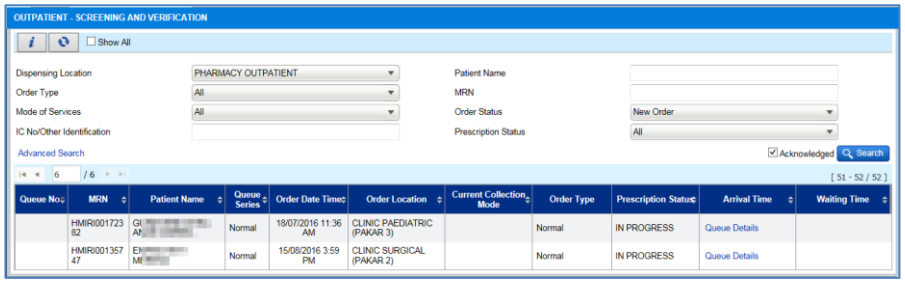
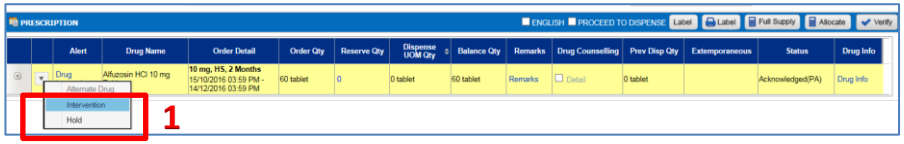
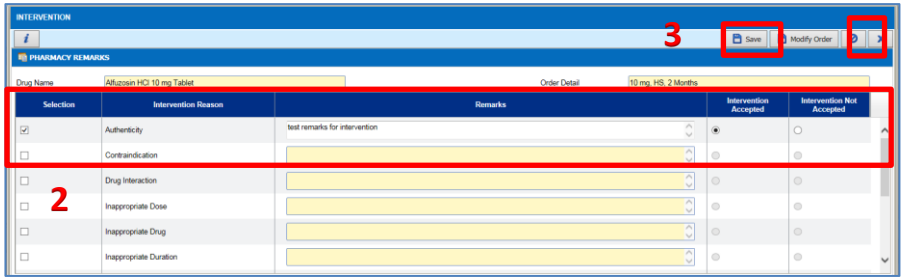
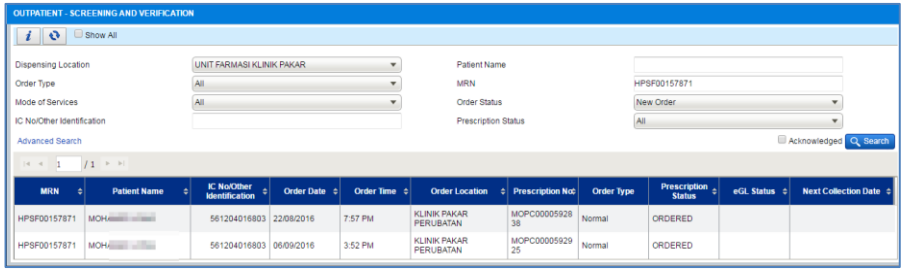
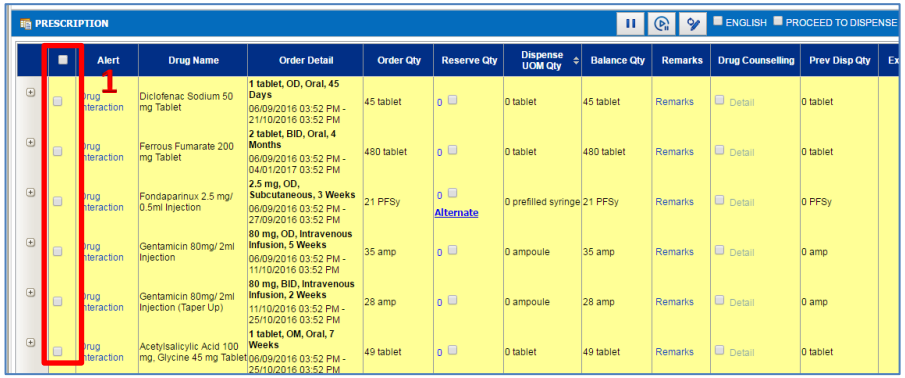
1. Summary of Ticket Number and Requests on Intervention

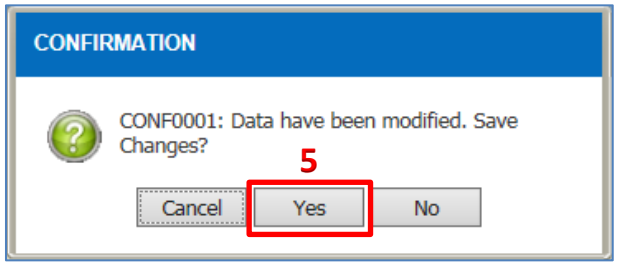
No.	Ticket #	Description	Requests	Proposed Solution
1.	I-PhIS008997815S	**Screening & Verification-Request to able change Start Date Time & End Date Time** Request to be able pharmacist to change Start Date Time and End Date Time in Intervention screen.	Request enable to change the Start Date when user do the intervention. End Date still not able to change as it will auto calculate when user enter the Start Date.	1. To enable user to change medication information after clicking "Intervention" button instead of modifying individual drugs. This is only applicable at Screening and Preparation stage. However, the changes on the medication is only for start date and duration only, where user will be able to intervent multiple drug at one time. 2. To allow intervent in Screening and Preparation screens, which will allow user to do interventention without modify order. 3. To enable pharmacist to change certain information inside Intervention screen at Screening and Preparation stage, with conditions below: a. If not yet dispensed, user are allow to change Start Date, dose, frequency, duration and Intervention Reason. b. If record is partial dispense, user can intervene the prescripton but modification is not allowed. 4. Remarks need to be displayed or highlighted to prevent medication error. For this issue, system is to display intervention remark/hyperlink with or without modifying order.
2.	I-PhIS013742016S	**No edit button or return button that enable user to go back to previous page** When error in transcribing detected after order has been confirmed and prepared, we need to hold or stop the medication and need to re-transcribe the prescription back. This process is time consuming. Suggestion: To add EDIT or RETURN button after prescription has been transcribed and order.	To enable do the intervention after transcribe the order.	
3.	I-PhIS013744316S	**Allow intervention until dispensing process** User need to stop the medication and re-transcribe the medication if medication error only detected in preparation/dispensing process Current system : Intervention is only allowed until Screening and Verification process Suggestion : To allow intervention to be done until dispensing process	To enable do intervention at Screening and Preparation stage only. In Dispensing, we still not allow user to do the intervention but usre able to re-allocate the reserve quantity or dispense with 0 quantity.	

No.	Ticket #	Description	Requests	Proposed Solution
4.	I-PhIS009016115S	**Screening & Verification-Request to be able change order duration for drugs in the prescription** Request to be able change order duration for whole drugs in the prescription instead of one by one. Sometime doctor order wrong duration and pharmacist have to intervent to change the date. This going to take times.	Enable user to change order duration during intervention for multiple drugs in the prescription instead of one by one.	
5.	I-PhIS012209915S	**Request to view intervention remarks/hyperlink** Refer to previous report 15040692C, user reported pharmacist add intervention remarks but no hyperlink to view intervention remarks at dispensing screen. Due to that pharmacist unable to view the remarks during dispensing. User still unable to see to view intervention remarks. 17/8 Already assist user to check at medication profile. User acknowledge but user request the intervention remark/hyperlink appear with or without modify order.	To enable user to view intervention remarks at dispensing screen.	

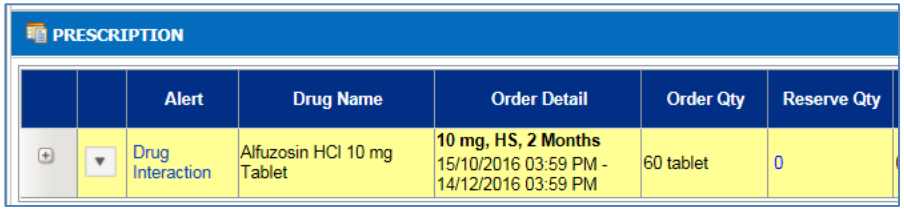
Function Flow	Current Version 1.4.1	New Version 1.5
1. Select record for Intervention without modification	• Go to Pharmacy Transaction > Dispensing > Normal > Outpatient/Inpatient > Screening & Verification. • Select any record in the list.  • In the Prescription list, right click on the icon next to the drugname and select *Intervention(1)*.  • Select an *Intervention Reason(2)* and key in remarks. Then tick on *Intervention Acceptance Status* (2).  • Once done, click on *Save(3)* button to save the Intervention.	• Go to Pharmacy Transaction > Dispensing > Normal > Outpatient/Inpatient > Screening & Verification. • Select any record in the list.  • In the Prescription list, there are checkboxes availabel on the left. User able to select many records at one time by clicking on the *main checkbox(1)* or select few checkbox to do intervention for a few drugs at one time.  • **Example:** • Select few *checkboxes(2)* and then click on *Intervention(3)* icon.

Function Flow	Current Version 1.4.1	New Version 1.5

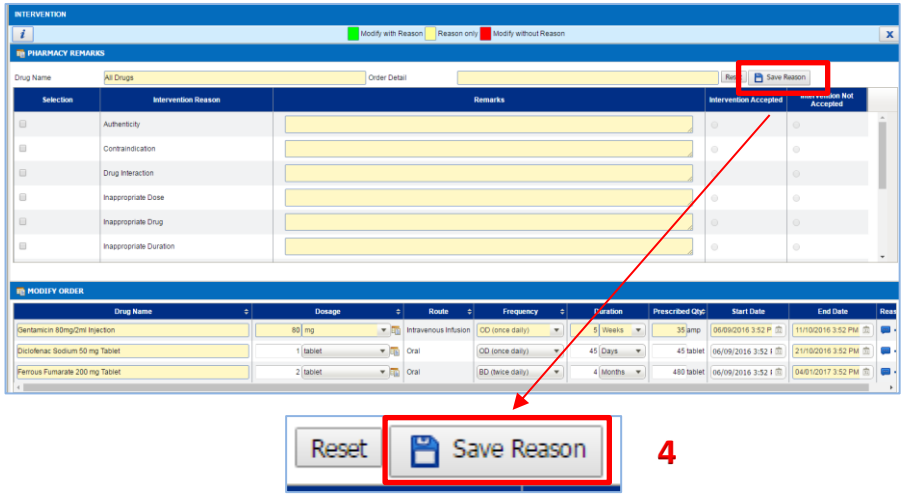
- Then click on *Close(X)(4)* button to go back to previous screen. Before exit, a message for confirmation will appear. Click on *Yes(5)* button to confirm on the intervention reason.



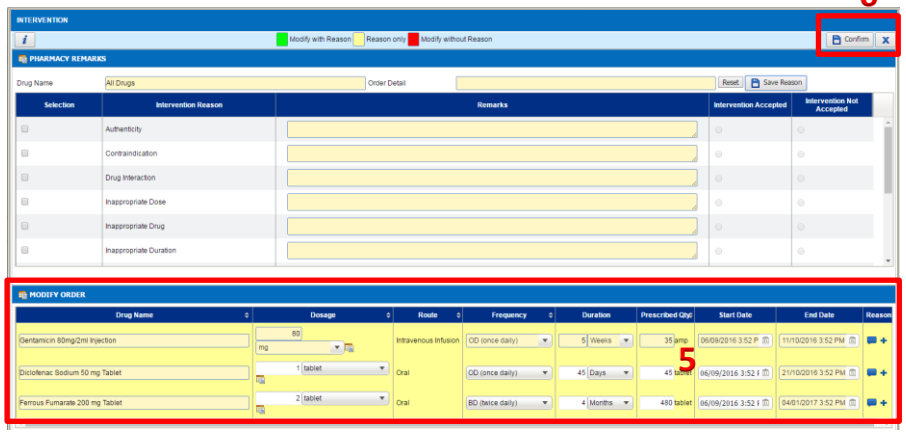
- It will then goes back to Screening & Verification screen without any indication of intevrention remarks done earlier.

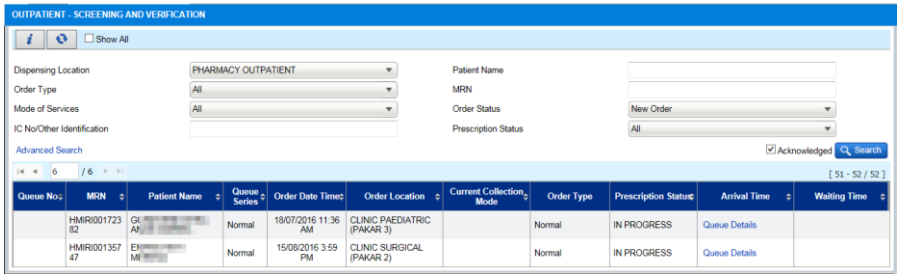
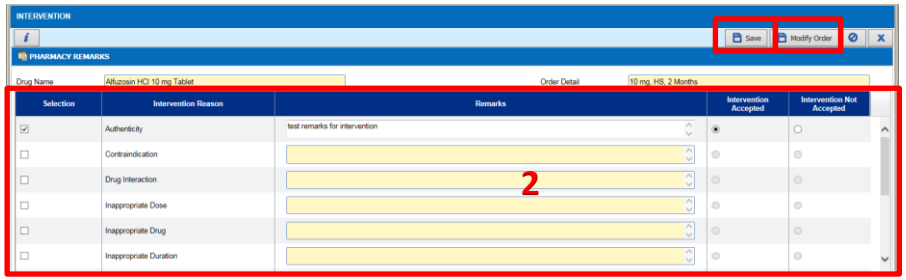
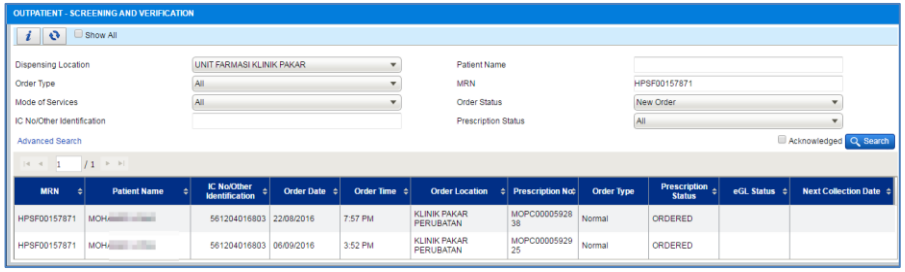
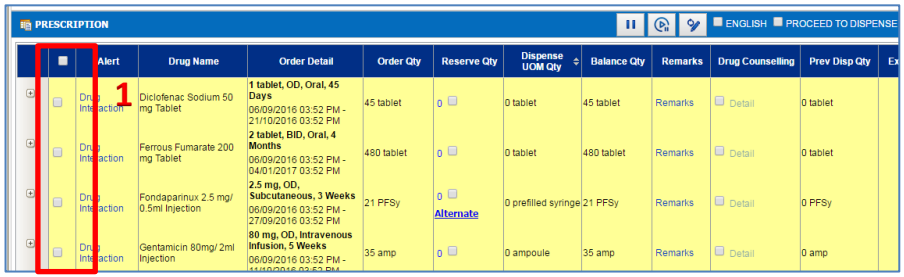
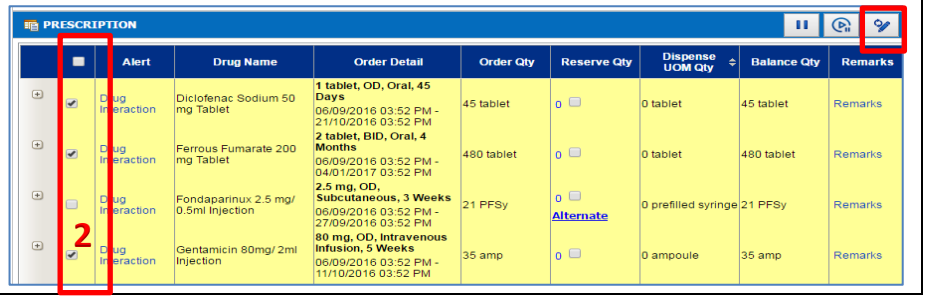


- Intervention screen will appear. Select Intervention reason and keyed in remarks and then choose Intervention Accepted radio button.

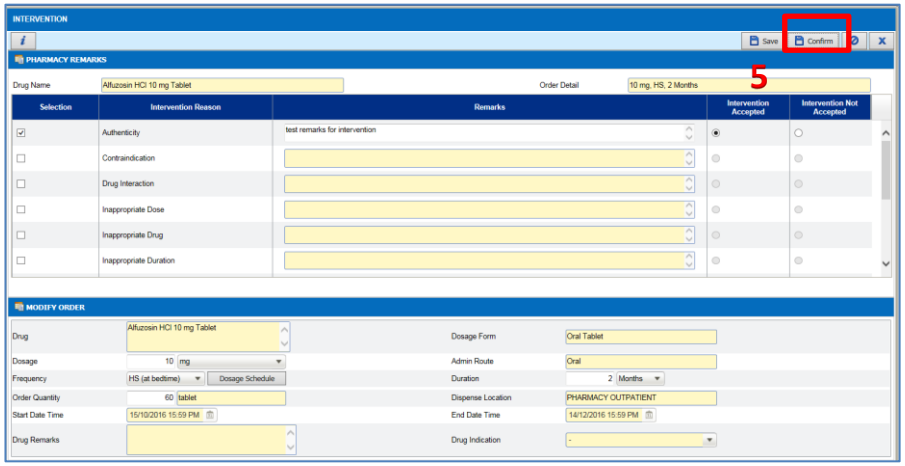


- Then click on *Save Reason(4)* button to save the intervention reason.
- Intervention reason will be updated to all drugs listed in the screen.
- Background color for the drugs change from grey to *Yellow(5),* means the records is being updated on the intervention reason but no modification been done.

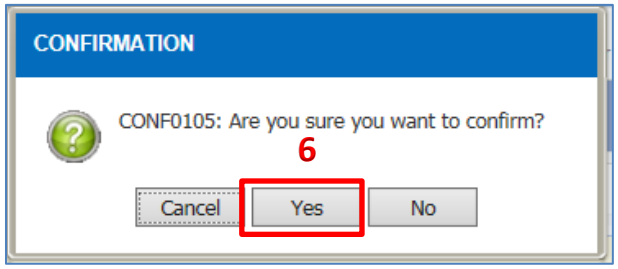
Function Flow	Current Version 1.4.1	New Version 1.5
		a. There were also some color indicator highlighted for a drug row, when user do the intervention: i. **GREEN** – Modify with Intervention Reason:- user able to save changes ii. **YELLOW** – Add Reason only:- user able to save changes iii. **RED** – Modify without Reason:- user are not able to save changes. User need to add in at least one reason to save the changes.  • Clik on *Close(X)(6)* button to display back the Prescription list in Screening & Verification.

Function Flow	Current Version 1.4.1	New Version 1.5
2. Select record for Intervention with modification	• Go to Pharmacy Transaction > Dispensing > Normal > Outpatient/Inpatient > Screening & Verification. • Select any record in the list.  • In the Prescription list, right click on the icon next to the drugname and select *Intervention(1).* • Select any *Intervention Reason(2)* and key in remarks. Then click on *Intervention Acceptance Status(2).*  • Once done, click on *Save(3)* button to save the Intervention with reason. • Then click on *Modify Order(4)* button to do modification on the drug.	• Go to Pharmacy Transaction > Dispensing > Normal > Outpatient/Inpatient > Screening & Verification. • Select any record in the list.  • In the Prescription list, there are checkboxes on the left. User able to select many records at one time by clicking on *the main checkbox(1)* or select few checkbox to do intervention for a few drugs at one time.  • **Example:** • Select *few checkboxes(2)* and then click on *Intervention(3)* button. 

Function Flow	Current Version 1.4.1	New Version 1.5

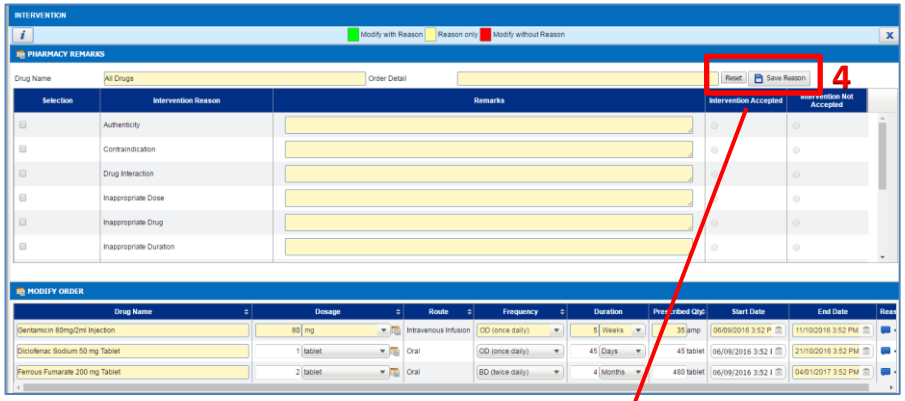


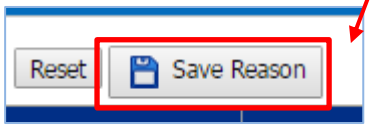
- Keyed in the modification of the drug and then click on *Confirm(5)* button.
- A confirmation message below will appear. Clik on *Yes(6)* button to proceed.



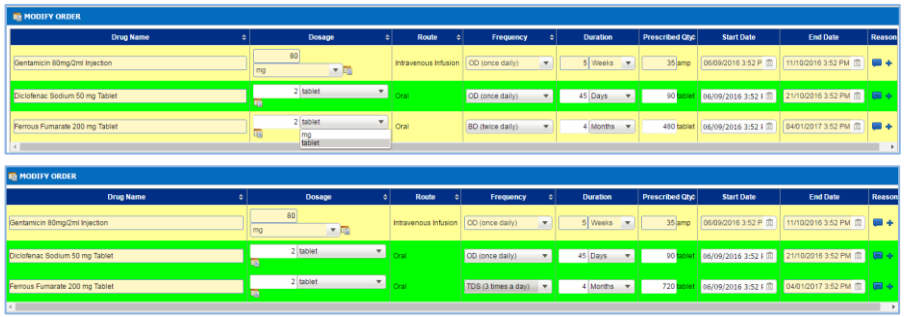
- A message of drug modification successly modified will appear. Click on *OK(7)* button to continue.

- Intervention screen will appear. Select Intervention reason and keyed in remarks and then choose Intervention Accepted radio button.



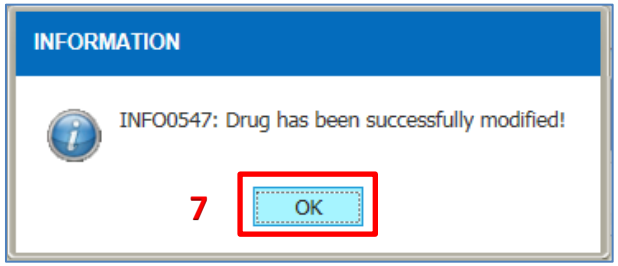


- Then click on *Save Reason(4)* button to save the intervention reason. Once do that, the drugs information will be change from grey to yellow.
- Do modifications on the drugs list and background color will change to green.

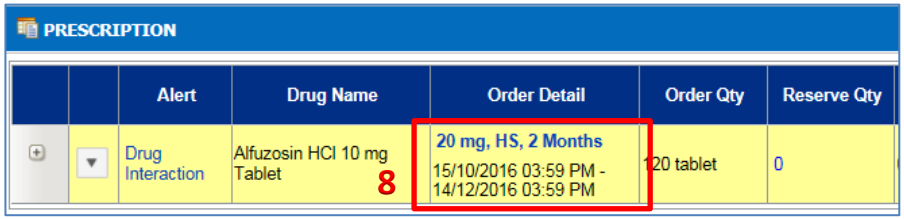


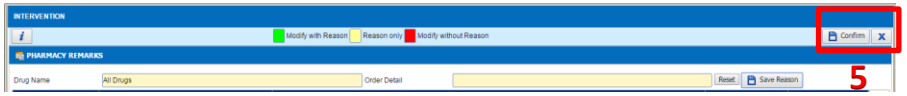
- Then click on *Confirm(5)* buton to save the modification.

Function Flow	Current Version 1.4.1	New Version 1.5

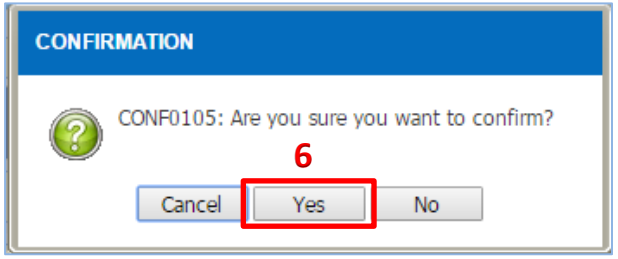


- It will then goes back to Screening & Verification screen with changes being *highlited in blue text(8).*

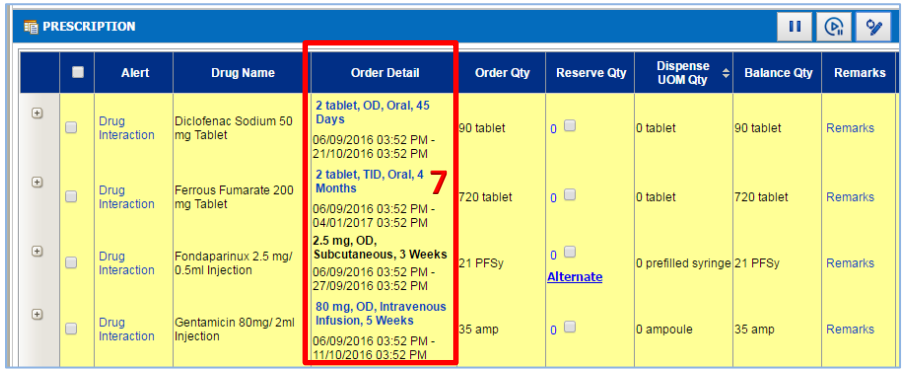


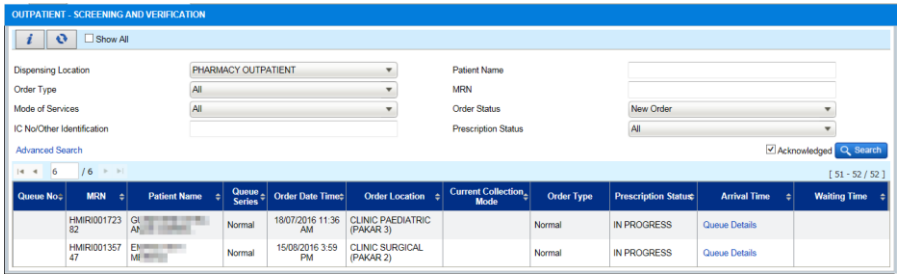
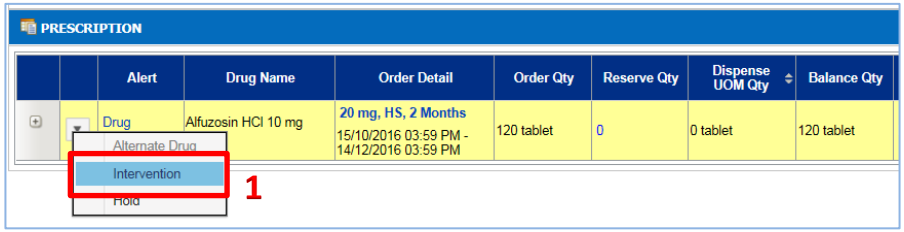
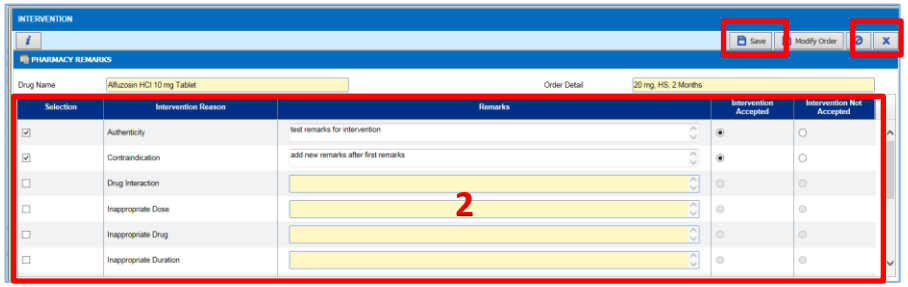
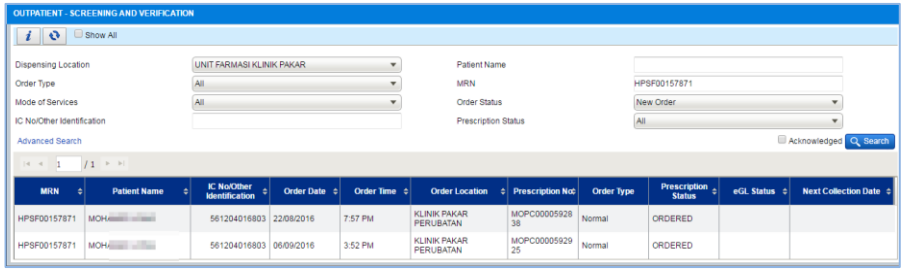
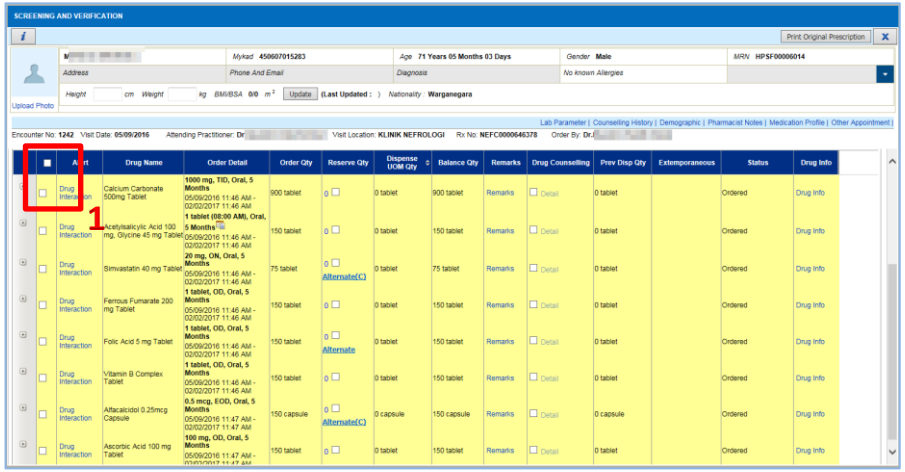


- A confirmation message will appear. Clicks on *Yes(6)* to continue.



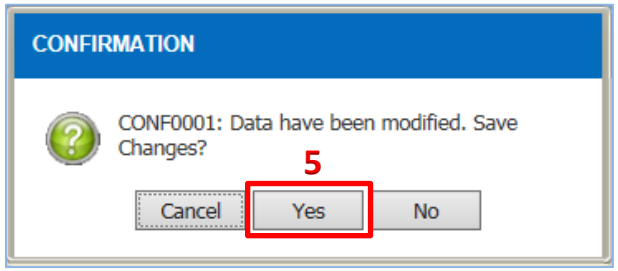
- A message of drug modification successly modified will appear. Click on OK button to continue.
- It will then goes back to Screening & Verification screen with changes being *highlited in blue text(7).*



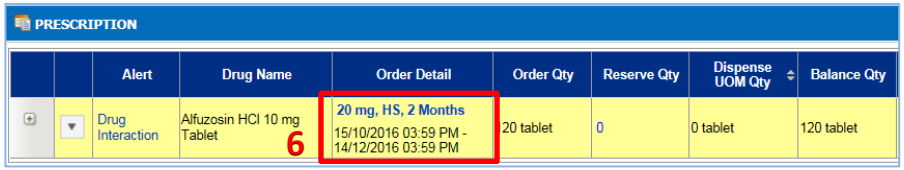
Function Flow	Current Version 1.4.1	New Version 1.5
3. Update Intervention by adding new Reason for 1 drugs	• Go to Pharmacy Transaction > Dispensing > Normal > Outpatient/Inpatient > Screening & Verification. • Select any record in the list.  • In the Prescription list, right click on the icon next to the drugname and select *Intervention(1).*  • Add in any new *Intervention Reason(2)* and key in remarks. Then click on *Intervention Acceptance Status(2).* 	• Go to Pharmacy Transaction > Dispensing > Normal > Outpatient/Inpatient > Screening & Verification. • Select any record in the list.  • In the Prescription list, there are checkboxes on the left. User able to select many records at one time by clicking on the *main checkbox(1)* or select few checkbox to do intervention for a few drugs at one time.  • **Example:** • Select *few checkboxes(2)* and then click on *Intervention(3)* button.

Function Flow	Current Version 1.4.1	New Version 1.5

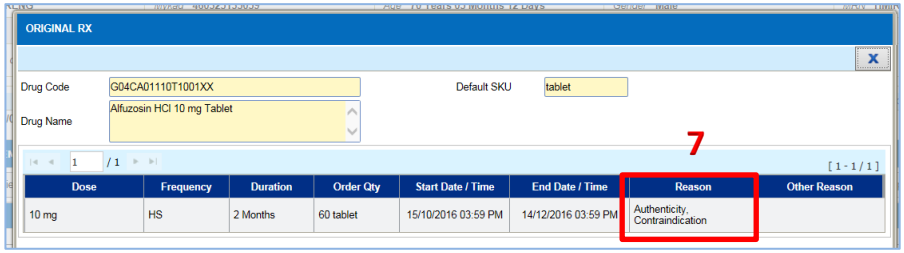
- Once done, click on *Save(3)* button to save the Intervention with reason.Then click on *Close(X)(4)* button to go back to previous screen. Before exit, a message for confirmation will appear.
- Click on *Yes(5)* button to confirm on the intervention reason.



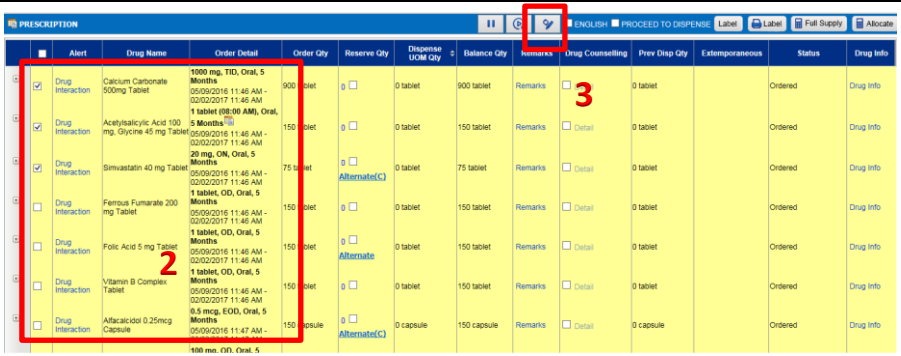
- It will then goes back to Screening & Verification screen.



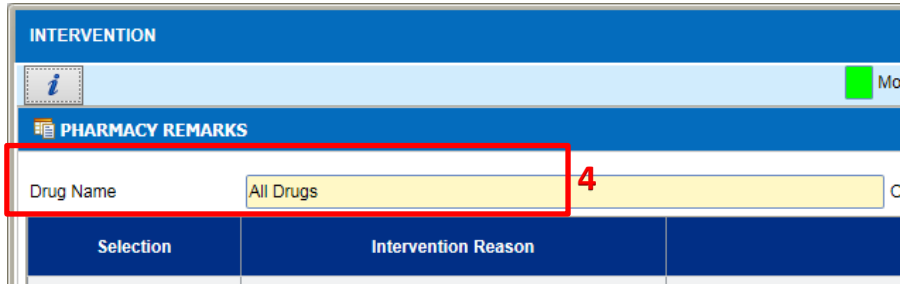
- To see back the intervention reason, click on the *hyperlink in order details(6).*
- In this screen below, the *Reason(7)* will be displayed as one row.



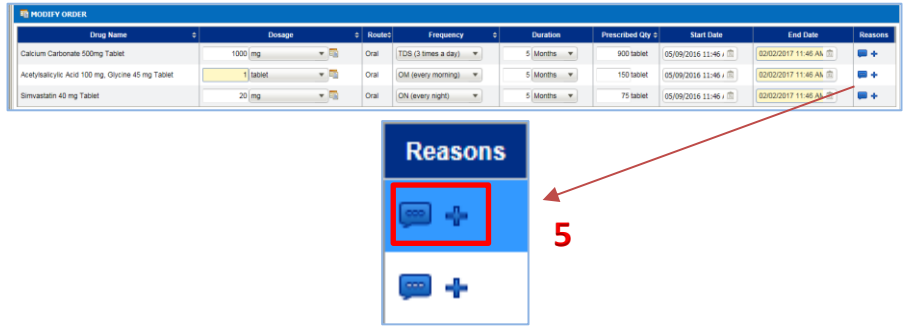
- If we added *other reason for the same drug(8),* it will appear on the same record in the Original Rx screen at *intervention reason(9).*

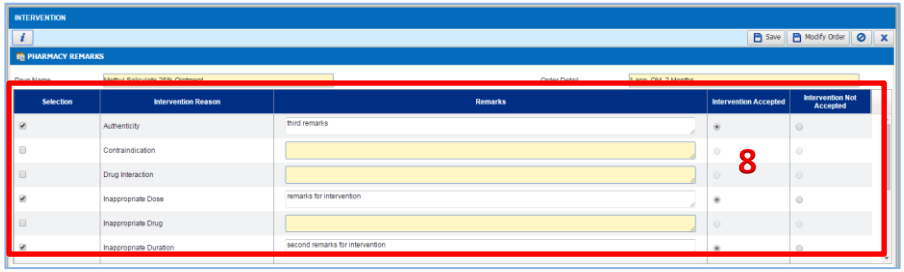
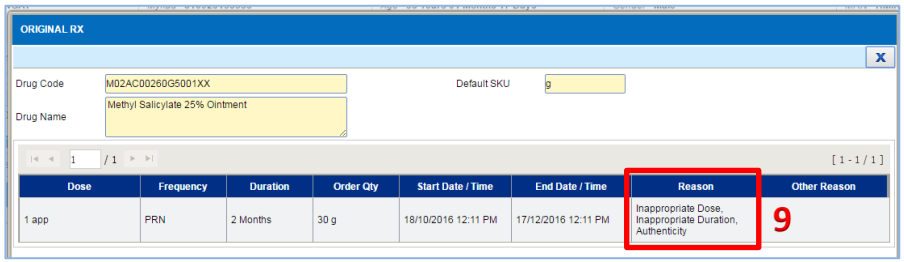
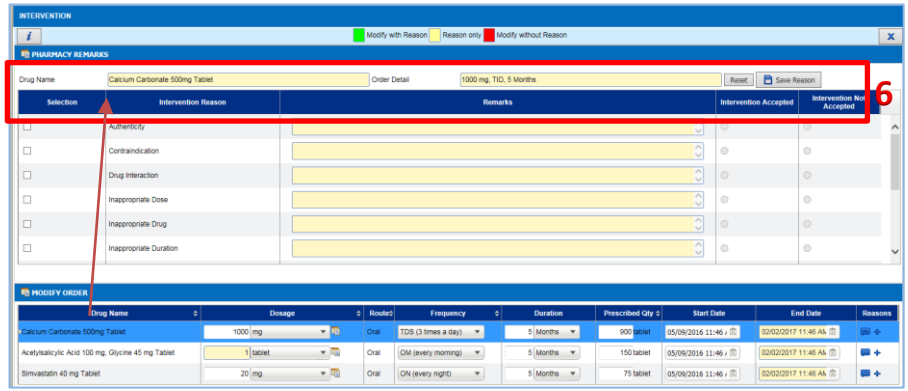
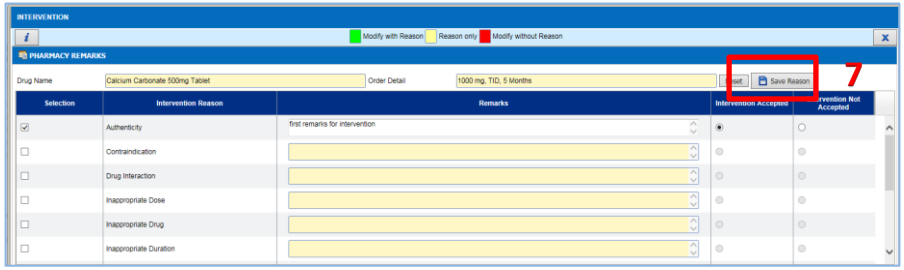
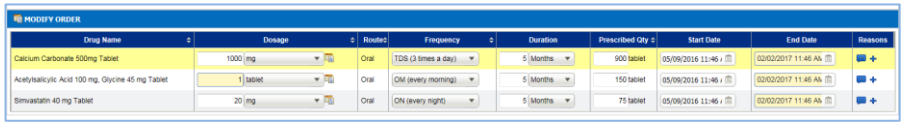


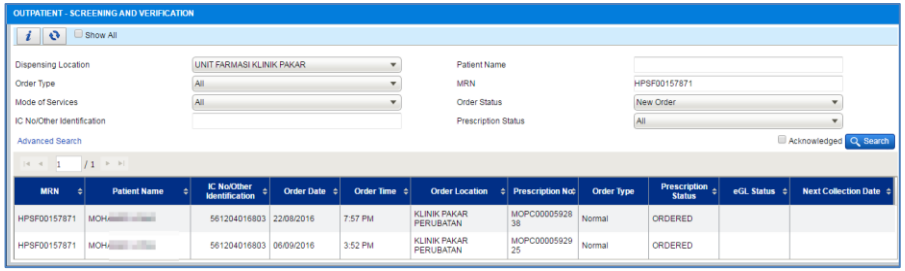
- Intervention screen will appear. First time, it will display as *'All Drug'(4)* at the Drug Name label.

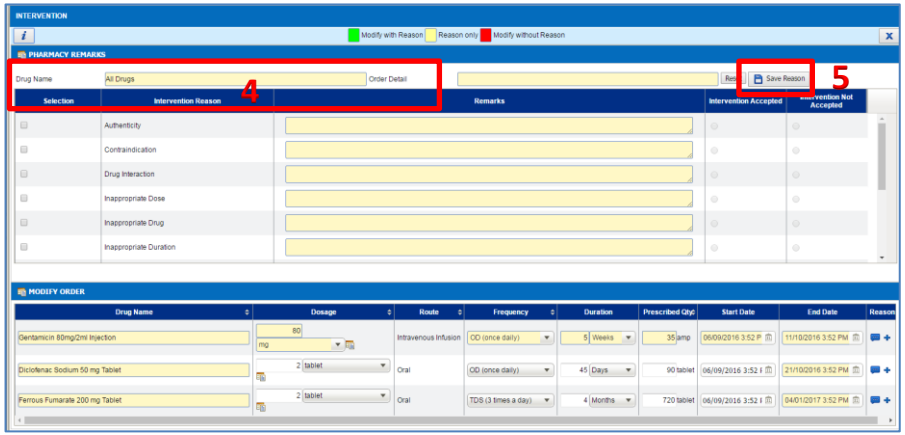


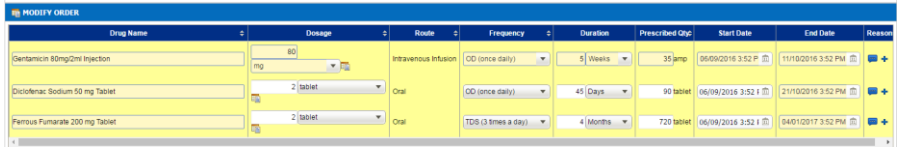
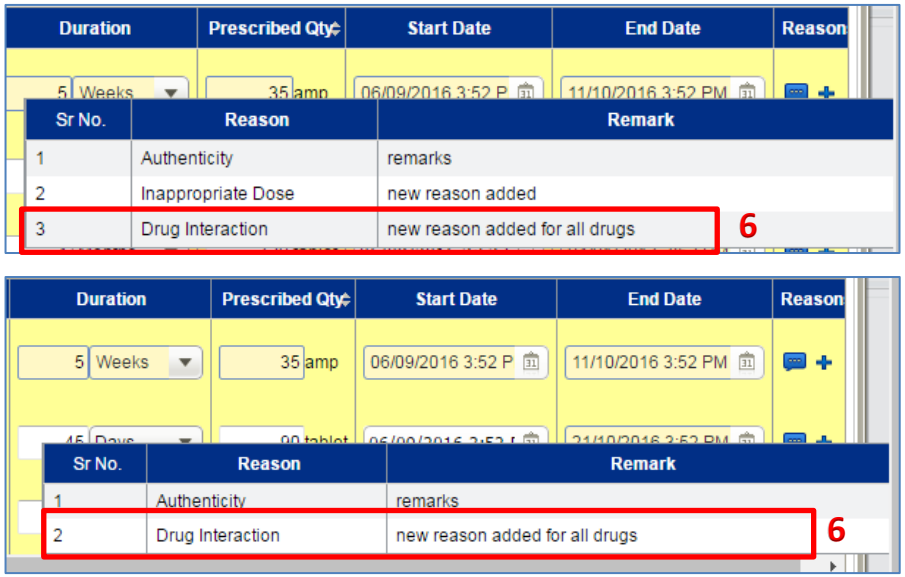
- To select one drug, go to the drug row and then click on *Add(+)(5)* icon.

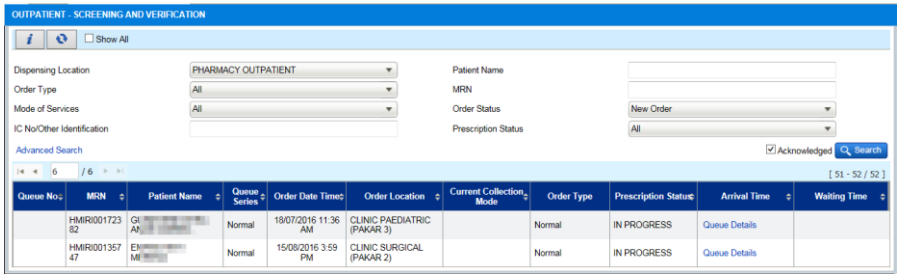
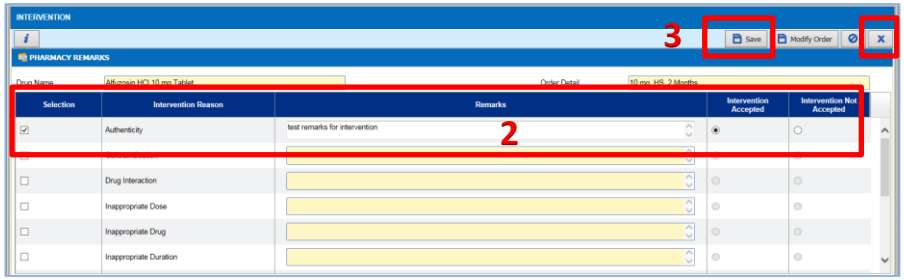
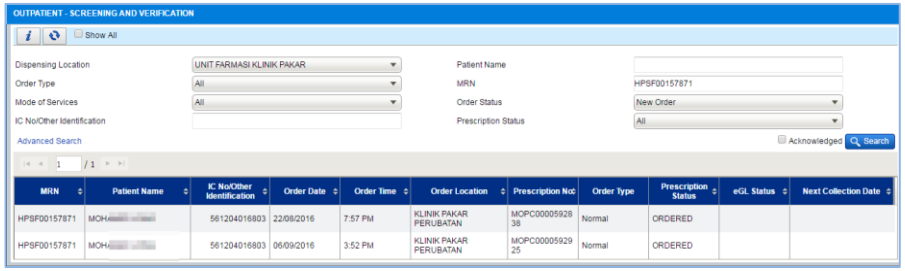
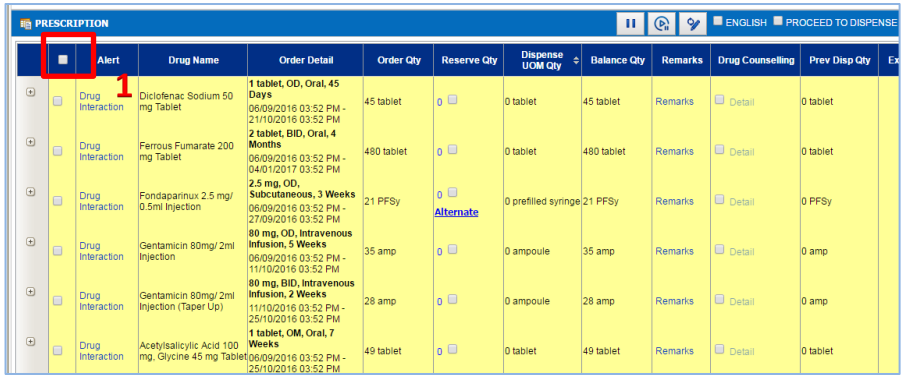


Function Flow	Current Version 1.4.1	New Version 1.5
	 	• Once click, the selected drug will be display at the *Drug Name(6)* column on top of the Intervention screen.  • Enter new intervention reason for the drug and then click on *Save Reason(7)* button.  • Once saved, background color for this drugs will change color to yellow, as below.  • To view back the reason, click on '*Reason Listing' icon(8)* and the reasons will be displayed.

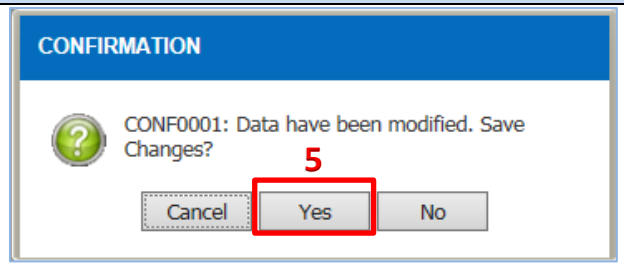
Function Flow	Current Version 1.4.1	New Version 1.5
4. Update Intervention by adding new Reason for all drugs	• No function available in this version. Intervention for the drug can be done for one drug at one time only.	• Go to Pharmacy Transaction > Dispensing > Normal > Outpatient/Inpatient > Screening & Verification. • Select any record in the list.  • In the Prescription list, there are checkboxes on the left. User able to select many records at one time by clicking on the *main checkbox(1)* or select few checkbox to do intervention for a few drugs at one time.

Function Flow	Current Version 1.4.1	New Version 1.5
		• **Example:** • Select *few checkboxes(2)* and then click on *Intervention(3)* icon. 3 • Intervention screen will appear. Choose any intervention and remains the *Drug Name = All Drugs(4).*  • For example, choose intervention reason as 'Drug Interaction'.

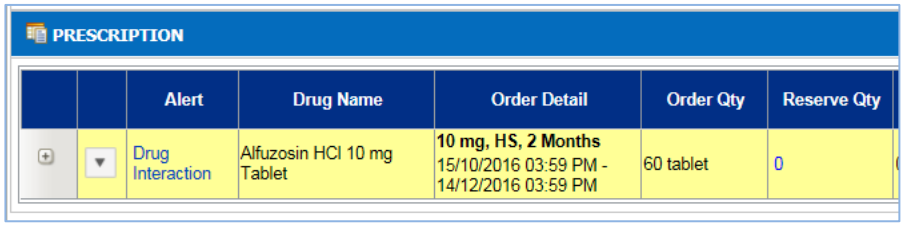
Function Flow	Current Version 1.4.1	New Version 1.5
		• Then click on *Save Reason(5)* button. New intervention reason will be updated to all drugs in the list and all record will highlighted with yellow background color.  • Intervention Reason for all drugs are being updated with same value which is *'Drug Interaction'(6)*. 

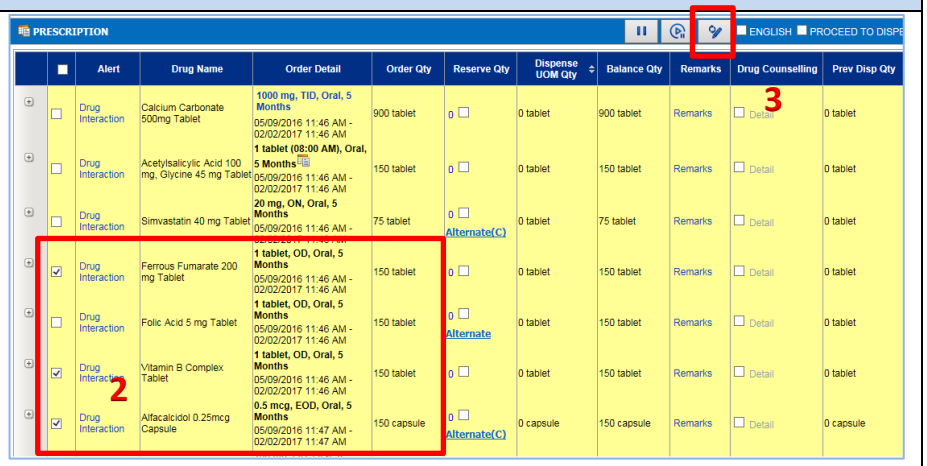
Function Flow	Current Version 1.4.1	New Version 1.5
5. View Intervention Remarks History for drug without modification	• Go to Pharmacy Transaction > Dispensing > Normal > Outpatient/Inpatient > Screening & Verification. • Select any record in the list.  • In the Prescription list, right click on the icon next to the drug name and select *Intervention(1).* • Select an *Intervention Reason(2)* and key in remarks. Then tick on *Intervention Acceptance Status*(2).  • Once done, click on *Save(3)* button to save the Intervention with reason without modify the order. • Then click on *Close(X)(4)* button to go back to previous screen. Before exit, a message for confirmation will appear. Click on *Yes(5)* button to confirm on the intervention reason.	• Go to Pharmacy Transaction > Dispensing > Normal > Outpatient/Inpatient > Screening & Verification. • Select any record in the list.  • In the Prescription list, there are checkboxes on the left. User able to select many records at one time by clicking on the *main checkbox(1)* or select few checkbox to do intervention for a few drugs at one time.  • **Example:** • Select *few checkboxes(2)* and then click on *Intervention(3)* icon.

Function Flow	Current Version 1.4.1	New Version 1.5

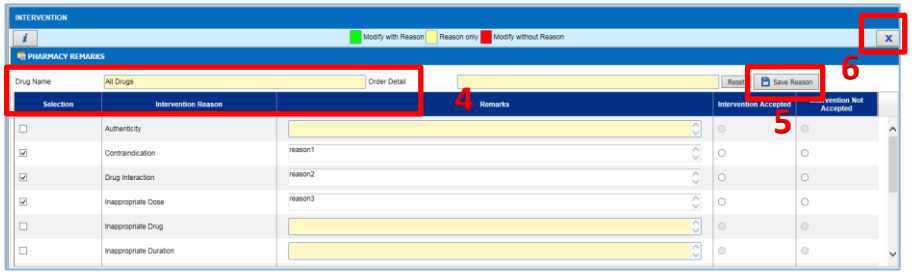


- It will then goes back to Screening & Verification screen without any indication of intervention link.

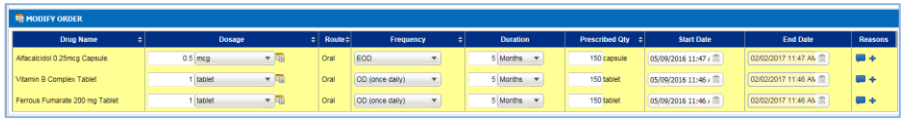




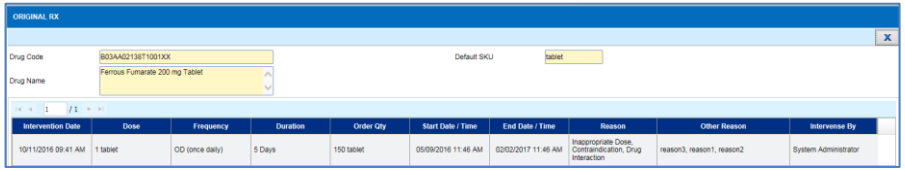
- Intervention screen will appear. Choose any intervention and remains the *Drug Name = All Drugs(4).*
- Choose multiple intervention reason and then click on *Save Reason(5).*

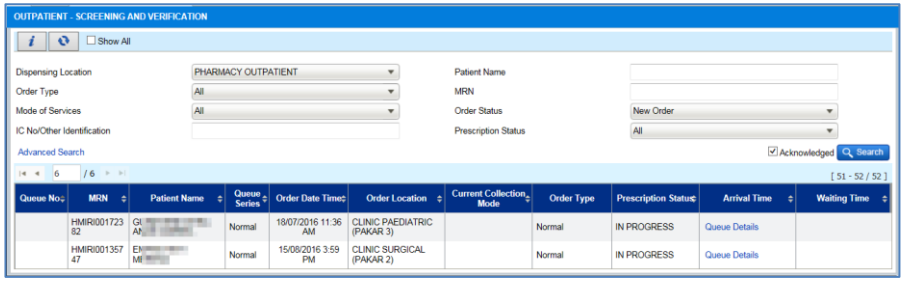
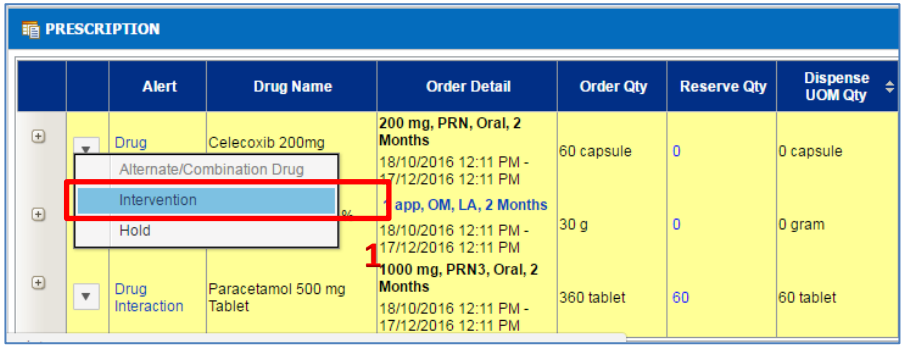
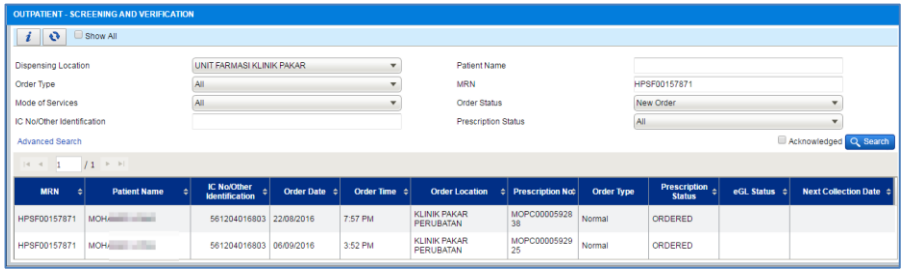
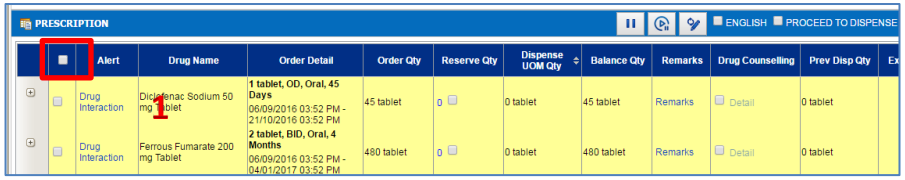
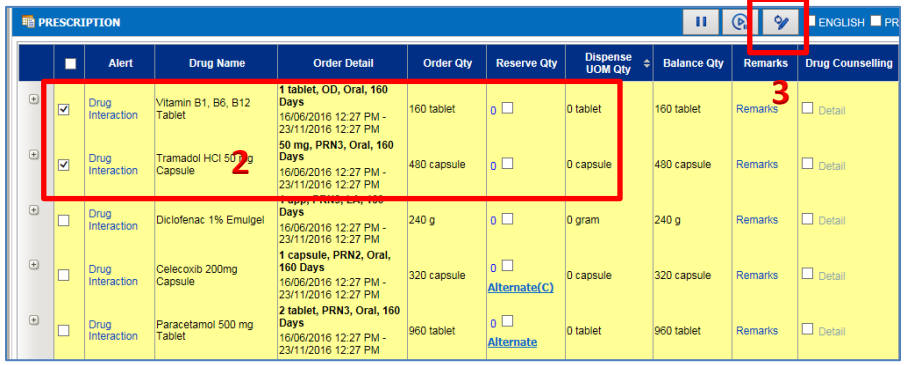


- Intervention Reason will be save to all selected drug and drug row will change to yellow color, means only reason was added but no modification being done.

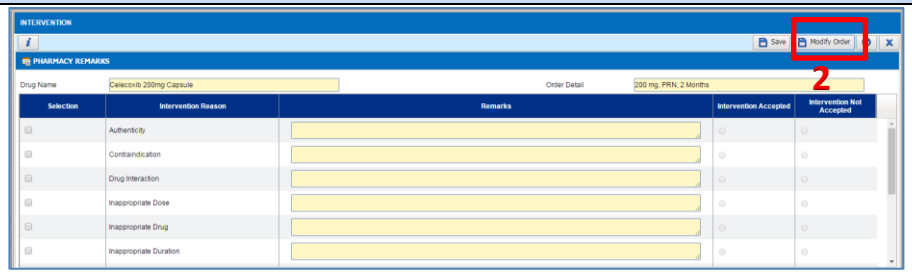


- Then click on *Close(x)(6)* button without modify the order.

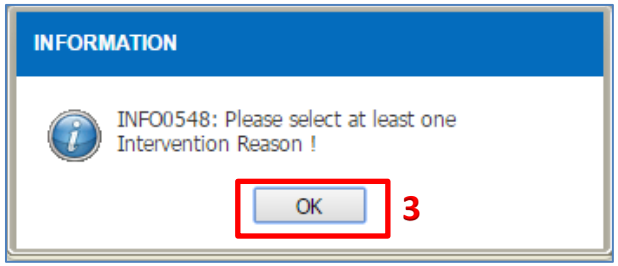
Function Flow	Current Version 1.4.1	New Version 1.5
		• In the Prescription list, there are *hyperlink(7)* for each drug that has added intervention reason. • Click on this link to view the history in Original Rx screen. 

Function Flow	Current Version 1.4.1	New Version 1.5
6. Modify drug without keyed in Intervention Reason	• Go to Pharmacy Transaction > Dispensing > Normal > Outpatient/Inpatient > Screening & Verification. • Select any record in the list.  • In the Prescription list, right click on the icon next to the drugname and select *Intervention(1).*  • An Intervention screen will appear. Do not select intervention reason but straight away modify the order. • Click on *Modify Order(2)* button.	• Go to Pharmacy Transaction > Dispensing > Normal > Outpatient/Inpatient > Screening & Verification. • Select any record in the list.  • In the Prescription list, there are checkboxes on the left. User able to select many records at one time by clicking on the *main checkbox(1)* or select few checkbox to do intervention for a few drugs at one time.  • **Example:** • Select *few checkboxes(2*) and then click on *Intervention(3)* icon. 

Function Flow	Current Version 1.4.1	New Version 1.5

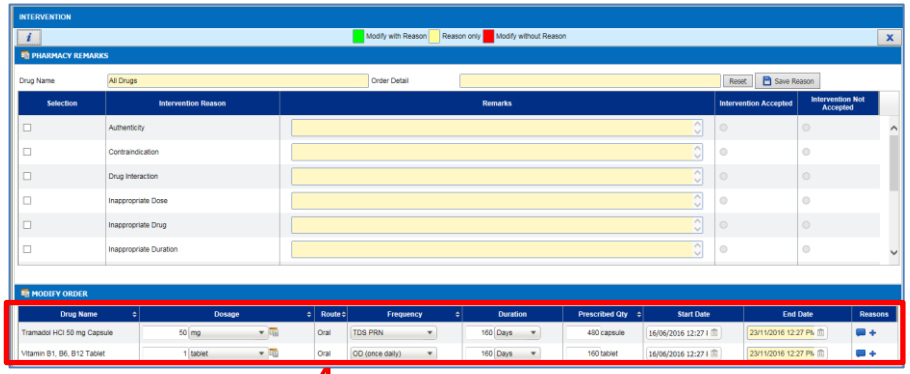


- A message will appear to add at least one intervention reason before proceed with modification .



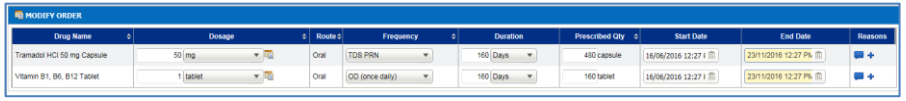
- Click on *OK(3)* to close the message and user not able to modify the drug without enter intervention reason.

- Intervention screen will appear. Modify the drugs information without enter any intervention reason for one of the drug.

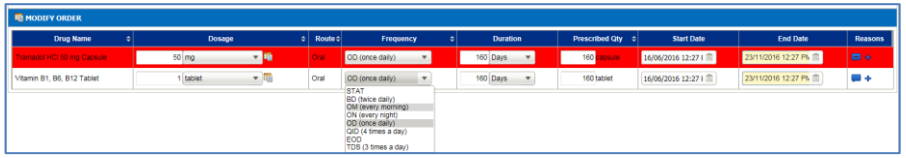


- Directly *change the duration and frequency(4)* of both drug without enter intervention reason first.

Before update:

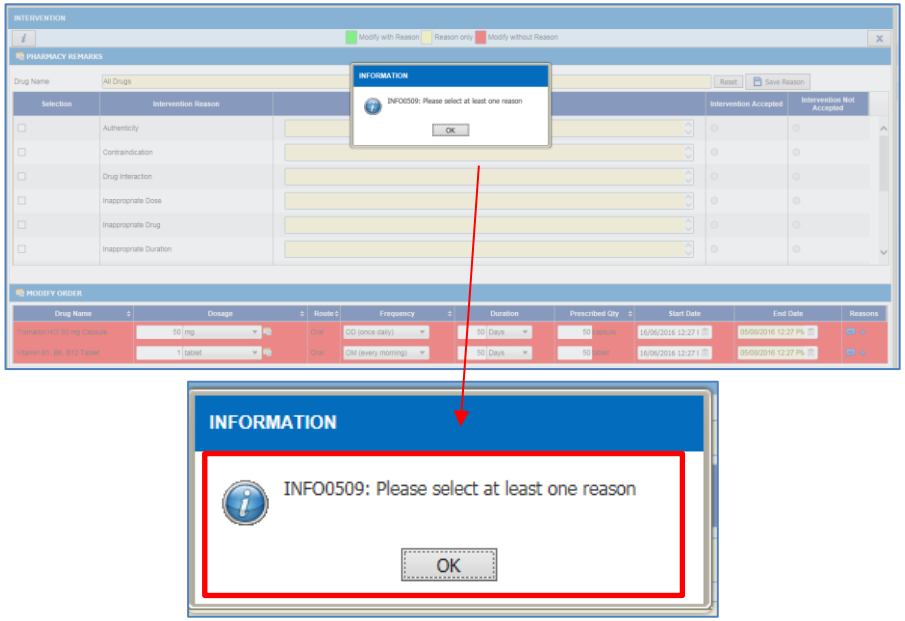


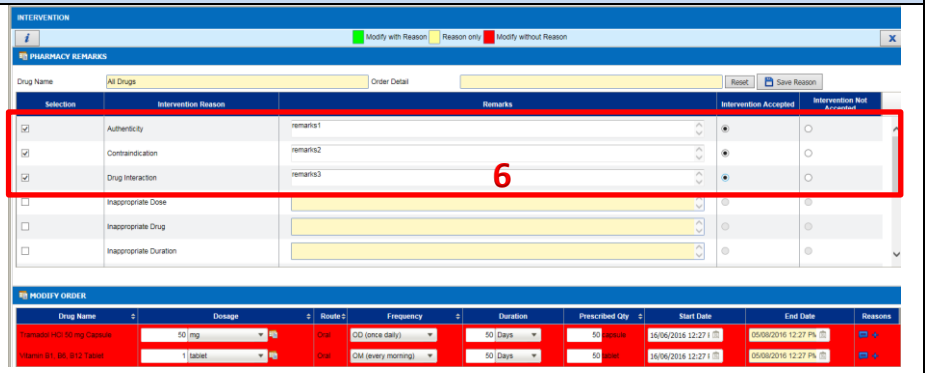
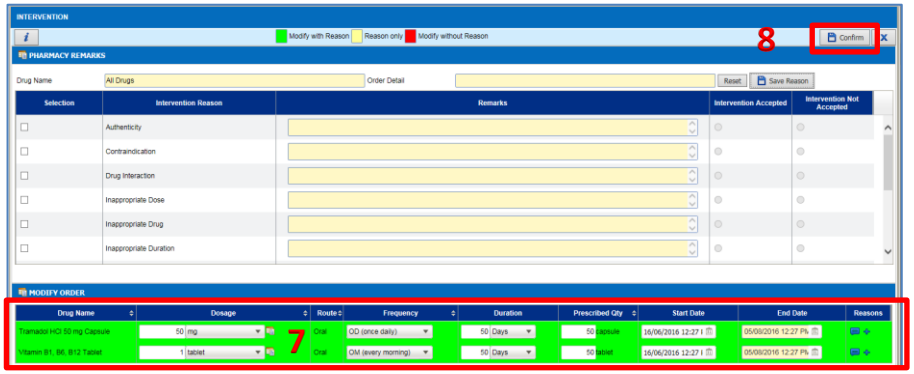
During update on the duration and frequency:



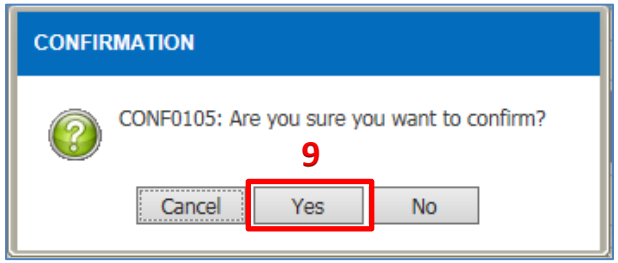
After update:

Background color for this drug will change to red. Record is not allowed to save. Confirm button will NOT be displayed.

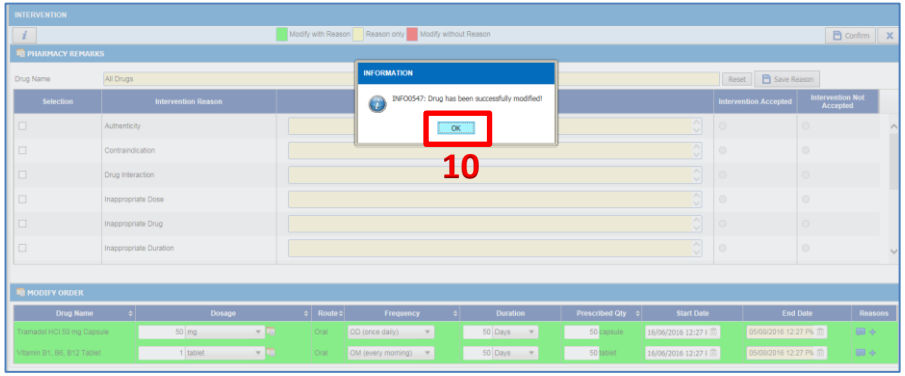
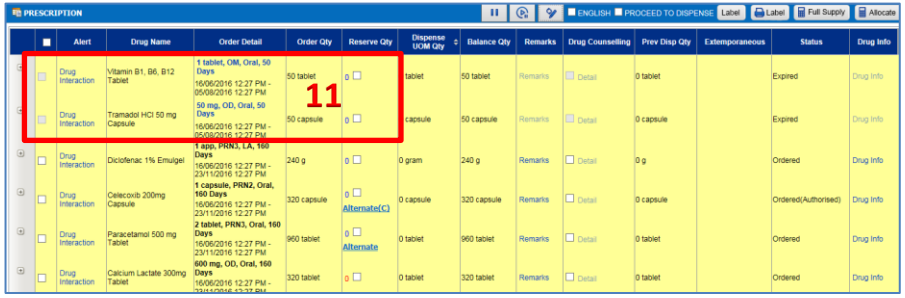
Function Flow	Current Version 1.4.1	New Version 1.5
		• Then user have to click on *Save Reason(5)* button. • A message will appear asking to select at least one reason of intervention.  • User need to enter the intervention reason in order to save the record. Once *intervention reason is selected(6),* click on *Save Reason(5)* button again to save the changes.

Function Flow	Current Version 1.4.1	New Version 1.5
		 • Once intervention reasons selected and save, record will change color to ***green(7),*** means modification has been done and reason are being entered.  • Then user can proceed to click on *Confirm(8)* button to confirm the changes. • A message of confirmation will appear, click on *Yes(9)* to continue.

Function Flow	Current Version 1.4.1	New Version 1.5



- A message of drug has been successfully update will appear. Clik on *OK(10)* to proceed.



- Intervention screen will be close and it goes back to dispensing screen with *intervention hyperlink(11)* on the drugs.