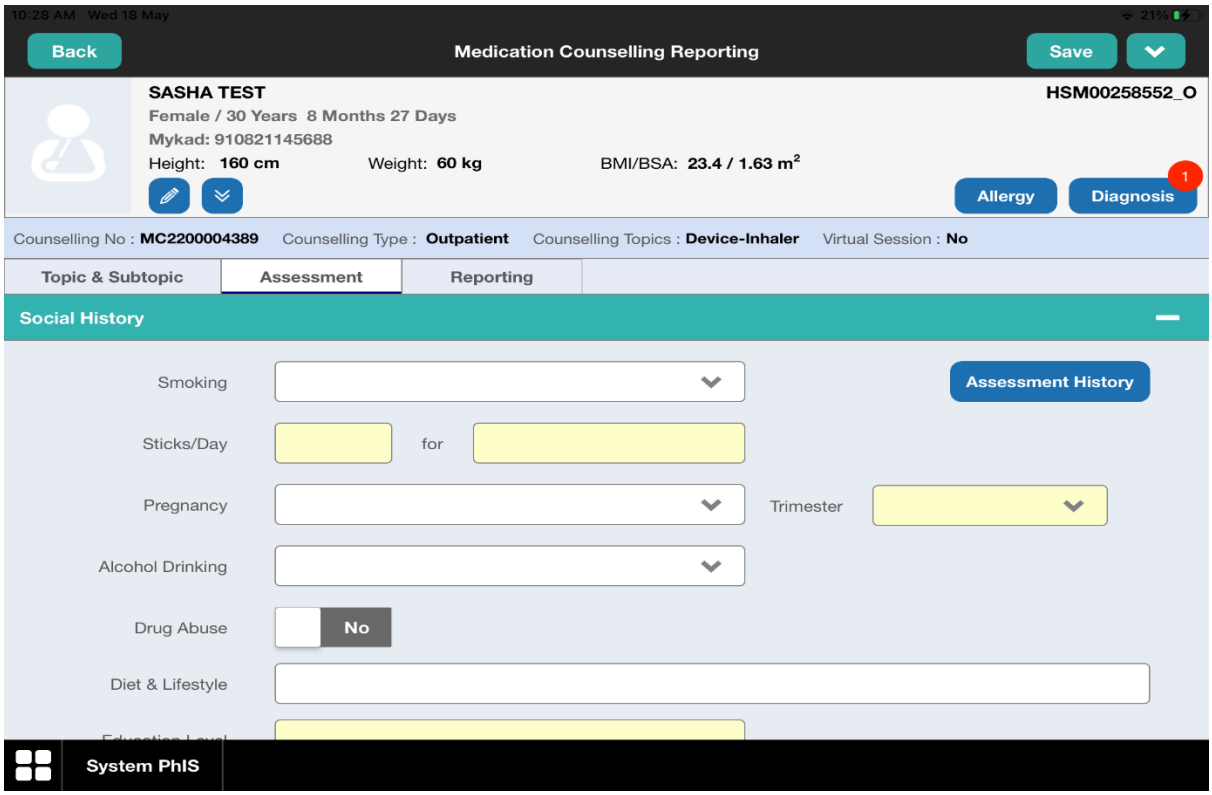


Figure 3.2.1-1 Medication Counselling Reporting (Individual)

Note

- *There are 2 sections to be filled in the Medication Counselling Reporting (Individual) as shown in Figure 3.2.1-1:*
  - *a) Assessment*
  - *b) Reporting*

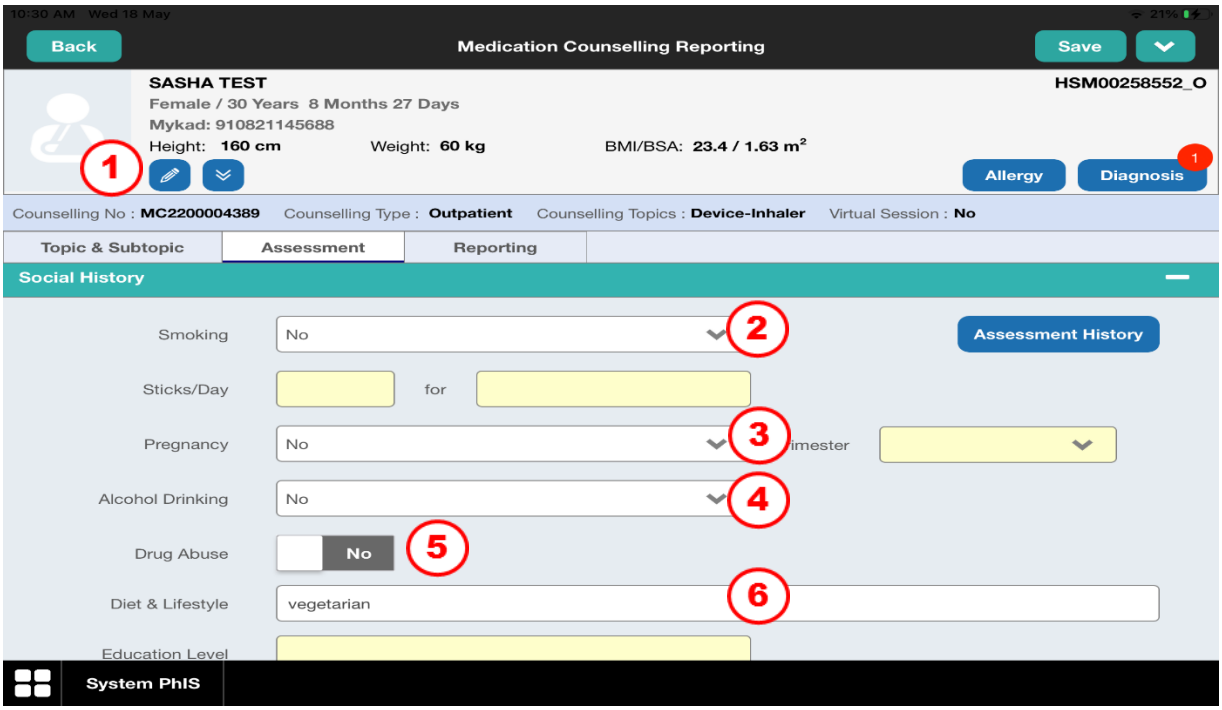


Figure 3.2.1-2 Assessment

Assessment Section Social History

STEP 1

Enter or update ***Body Weight*** by taping edit button

STEP 2

Select ***Smoking*** from the drop-down button

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

Note

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

STEP 3

Select ***Pregnancy*** from the drop down option

- Yes
- No
- Planning To Get Pregnant

STEP 4

Select ***Alcohol Drinking*** from the drop down option

- Yes
- No

Note

Amount *field will be enabled for user to fill when 'Yes' from the* drop down option *is selected.*

STEP 5

Select ***Drug Abuse*** from the drop down option

- Yes
- No

STEP 6

Enter ***Diet & Lifestyle***

Note

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

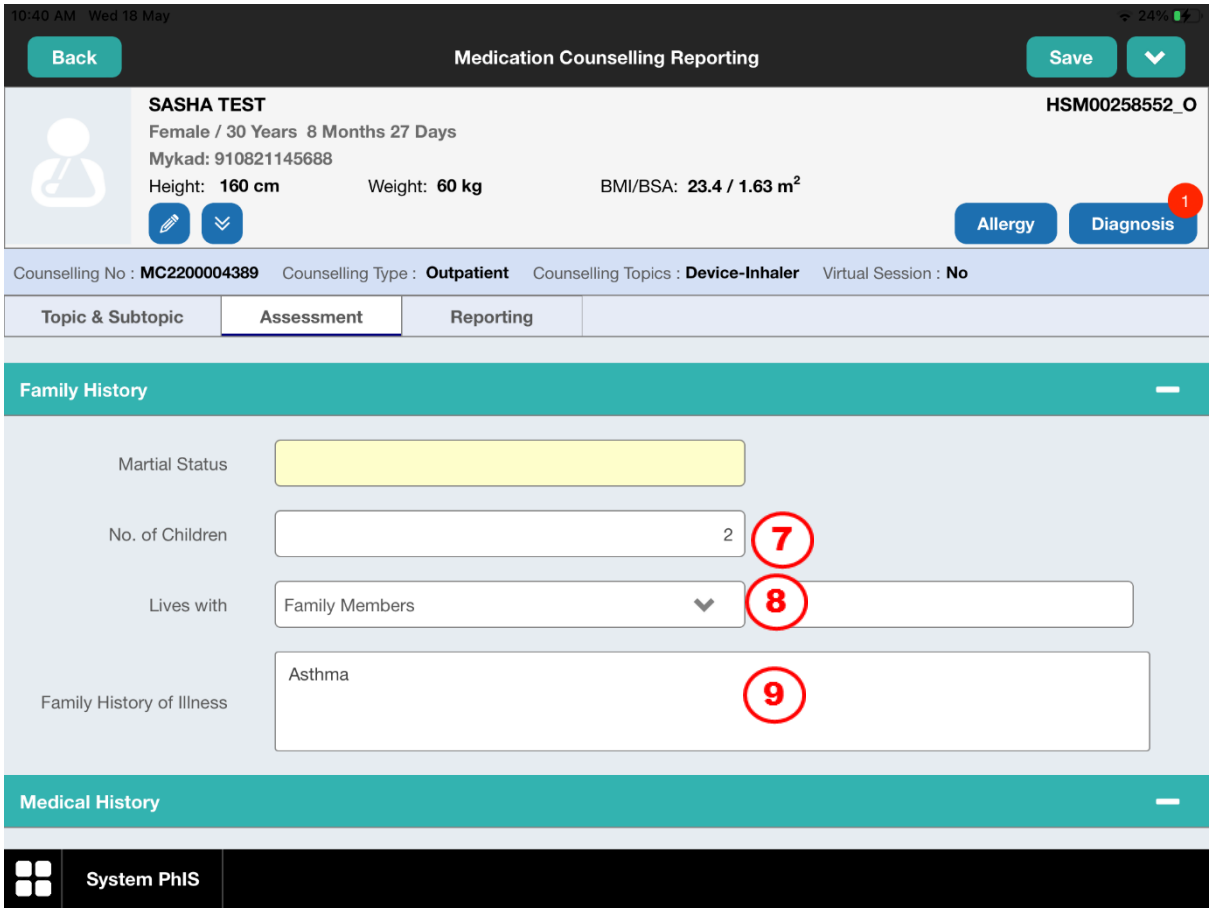


Figure 3.2.1-3 Assessment

Family History

STEP 7

Enter ***No. Of Children***

STEP 8

Select ***Lives With*** from the drop down option

- Alone
- Family Members
- Nursing Home
- Others

STEP 9

Enter ***Family History of Illness***

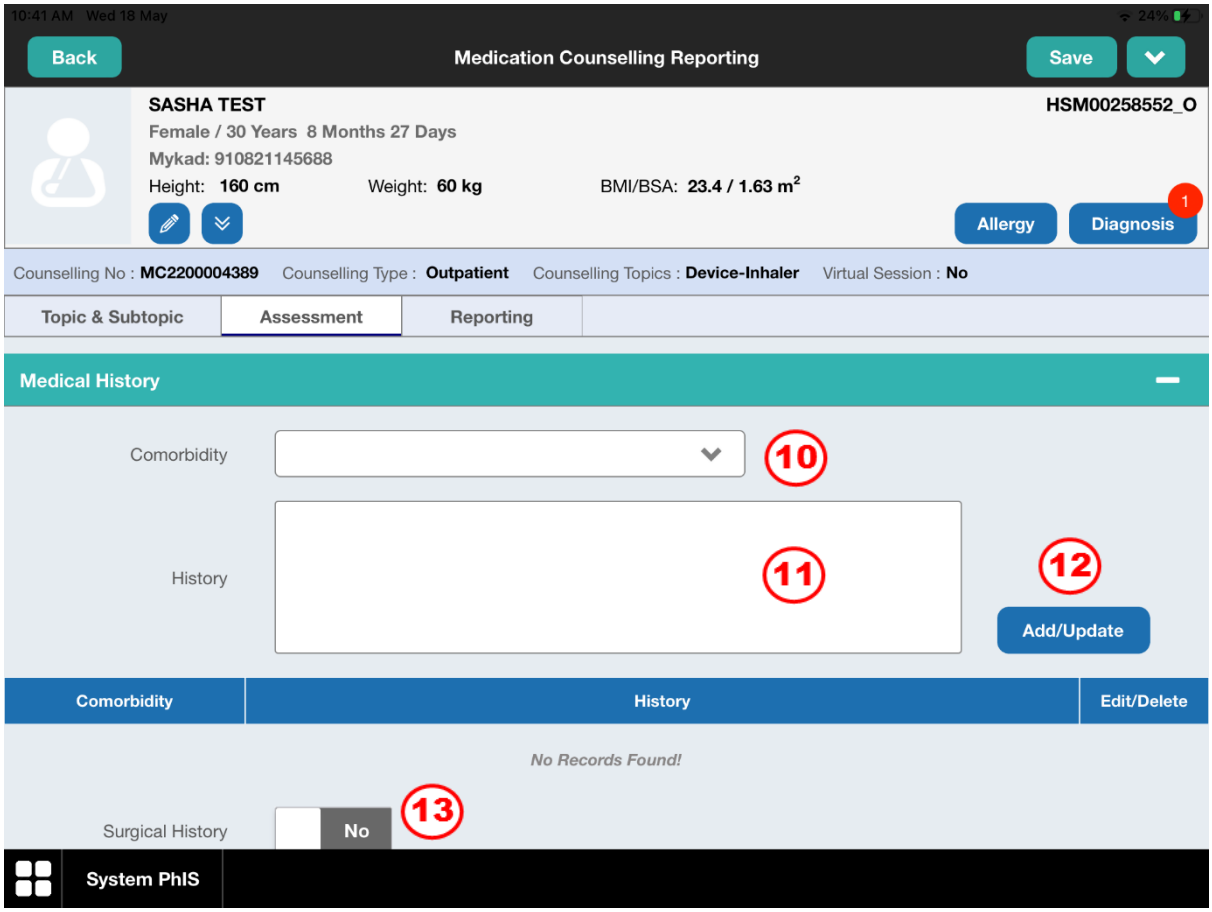


Figure 3.2.1-4 Assessment

Medical History

STEP 10

Select a Comorbidity

- Hypertension

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

STEP 11

Enter the History based on the Comorbidity

STEP 12

Tap

button to add or update medical history

Note

Repeat STEP 10 to STEP 12 to add another Comorbidity

STEP 13

Select ***Surgical History*** from the stretch button

- Yes
- No

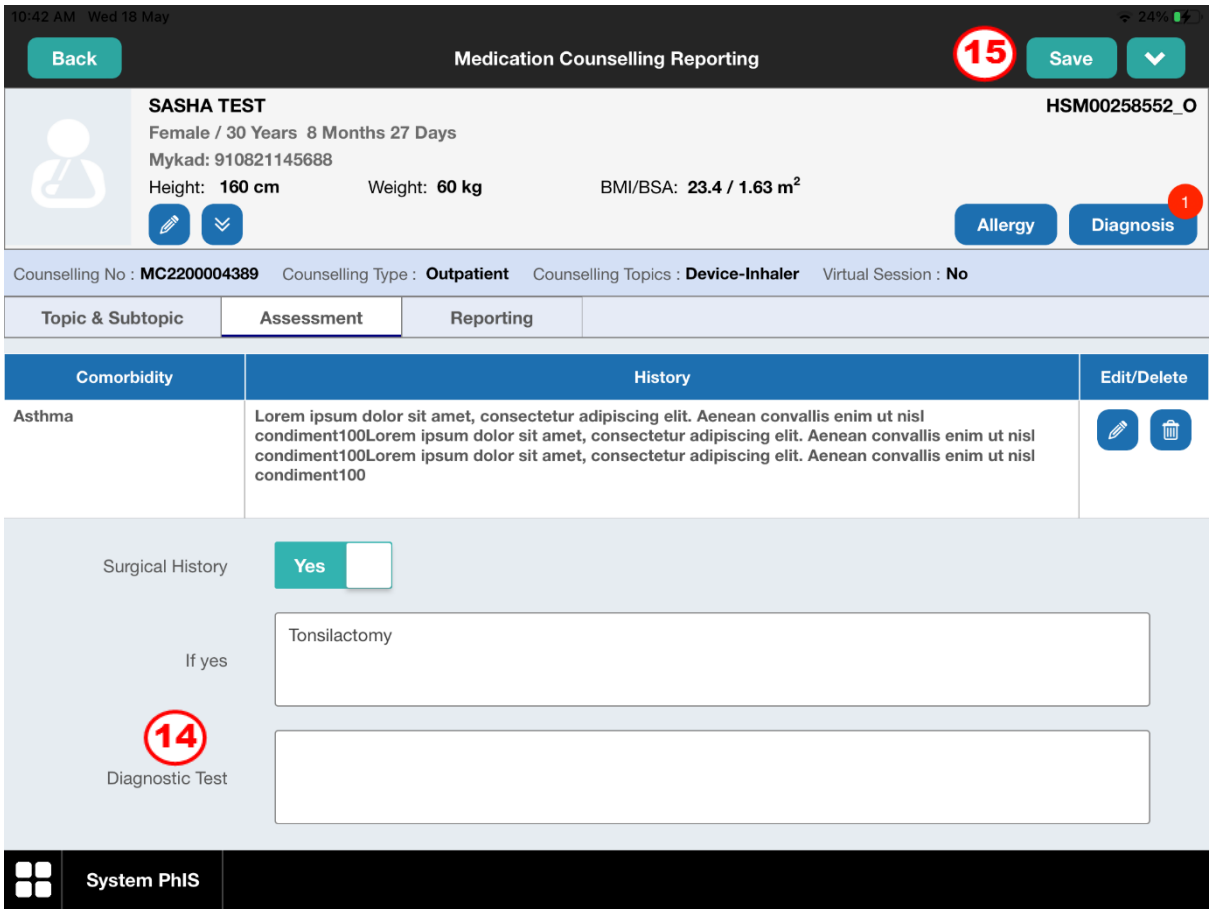


Figure 3.2.1-5 Assessment

STEP 14
Enter the Diagnostic Test

STEP 15
Tap on the Save button to save assessment and continue with reporting section

Reporting Section

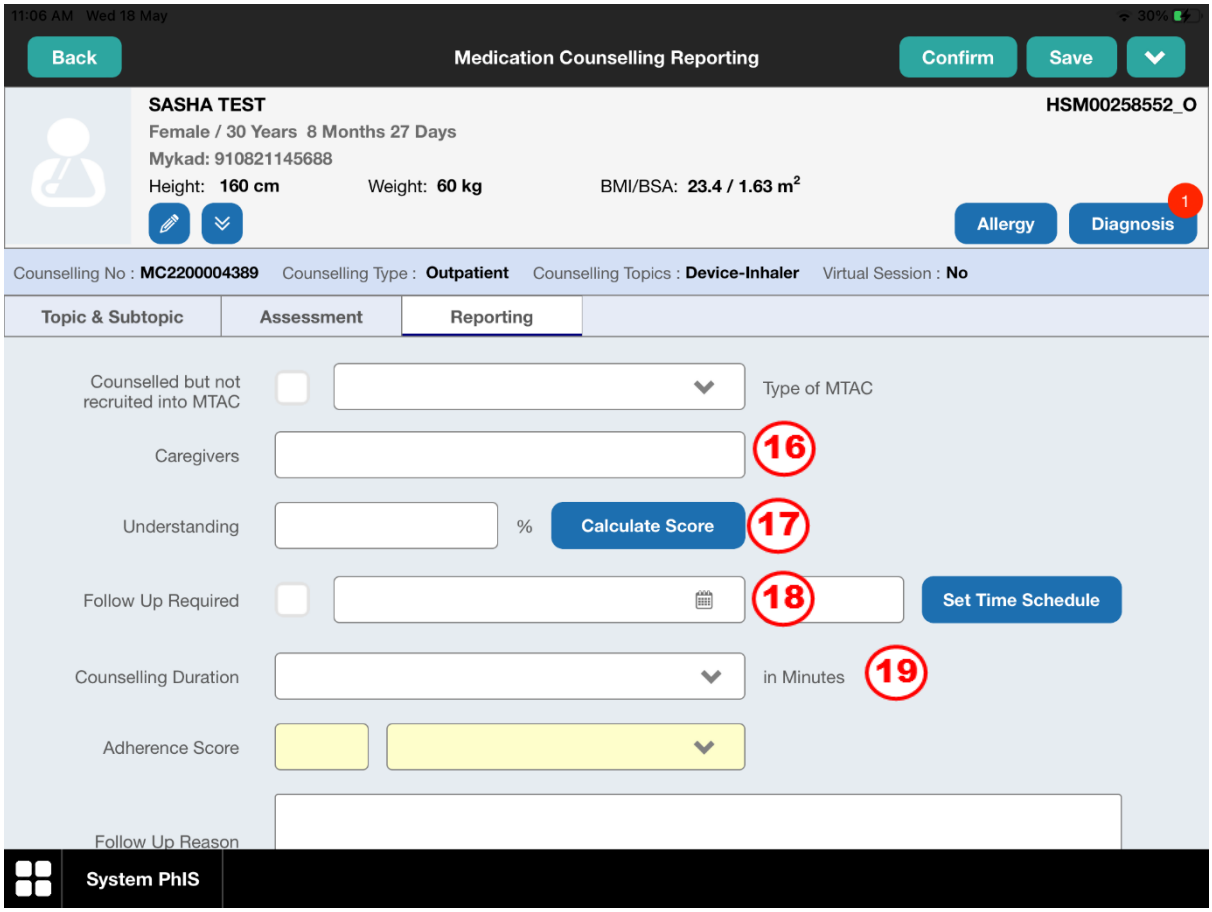


Figure 3.2.1-6 Reporting

Note

Counselled but not recruited into MTAC checkbox to be selected prior to selecting type of MTAC

STEP 16

Enter value in ***Caregivers*** field

STEP 17

Click on

button to calculate patients understanding system will appear as per Figure 3.2.1-7

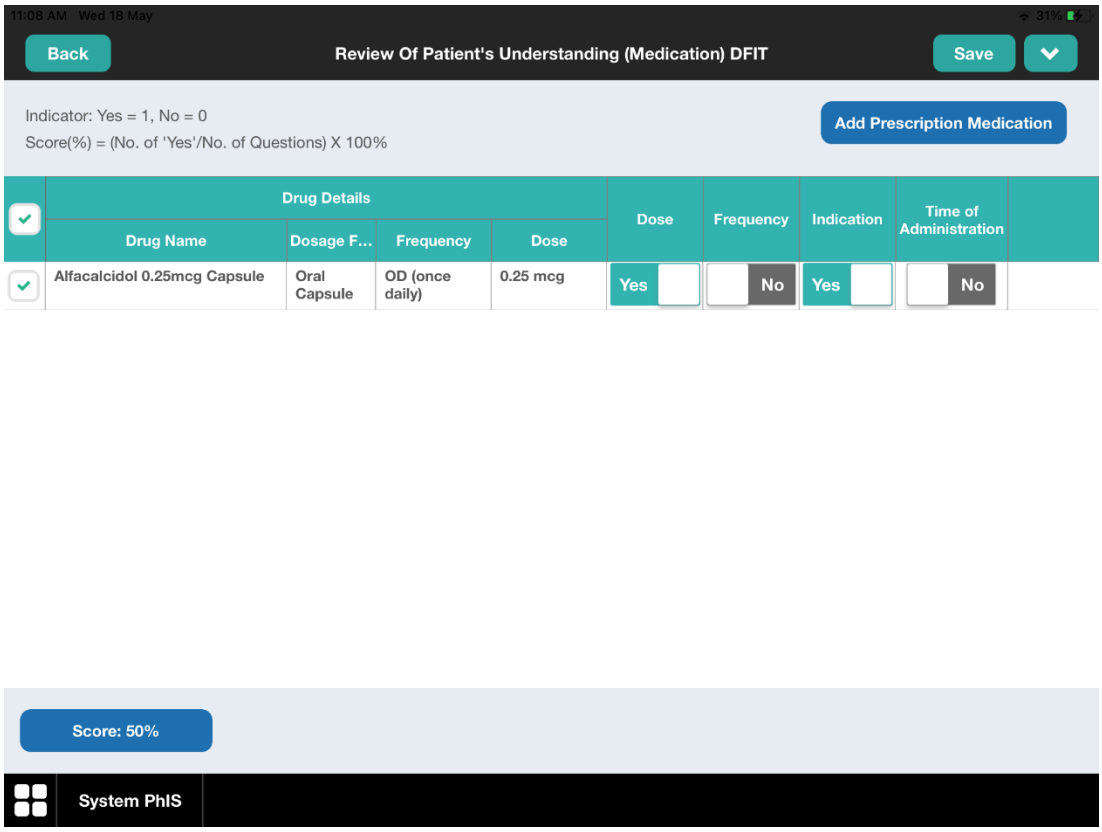


Figure 3.2.1-7 Review of Patient's Understanding

Note

Click at Add Prescription Medication *and fill in the medication details and select indicator based on patients understanding and system will calculate score based on patient's understanding*

STEP 18

Select follow up required checkbox and fill in date and schedule if needed

STEP 19

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

- 15
- 30
- 45
- 60

Note

System will display value in Adherence Score field based on MyMAAT total score and category. Score ≥ 54, display category as "Good Adherence", Score < 54, display category as "Moderate and Poor Adherence"

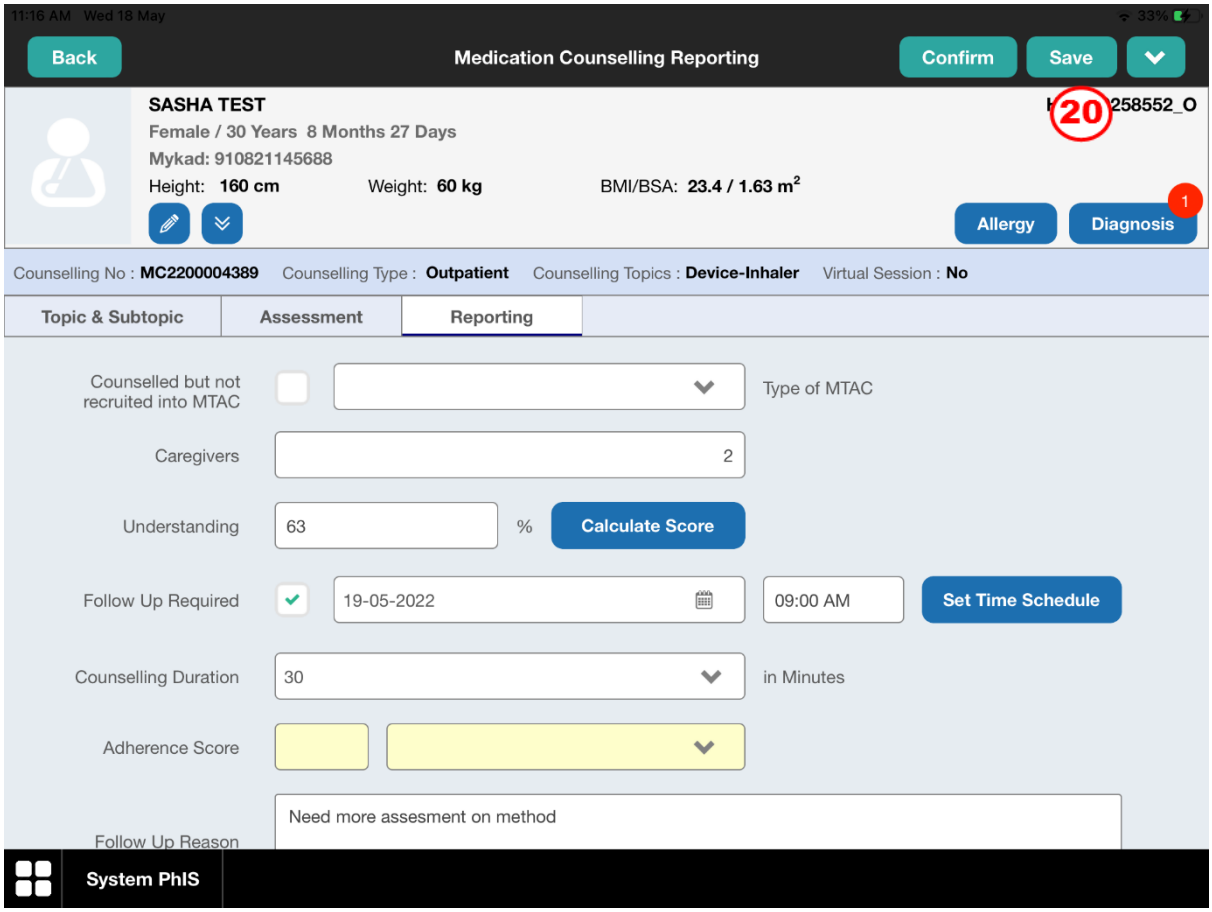


Figure 3.2.1-8 Reporting

STEP 20

Tap on the Save button to save record as show in figure *3.2.1-8*

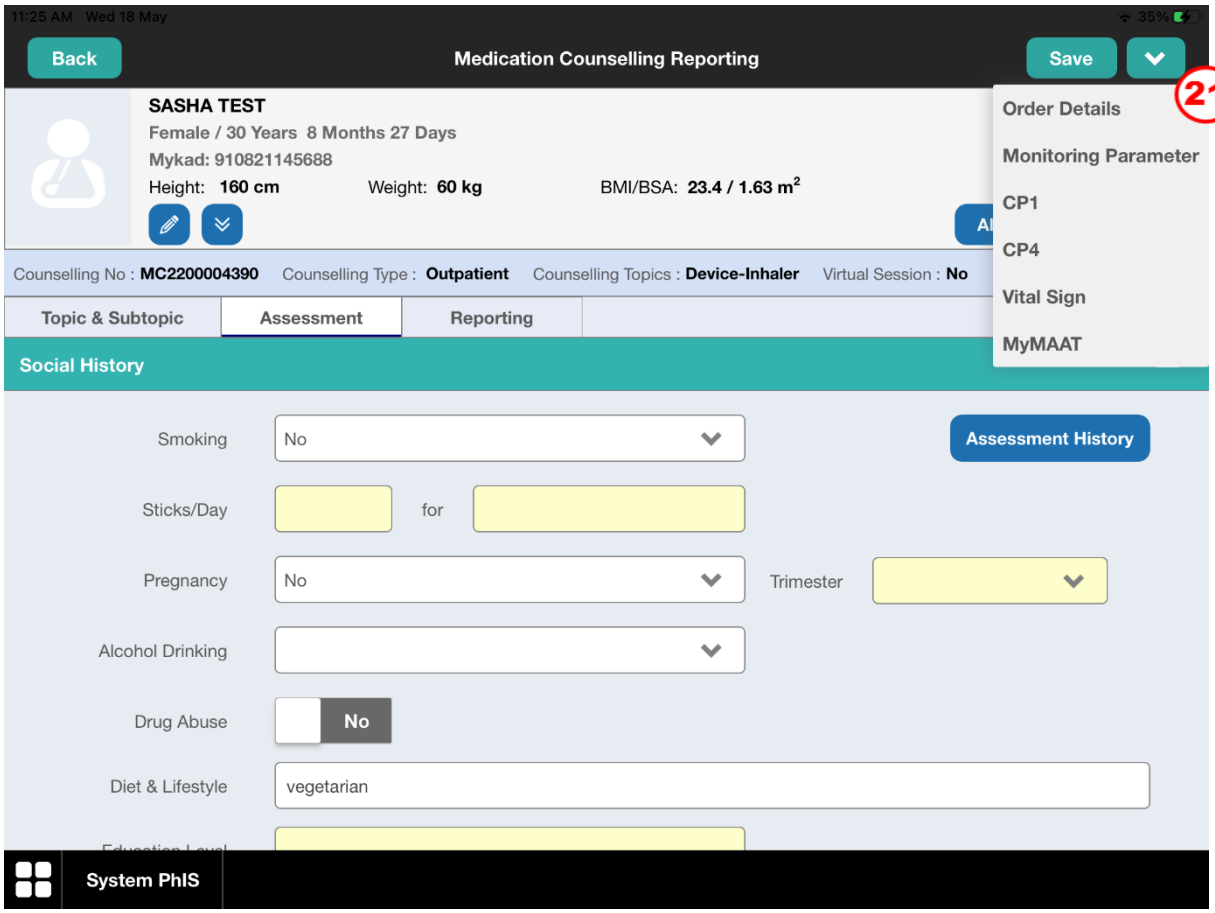
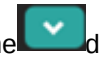


Figure 3.2.1-9 Reporting

STEP 21

Tap on the  drop down button call order details record screen, Monitoring Parameter screen, CP1 screen, CP4 screen, Vital Sign screen or MyMAAT screen

3.2.2 CP1

The function of this menu is to record a complete patient medication history within 24 hours of admission.

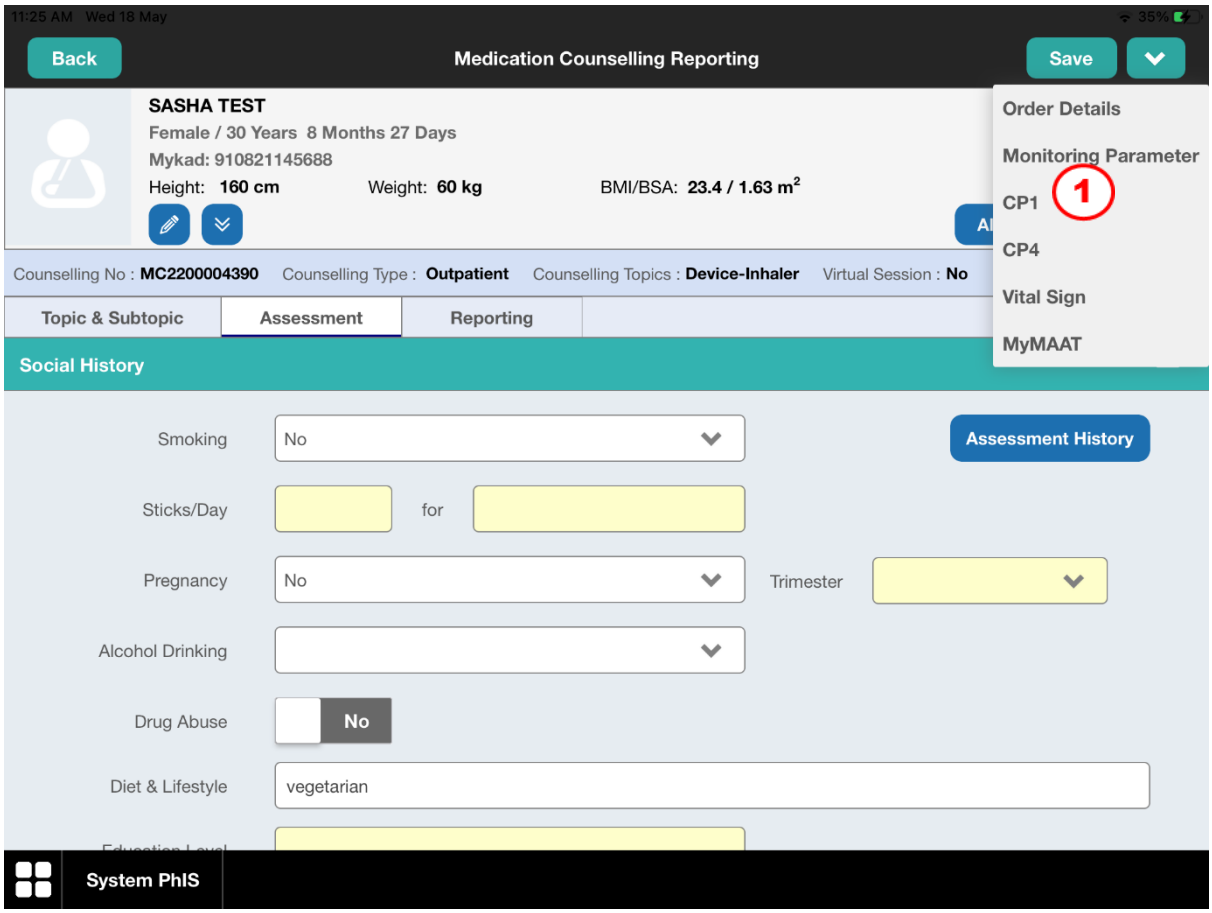
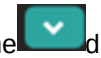


Figure 3.2.2-1 CP1 Button

STEP 1

Tap on the  drop down button to call CP1 details record as per Figure 3.2.2-1

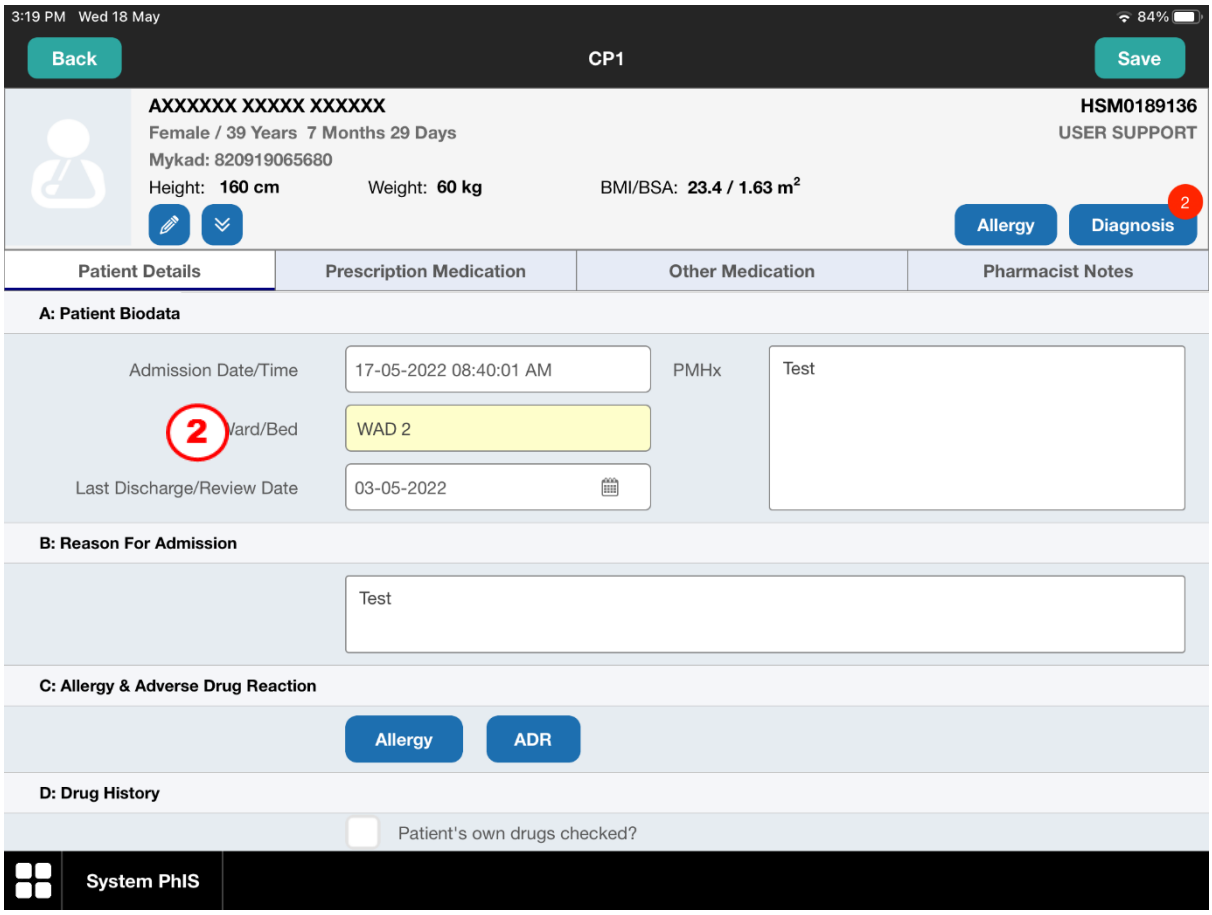


Figure 3.2.2-2 CP1

STEP 2

Enter the necessary information

a) ***A: Patient Biodata***
b) ***B: Reason for Admission***
c) ***C: Allergy & Adverse Drug Reaction***
d) ***D: Drug history***

Note

User can view information of patient Allergy and ADR by clicking at the Allergy / ADR *buttons*

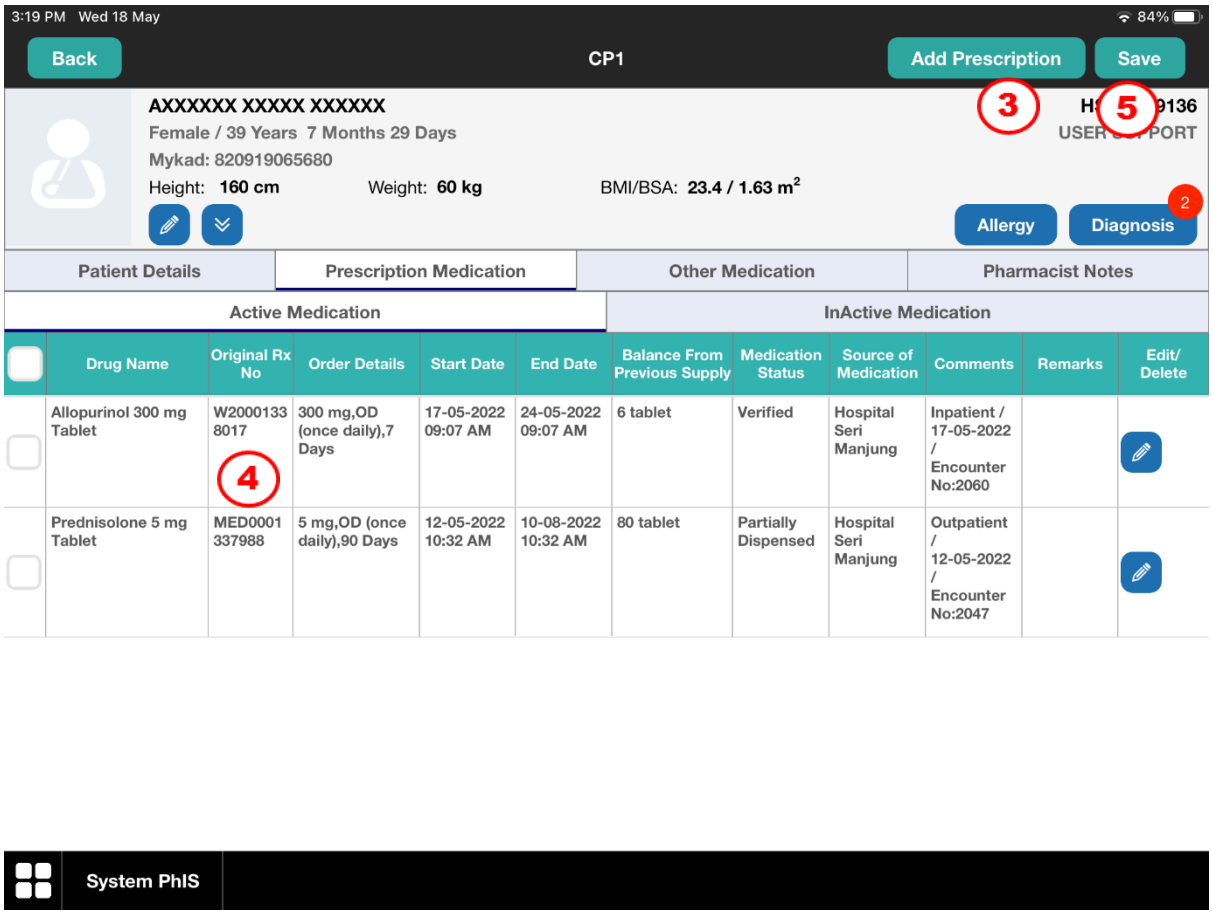


Figure 3.2.2-3 Prescription Medication

STEP 3

Tap on the **Add Prescription** *button to enter the information as Figure 3.2.2-3.*

Note

Prescription medication will display patient's medication from last previous visit

STEP 4

Edit the necessary information by clicking at the *button*

a) ***Drug Name (Specify Strength)***
b) ***Original Rx No***
c) ***Order Details***
d) ***Start Date***
e) End Date
f) Remarks
g) ***Balance From Previous Supply***
h) ***Medication Status***
i) ***Source of Medication***

j) ***Comments***

STEP 5

Tap on the Save *button to save record*

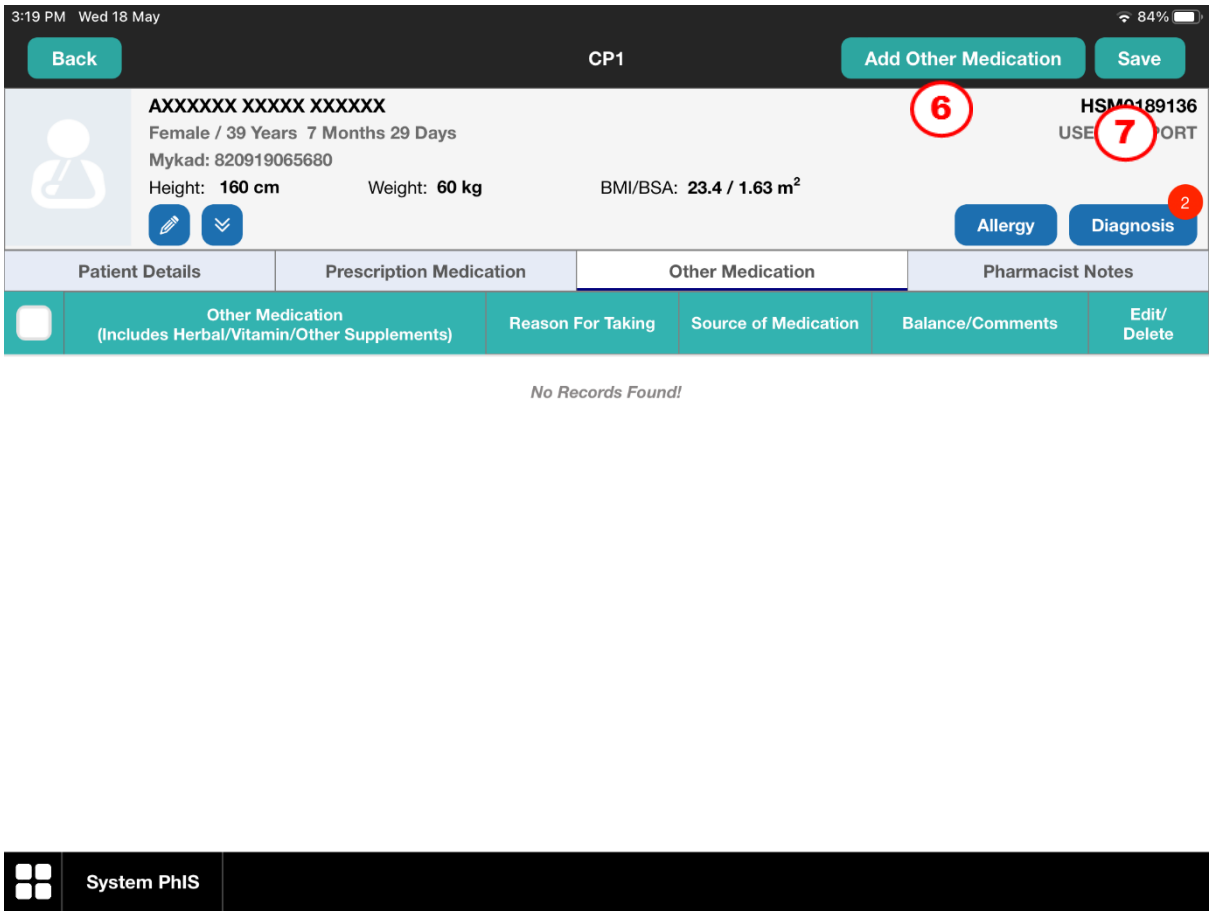


Figure 3.2.2-4 Other Medication

STEP 6

Tap on the Add Other Medication *button to enter the information below:*

a) ***Other Medication***

b) ***Reason for Taking***

c) ***Source of Medication***

d) ***Balance/Comments***

STEP 7

Tap on the Save *button to save record*

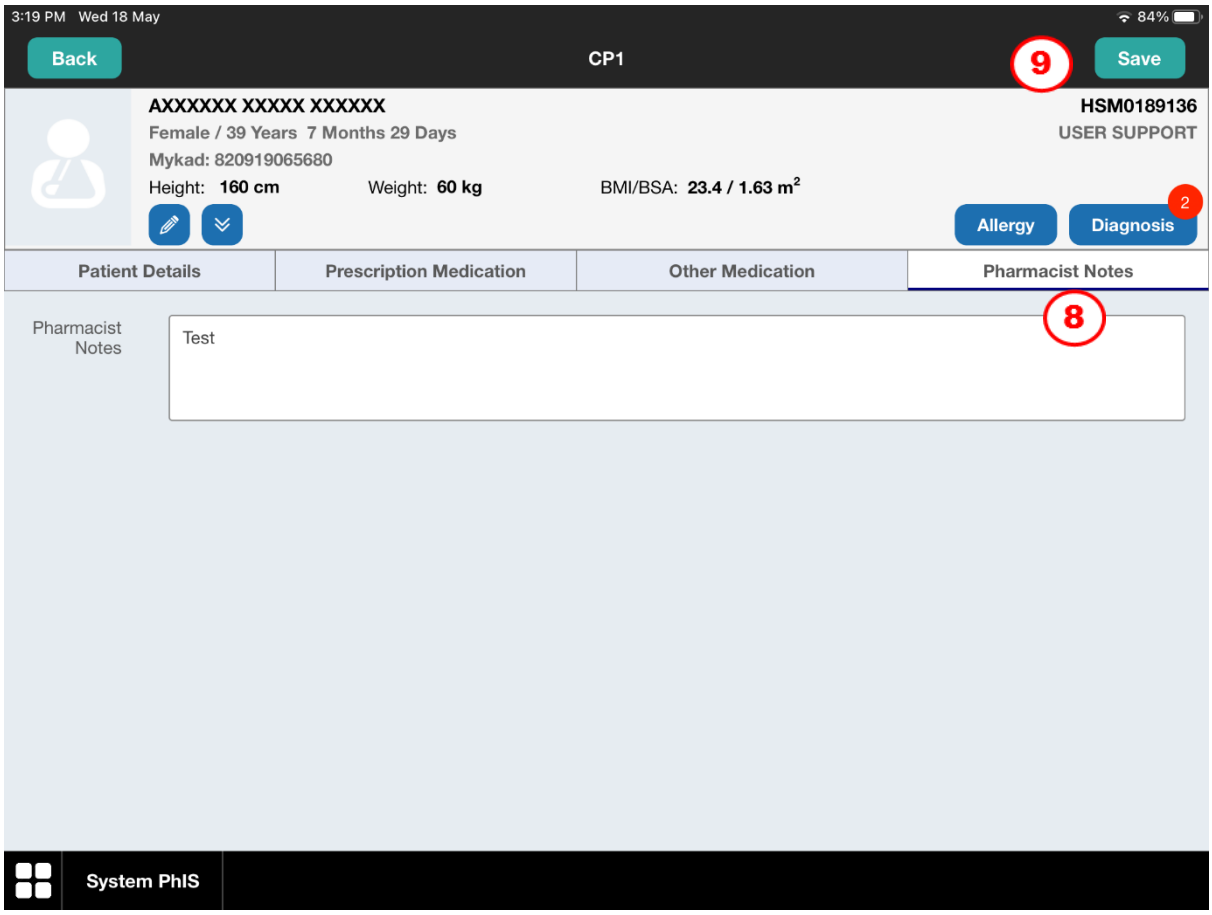


Figure 3.2.2-5 Pharmacist Notes

STEP 8

Tap at the Pharmacist Notes *tab and key in the notes*

STEP 9

Tap on the Save *button to save the CP1 record and confirmation alert will display as Figure 3.2.2-6*

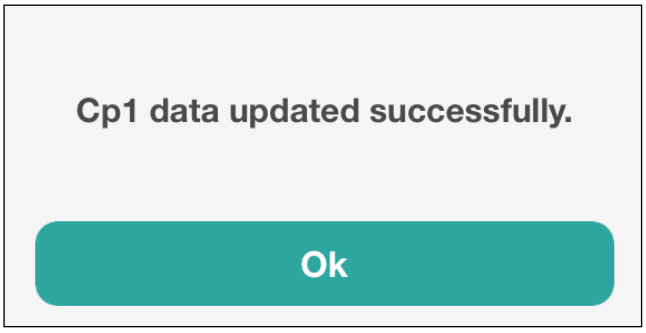


Figure 3.2.2-6 Confirmation Alert

Note

Information under Prescription Medication and Other Prescription will be display in the CP2 if user ticks on the information checkbox.

3.2.3 CP4

To record CP4, perform the step below:

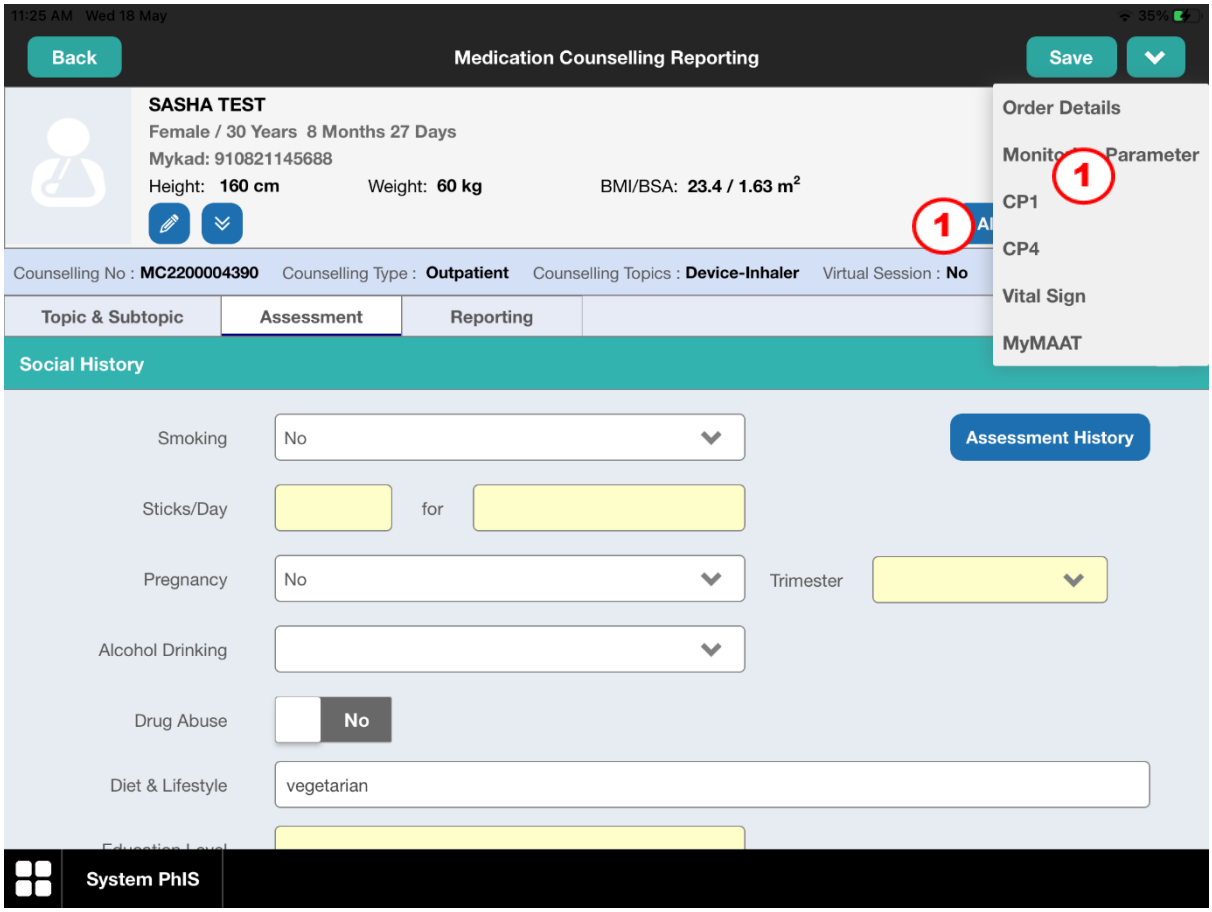


Figure 3.2.3-1 CP4 Button

STEP 1

Tap on the drop down button to call CP4 details record as per Figure 3.2.3-1

To Record CP4

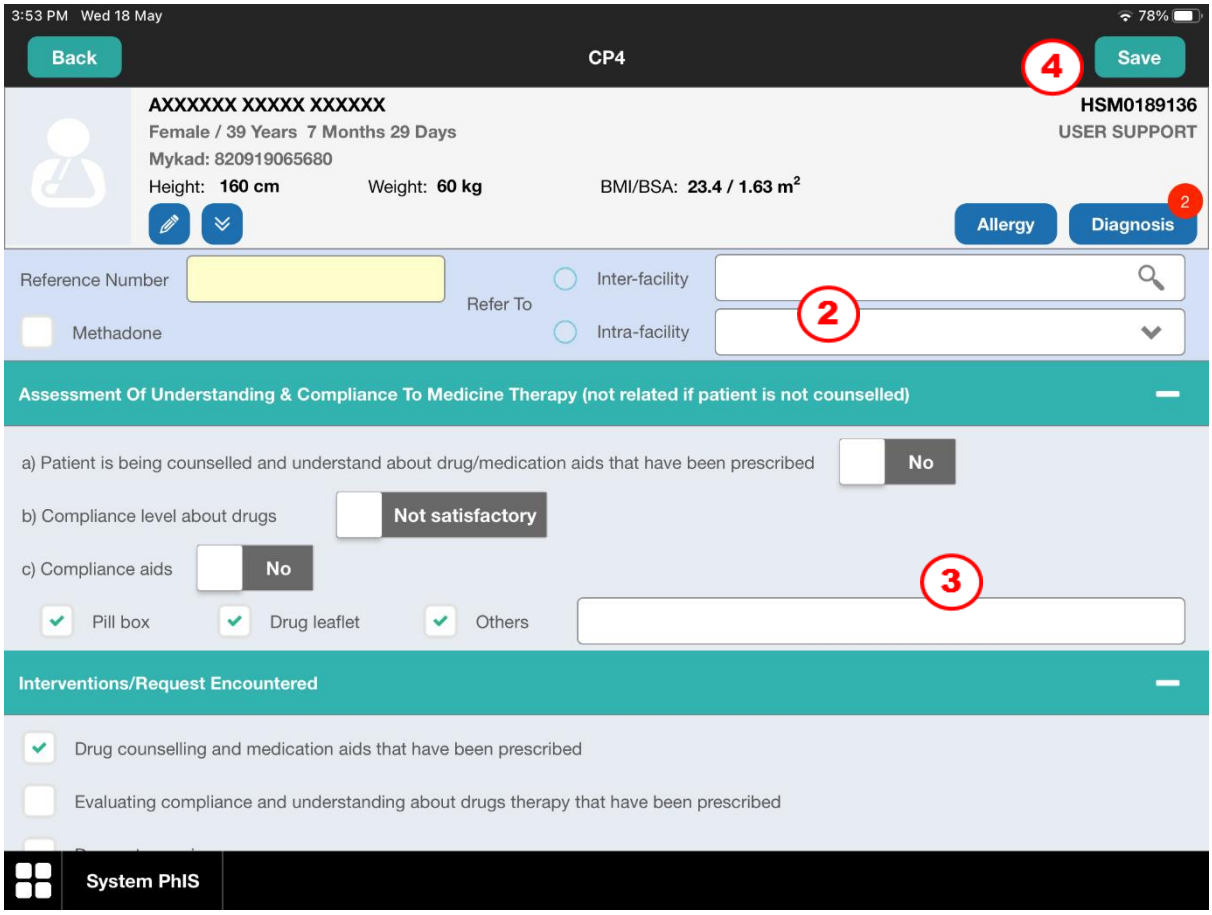


Figure 3.2.3-2 CP4

STEP 2

Select ***Refer To***

a) ***Inter-facility***

b) ***Intra-facility***

STEP 3

Fill up the question

STEP 4

Tap on the Save button to save the record

To Record CP4 Methadone

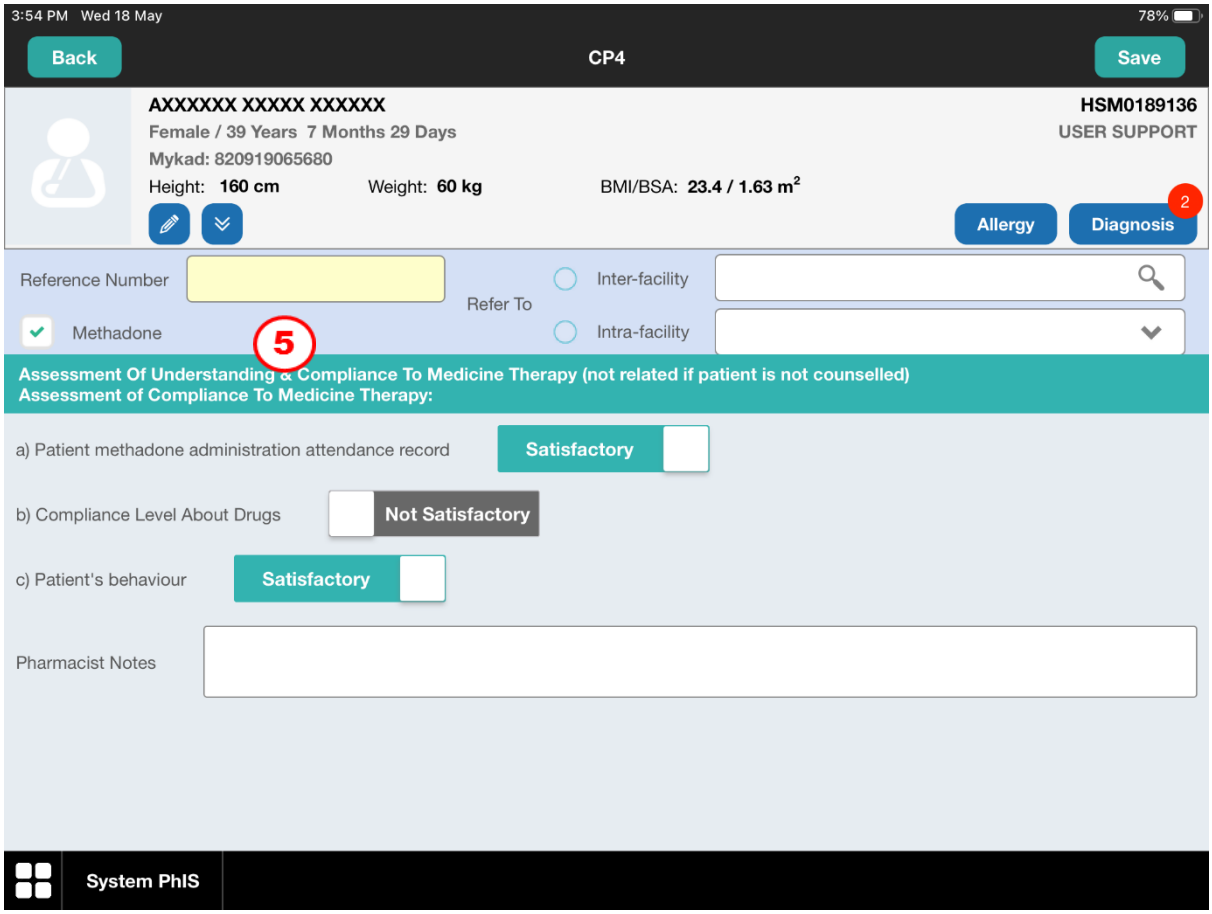


Figure 3.2.3-3 CP4 Methadone

STEP 5

Tap on the ***Methadone*** checkbox

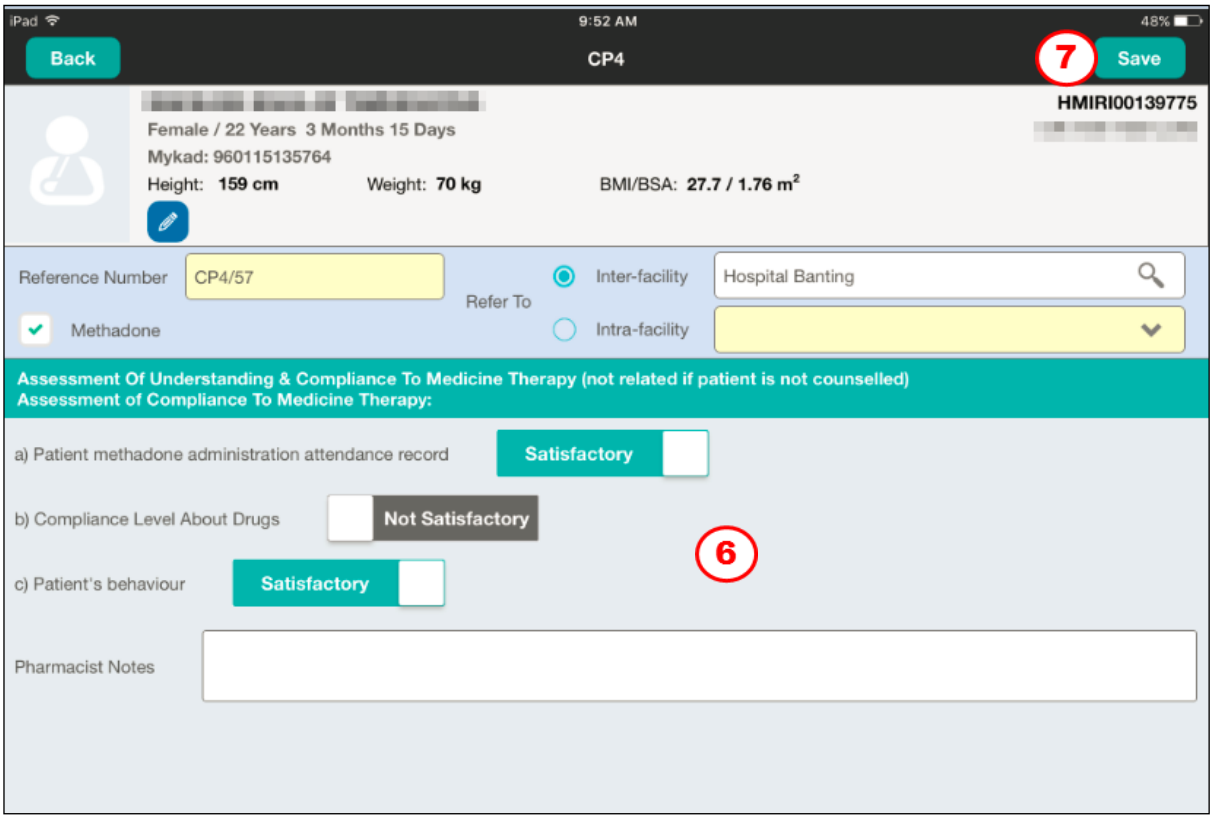


Figure 3.2.3-4 CP4 Methadone

STEP 6

Fill up the Assessment and Pharmacist Notes

STEP 7

Tap on the Save button to save the record

3.2.4 Monitoring Parameter

To record Monitoring Parameter, perform the step below:

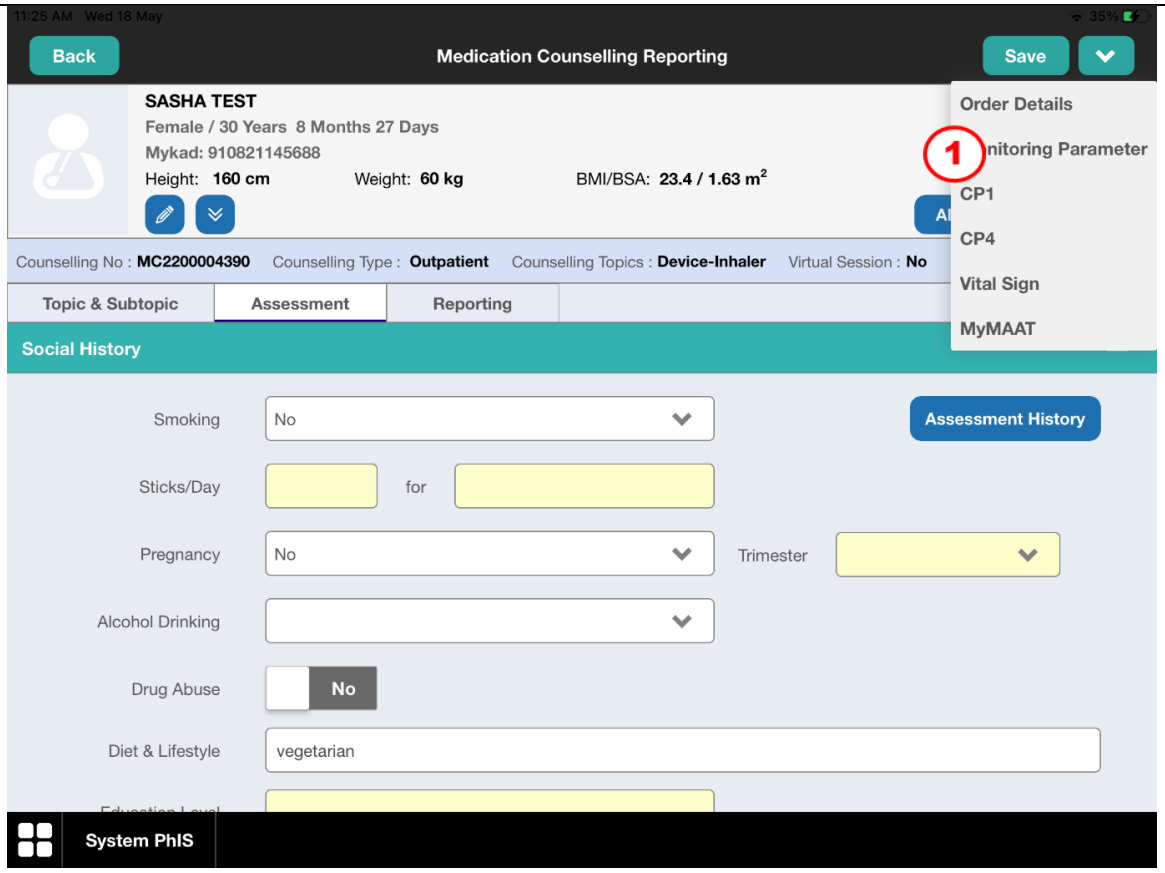


Figure 3.2.4-1 Monitoring Parameter

STEP 1

Tap on the drop down button to call Monitoring Parameter details record as per Figure 3.2.4-1

STEP 2

Select Monitoring Parameter that consist of:

a) ***FBX***
b) ***BUSE/RP***
c) ***LFT***
d) ***Coag***
e) ***CE***
f) ***Urine FEME***
g) ***LP***
h) ***Blood Sugar***
i) ***ABG***
j) ***Thyroid***
k) ***RVD***
l) ***Hepatitis***
m) ***Drug Urine Test***
n) ***Others***

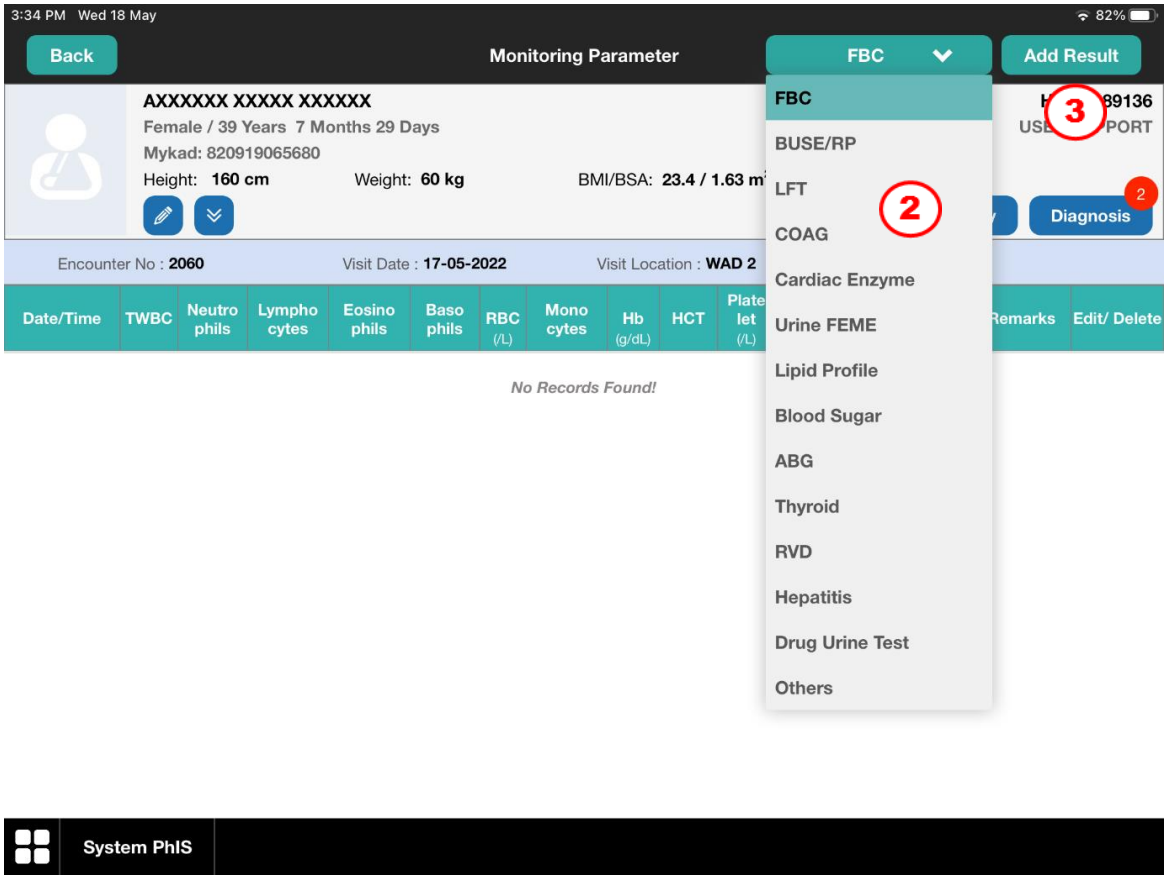


Figure 3.2.4-2 Monitoring Parameter

STEP 3

Tap on the Add Result button to add the information in to Result List

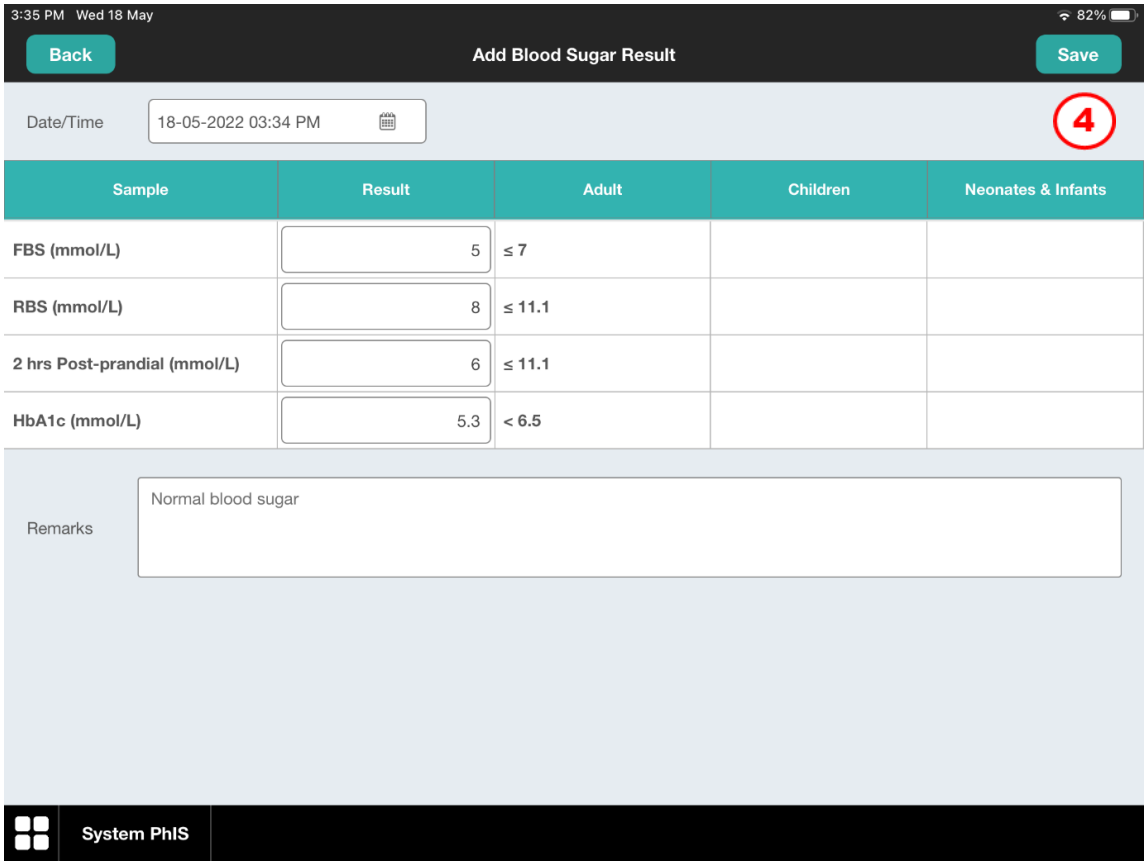


Figure 3.2.4-3 Monitoring Parameter

STEP 4

Fill in all necessary information and tap on the Save button

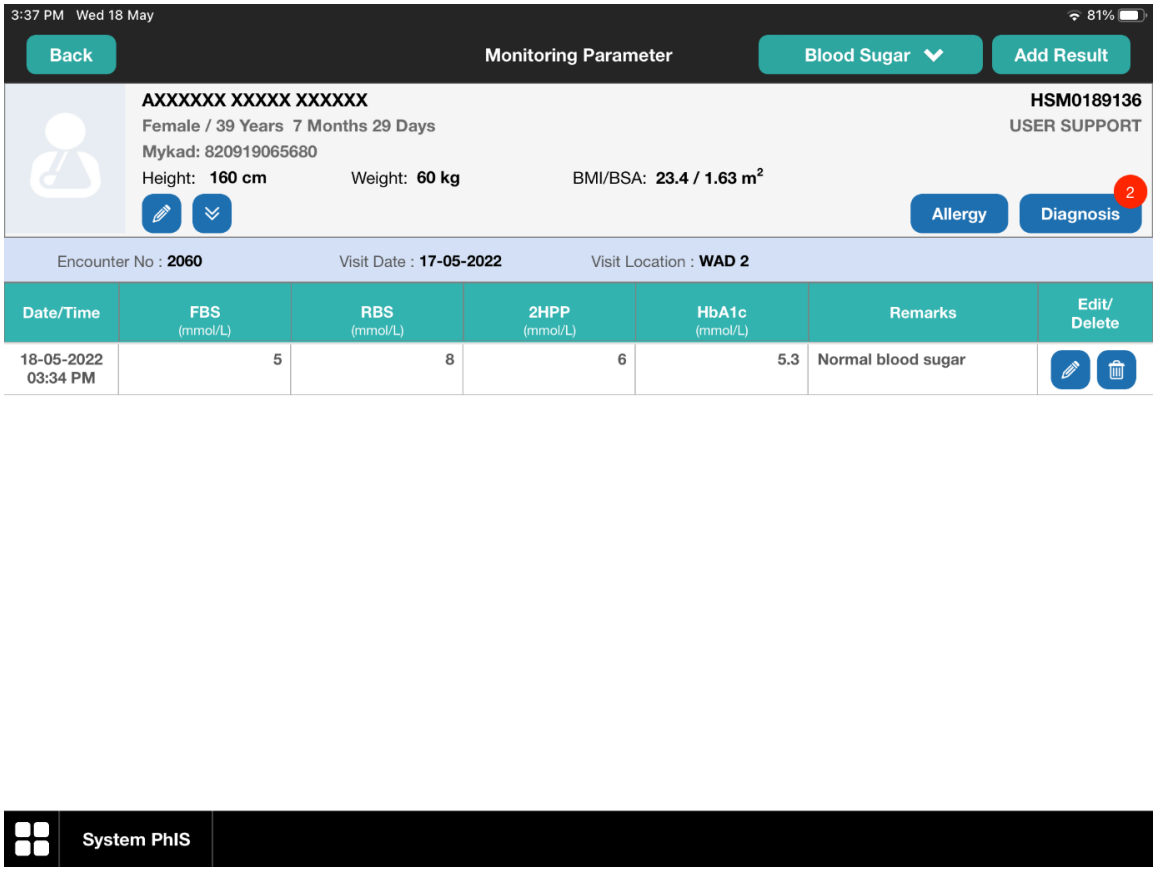


Figure 3.2.4-4 Monitoring Parameter

Note

- *User is allowed to delete the record by Tap on the* *button*
- *User is allowed to edit the record by Tap on the* *button*
- *The step is the same for all other Monitoring Parameter*

3.2.5 MyMaat

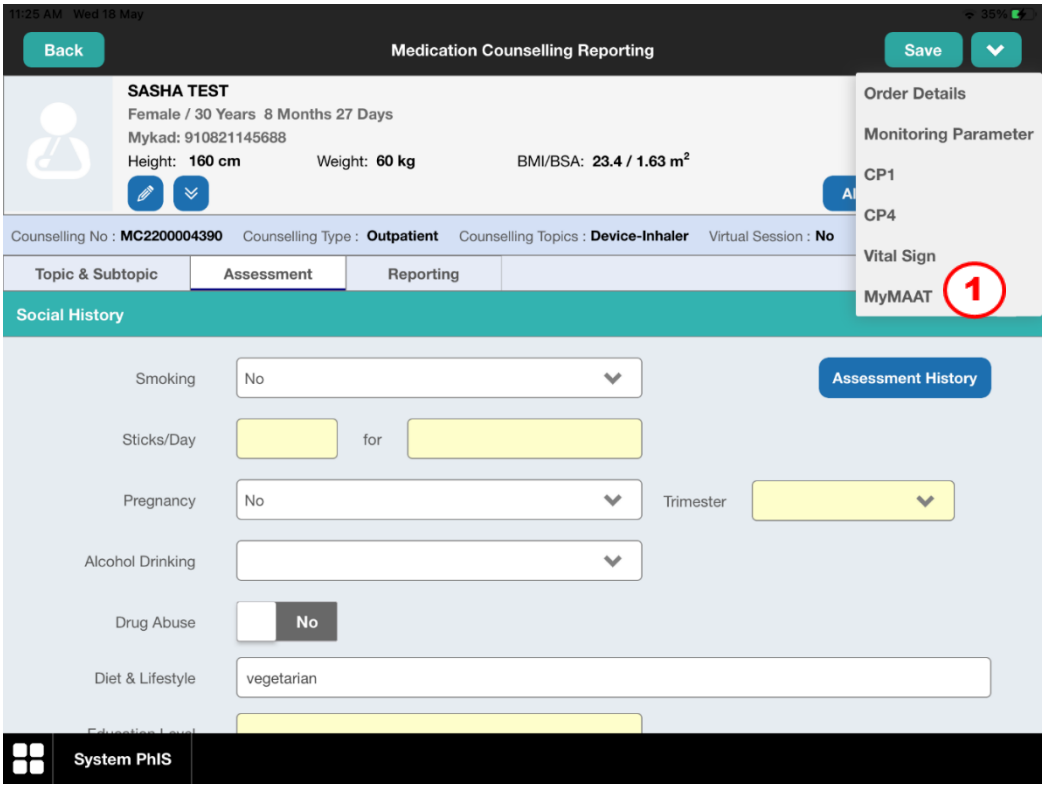


Figure 3.2.5-1 Medication Counseling Reporting

STEP 1

Tap on the drop down button to call MyMaat details record as per Figure3.2.5-1

STEP 2

Click at Add New button to create new record

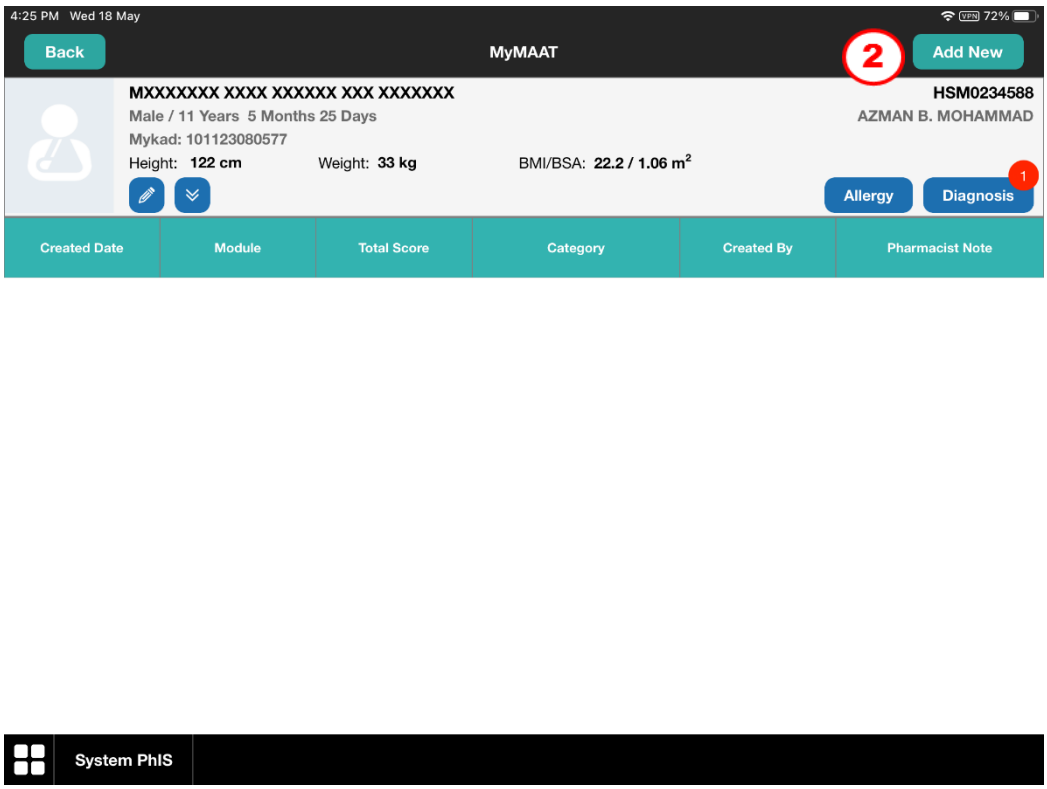


Figure 3.2.5-2 MyMaat Add New Record

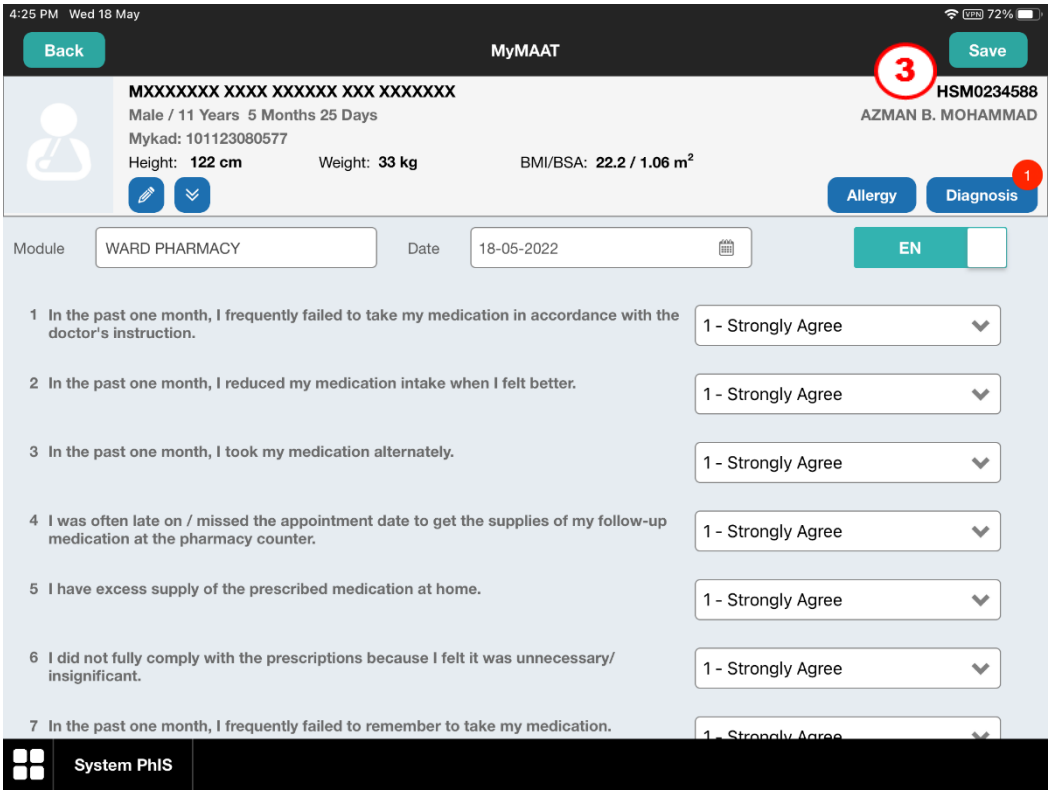


Figure 3.2.5-3 MyMaat Assessment

Note

Fill in the details as per Figure 3.2.5-3

STEP 3

Click at the Save button to save the assessment and system will display MyMaat as per Figure 3.2.5-4

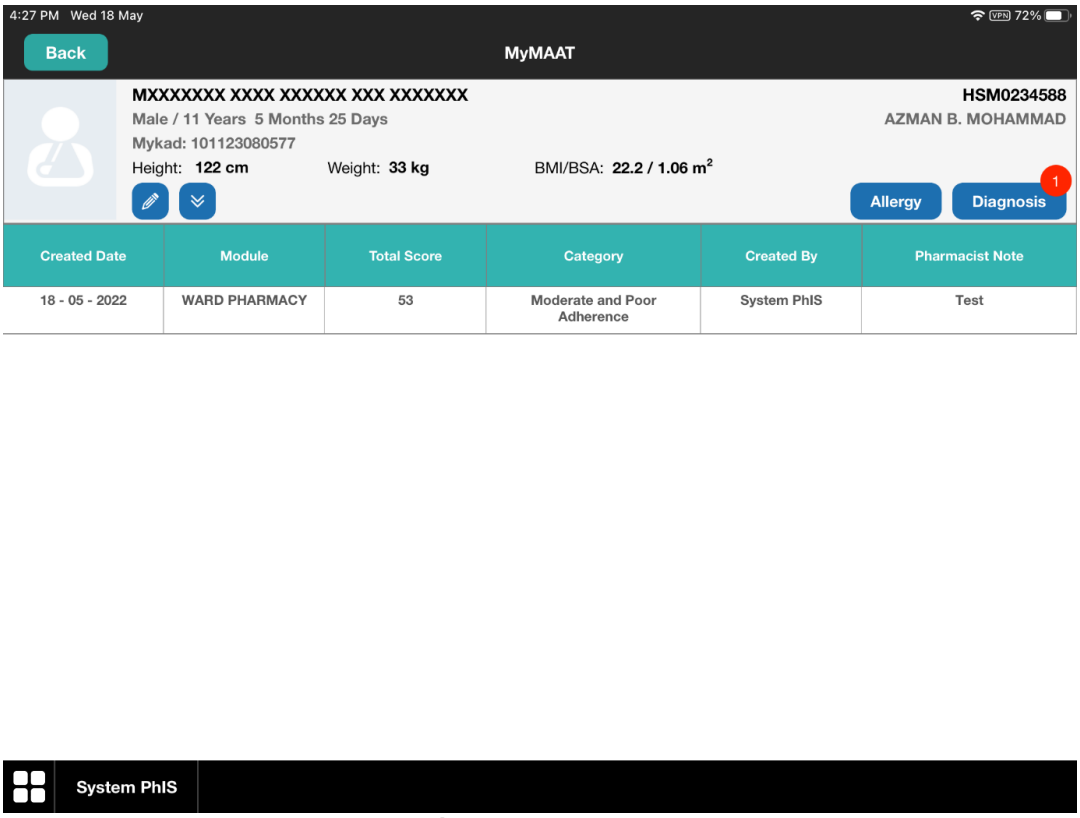


Figure 3.2.5-4 MyMaat

3.2.6 CP4

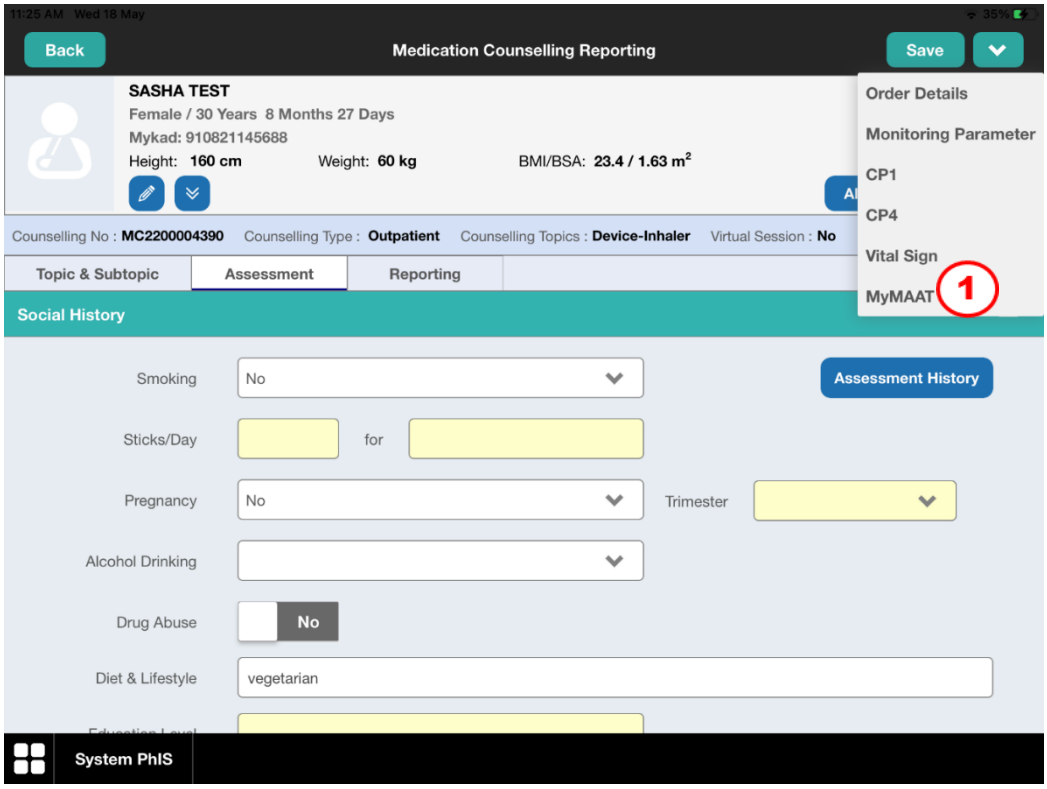


Figure 3.2.6-1 Medication Counselling Reporting

STEP 1

Tap on the drop down button to call Monitoring Parameter details record as per Figure3.2.6-1

To Record CP4

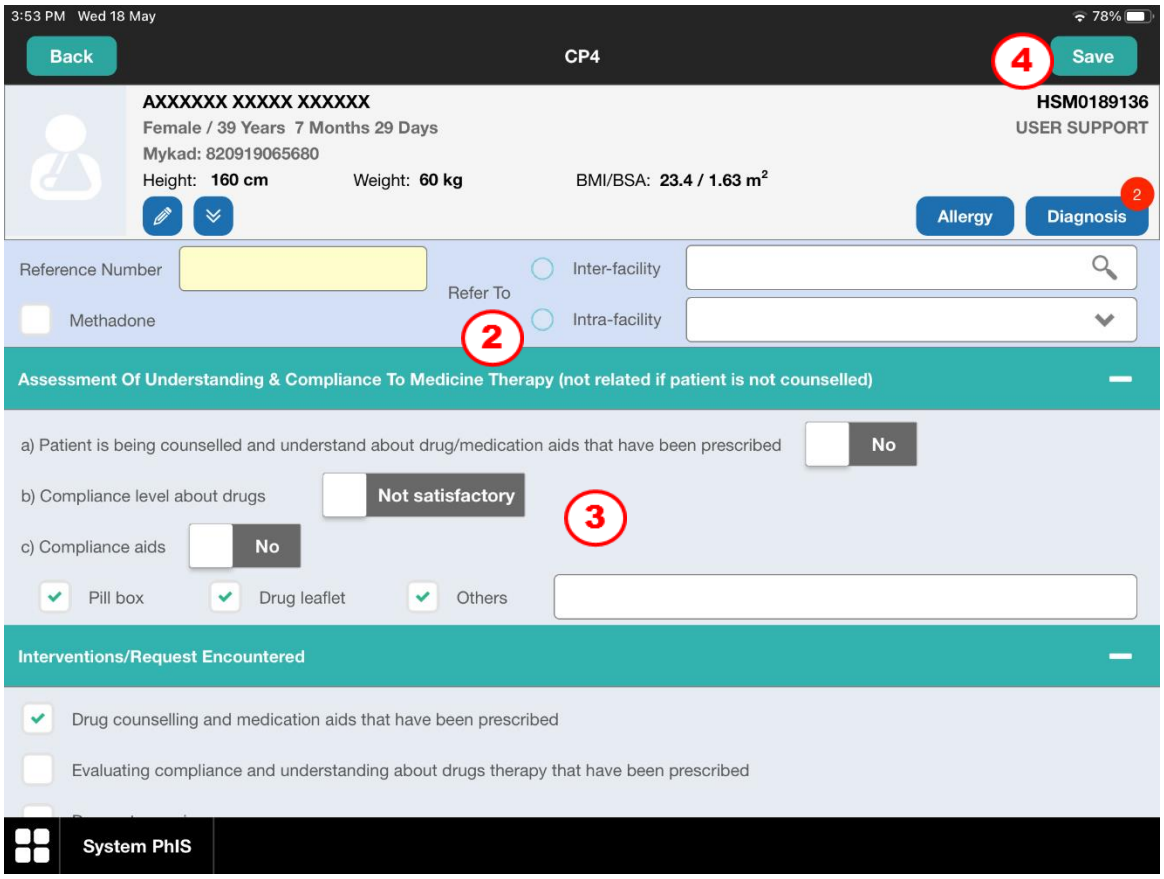


Figure 3.2.6-2 CP4

STEP 2
Select *Refer To*
Inter-facility
Intra-facility

STEP 3
Fill up the question

STEP 4
Tap on the Save button to save the record

To Record CP4 Methadone

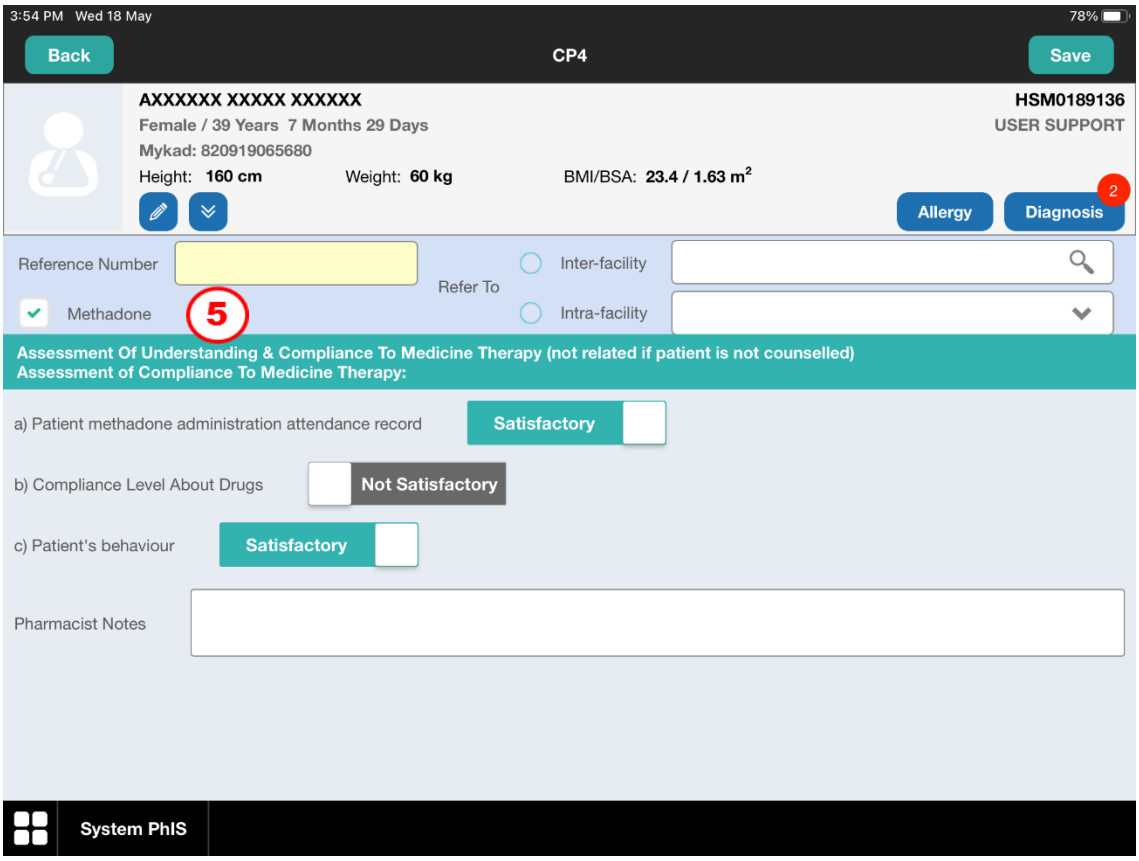


Figure 3.2.6-3 CP4 Methadone

STEP 5
Tap on the *Methadone* checkbox

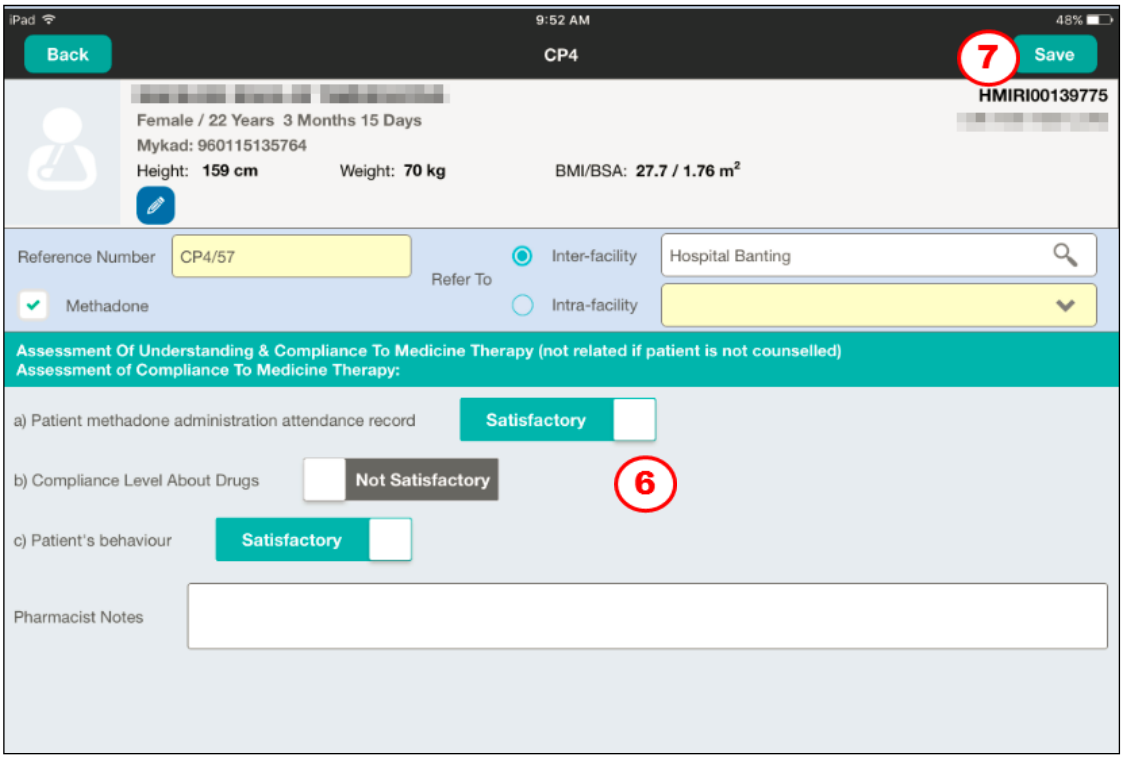


Figure 3.2.6-4 CP4 Methadone

STEP 6
Fill up the Assessment and Pharmacist Notes

STEP 7

Tap on the Save button to save the record

3.3 View Medication Group Counselling

3.3.1 View group Order Record

This function is used to retrieve and view Group order

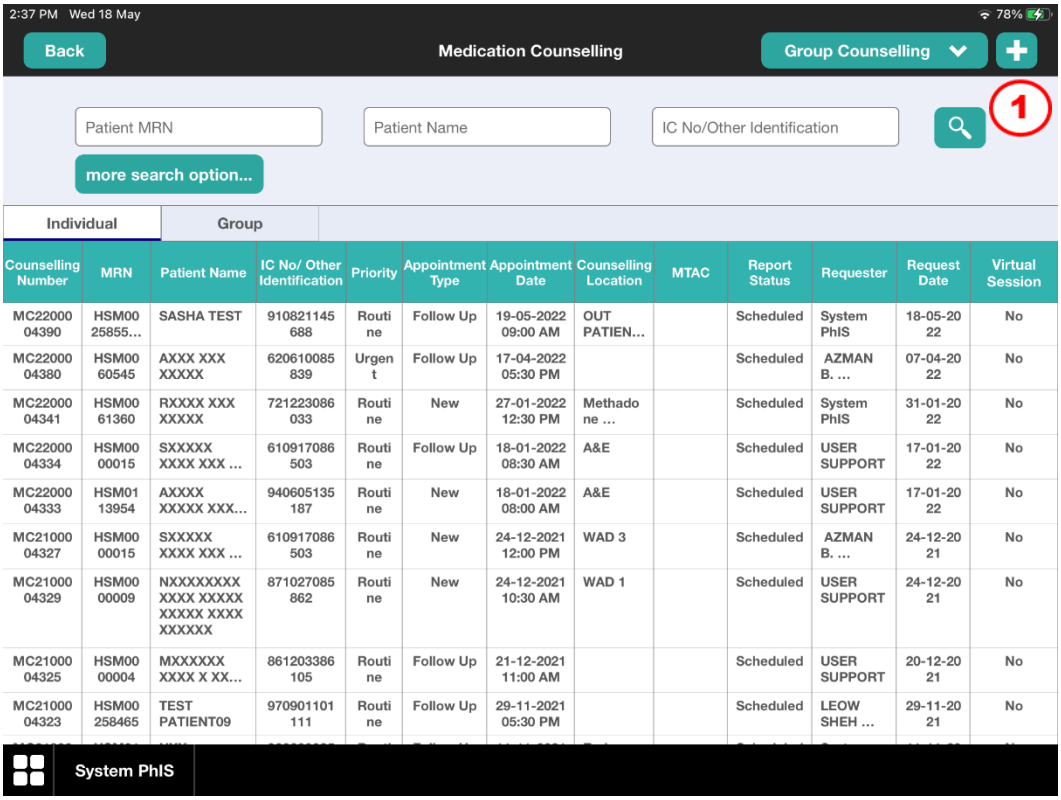


Figure 3.3.1-1 Medication Counselling Reporting (Group)

STEP 1

Tap on the button to Add New Group Counselling

Note

Virtual session field is to be selected if medication counseling session had been done through online

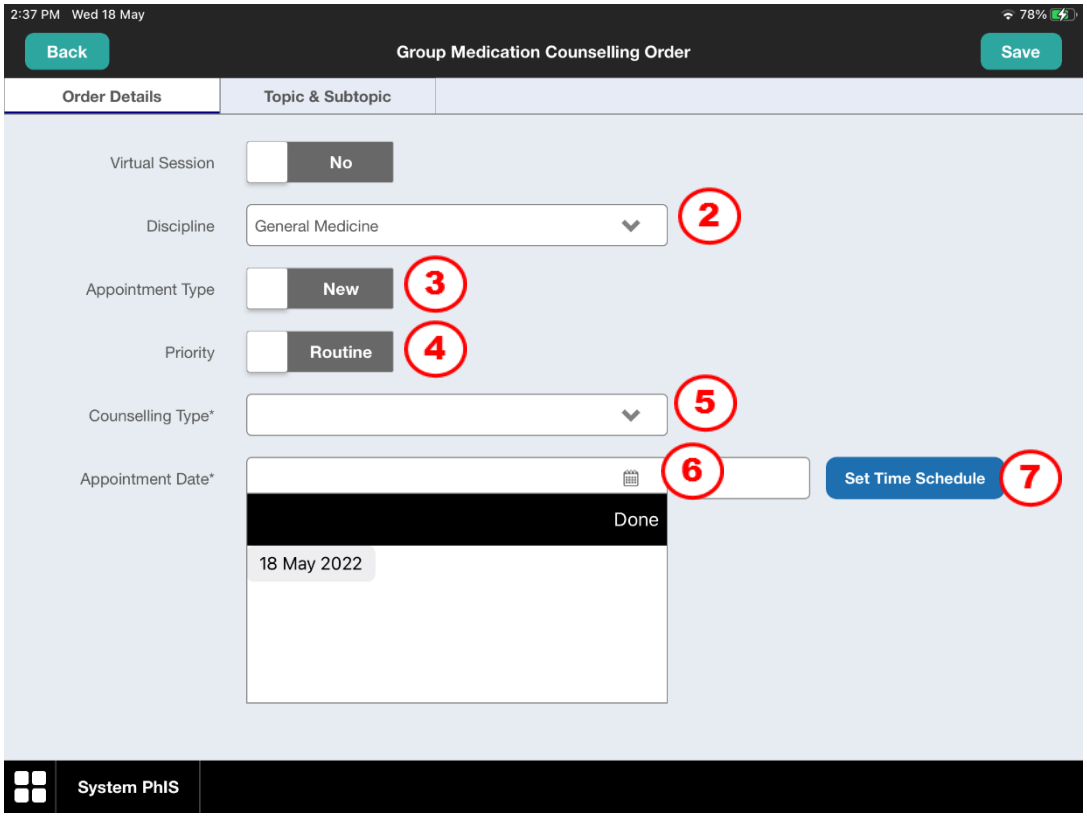


Figure 3.3.1-2 Medication Counselling Reporting (Group)

STEP 2
Select *Discipline* from the dropdown box

STEP 3
Select *Appointment Type* from the stretch option
- Follow Up
- New

STEP 4
Select *Priority* from the stretch option
- Routine
- Urgent

STEP 5
Select *Counselling Location* from the drop down option

STEP 6

Tap on the button and calendar appear as shown in Figure 3.3.1-2. Select *Appointment Date* and time from the calendar

Note
System allow user to set appointment backdated for 5 days and future date

STEP 7

Tap on the Set Time Schedule button and system will display the Counselling Schedule screen as shown in Figure 3.3.1- 3

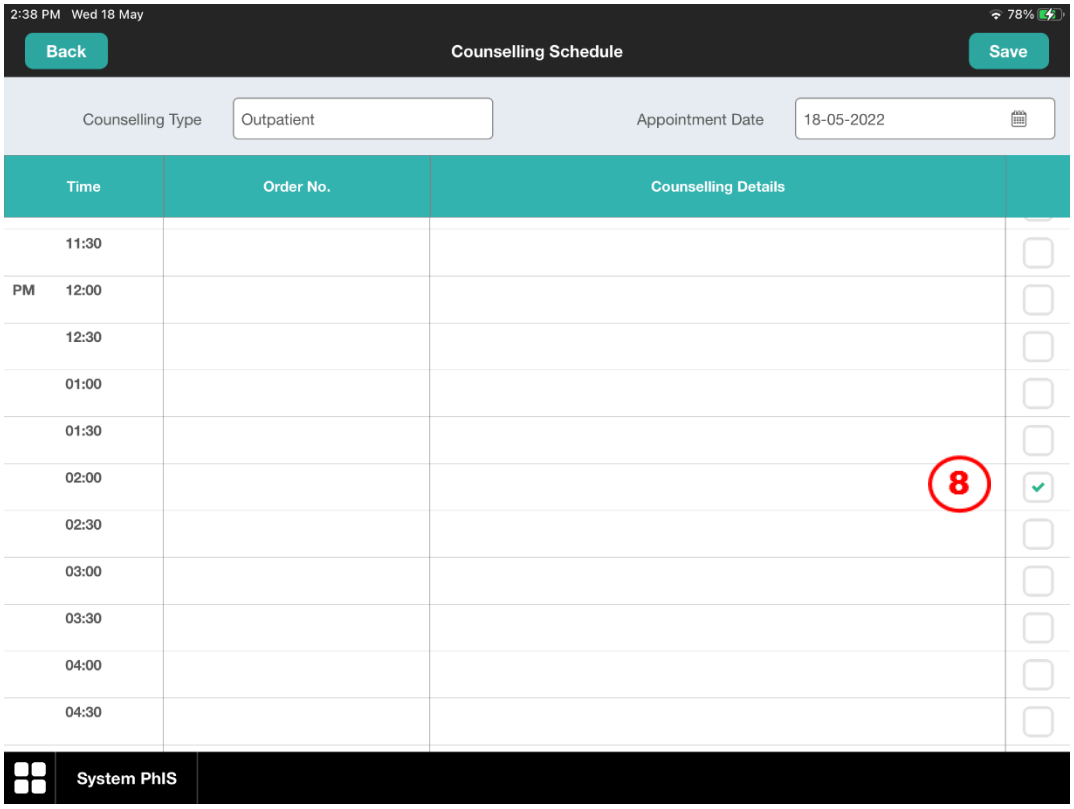


Figure 3.3.1-3 Medication Counselling Schedule (Group)

STEP 8
Tap on time slot to select time for counselling as shown in Figure 3.3.1-3

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

STEP 9

Tap on Add Patient button to continue with add patient list

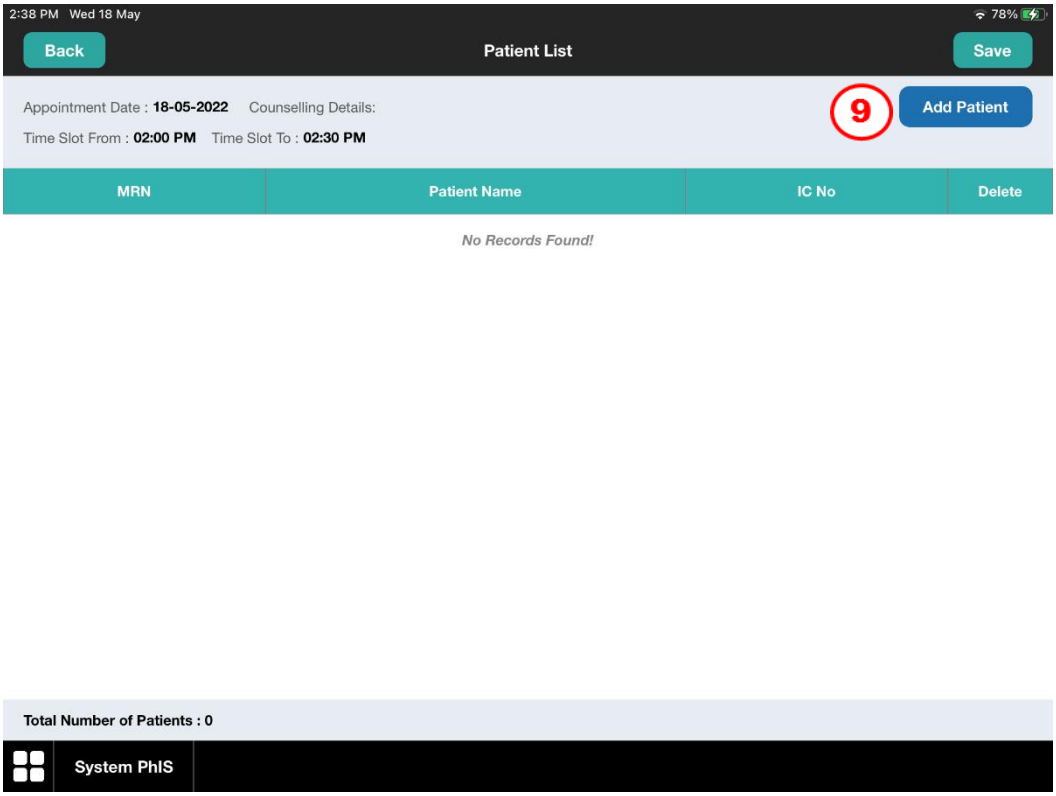


Figure 3.3.1-4 Medication Counselling Patient List (Group)

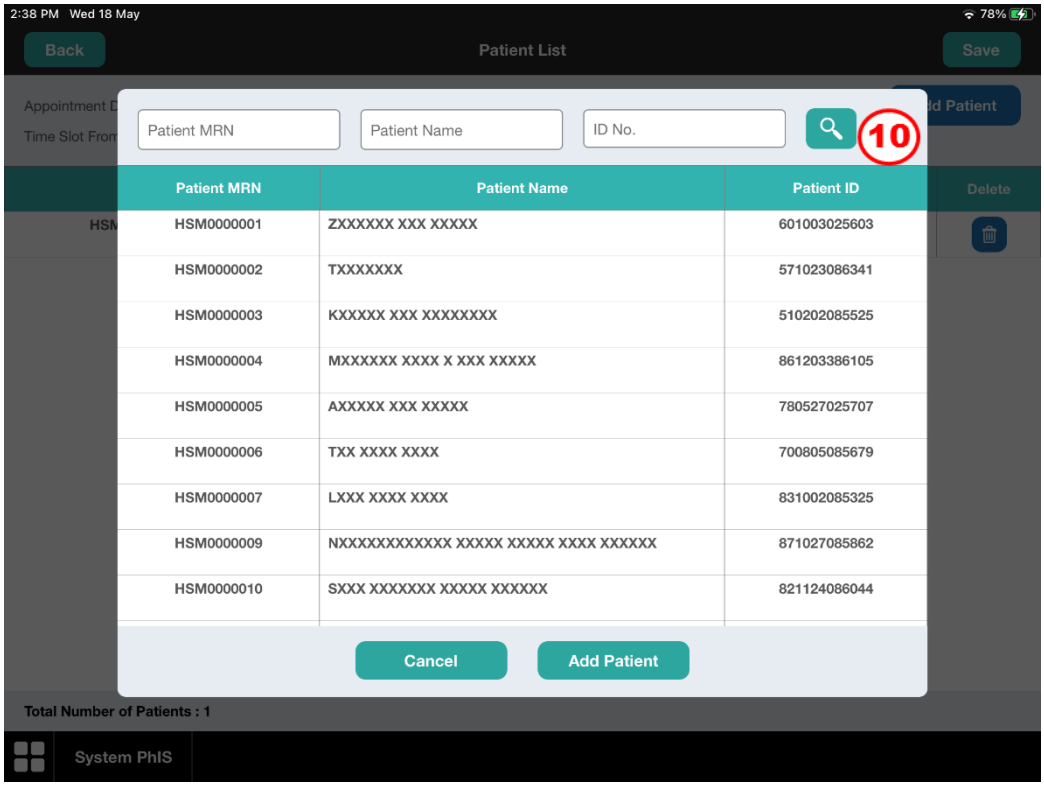


Figure 3.3.1-5 Medication Counselling Patient List (Group)

STEP 10

Tap on the button to search for patient

STEP 11

Tap on the selected patient's name

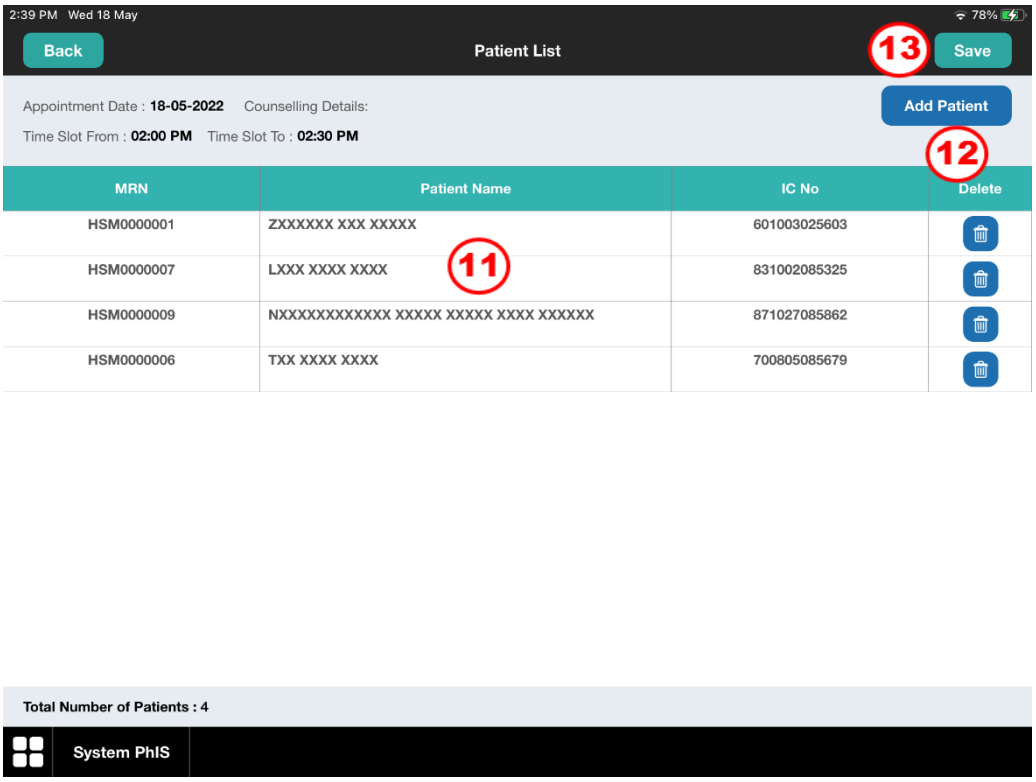


Figure 3.3.1-6 Medication Counselling Patient List (Group)

STEP 12

Tap on the Add Patient button to add patient into the group counselling session

Note

- *Patient List will display:*
- *Appointment Date*
- *Counselling Details*
- *Time Slot From*
- *Time Slot To*
- *MRN No*
- *IC No*
- *Other Identification*
- *Patient Name*
- *Total Number of Patients*
- *User is able to add more than one patient name for group counseling by repeating step 10 to step 12.*
- *Tap on check box of patient on the list and tap on the button to delete patient from the list.*

STEP 13

Tap on the Save button to save record

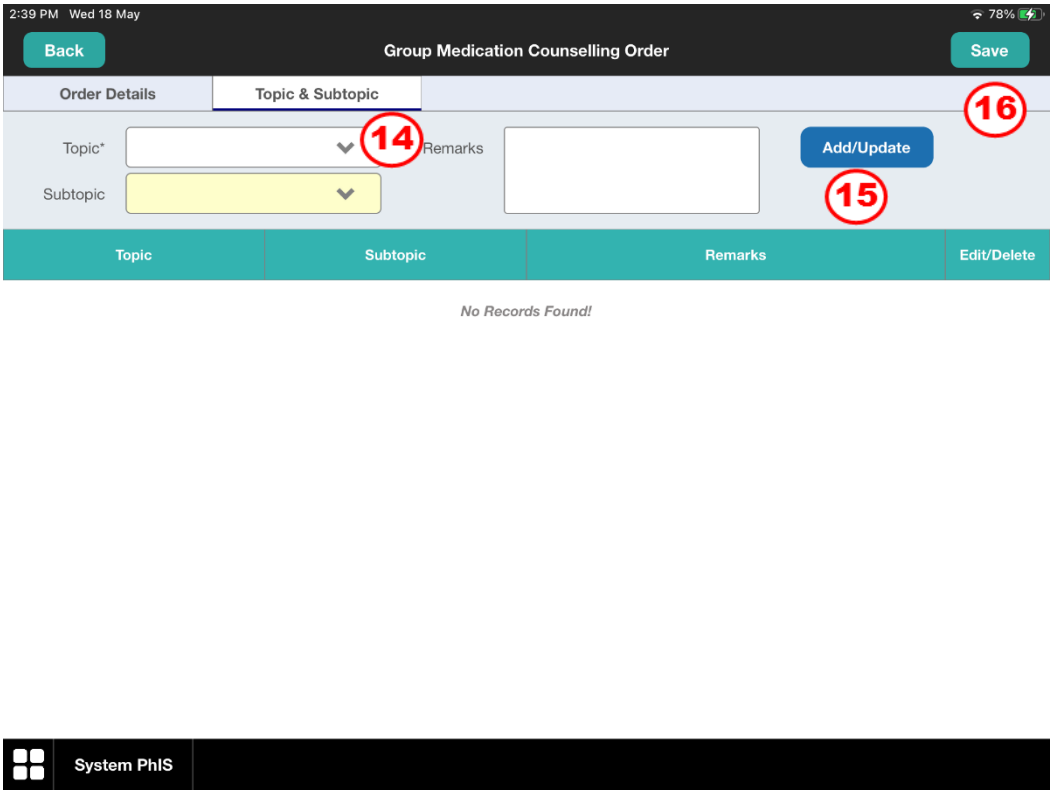


Figure 3.3.1-7 Medication Counselling order (Group)

STEP 14
Select *Topic* from the dropdown box
Cardiac Rehabilitation
Pain
Device
Disease
Radiopharmaceutical
Chemotherapy
Medication
Methadone Replacement Therapy
Smoking Cessation
.

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

STEP 15

Tap on the Add/Update button to add record as shown in Figure 3.3.1-7

STEP 16

Tap on the Save button to save record

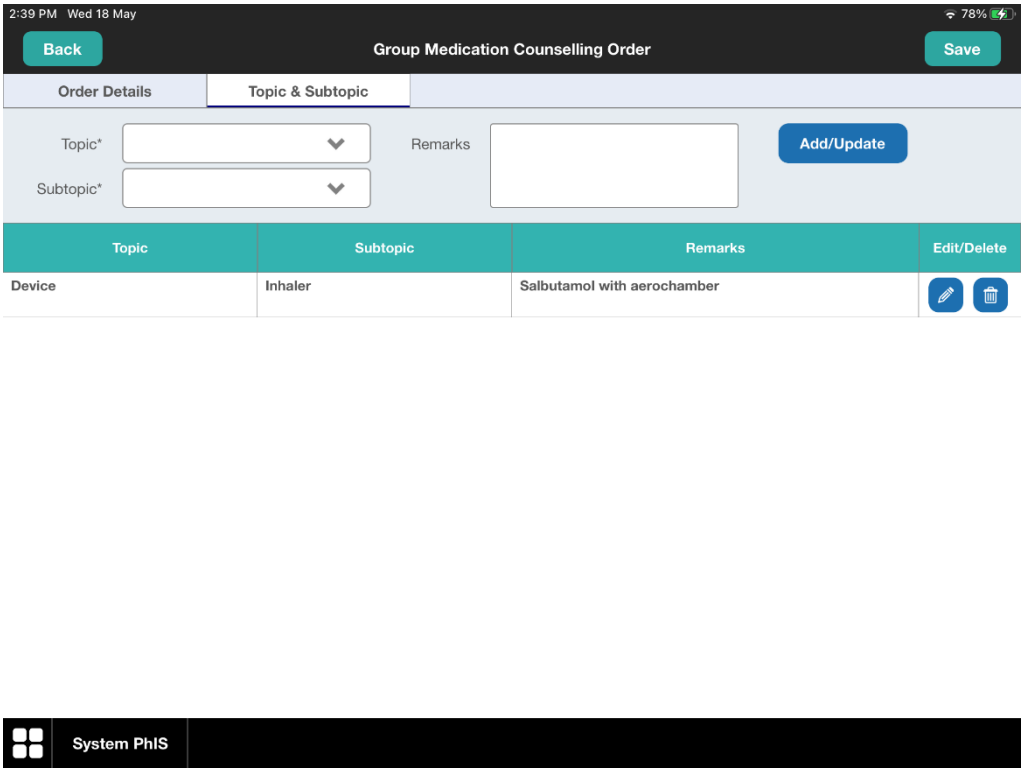


Figure 3.3.1-8 Medication Counselling order (Group)

Note

- *Order records will be displayed at the counselling order listing page and at the reporting listing page as shown in Figure 3.3.1-8*
- *Tap* *edit button to edit the record*
- *Tap* *delete button to delete the record*

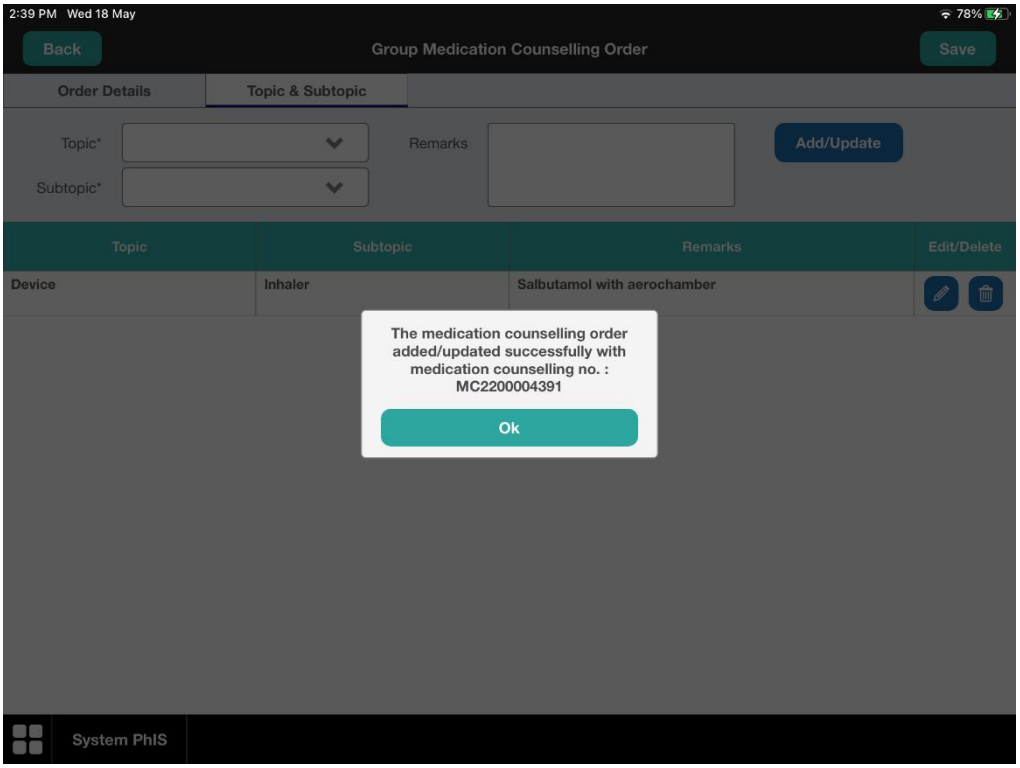


Figure 3.3.1-9 Medication Counselling order (Group)

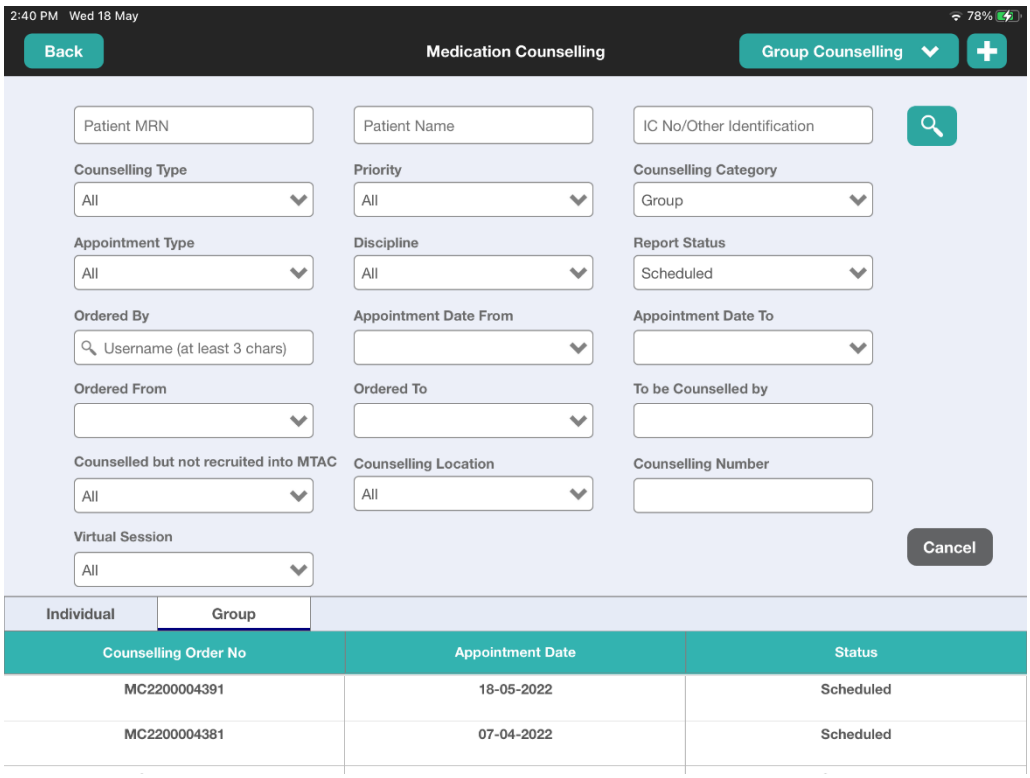


Figure 3.3.1-10 Medication Counselling order (Group)

Note

- *Group Medication Counselling No. will be automatically generated for future reference as shown in Figure 3.3.1-9.*
- *After Medication Counselling for group recorded, it will listed as show in Figure 3.3.1-10*

3.3.2 Medication Counselling Group Reporting

This function allows user to record group counselling reports.

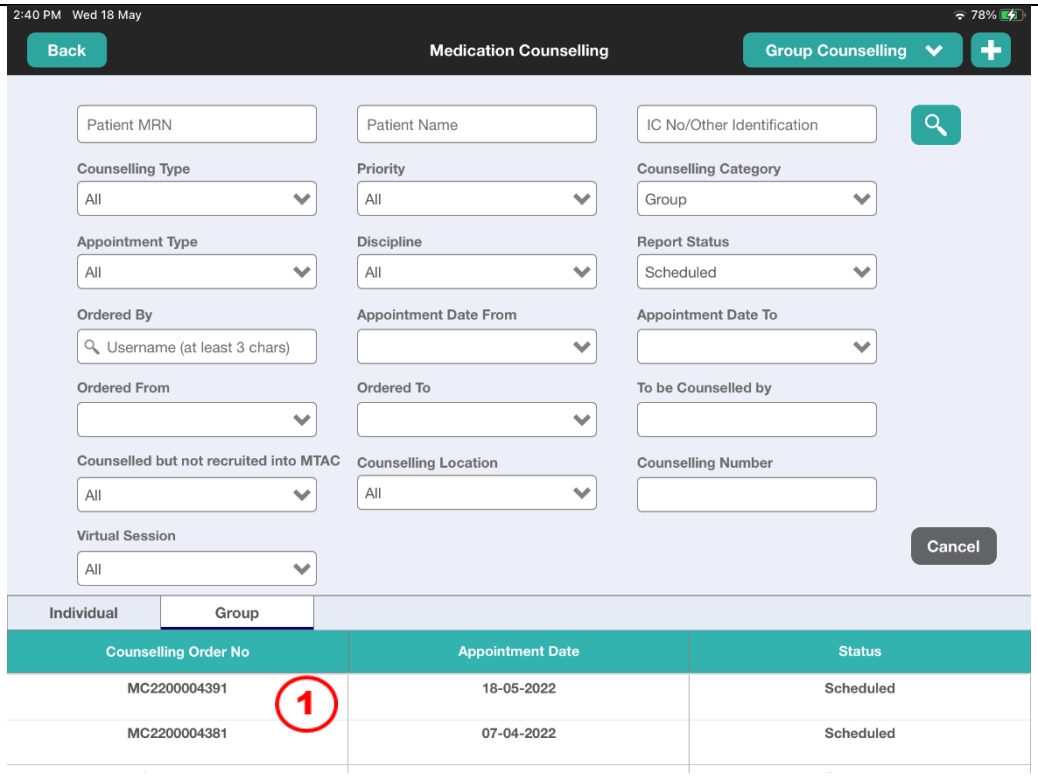


Figure 3.3.2-1 Medication Counselling Reporting (Group)

STEP 1

Tap on the counselling order number to proceed for group reporting

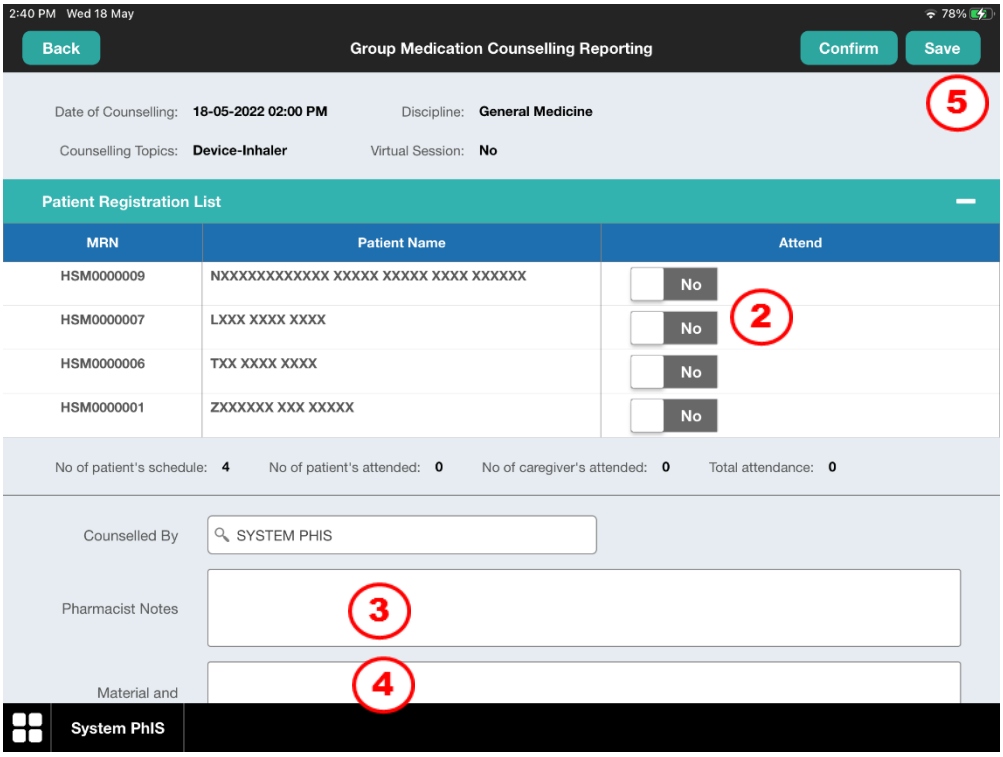


Figure 3.3.2-2 Medication Counselling Reporting (Group)

STEP 2

Tap on the

button to record patient attendance

STEP 3

Fill in the pharmacist notes for group counselling as per Figure 3.3.2-2

STEP 4

Fill in the Materials and technique used for group counselling as per Figure 3.3.2-2

STEP 5

Tap on the

button to save record and system will appear as per Figure 3.3.2-3

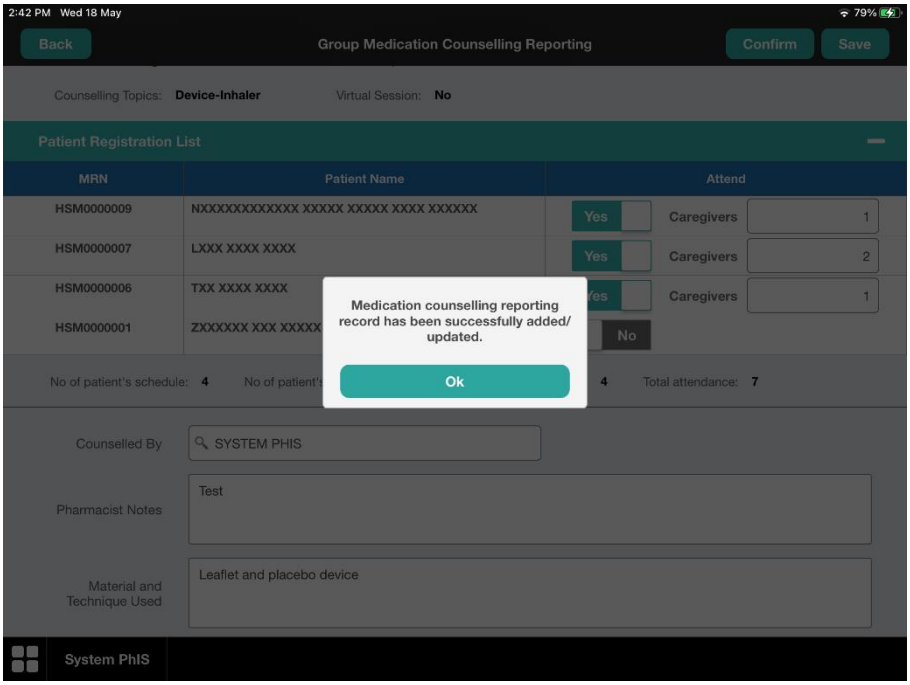


Figure 3.3.2-3 Medication Counselling Reporting (Group)

Note

System will display successfully added counselling report pop up as per Figure 3.3.2-3