## Summary of Ticket Number and Request for Drug Information

| No. | Ticket # | Description | Requests | Solution |
|---|---|---|---|---|
| 1. | I-PhIS033769118S | Mr Gan request to provide selection of enquirer name beside able to fill in by free text.<br>Enquirer name which the name available at selection is the name of pegawai perubatan/Dr. registered in facility. | Request to provide selection of enquirer name beside able to fill in by free text. | **Drug Information Listing screen:**<br>1) Add column and filtering for 'Enquirer Category'<br>2) Add 'Designation' in Drug Information listing screen. For non-KKM, should be stated as "non KKM"<br>3) To add Search 'Similar Enquiry button' at DI listing screen<br>** To apply changes in Drug Information screen at IWP also*<br><br>**Drug Information Screen**<br>1) Enquirer Name to be set as lookup field based on User ID with editable and allow Free text<br>2) To add more character for 'Enquiry Summary Detail' field to maximum 500 characters<br>(Currently max 200 chars)<br>3) To add new option = SELECT for :-<br>- Mode of Enquiry<br><br>**Enquiry Analysis :**<br>1) To add column 'Enquiry Received By' in the report 'Enquiry Analysis' beside Enquirer name<br>2) To add Filtration and column for Responder Name |
| 2. | I-PhIS008895915S | DICE form (printed version) too simple. Missed certain info that require for DICE Form. User request to add as below in DICE form:<br>1. Enquirer status<br>2. Request category<br>3. References | 25/5/2015 - Discussion with MOH Core team to Proceed<br>1) to add Designation drop down field - refer to attachment<br>2) category(report)<br>3) reference (report) | |
| 3. | I-PhIS016699716S | User request to increase character for Enquiry Summary Detail column until extra 500 words. | To increase character for Enquiry Summary Detail column until extra 500 words. | |
| 4. | I-PhIS021855918S | User request to add filtering for Enquirer Category such as:<br>EX: MOH, PATIENT/PUBLIC | To add filtering for Enquirer Category such as:<br>e.g : MOH, PATIENT/PUBLIC | |
| 5. | I-PhIS016158816S | User request to add column for Designation in Drug Information tasklist. | User request to add column for Designation in Drug Information tasklist. | |
| 6. | I-PhIS017382216S | Ruangan search similar enquiry diwujudkan pada paparan home untuk drug information. Sila rujuk lampiran. | (Request has search similar enquiry at home of drug info screen, For DI at IWP and facility) | |
| 7. | I-PhIS023831118S | User request to add filter/search column by drug name/key word at drug information screen. | User request to add filter/search column by drug name/key word at drug information screen. | |

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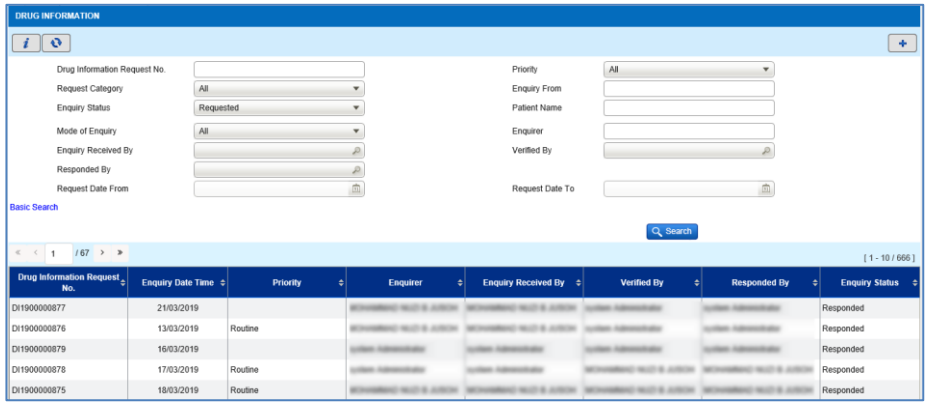
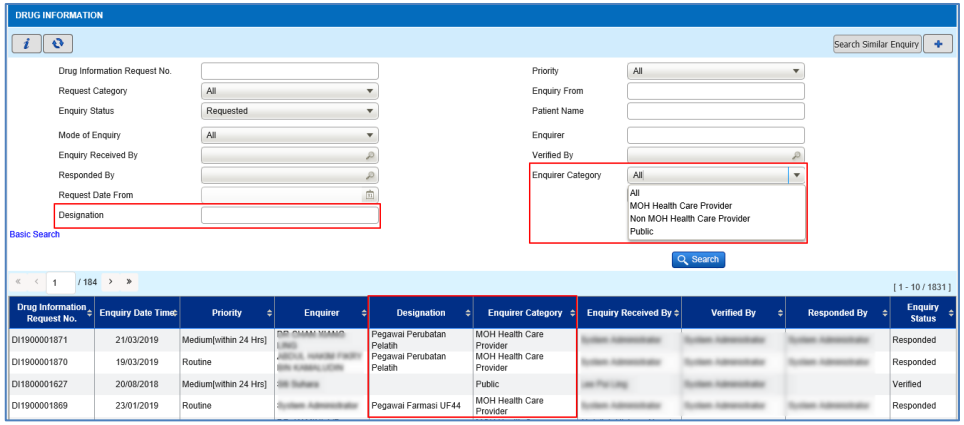
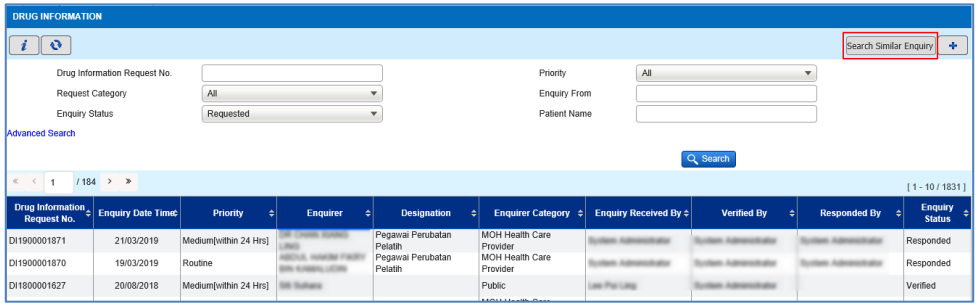
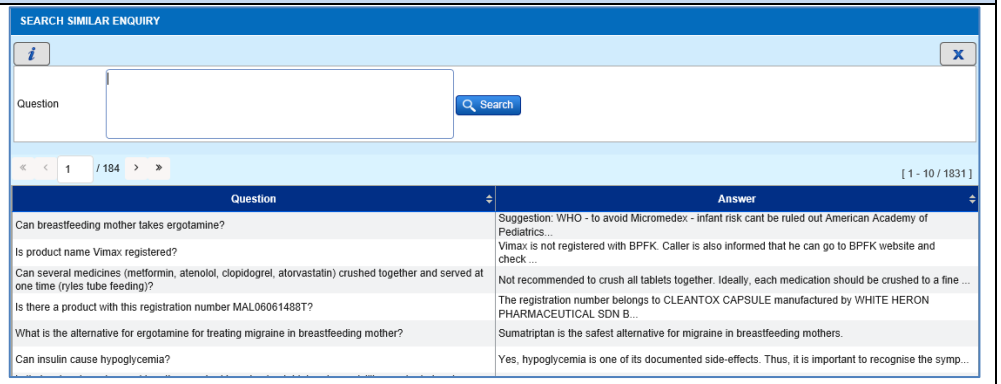
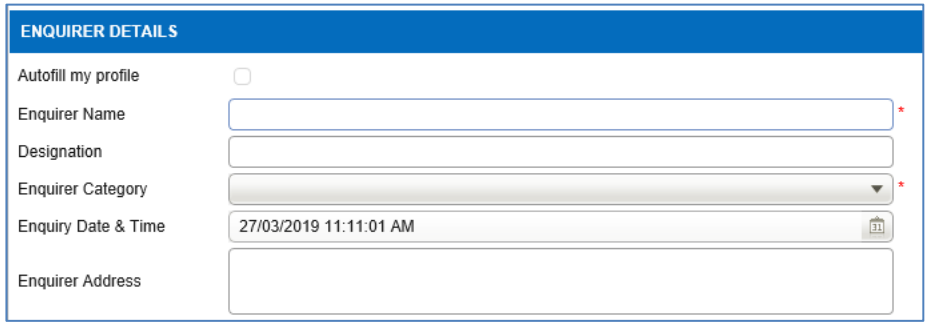
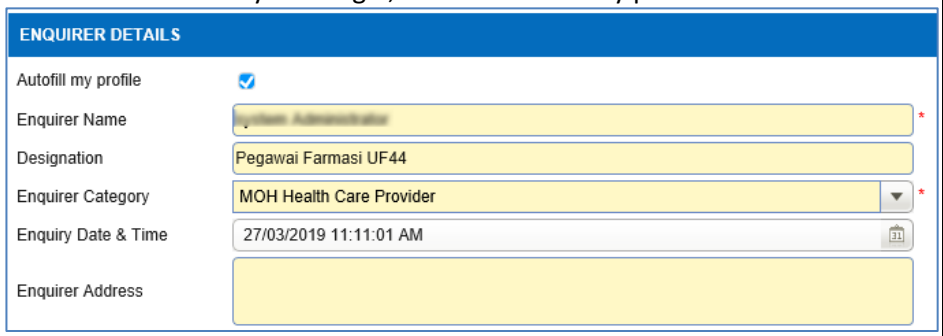
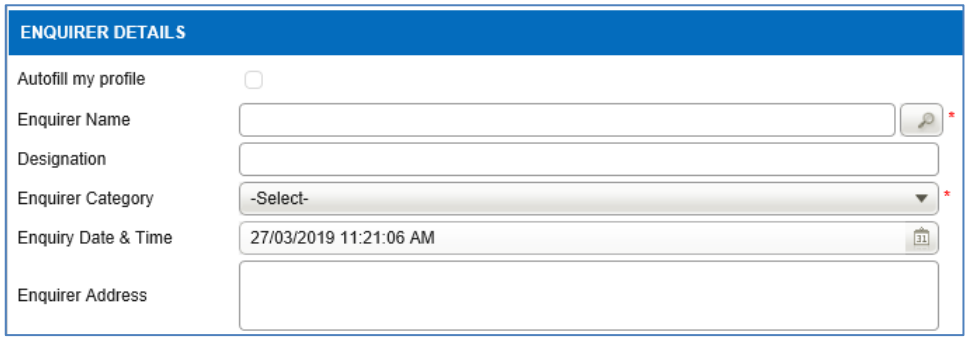
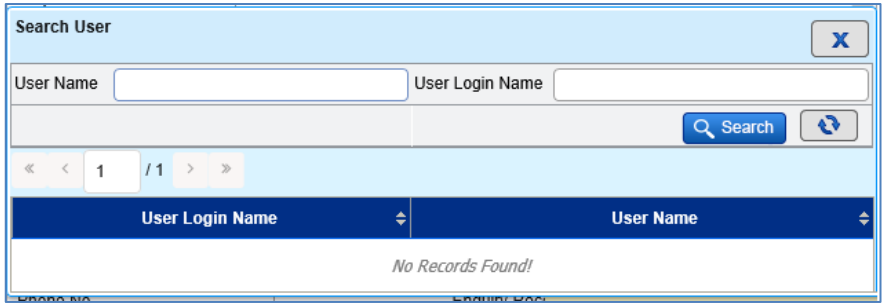
|---|---|---|---|---|
| 8. | I-PhIS008771815S | User request to add column 'Enquiry Received By' in the report 'Enquiry Analysis' beside Enquirer name. | User request to add column 'Enquiry Received By' in the report 'Enquiry Analysis' beside Enquirer name. | |
| 9. | I-PhIS014888416S | User request to add new option = "SELECT" for :-<br>Mode of Enquiry | User request to add new option = "SELECT" for :-<br>Mode of Enquiry | |
| 10. | I-PhIS017828517S | User request to add Filteration & Add column for Responder Name | User request to add Filteration & Add column for Responder Name | |
| 11. | I-PhIS021210817S | En Chen request to add column Enquiry Received By at landing screen Enquiry Analysis (report/enquiry>pharmacy>clinical>enquiry analysis). It will easier for user to view and monitor who received the request instead of double clicking the request no manually at Drug Information screen. Please refer to file upload for view the sketch. | En Chen request to add column Enquiry Received By at landing screen Enquiry Analysis (report/enquiry>pharmacy>clinical>enquiry analysis). It will easier for user to view and monitor who received the request instead of double clicking the request no manually at Drug Information screen. Please refer to file upload for view the sketch. | |

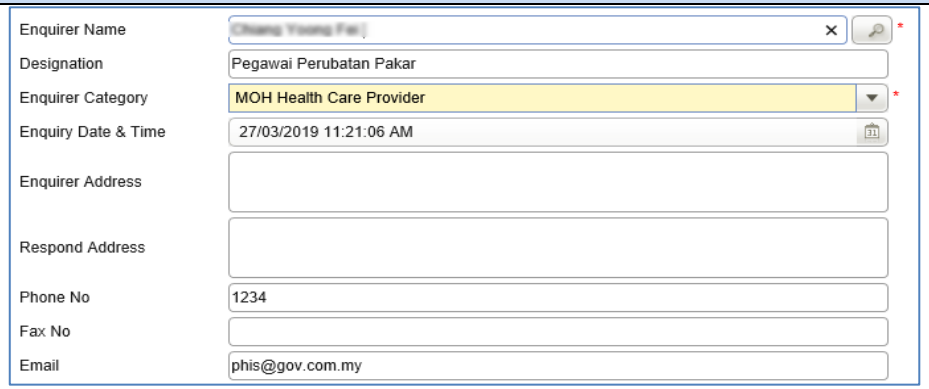
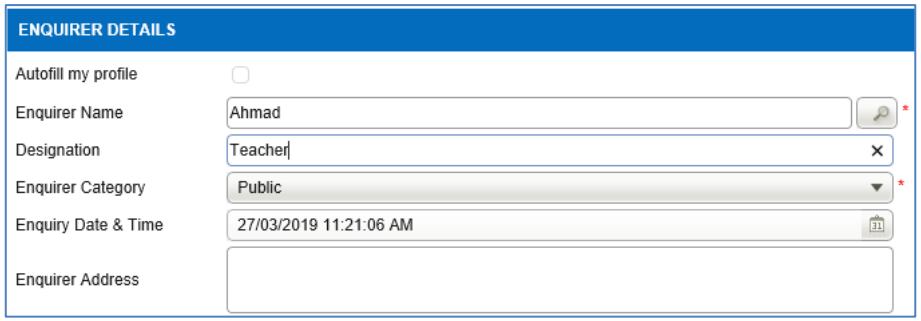
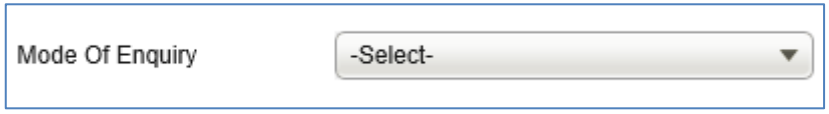
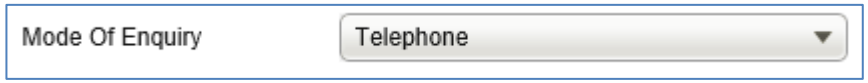
| Function Flow | Drug Information Screen in current Version 2.0 | Drug Information Screen in new Version 2.1 |
|---|---|---|
| 1) Drug Information Listing Screen | **Pharmacy Transaction → Clinical → Drug Information Listing Screen**<br>1) Current Drug Information Listing Screen dont have filtering for 'Enquirer Category' and 'Designation'<br>  <br>2) Currently No 'Search Similar Enquiry' function at Drug Information Listing Screen | **Pharmacy Transaction → Clinical → Drug Information Listing Screen**<br>1) Added column and filtering for 'Enquirer Category' and 'Designation'<br>  <br>a. For 'Designation' column if non-KKM, should be stated as "non KKM"<br>2) Added 'Search Similar Enquiry' button at DI listing screen<br>** To apply changes in Drug Information screen at IWP also*<br>  <br>a. Click on 'Search Similar Enquiry' button shall open screen for 'Search Similar Enquiry' function |

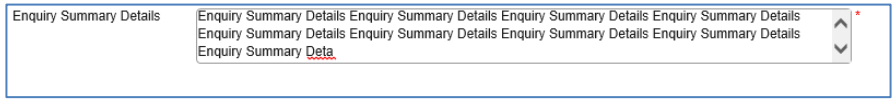
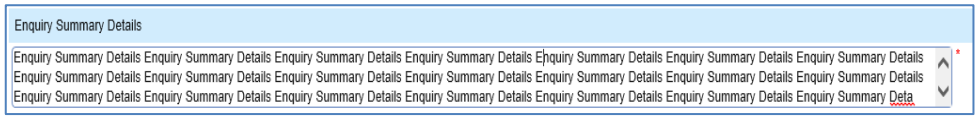
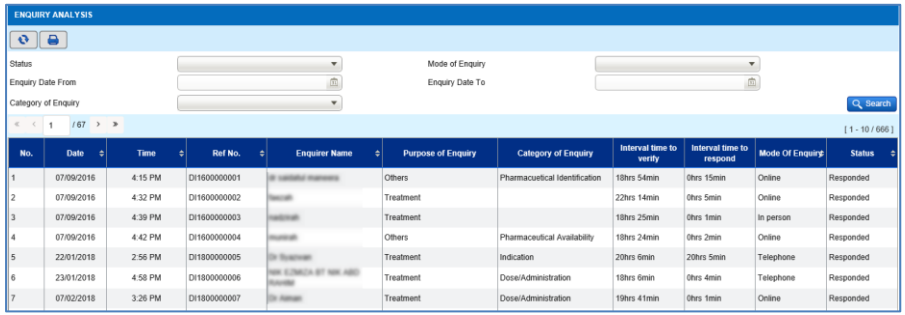
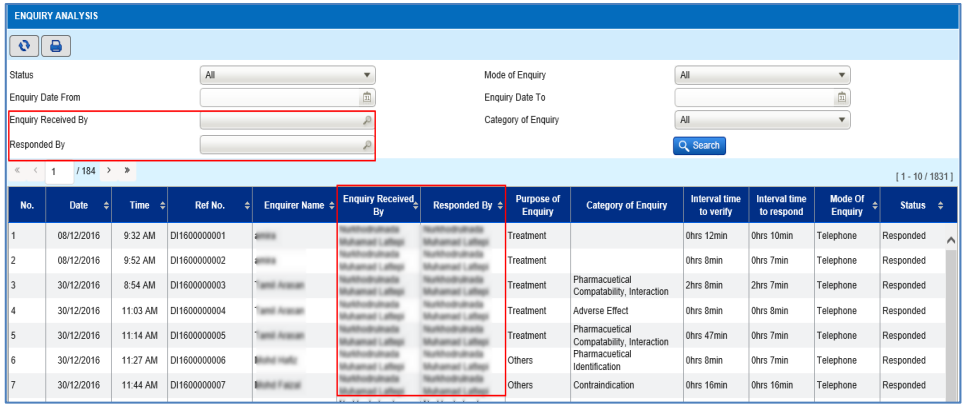
| Function Flow | Drug Information Screen in current Version 2.0 | Drug Information Screen in new Version 2.1 |
|---|---|---|
| | |  |



b. Fill in ‘Question’ and click on Search button to search for the answer from previous Enquiry.
c. Click on ‘Close’ button to close the screen and back to Drug Information Listing screen

| Function Flow | Drug Information Screen in current Version 2.0 | Drug Information Screen in new Version 2.1 |
|---|---|---|
| 2) Drug Information Screen | **Pharmacy Transaction → Clinical → Drug Information Screen**<br>1) Current Drug Information screen, Enquirer Name is free text field<br>  <br>Also can be autofill by user login, tick on 'Autofill my profile' check box<br>  | **Pharmacy Transaction → Clinical → Drug Information Screen**<br>1) New 'Enquirer Name'has been set as lookup field based on User ID with editable and allow Free text<br>*Step to fill in record using Search function:*<br>  <br>a. Click on 'Search' button to search for enquirer name captured from registered User profile<br>  <br>b. User can filter by 'User Name' and 'user Login Name'<br>c. Select the correct Enquirer Name<br>d. All information under Enqiurer details shall be captured based on User profile information as below; |

| Function Flow | Drug Information Screen in current Version 2.0 | Drug Information Screen in new Version 2.1 |
|---|---|---|
| | |  <br>*Step to fill in recod using free text function*<br>  <br>a. Type in the Enquirer name and all the details information<br><br>2) 'Mode of Enquiry' selection shall be default to 'Select', user can choose the mode by select from the drop down field<br><br>  |
| | 2) Current 'Mode of Enquiry' was by default set as 'Telephone'<br><br>  | |

| Function Flow | Drug Information Screen in current Version 2.0 | Drug Information Screen in new Version 2.1 |
|---|---|---|
| | **Enquiry Details**<br>**Pharmacy Transaction → Clinical → Drug Information Screen → Enquiry Details Section**<br><br>1) Current 'Enquiry Summary Detail' field to maximum was **200** characters<br>  <br> | **Enquiry Details**<br>**Pharmacy Transaction → Clinical → Drug Information Screen → Enquiry Details Section**<br><br>1) Added more character for 'Enquiry Summary Detail' field to maximum **500** characters<br>  <br> |

| Function Flow | Enquiry Analysis Screen in current Version 2.0 | Enquiry Analysis Screen in new Version 2.1 |
|---|---|---|
| 1) Enquiry Analysis Screen | **Report Enquiry → Pharmacy → Clinical → Enquiry Analysis**<br>1) Current Enquiry Analysis report dont have column for 'Enquiry Received By' and 'Respond By' | **Report Enquiry → Pharmacy → Clinical → Enquiry Analysis**<br>1) Added column for 'Enquiry Received By' and 'Respond By' |