1. Summary of Ticket Number and Requests on new visit POMs Dispensing

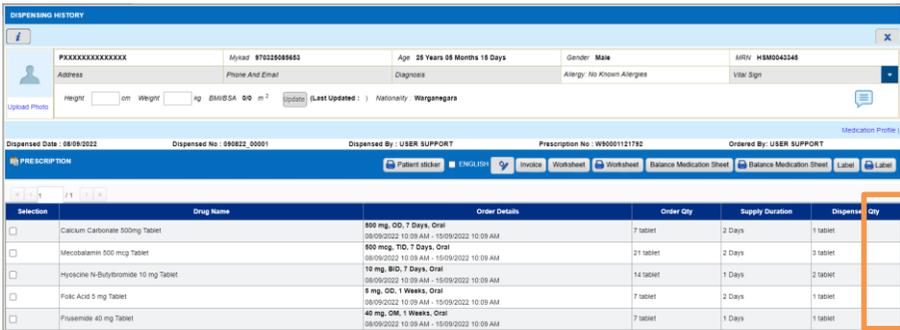| No.	Ticket #	Description	Requests	Solution
1.	210006615E	**POMs** "Scenario: Patient brings back POM 10 tablet of Drug A, counter pharmacy needs to supply balance 20 tablet, so that patient has enough stock for 1 month. But when I check on POM box, system doesn't allow counter to allocate 20 tablet of Drug A to patient. Would like to check whether system able to allow counter issue the balance quantity to the POM patient? Patients rarely have sufficient quantity of POM drug when they come to counter"	Enable user to dispense 1 drug as normal dispensing and POMs dispensing.	To enable system allow user to dispense as POMS and normal drug on same cycle of dispensing.
2.	210007076E	**POMs** "Scenario: Patient brings back POM 10 tablet of Drug A, counter pharmacy needs to supply balance 20 tablet, so that patient has enough stock for 1 month. But when I check on POM box, system doesn't allow counter to allocate 20 tablet of Drug A to patient. Would like to check whether system able to allow counter issue the balance quantity to the POM patient? Patients rarely have sufficient quantity of POM drug when they come to counter"		

Function Flow	Current Version 2.5.3.2	New Version 2.6
1. POMs dispensing and normal dispensing	1. Go to Screening and Verification screen with POMs and normal drug. 2. User able to allocate **POMs received quantity(1)** but not able to enter normal allocation for this drugs. The **Reserve Quantity hyperlink is disable(2).** 3. Verify and Prepared this prescription. 4. Click on Dispense button at Dispensing screen.	1. Go to Screening and Verification screen with POMs and normal drug. 2. User able to allocate **POMs received quantity(1)** and also able to enter normal allocation for this drugs. The R**eserve Quantity hyperlink is also enable(2).** 3. If user click on Allocate button, Reserve Qty will be allocated based on Supply duration. (Supply Duration = 1 day)
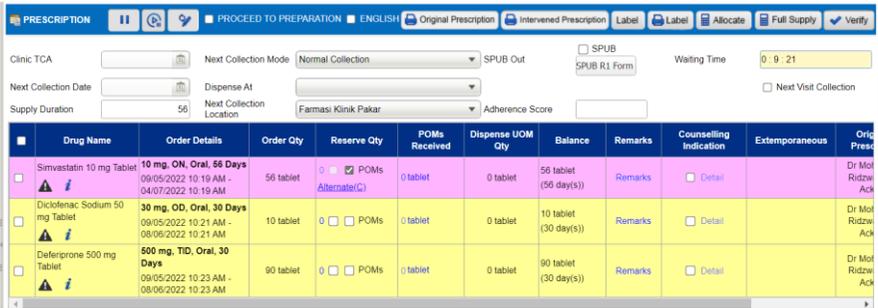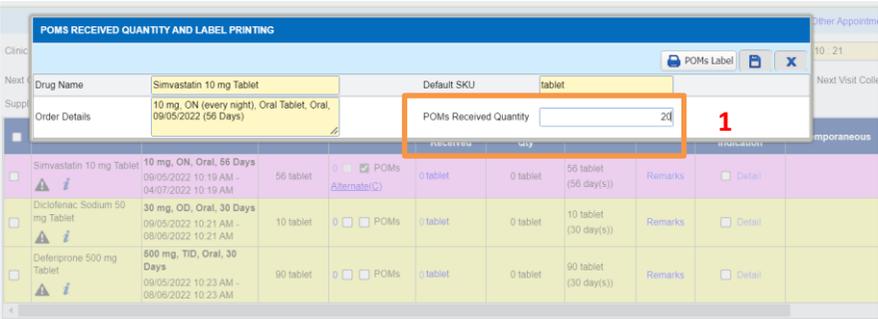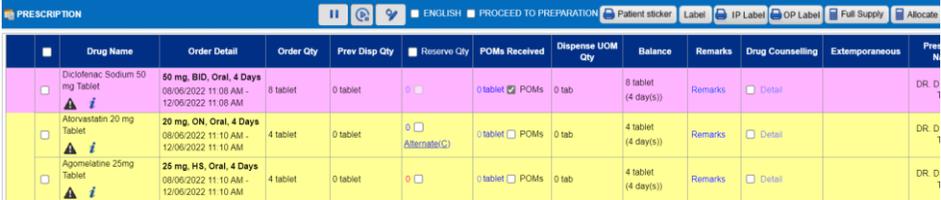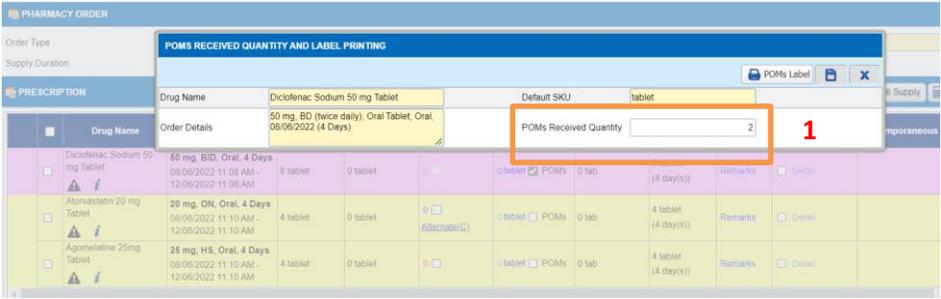
Function Flow	Current Version 2.5.3.2	New Version 2.6
	5. User able to dispense POMs drug as a **POMs dispensing(3) only** and cannot dispense it as a normal drug.	4. Verify and Prepared this prescription. 5. Click on Dispense button at Dispensing screen. 6. User allow to dispense POMs drug as a **POMs dispensing** and **normal drug dispensing (3).** ***Notes***: • *Once user has done the allocation for this POMs drug, system must calculate the balance quantity available.* • *Balance quantity must be the total amount of (normal dispensing + POMs dispensing).* • *POMs quantity shall not deduct on stock* • *Changes apply to both outpatient and inpatient prescription* • *If user key in only POMs received quantity and no NORMAL allocation, system will treat this drug as dispense with 0 quantity for normal drugs* • *Not allow for user to tick checkbox 'not to dispense' if POMS is allocated (POMs received quantity is entered)* • *Not applicable for Ward Stock drug (user will not be able to change ward stock to POMs and POMs checkbox will be disable for ward stock)* • *Fill List will not display any drugs with POMs flag*
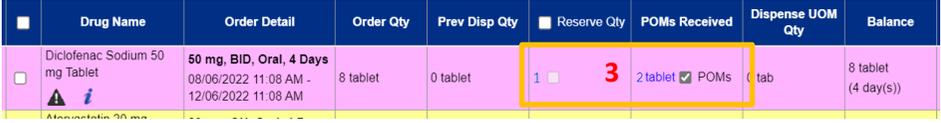
Function Flow	Current Version 2.5.3.2	New Version 2.6
2. Previous Dispensed Qty show value for POMS and Normal drugs	1. Go to **Screening and Verification/Preparation/Dispensing/Single Stage Dispensing OP**. 2. Click on Previous Dispense Qty link and user not able to see any quantity display for POMs. 1. Go to **Medication Profile link** and open Dispensed Quantity Details. 2. Click on this link and user not able to see any quantity display for POMs. 1. Go to **Record Retrieval** and open Dispensed History Details. 2. Click on this link and user not able to see any quantity display for POMs. 	1. Go to **Screening and Verification/Preparation/Dispensing/Single Stage Dispensing OP**. 2. Click on Previous Dispense Qty link and user not able to see any quantity display for POMs under new column **"POMs Received Qty"** in format of *<received qty>, UOM* 1. Go to **Medication Profile link** and open Dispensed Quantity Details. 2. Click on this link and user not able to see any quantity display for POMs under new column **"POMs Received Qty"** in format of *<received qty>, UOM.* 1. Go to **Record Retrieval** and open Dispensed History Details. 2. Click on this link and user not able to see any quantity display for POMs under new column **"POMs Received Qty"** in format of *<received qty>, UOM.*

Function Flow	Current Version 2.5.3.2	New Version 2.6

2. Summary of Ticket Number and Requests on Select All (Not to Dispense) checkbox

No.	Ticket #	Description	Requests	Solution
1.	210006471E	**Select all checkbox for "Not to Dispensed" checkbox** To make available select all checkbox above "Not to	Allow user to select checkbox 'All for 'Not to	Allow user to select all checkbox for "Not to Dispensed" checkbox.

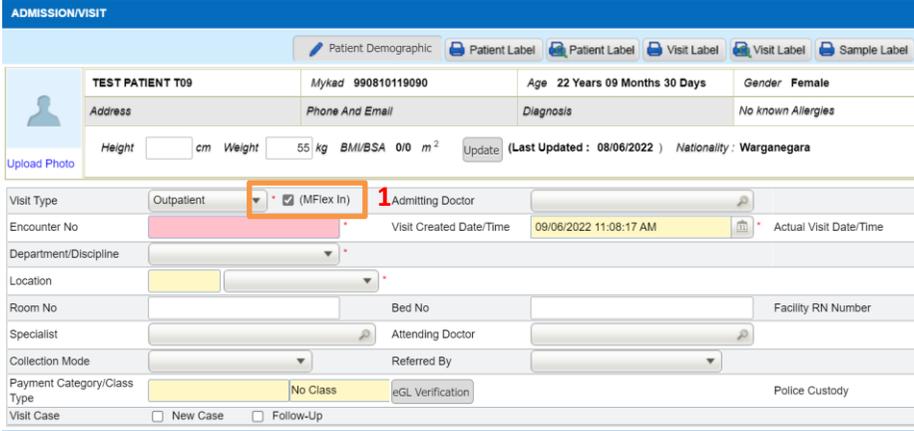| No.	Ticket #	Description	Requests	Solution
		Dispensed" checkbox, in Screening & Verification and Preparation screen. Justification: To allow user to select most of the drug to be "Not to dispensed" and only few drugs to refill (eg: when pt came only to replenish PRN drug such as MDI, GTN). Currently, when pt came to top-up one drug only, user need to tick one by one "Not to dispensed" checkbox.	Dispense'	Impact to all dispensing screens (Screening and Verification, Preparation and Dispensing) including Single Stage Dispensing except Methadone Dispensing. Notes: to check on why system slow when click on not to dispensed checkbox
2.	220009559E	Checkbox all 'not to dispense' not applicable for IP module because record not to dispensed with 0 quantity in IP pharmacy and it will not occur, except for POM (but POMs already have its own checkbox)	Not to Dispense does not required for inpatient as inpatient prescription will not dispense with 0.	1. Add tooltip for this checkbox. 2. Checkbox select all Not to Dispense not required for inpatient visit. 3. Relocate checkbox to next Reserve Qty word.
3.	220009560E	Not to dispense checkbox to be appeared for tool tip 'not to dispense' for all buttons. Then rearrange sequence with reserve quantity wording.	1. User will be able to see some tooltip information when mouse over to select all checkbox for Not to Dispense. 2. Able to see this checkbox after words 'Reserve Qty'	
4.	220009561E	Current table doesn't have any writing or tool tip stating "All" for not to dispense		

Function Flow	Current Version 2.5.3.2	New Version 2.6

Function Flow	Current Version 2.5.3.2	New Version 2.6
1. Select record to dispense with '0' quantity	1. Go to Screening and Verification, Preparation or Dispensing screen. 2. Select all drug to dispense with '0' quantity. 3. User need to do it one by one and **system does not have select All(1) checkbox**. User need to select one by one. 	1. Go to Screening and Verification, Preparation or Dispensing screen. 2. Select all drug to dispense with '0' quantity by click on Reserve Qty checkbox. 3. User able to check on **Select All checkbox(1)** to dispense all drugs with '0' quantity. 4. User able to see some tooltip **'Not to Dispense'** for this checkbox. **Notes**: This checkbox only available at outpatient screens only and not available in Inpatient dispensing and Methadone Dispensing.

3. Summary of Ticket Number and Requests on Methadone Dispensing

No.	Ticket #	Description	Requests	Solution
1.	200000325E	**TPC - Methadone Dispensing - Prescription not flow to Methadone dispensing** Ms Anis reported doctor order from TPC for Methadone Medication but prescription not flow to Methadone Dispensing. Prescription enter at Screening and Verification then user changed dispense to Methadone but still same.	Doctor order from TPC for Methadone should directly appear in Methadone Dispensing screen.	Methadone from TPC to directly flow to Methadone dispensing in PhIs.
2.	200000771E	**Methadone Dispending - reserve quantity wrongly calculate** Ms Chuah reported after set DOT=0 and TA=3, the reserve quantity appear as 15 which 1 TA=5ml. User informed it should be appear as 4.5ml instead of 5ml. Refer user attachment as reference.	User request to dispense by 0.5ml (decimal)	Update reserve quantity wrongly calculate. User will be able to dispense up to 0.5 decimal point. User then need to do stock adjustment to tally back the dispense quantity with actual dispensing quantity.
3.	200000912E	**Methadone Dispensing - Dispense UOM Qty** User report when add drug Methadone 5mg/ml Syrup show at dispensing under column Dispens UOM 1	User request to dispense by 0.5ml (decimal)	
4.	200000975E	**Methadone Dispensing - system to allowed user dispense on decimal point.** Based on previous report 19646014C user request system to allowed user dispense in decimal point. for example if doctor ordered for methadone. User order Dose = 22.5 mg, in SKU the value for dispense qty will be 4.5ml. However in PhIS, dispensing in decimal value is not applicable because stock management cannot be in decimal value. Hence, for this drug system will round up to 5ml and stock will deduct 5ml. User request to dispense by 4.5ml	User request to dispense by 0.5ml (decimal)	

Function Flow	Current Version 2.5.3.2	New Version 2.6
1. Methadone Dispensing in decimal point (0.5ml)	1. Order Methadone in decimal point, example, 12.5mg (2.5ml). 2. At Methadone Dispensing, order details appear as below. 3. Allocate DOT = 1. 4. System will round up 2.5ml to 3ml (1). User not able to dispense in decimal point.	1. Order Methadone in decimal point, example, *12.5mg (2.5ml).* 2. At Methadone Dispensing, order details appear as below. 3. Allocate DOT = 1. 4. System will **not round up 2.5ml to 3ml (1).** User able to dispense in decimal point (2.5ml). 5. Once this record is dispense, user need to do stock adjustment for Methadone drug. **Notes**: Details flow on Stock Adjustment, please refer to document *PhIS_CPS_Quick_Guide_2.6_INV_Stock Adjustment Methadone_v1.0.docx.*

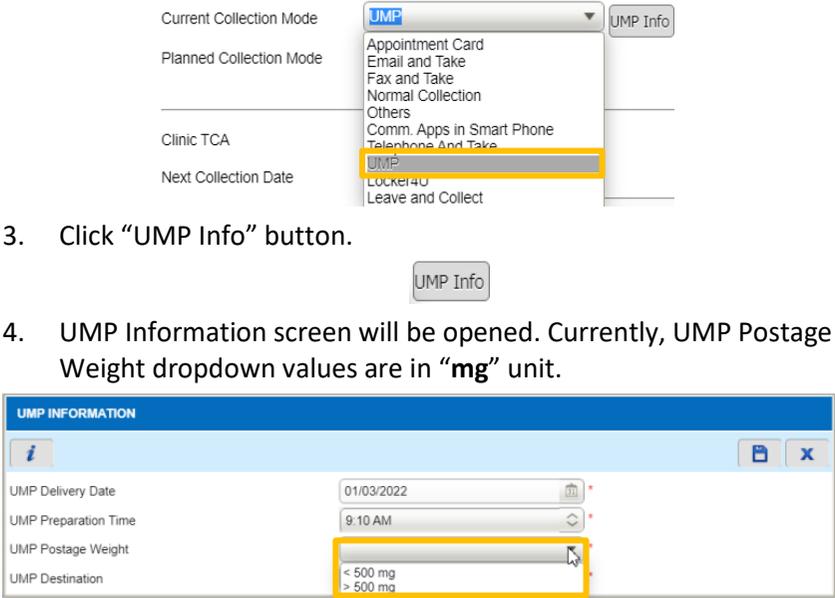| Function Flow	Current Version 2.5.3.2	New Version 2.6
2. Methadone MFlex In and MFlex Out checkbox	*Scenario 1* 1. Register patient with **MFlex In checkbox ticked(1).** 2. Add Methadone drug order and confirm.	*Scenario 1* 1. Register patient with **MFlex In checkbox ticked(1).** *Notes: When MFlex In checkbox is ticked, user need to choose facility name (mandatory). Reposition of Mflex In checkbox to bottom as the original place is limited (cannot fit in the facility name).* 2. Add Methadone drug order and confirm.
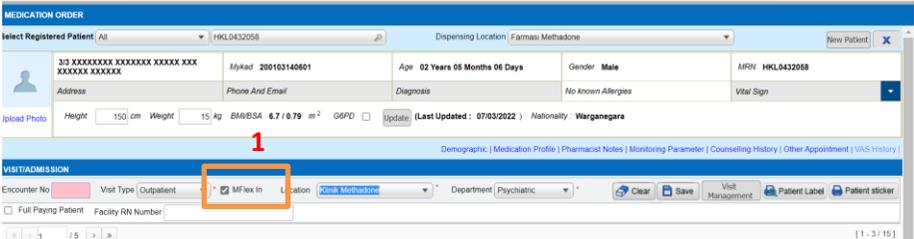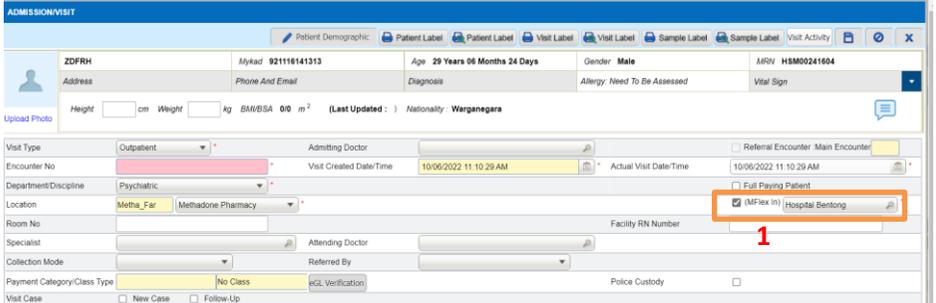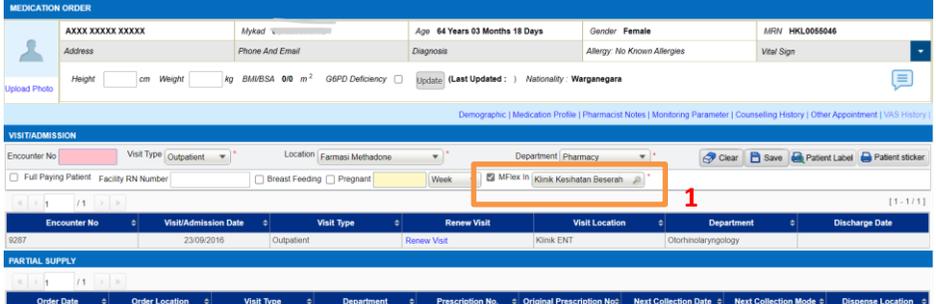
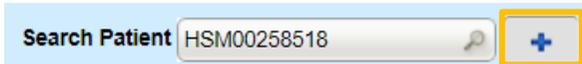| Function Flow	Current Version 2.5.3.2	New Version 2.6
	  3. Open record in Methadone Dispensing screen. 4. MFlex Out checkbox and SPUB Out checkbox is enable but **MFlex In checkbox does not exist(2).**	 3. Open record in Methadone Dispensing screen. 4. MFlex Out and SPUB Out checkbox is disable and display **MFlex In checkbox with ticked (non-editable)(2).**

Function Flow	Current Version 2.5.3.2	New Version 2.6

Notes: If Mflex In checkbox is ticked and appear at Methadone Dispensing screen, both checkbox for SPUB Out and Mflex Out will be disable. |
| | *Scenario2*

1. Register patient **without ticked MFlex In checkbox(1).**

2. Add Methadone drug order and confirm. | *Scenario 2*

1. Register patient **without ticked MFlex In checkbox(1).**

2. Add Methadone drug order and confirm. |

Function Flow	Current Version 2.5.3.2	New Version 2.6
	  3. Open record in Methadone Dispensing screen. 4. Both **MFlex Out checkbox** and **SPUB Out checkbox** is enable(2). 	 3. Open record in Methadone Dispensing screen. 4. **MFlex Out and SPUB Out checkbox is enable(2).** MFlex In checkbox will be hide.

Function Flow	Current Version 2.5.3.2	New Version 2.6
	User **able to ticked (3)** on both checkbox, Mflex Out and SPUB Out on same time.	a) If user ticked on MFlex Out checkbox, **SPUB Out checkbox will be disable(3).** b) If user ticked on SPUB Out checkbox, **MFlex Out checkbox will be disable(4).**
3. Methadone Patient Details new column	1. Go to Methadone Patient Details. 2. Listing show column **'Status'(1)** of the patient which read from the patient registration status, either 'Active' or 'Inactive'. Inactive here means deceased. 3. Click on Search button, select patient to add and then click on Add button.	1. Go to Methadone Patient Details. 2. Listing show column **'Patient Status'(1)** of the patient which read from Methadone Patient details information, either 'Active' or 'Inactive'. 3. Click on Search button, select patient to add and then click on Add button.
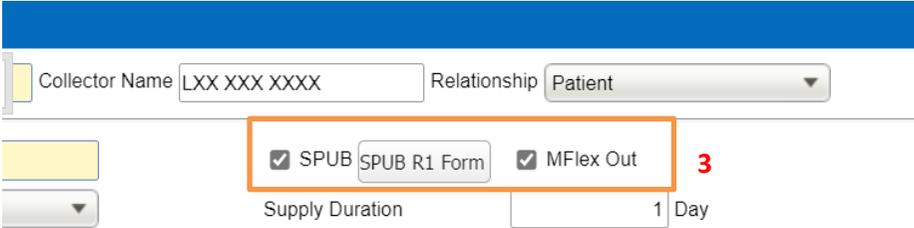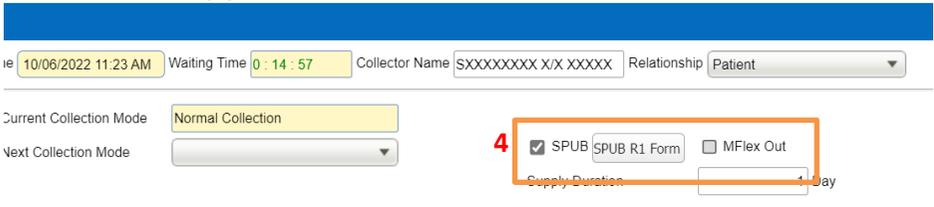
Function Flow	Current Version 2.5.3.2	New Version 2.6
	  4. Add new patient will appear as below and user **not able to find radio button 'Active' and 'Inactive' (2).**	 4. Add new patient will appear as below and user **able to find radio button 'Active' and 'Inactive' (2).**
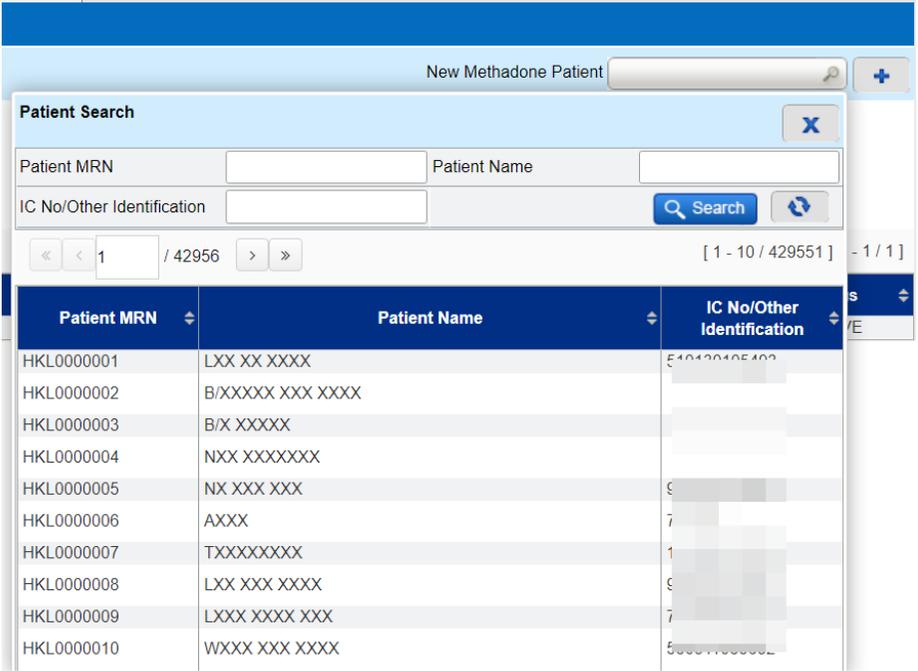
Function Flow	Current Version 2.5.3.2	New Version 2.6
▼	**CONTACT DETAIL** **2** Address 1 — XXXXX Address 2 — XXXXX Address 3 — XXXXX Postcode — State — -SELECT- City — Country — MALAYSIA Contact Number(Mobile) — 123456789 Contact Number(House) — Contact Number(Office) — 123456789	**CONTACT DETAIL** ⦿ Active ○ Inactive **2** Address 1 — XXXXX Address 2 — XXXXX Address 3 — XXXXX Postcode — 32610 State — -SELECT- City — Country — MALAYSIA Contact Number(Mobile) — 123456789 Contact Number(House) — Contact Number(Office) — 123456789 a) **Active** - by default when add in new patient, system will set patient status to Active which means patient is an active methadone patient b) **Inactive** - user able to select Inactive manually if patient is no longer taking methadone drug from the facility.

Function Flow	Current Version 2.5.3.2	New Version 2.6
4. Methadone Dispensing record from TPC	1. PhIS received record from TPC which consists of Methadone drug. 2. Once received, this record will flow to normal dispensing and not Methadone Dispensing. Methadone Order (TPC) → Update order without methadone flag → Record open in normal Medication Order screen	1. PhIS received record from TPC which consists of Methadone drug. 2. Once received, this record will flow to Methadone Dispensing directly. Methadone Order (TPC) / TPC → Update order with Methadone flag / PhIS → Directly open record in Methadone Dispensing screen
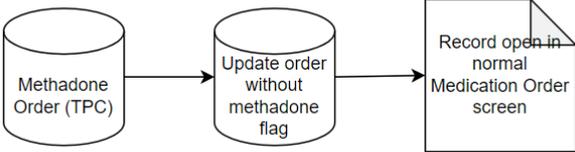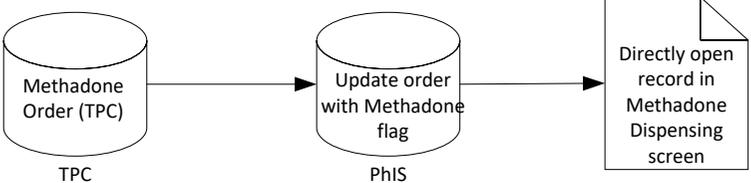
4. Summary of Ticket Number and Requests on UMP Details

No.	Ticket #	Description	Requests	Solution
1.	220007693E	**UMP Info** To change from <500mg and >500mg to <500GRAMS and >500GRAMS at dispensing screen, dispensed method, UMP, UMP-info.	To change UMP Information details	1. To change 'UMP Postage Weight' drop down values in UMP Information screen as following: • From <500mg to <500 grams • From >500mg to >500 grams *Changes applies to PF 5.3(a) screen, PDF, Excel and Dashboard.

Function Flow	Current Version 2.5.3.2	New Version 2.6
1. UMP Details information	**Pharmacy Transaction→ Normal→ Outpatient/Inpatient→ Dispensing** 1. Open Dispensing screen 2. Select "UMP" value from "Current Collection Mode" dropdown. "UMP	**Pharmacy Transaction→ Normal→ Outpatient/ Inpatient→ Dispensing** 1. Open Dispensing screen 2. Select "UMP" value from "Current Collection Mode" dropdown."UMP Info
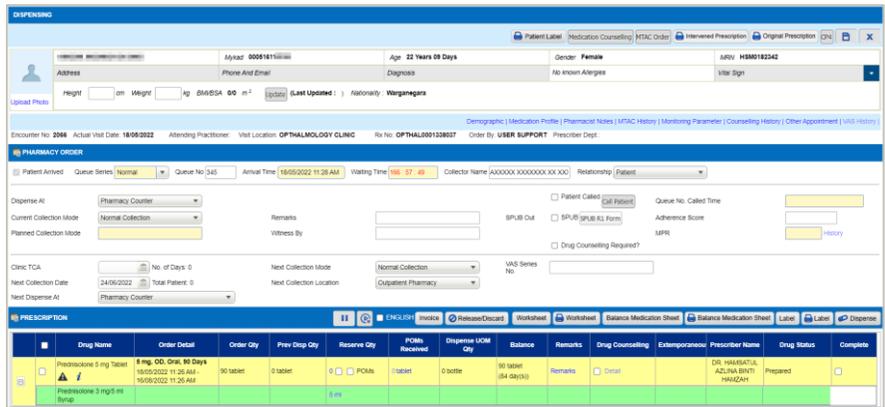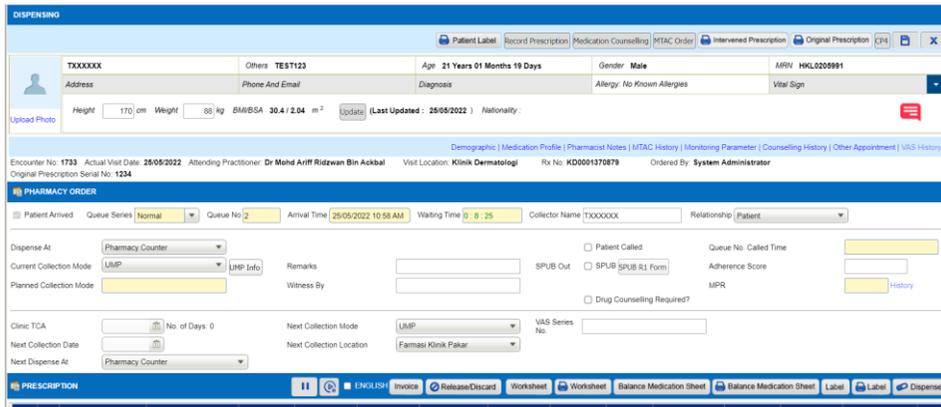
Function Flow	Current Version 2.5.3.2	New Version 2.6
	Info button will appear. 3. Click "UMP Info" button. UMP Info 4. UMP Information screen will be opened. Currently, UMP Postage Weight dropdown values are in "**mg**" unit. Impact on report PF 5.3(a) PDF:	button will appear. 3. Click "UMP Info" button. UMP Info 4. UMP Information screen will be opened. Currently, UMP Postage Weight dropdown values has been changed to "**grams**" unit. Impact on report PF 5.3(a) PDF:
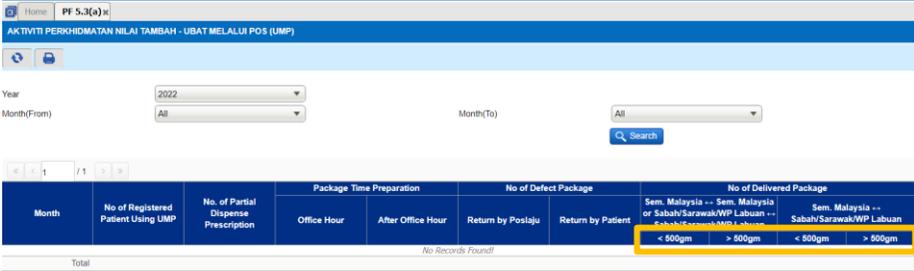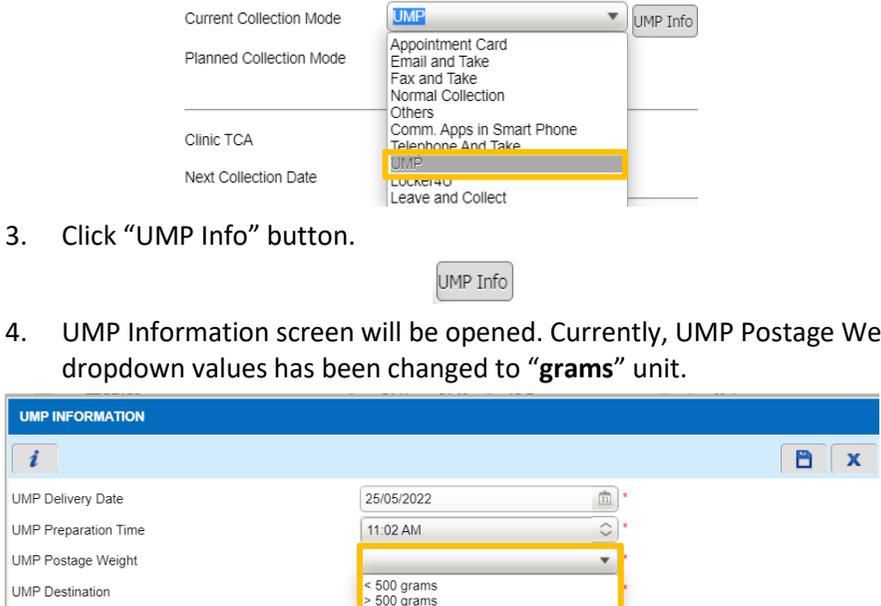
Function Flow	Current Version 2.5.3.2	New Version 2.6
	  Excel: 	 Excel:

5. Summary of Ticket Number and Requests on Re-Dispensing

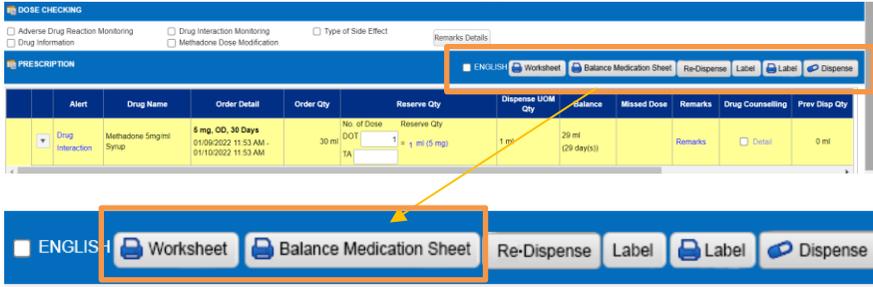| No.	Ticket #	Description	Requests	Solution
1.	210004443E	**Re-dispensing** Start Date on Drug label. Currently the old date with previous dispense is printed on drug label	To change supply date to reflect re-dispensing date.	1. To change supply date to follow the date of re-dispensing in 'Edit label' screen and label. 2. To change duration according to re-dispensing quantity selected.

Function Flow	Current Version 2.5.3.2	New Version 2.6
1. Re-Dispensing	**Pharmacy Transaction→ Dispensing → Normal→ Re-Dispensing** 1. Select a patient and click on "Add" icon to create new Re-Dispensing record. 2. Select "Dispense No" and corresponding information of the dispense record selected will be auto filled. 3. Select checkbox on drug to re-dispense. 4. Click on Re-Disp Qty hyperlink.	**Pharmacy Transaction→ Dispensing → Normal→ Re-Dispensing** 1. Select a patient and click on "Add" icon to do Re-Dispensing. 2. Select "Dispense No" and corresponding information of the dispense record selected will be auto filled. 3. Select checkbox on drug to re-dispense 4. Click on Re-Disp Qty hyperlink
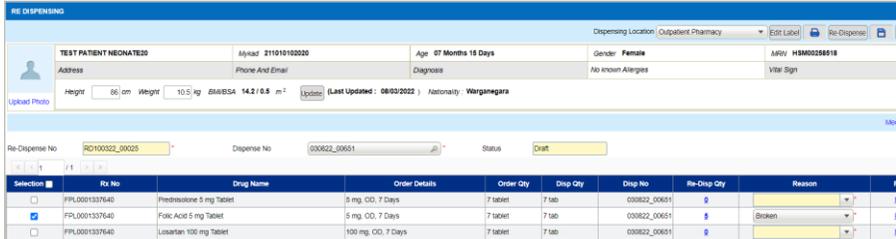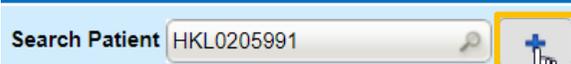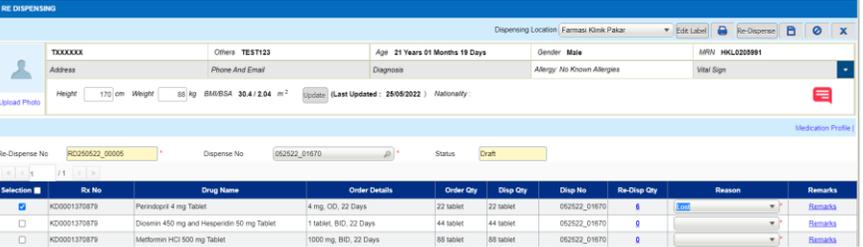
Function Flow	Current Version 2.5.3.2	New Version 2.6
	Re-Disp Qty 0 5 0 5. Item batch details screen will be opened. Enter number in UOM Qty and Save. 6. Click on "Print label" icon. Edit label screen will be opened. ✓ Supply Start Date and Supply End Date displays the previous supply duration of the selected dispense record. ✓ Duration shows the total duration based on the selected dispense record.	**Re-Disp Qty** 6 0 0 5. Item batch details screen will be opened. Enter number in UOM Qty and Save. 6. Click on "Print label" icon. Edit label screen will be opened. ✓ Supply Start Date and Supply End Date reflects from re-dispensing date ✓ Duration shows the recalculated duration based on the value entered in "Re-Disp Qty".

Function Flow	Current Version 2.5.3.2	New Version 2.6
	7. Click on Preview to view label. ✓ Supply Start Date and Supply End Date is showing the previous supply duration of the selected dispense record. ✓ Duration shows the total duration based on the selected dispense record. HOSPITAL SERI MANJUNG (Tel: 056896600) **TEST PATIENT NEONATE20** HSM00258518 Outpatient Pharmacy 21XXXXXX2020 **Folic Acid 5mg Tab** **1 biji 1 Kali Sehari** - Boleh diambil SEBELUM ATAU SELEPAS makan Ambil ubat pada waktu yang sama setiap hari **Vitamin tambahan** 08/03/22-15/03/22 [7 hari] **5 biji** **RM1.00** UBAT TERKAWAL JAUHI DARIPADA KANAK-KANAK 10/03/2022	7. Click on Preview to view label. ✓ Supply Start Date and Supply End Date reflects from re-dispensing date ✓ Duration shows the recalculated duration based on the value entered in "Re-Disp Qty". HOSPITAL KUALA LUMPUR (Tel: 0326155555) **TXXXXXX** HKL0205991 Klinik Dermatologi TEST123 **Perindopril 4 mg Tablet** **1 biji 1 Kali Sehari** - Sila ambil ubat SEBELUM makan Jangan berhenti ambil ubat ini tanpa nasihat doktor Tekanan Darah Tinggi 25/05/22-31/05/22 [6 hari] **6 biji** **RM1.00** UBAT TERKAWAL JAUHI DARIPADA KANAK-KANAK 07/06/2022

6. Summary of Ticket Number and Requests on Methadone Dispensing button

No.	Ticket #	Description	Requests	Solution
1.	220009557E	**Methadone Dispensing** To remove button 'BMS' and 'Worksheet' from Methadone Dispensing screen.	Remove BMS and Worksheet button	To remove button 'BMS' and 'Worksheet' from Methadone Dispensing screen.

Function Flow	Current Version 2.5.3.2	New Version 2.6
1. Remove Button Balance Management Sheet and Worksheet	Open Methadone Dispensing screen and user able to see button '**Balance Management Sheet**' and '**Worksheet**' appear in the screen. 	Open Methadone Dispensing screen and both button **'Balance Management Sheet'** and '**Worksheet**' has been removed from this screen.