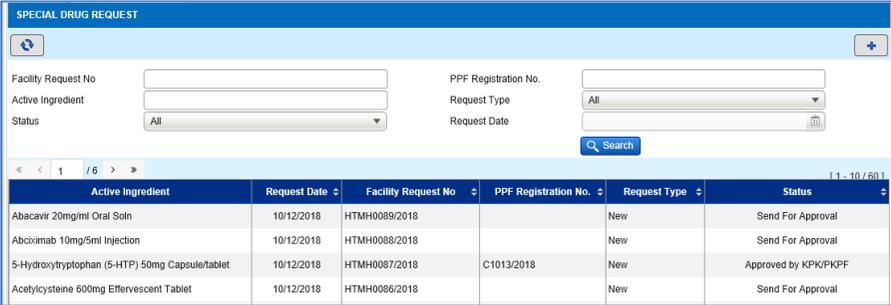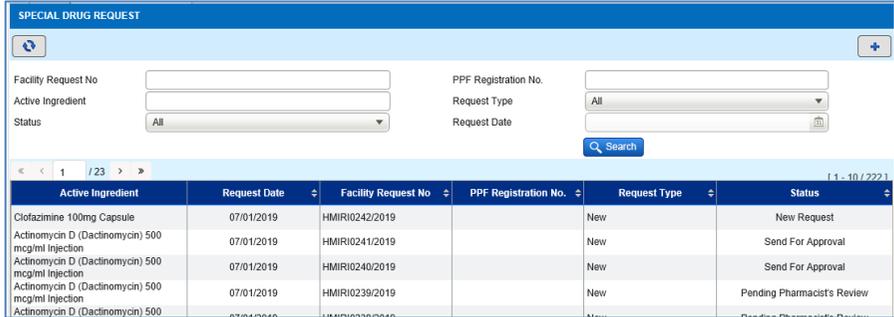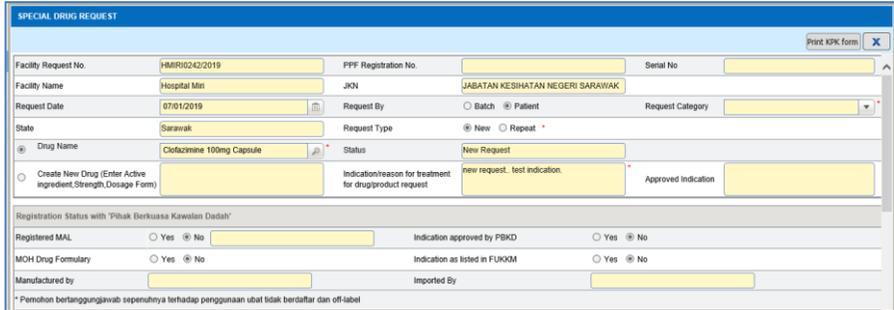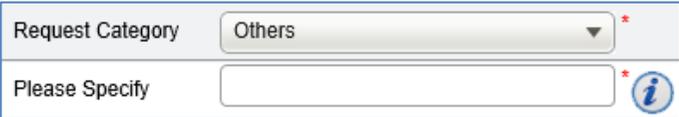## Summary of Ticket Number and Requests for Special Drug Request Module – Facility

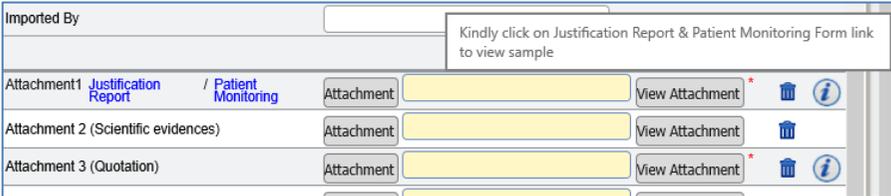| No.	Ticket #	Description	Requests	Solution
1.	I-PhIS0218 95118S	**Special Drug Request - Request change Status** Request made on behalf user (Chief Pharmacy HTM) to change SDR status in step 2 and Step 5 in special drug request. Please state designation of concern and word 'pending' in the front if the transaction still in progress.	To change status description	1) Change status description
2.	I-PhIS0228 01818S	**Special Drug Request - Admin roles cannot view all status of Special Drug Request** User query on user cannot view all special drug request if user login as Administrator. If user untick as Administrator Role in User Roles, then tick to Pharmacist Drug Info, all roles of KPK, then user able to view all the transaction SDR. User query on as User roles Administrator, user are not able to view SDR?	To allow pharmacist to view all request including request still in draft by Specialist (view only).	2) Allow pharmacist to view all request including request still in draft by Specialist.
3.	I-PhIS0195 35717S	**Special Drug Request - Able to checked all status type** User request all status appear in Special drug request main page include status pending HOD.	Request to view all to view all special drug request	
4.	I-PhIS0246 83118S	**Special Drug Request - Request date on form less than submission date** Add validity rule for date on the form (Pharmacy base) - should be less than submission date (discuss this during CR review 13Feb2018)	To validate on request date for each level	3) Validate on date entered for each level
5.	I-PhIS0184 93817S	**Tasklist : notification not appear for Approve drug KPK** There's no notification appear on the first page for both Head of Department and pharmacy side to inform that KPK application was received for approval. We need to click in Order Management --> Special Drug Request then only know there's application pending for approval, which may cause delay in processing the application.	Task list for all user level.	4) Provide task list for all user level.
6.	I-PhIS0315 57118S	**Tasklist - Request to have notification approval KPK and Drug Info** Encik Syafuan request to have notification of approval for transaction Approval KPK and Drug Info. As of current version, his officer need to expend module to enter in each module for	Task list for approval	

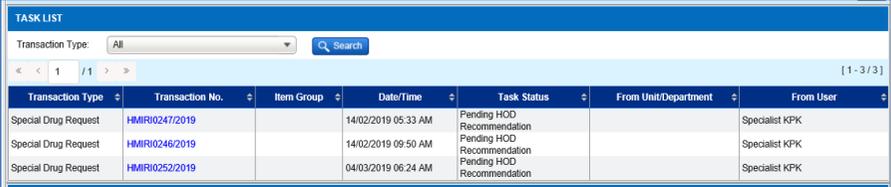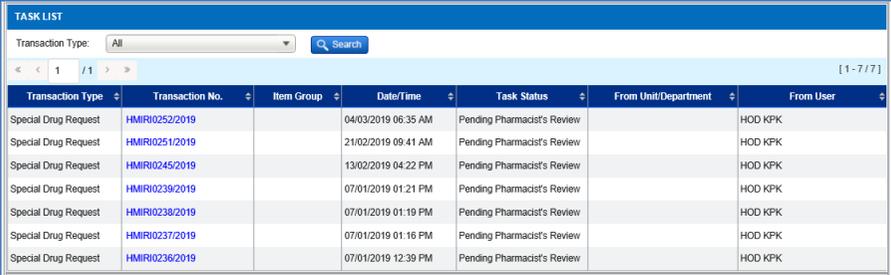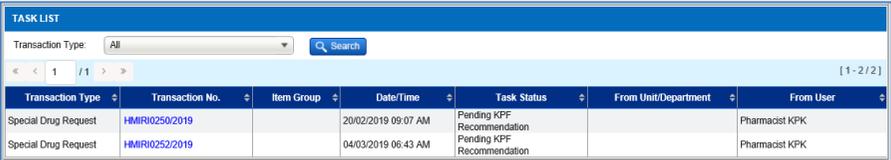| No.	Ticket #	Description	Requests	Solution
		approval.		
7.	I-PhIS0199 18017S	**Special Drug Request - Request to add field/checkbox to acknowledged KPK sample drug** User request to add field/checkbox sample drug to acknowledged KPK that drug is sample drug or put field/checkbox others and user able to fill in description/remark.	To add new field to capture request category	5) Added new field to capture request category
8.	I-PhIS0203 16017S	**Special Drug Request - Request to able edit and reject at KPF level** User request to able to edit and reject at KPF level. User usually will refer KPF first if there is any mistake at special drug request and KPF able to edit or reject. User also request, able edit special drug request from PF level and KPF level.	To allow KPF to edit request during approval	6) Allow KPF to edit request during approval
9.	I-PhIS0443 47918S	**Special Drug Request: Request Information for attachment** Insert information '*i*' next to Justification Report & Patient Monitoring Form. This will display sample of form required.	Insert information 'i' next to Justification Report & Patient Monitoring Form. This will display sample of form required.	7) Insert information 'i' next to Justification Report & Patient Monitoring Form.
10.	I-PhIS0443 47818S	**Special Drug Request: Fields Information** 1. Insert information '*i*' next to Packaging Description. 'Packaging Description refers to Packaging Unit. Example 1vial/box; 10's, 500ml/bottle' 2. Insert information '*i*' for Request Quantity	Insert information 'i' next to Packaging Description and Request Quantity	8) Insert information 'i' next to Packaging Description and Request Quantity
11.	I-PhIS0240 89218S	**Special Drug Request - Remarks not appear** Mr Lau reported remarks not appear when print.	To display remarks in form.	9) Display remarks in form.
12.	I-PhIS0442 93418S	**Special Drug Request - Remarks not appear on report** Pn Yumi reported that remarks that she key in in patient details not appear after she print KPK form report. User mention she received feedback from BPF informed that the dosage was not appear on her KPK form, so that BPF unable to proceed with KPK Approval. User explain that due to the dosage have range, she had key in dosage on Remarks field on Patient details. User check on system appear that Remarks, but after print KPK Form, the remarks does not appear.	To display remarks in form.	

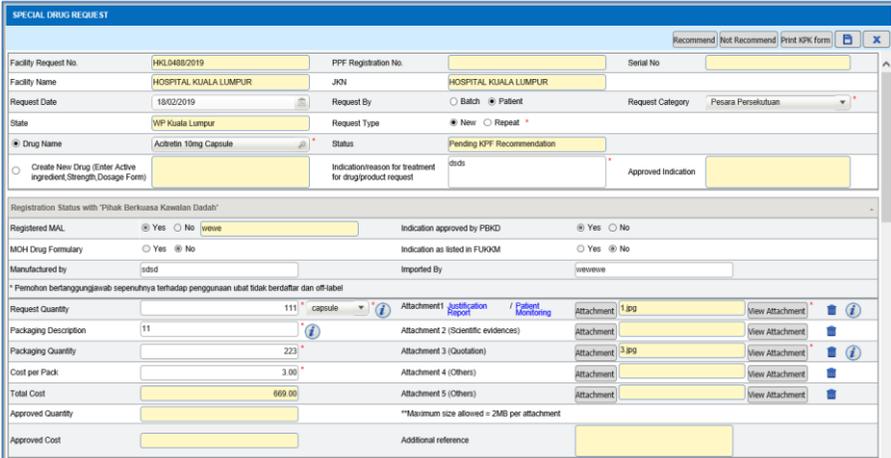| No.	Ticket #	Description	Requests	Solution
13.	I-PhIS0281 93118S	**Special Drug Request - Request changes for Request By Batch** Puan Norshazan request changes for Request By : Batch. Current Situation When user print out SDR with status, Sending for KPK Approval. Print KPK Form. Patient Column still appear but blank. User request if tick to Request By Batch, the patient column do not need to be appear and replace with : Stock Hospital		10) To replace patient column with 'Stok Hospital' for Request By Batch.

14.	I-PhIS0443 43718S	**Special Drug Request: Patient list in KPK Form and permit**
		
		User request for module Special Drug Request: Patient list in KPK Form and permit,
		
		"Terms for name pesakit in KPK form page 3 & Permit
		
		1. 5 patients and below; Show all patients name
		
		2. More than 5 patients; Show total no of patients. E.g. 38 orang pesakit (seperti dalam lampiran)
		
		3. Apply as batch; Stok Hospital
				11) Patient list in KPK Form:
				  a. If 5 patients or less- show all patients name
				  b. More than 5 patients -Show total no of patients.

15.	I-PhIS0252 67118S	**Special Drug Request - Unable to tick "Requested By"** User have an inquiry on checkbox in SDR module. Selection for "Request By" cannot be select at first. But when user tick "Pharmacy Based" at Facility Information, user able to tick for Request By as "Patient". User query is it because of this setting? User informed that user is pharmacy inventory based.		12) To allow inventory-based facility to used special drug request module.
16.	I-PhIS0356 03118S	**Special Drug Request - Add button not appear** User reported want to perform Special Drug Request. But user realize add button not appear.		
17.	I-PhIS0398 13118S	**Special Drug Request - Unable to Recommend request** User Ms Pamela reported she unable to recommend any Special Drug Request due to when user click on Recommend button, nothing happen. The status still appears new		

No.	Ticket #	Description	Requests	Solution
		request.		
18.	I-PhIS0492 62119S	**(UAT 2.1) Special Drug Request - Request Category** 1. Rename 'Sample/Compassionate Program' to 'Sample/Compassionate Program (For Fully Funded Only) inside Request Category 2. Add new dataset for Request Category; 'Funded by Facility'. Put on top inside dropdown value 3. Once user select Others, to insert 'i' information beside 'Please Specify' field		13) Request Category value: a) Add new dataset, 'Funded by Facility'. Put on top inside dropdown value b) Rename 'Sample/ Compassionate Program' to 'Sample/Compassion ate Program (For Fully Funded Only)' c) Once user select Others, to insert 'i' information beside 'Please Specify' field
19.	I-PhIS0492 62419S	**(UAT 2.1) Special Drug Request -KPK Form** 1. To add 'Request Category' information inside KPK Form under section '3. Jenis Permohonan' Amend section G heading: To change '(Untuk Permohonan….)' to '(Ruangan ini untuk kegunaan sekretariat sahaja)'		14) To add 'Request Category' information inside KPK Form under section '3. Jenis Permohonan' 15) Amend section G heading: To change '(Untuk Permohonan.)' to '(Ruangan ini untuk kegunaan sekretariat sahaja)'
20.	I-PhIS0492 62619S	**(UAT 2.1) Special Drug Request - Dialog screen** Allow expand field function for Remarks.		16) To increase all 'Remarks' fields.

Function Flow	Special Drug Request in current Version 2.0	Special Drug Request in new Version 2.1
1. View All Request (*Full based*)	Order Management → Special Drug Request 1. Specialist create new request. 2. Specialist save the request. 3. Pharmacist not able to view the record until request is recommended by HOD.	Order Management → Special Drug Request 1. Specialist create new request. 2. Specialist save the request. 3. Pharmacist able to view all request including request still in draft by Specialist. Pharmacist only can view those requests. No amendment can be done by pharmacist.
2. Request category (*Full based and Pharmacy based*)	1. No field to capture request category. 	1. New field added to capture request category.

Function Flow	Special Drug Request in current Version 2.0	Special Drug Request in new Version 2.1
		2. This information is mandatory. Value as below: • Funded by Facility • 'Sample/Compassionate Program (For Fully Funded Only) • Pesara Persekutuan • Pesara Lain • Others – 'Please Specify' field will be displayed. Free text with maximum 100 characters. 3. On mouse over, information will be displayed for others value.
3. Information '*i*' (**Full based and Pharmacy based**)	1. No information display for request quantity, packaging description and attachment. 	1. Additional information will be display on mouse over of ⓘ button. 2. On mouse over of '*i*' button, information will be displayed.
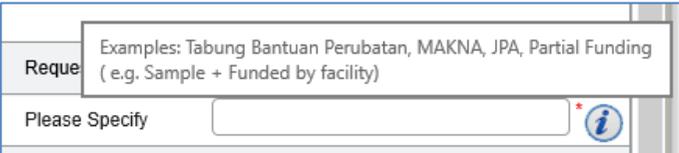
Function Flow	Special Drug Request in current Version 2.0	Special Drug Request in new Version 2.1
4. Status (*Full based and Pharmacy based*)	1. Action and status	1. Action and new status description.

Version 2.0

1. Action and status

| No	Action	Status
Facility (Full based)		
1.	Apply for special drug (by Specialist/HOD/Pharmacist)	New Request
2.	Confirm request (by Specialist)	Pending
3.	Confirm request (by HOD)	Pending Review by Pharmacist
4.	Confirm request (by Pharmacist)	Pending Recommendation by KPF
5.	Recommendation by HOD – No	Not Recommended by HOD
6.	Recommendation by HOD – Yes	Pending Review by Pharmacist
7.	Review By Pharmacist	Pending Recommendation by KPF
8.	Recommendation by KPF – No	Not Recommended by KPF
9.	Recommendation by KPF – Yes	Recommended by KPF
10.	Recommendation by Hospital Director – No	Not Recommended by HD
11.	Recommendation by Hospital Director – Yes	Send for Approval
Facility (Pharmacy based)		
12.	Apply for special drug (by Pharmacist)	New Request
13.	Confirm request (by Pharmacist)	Pending Recommendation by KPF
14.	Recommendation by KPF – No	Not Recommended by KPF
15.	Recommendation by KPF – Yes	Send for Approval
IWP		
16.	Secretariat receive Special Drug application - Check on 'Completed Form'	Pending for KPK Approval
17.	Secretariat receive Special Drug application – Not Process	Not processed
18.	Approval by Secretariat – Approve	Approved by KPK/PKPF
19.	Approval by Secretariat – Reject	Rejected by KPK/PKPF

Version 2.1

1. Action and new status description.

No	Action	Status
Facility (Full based)		
1.	Apply for special drug (by Specialist/HOD/Pharmacist)	New Request
2.	Confirm request (by Specialist)	*Pending HOD Recommendation*
3.	Confirm request (by HOD)	*Pending Pharmacist's Review*
4.	Confirm request (by Pharmacist)	*Pending KPF Recommendation*
5.	Recommendation by HOD – No	Not Recommended by HOD
6.	Recommendation by HOD – Yes	*Pending Pharmacist's Review*
7.	Review By Pharmacist	*Pending KPF Recommendation*
8.	Recommendation by KPF – No	Not Recommended by KPF
9.	Recommendation by KPF – Yes	*Pending Hospital Director Recommendation*
10.	Recommendation by Hospital Director – No	Not Recommended by HD
11.	Recommendation by Hospital Director – Yes	Send for Approval
Facility (Pharmacy based)		
12.	Apply for special drug (by Pharmacist)	New Request
13.	Confirm request (by Pharmacist)	*Pending KPF Recommendation*
14.	Recommendation by KPF – No	Not Recommended by KPF
15.	Recommendation by KPF – Yes	Send for Approval
IWP		
16.	Secretariat receive Special Drug application - Check on 'Completed Form'	*Pending KPK Approval*
17.	Secretariat receive Special Drug application – Not Process	Not processed
18.	Approval by Secretariat – Approve	Approved by KPK/PKPF
19.	Approval by Secretariat – Reject	Rejected by KPK/PKPF

Function Flow	Special Drug Request in current Version 2.0	Special Drug Request in new Version 2.1
5. Task list (*Full based and Pharmacy based*)	1. No task list for each level process.	1. New task list for each level based on below process. 2. Once specialist confirms the request, task list will be displayed for Head of Department (HOD). Click on transaction no to proceed with HOD task. (apply to full based only) 3. Once HOD recommend the request, task list will be displayed for pharmacist. Click on transaction no to proceed with pharmacist task. (apply to full based only) 4. Task list for KPF will be displayed based on below scenario: • For full based, once pharmacist review the request and send to KPF. • For pharmacy based, once pharmacist confirm new request. 5. Once KPF process the request, task list will be displayed for hospital director. Click on transaction no to proceed with hospital director task. (apply to full based only)

Function Flow	Special Drug Request in current Version 2.0	Special Drug Request in new Version 2.1
6. KPK Form. Patient list (*Full based and Pharmacy based*)	1. Create new request and select 'Request by'= Patient. 2. Enter patient details and print KPK form. List of all patient will be displayed in the form regardless no of patient. 	1. Create new request and select 'Request by'= Patient. 2. Enter patient details and print KPK form. If number of patients equal to 5 or less, all patients name will be displayed. 3. Remarks from patient details also will be displayed in this form. 4. If number of patients more than 5, it will display total number of patients only. 5. User to prepare separate patient list as attachment.

9

Function Flow	Special Drug Request in current Version 2.0	Special Drug Request in new Version 2.1
7. KPK Form - 'Stok Hospital' and Request category (*Full based and Pharmacy based*)	1. Create new request and select 'Request by'= Batch. 2. Save the request and print KPK form. Section 4 will be displayed as 'Nama Pesakit' with blank value. 3. Section 3 will display 'Jenis Permohonan' = Baru or Ulangan.	1. Create new request and select 'Request by'= Batch. 2. Save the request and print KPK form. Title for section 4 changed to 'Stok Hospital' 3. Section 3 will be splitted into 2: a) 'Jenis Permohonan' = Baru or Ulangan b) 'Kategori Permohonan'. In will refer to 'Request Category' value.
8. KPK Form – Section G	1. Section G display as (untuk permohonan ubat tidak …)	1. Change on section G heading from '(Untuk Permohonan….)' to '(Ruangan ini untuk kegunaan sekretariat sahaja)'

Function Flow	Special Drug Request in current Version 2.0	Special Drug Request in new Version 2.1

9. Validation on date entered for each level (*Full based and Pharmacy based*)	1. Select date for request and HOD date.
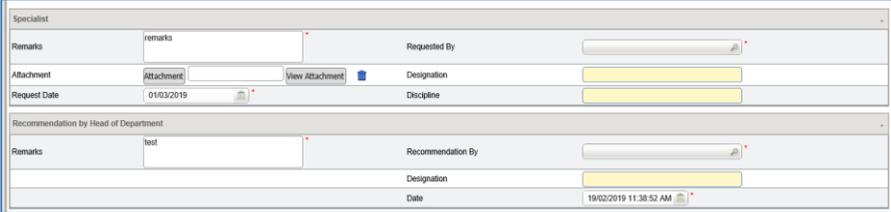	
	2. No alert display if user enter date smaller than request date
		1. Select date for request and HOD date.
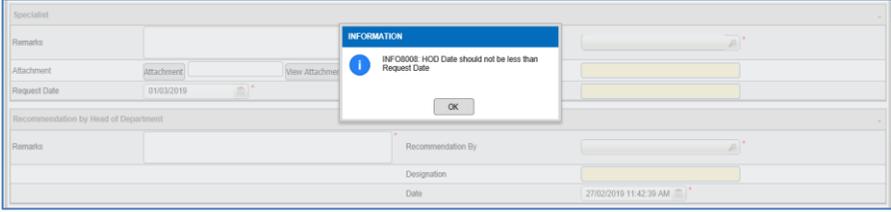		
		2. Alert will be displayed if date entered less date request date.
		3. Date should be same or more than previous level date by the following order:
		   a) Specialist request
		   b) Head of department
		   c) Pharmacist
		   d) Head of Pharmacy Department
		   e) Hospital Director

10. Allow KPF to edit request during approval (*Pharmacy based*)	1. Login as Chief Pharmacist (KPF) and select request with status = 'Pending Recommendation by KPF' 2. No changes can be done by KPF.	1. Login as Chief Pharmacist (KPF) and select request with status = 'Pending Recommendation by KPF'
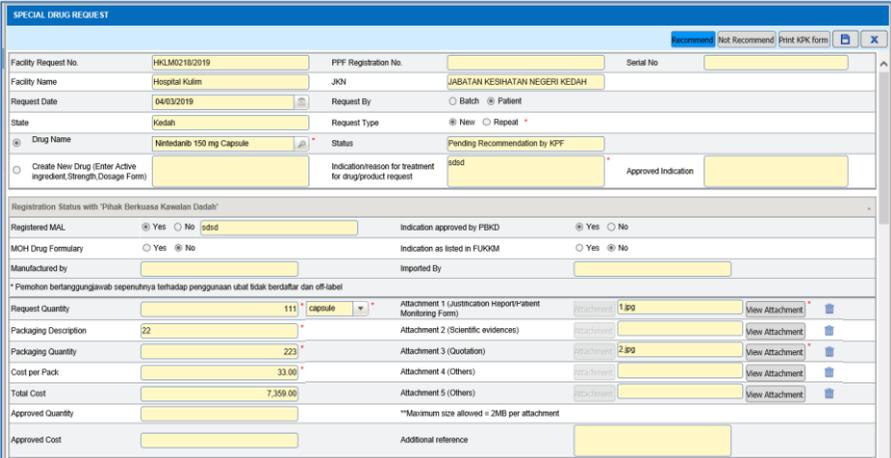
11

Function Flow	Special Drug Request in current Version 2.0	Special Drug Request in new Version 2.1

		2. KPF is allowed to edit all fields **except**:
		  a. Facility Request No and Facility details
		  b. Status
		  c. Registration Status radio buttons (change on this will cause wrong code for request no)
		     o Registered MAL
		     o MOH Drug Formulary
		     o Indication Approved by PBKD
		     o Indication listed in FUKKM
		  d. Pharmacist information
		3. Once save the changes, KPF can proceed to submit the request.

11. Remarks	1. User has to scroll to view more information in remarks fields.
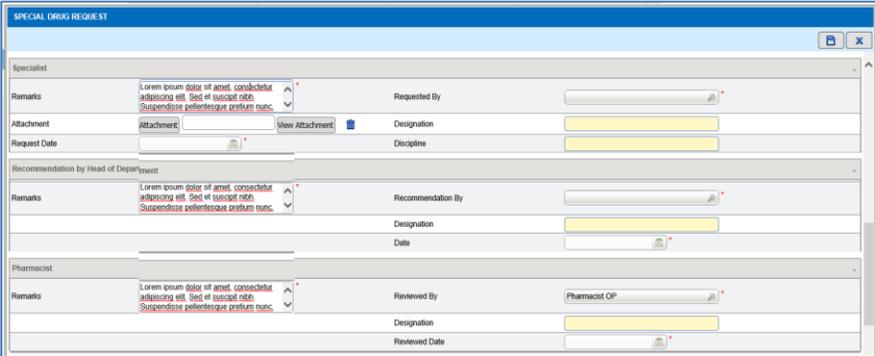	
		1. Remarks fields width has been increased
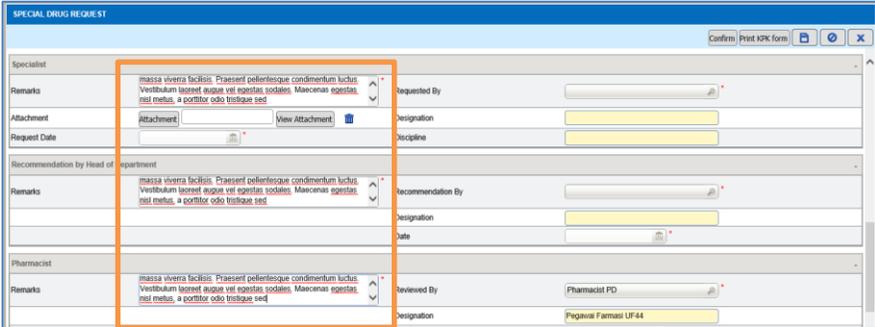		
		2. Apply to remarks in the following section :
		  a) Specialist
		  b) Recommendation by Head of Department
		  c) Pharmacist
		  d) Recommendation By Head of Pharmacy Department
		  e) Recommendation By Hospital Director
		  f) Secretariat
		  g) Ketua Pengarah Kesihatan Malaysia (KPK) / Pengarah Kanan Perkhidmatan Farmasi (PKPF)

Function Flow	Special Drug Request in current Version 2.0	Special Drug Request in new Version 2.1

12. Special Drug Request flow configuration	1. Configuration is based on facility implementation type. Inventory based facility not able to use online application	Go to Maintenance → General → Facility Configuration
		
		1. New configuration added in Facility configuration screen for 'Special Drug Request Flow'. This information will determine special drug request flow for that facility.
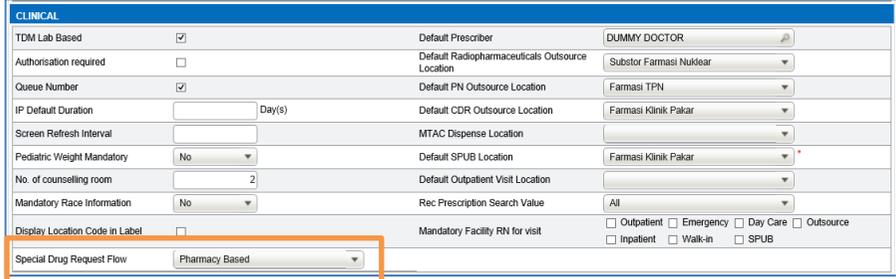		
		2. User has option to select from combo box.
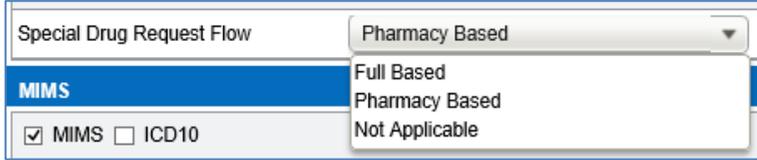		
		    a. Full Based - Special drug request will follow 'Full based' flow where the following user role are required:
		        • Specialist
		        • Head of Department
		        • Pharmacist
		        • Chief Pharmacist
		        • Hospital Director
		    b. Pharmacy Based- Special drug request will follow 'Full based' flow where the following user role are required:
		        • Pharmacist
		        • Chief Pharmacist
		    c. Not Applicable – not using online special drug request.
		3. For inventory-based facility that want to use pharmacy based flow:

Function Flow	Special Drug Request in current Version 2.0	Special Drug Request in new Version 2.1
		a. For 'Request by = Patient', basic patient information is required. Patient need to be registered at facility (quick registration) b. For requester and recommendation information, user information need to be registered too. *Please refer to changes no 4 (Status) for some information on process flow.*