

Completing FMD Workload Items with Owings

The FMD Workload displays a list of all *Prescribed Items* that have been dispensed through the PMR, and is automatically filtered on **Outstanding** requests when loaded. From the FMD Workload, you can access the FMD Association window where all your pack associations and accuracy checks will take place. Once *Prescription Items* have been successfully associated, they can be decommissioned with a single click.

We strongly recommend using a PTS barcode to speed up managing your FMD Workload. You can follow the process of completing FMD Workload items with owings using a PTS barcode [here](#).

Packs can only be associated and decommissioned if they have an FMD compliant 2D barcode.

FMD Application Settings

Before using the FMD Workload, we recommend understanding the available FMD settings and ensuring that your application is configured to meet your requirements. There are three main application settings to configure, all of which are found within the *FMD Category* in Edit Application Settings.

Application Setting	Available Values
Verify On Association	<ul style="list-style-type: none"> • YES; Once enabled, the NMVS verification check will take place when adding a new pack association to a <i>Prescription Item</i>. • NO; Packs will not be verified on association to a <i>Prescription Item</i>. Packs can be verified through the FMD Requests window.
GTIN Match Mode	<ul style="list-style-type: none"> • AUTOMATIC; In instances where there are multiple pack matches or no matches on your prescription, the association will automatically assign to the latest match, or as selected depending on your <i>Prescribed item match level</i>. This option requires an additional manual accuracy check. • MANUAL; In instances where there are multiple pack matches or no matches on your prescription, a Select Prescription Item window will open allowing the user to select the correct item for association regardless of your <i>Prescribed item match level</i>.

Prescribed item match level	<ul style="list-style-type: none"> • LOW; If the scanned pack matches a <i>Prescription Item</i>, the system will automatically make the association. However, if there is no match the system will associate the pack to the selected <i>Prescription Item</i>. This option requires an additional manual accuracy check. • MEDIUM; If the scanned pack matches a <i>Prescription Item</i>, the system will automatically make the association. However, if there is no match, a Select Prescription Item window will open allowing the user to select the correct item for association. • HIGH; The user will be required to select the correct <i>Prescription Item</i> prior to scanning the corresponding pack. The scanned pack will be associated to the selected item.
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Packs Pending

You are required to decommission packs when they are supplied to your patients. From the FMD Association window, you will be able to associate packs to each *Prescription Item* on each dispensed script completing the accuracy check as you go. Successfully associated packs can then be decommissioned once they've been collected by your patients.

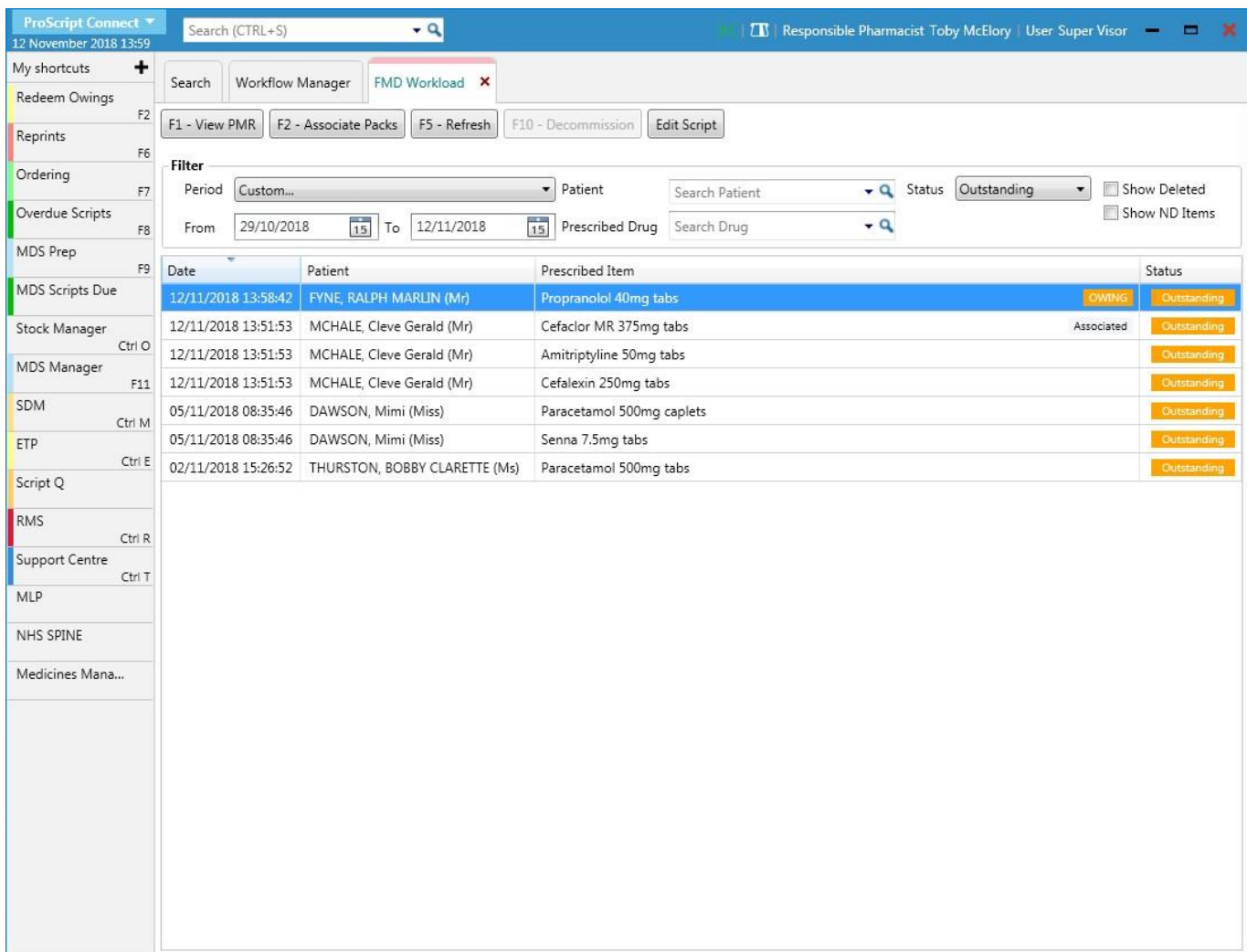
Packs Pending allows you to mark a partial pack as decommissioned, and will keep the item *Outstanding* in the FMD Workload grid until the pending packs have been associated and decommissioned. Full owings will not be impacted by *Packs Pending*, as these will remain in the FMD Workload grid until stock is available for supply.

Marking FMD Items as Packs Pending

Packs Pending allows you to mark a partial pack as decommissioned and will keep the item *Outstanding* in the FMD Workload grid.

Associating Packs

1. To begin, open the FMD Workload from the ProScript Connect Main Screen by clicking the **[ProScript Connect]** menu button and selecting the *FMD Workload* menu item.
2. From the FMD Workload, use the available *Filters* to search for, locate and highlight the *Patient* and *Prescribed Item* you want to associate a pack to, and select the **[F2 – Associate Packs]** button. Items with owings will display an **OWING** tag.



ProScript Connect | Search (CTRL+S) | Responsible Pharmacist Toby McElory | User Super Visor

12 November 2018 13:59

My shortcuts: Redeem Owings (F2), Reprints (F6), Ordering (F7), Overdue Scripts (F8), MDS Prep (F9), MDS Scripts Due (F9), Stock Manager (Ctrl O), MDS Manager (F11), SDM (Ctrl M), ETP (Ctrl E), Script Q, RMS (Ctrl R), Support Centre (Ctrl T), MLP, NHS SPINE, Medicines Mana...

Workflow Manager: FMD Workload

Buttons: F1 - View PMR, F2 - Associate Packs, F5 - Refresh, F10 - Decommission, Edit Script

Filter: Period Custom..., Patient Search Patient, Status Outstanding, Show Deleted, Show ND Items

From 29/10/2018 To 12/11/2018 Prescribed Drug Search Drug

Date	Patient	Prescribed Item	Status
12/11/2018 13:58:42	FYNE, RALPH MARLIN (Mr)	Propranolol 40mg tabs	Outstanding (OWING)
12/11/2018 13:51:53	MCHALE, Cleve Gerald (Mr)	Cefaclor MR 375mg tabs	Outstanding (Associated)
12/11/2018 13:51:53	MCHALE, Cleve Gerald (Mr)	Amitriptyline 50mg tabs	Outstanding
12/11/2018 13:51:53	MCHALE, Cleve Gerald (Mr)	Cefalexin 250mg tabs	Outstanding
05/11/2018 08:35:46	DAWSON, Mimi (Miss)	Paracetamol 500mg caplets	Outstanding
05/11/2018 08:35:46	DAWSON, Mimi (Miss)	Senna 7.5mg tabs	Outstanding
02/11/2018 15:26:52	THURSTON, BOBBY CLARETTE (Ms)	Paracetamol 500mg tabs	Outstanding

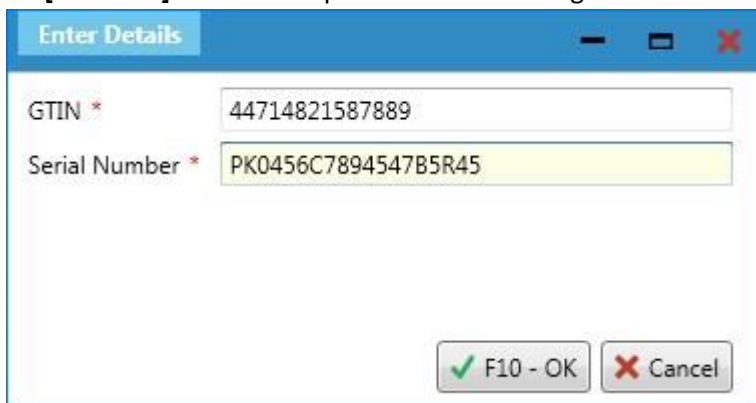
3. The FMD Association window opens. If there is more than one item on your prescription, it is important that you know the value assigned to your *Prescribed item match level* application setting, as this will determine the next step.

Prescribed item match level	Action
LOW	Scan (one of) the dispensed pack(s). If the pack has matched a <i>Prescription Item</i> , it will automatically assign it to that item in the <i>Associated FMD Item Details</i> grid. If no match was found, the scanned item will be assigned to the selected <i>Prescription Item</i> . This option requires an additional manual accuracy check.
MEDIUM	Scan (one of) the dispensed pack(s). If the pack has matched a <i>Prescription Item</i> , it will automatically assign it to that item in the <i>Associated FMD Item Details</i> grid. If no match was found, a Select Prescription Item window will open allowing you to select

	the correct <i>Prescription Item</i> and save your choice using the [F10 – OK] button.
HIGH	Select a <i>Prescription Item</i> on the left side of the window and scan the corresponding dispensed pack. The pack will be assigned in the <i>Associated FMD Item Details</i> grid.

In instances where you're unable to use your handheld scanner, you will need to complete a manual entry.

1. From the FMD Association window, highlight a *Prescription Item* and select the **[F7 – Manual Entry]** button.
2. The Enter Details window opens. Type in the *GTIN* and *Serial Number* from the corresponding pack and select the **[F10 – OK]** button. The pack is added to the grid.



If the pack has already been associated with another *Prescription Item*, an FMD Warning popup will display to ask if you wish to associate it again for split pack dispensing. Select the **[Yes]** button to associate the pack, or the **[No]** button to cancel the request.

4. Repeat the process of association until each required *Prescription Item* has been associated to the corresponding dispensed pack(s) and displays the Associated tag.
5. Highlight the partially dispensed *Prescription Item* with the **OW** tag, and select the **[F8 – Mark As Packs Pending]** button. The item will be tagged with a **PP**.

If you have accidentally marked the wrong item as packs pending, use the **[F8 – Remove 'Packs Pending']** button to reverse this change.

FYNE, RALPH MARLIN (Mr)'s Prescribed Items from 11/10/2018

F1 - Previous Item F2 - Next Item F3 - Rescan All Items F4 - Mark As Completed F5 - Mark All Items As Completed





Prescription Items	Prescribed Item Details
Propranolol 40mg tabs OW Associated PP	Prescribed Propranolol 40mg tabs
	Quantity 28
	Given Quantity 14
	Associated FMD Item Details
	F6 - Remove Pack F7 - Manual Entry F8 - Remove 'Packs Pending'
	Pack Description
	Expiry Date Batch Number FMD Status
	Propranolol 10mg tabs (28) AAH ✔ 03/10/2023 TEST0D31C526D0 Verified

F10 - Save F11 - Save and Decommission Cancel

FMD Status, Tags & Accuracy Check Icons

You may have noticed the *FMD Status* updating upon association, and an accuracy check icon appearing. The table below explains each status and icon.

Status & Icon	Description
Verified	The FMD request was successfully processed, and the medicines have been verified as genuine in the NMVS database.
Invalid	There has been a verification error. You can view the FMD History to troubleshoot the reason for the error.
Decommissioned	The pack has been marked as invalid in the NMVS database.
PP	This indicates to the system that additional packs will need to be associated to complete the full prescribed quantity. Associated packs may have been decommissioned if they've already been supplied to the patient, but the <i>Prescribed Item</i> will remain as Outstanding in the FMD Workload grid until the remaining packs have been associated and the <i>Packs Pending</i> tag removed.
Associated	A pack has been associated to the <i>Prescription Item</i> .

	The system accuracy check was successful.
	The system accuracy check has been unsuccessful as the pack has not been recognised. A manual accuracy check is required. Hovering over the orange exclamation mark icon displays a tooltip to help troubleshoot the reason for the unsuccessful check.
	The system accuracy check has failed. Hovering over the <i>No Entry</i> icon displays a tooltip to help troubleshoot the reason for the invalid request.
	The pack did not have an FMD compliant 2D barcode and has been manually marked as completed.

Saving the Associations

1. Once completed, save the associations by selecting the **[F10 – Save]** button. This will leave the *Prescribed Items* as **Outstanding** in the FMD Requests grid, which is useful if you do not wish to decommission the pack(s) until the patient has collected their prescription.

You can save and decommission the pack(s) straight away if preferred by selecting the **[F11 – Save and Decommission]** button.

Decommissioning Packs

Once dispensed packs have been successfully associated, and the patient has partially collected their medication, you can notify the NMVS that each pack is now inactive through the decommissioning process.

All packs, including split packs, must be decommissioned as soon as any quantity from that pack has been given to a patient. The pack can be re-associated to the same *Prescription Item* on a different prescription at a later date, until the entire quantity of the pack has been used.

1. There are two ways you can decommission packs from the FMD Workload. Either by;
 - Selecting the **[F11 – Save and Decommission]** button within the FMD Association window, or
 - Highlighting the required *Patient* and *Prescribed Item* in the FMD Workload grid and selecting the **[F10 – Decommission]** button.
2. The *Packs Pending Prescribed Item(s)* will remain in the **Outstanding** Status on the FMD Workload grid until the pending packs have been associated, decommissioned and the *Packs Pending* tag removed.

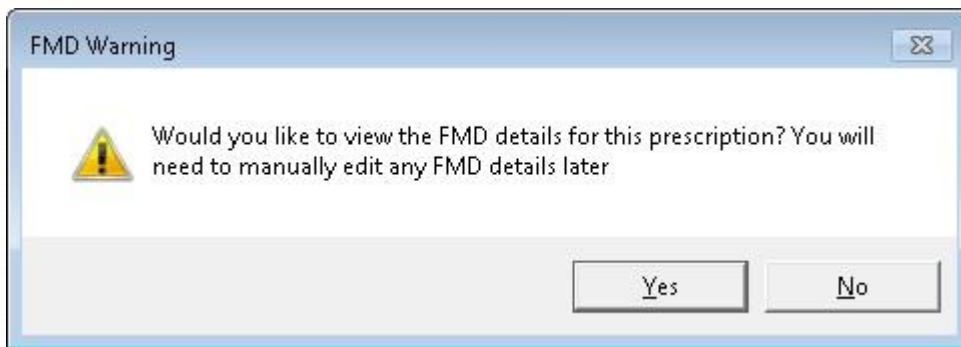
Removing Packs Pending

Items with *Packs Pending* will remain as **Outstanding** in the FMD Workload until the **PP** tag is removed. This will usually be once additional packs have been associated, such as after redeeming an owing.

Redeeming the Owing

After partially or fully redeeming your owing – either from Redeem Owings, Reprints or the patient’s PMR – an FMD Warning pop-up will display and will ask if you wish to view the FMD details for the prescription.

- Selecting the **[Yes]** button will open the FMD Association window.
- Selecting the **[No]** button will close the pop-up, and you will be required to access the FMD Association window from the FMD Workload by locating the *Patient* and *Prescribed Item* and selecting the **[F2 – Associate Packs]** button.



Associating Packs

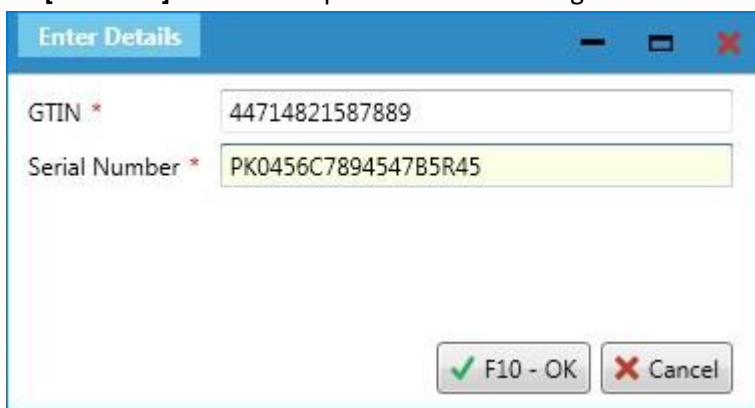
1. The FMD Association window opens. If there is more than one item on your prescription, it is important that you know the value assigned to your *Prescribed item match level* application setting, as this will determine the next step.

Prescribed item match level	Action
LOW	Scan (one of) the dispensed pack(s). If the pack has matched a <i>Prescription Item</i> , it will automatically assign it to that item in the <i>Associated FMD Item Details</i> grid. If no match was found, the scanned item will be assigned to the selected <i>Prescription Item</i> . This option requires an additional manual accuracy check.
MEDIUM	Scan (one of) the dispensed pack(s). If the pack has matched a <i>Prescription Item</i> , it will automatically assign it to that item in the <i>Associated FMD Item Details</i> grid. If no match was found, a Select Prescription Item window will open allowing you to select the correct <i>Prescription Item</i> and save your choice using the [F10 – OK] button.

HIGH	Select a <i>Prescription Item</i> on the left side of the window and scan the corresponding dispensed pack. The pack will be assigned in the <i>Associated FMD Item Details</i> grid.
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In instances where you're unable to use your handheld scanner, you will need to complete a manual entry.

1. From the FMD Association window, highlight a *Prescription Item* and select the **[F7 – Manual Entry]** button.
2. The Enter Details window opens. Type in the *GTIN* and *Serial Number* from the corresponding pack and select the **[F10 – OK]** button. The pack is added to the grid.



If the pack has already been associated with another *Prescription Item*, an FMD Warning popup will display to ask if you wish to associate it again for split pack dispensing. Select the **[Yes]** button to associate the pack, or the **[No]** button to cancel the request.

4. Repeat the process of association until each required *Prescription Item* has been associated to the corresponding dispensed pack(s) and displays the Associated tag.
5. If the full quantity has been redeemed (as *Given* or *Not Given*), highlight the *Prescription Item* with the **PP** tag, and select the **[F8 – Remove 'Packs Pending']** button. The **PP** tag will be removed.

FYNE, RALPH MARLIN (Mr)'s Prescribed Items from 11/10/2018

F1 - Previous Item F2 - Next Item F3 - Rescan All Items F4 - Mark As Completed F5 - Mark All Items As Completed

Prescription Items	Associated
Propranolol 40mg tabs	Associated

Prescribed Item Details

Prescribed Propranolol 40mg tabs

Quantity 28

Given Quantity 21

Associated FMD Item Details

F6 - Remove Pack F7 - Manual Entry F8 - Mark As Packs Pending





Pack Description	Expiry Date	Batch Number	FMD Status
Propranolol 10mg tabs (28) AAH	03/10/2023	TEST0D31C526D0	Decommissioned
Propranolol 10mg tabs (28) ACTAVIS	03/10/2023	TEST0D31C526D0	Verified

F10 - Save F11 - Save and Decommission Cancel

FMD Status, Tags & Accuracy Check Icons

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	The system accuracy check has failed. Hovering over the <i>No Entry</i> icon displays a tooltip to help troubleshoot the reason for the invalid request.
	The pack did not have an FMD compliant 2D barcode and has been manually marked as completed.

Saving the Associations

- Once completed, save the associations by selecting the **[F10 – Save]** button. This will leave the *Prescribed Items* as **Outstanding** in the FMD Requests grid, which is useful if you do not wish to decommission the pack(s) until the patient has collected their prescription.

You can save and decommission the pack(s) straight away if preferred by selecting the **[F11 – Save and Decommission]** button.

Decommissioning Packs

Once dispensed packs have been successfully associated, and the patient has collected their medication, you can notify the NMVS that each pack is now inactive through the decommissioning process.

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- There are two ways you can decommission packs from the FMD Workload. Either by;
 - Selecting the **[F11 – Save and Decommission]** button within the FMD Association window, or
 - Highlighting the required *Patient* and *Prescribed Item* in the FMD Workload grid and selecting the **[F10 – Decommission]** button.
- The *Prescribed Items* are automatically updated to **Completed** and are removed from the FMD Workload grid if your *Status* filter is set to show only *Outstanding* items.

FYNE, RALPH MARLIN (Mr)'s Prescribed Items from 11/10/2018

F1 - Previous Item F2 - Next Item F3 - Rescan All Items F4 - Mark As Completed F5 - Mark All Items As Completed

Prescription Items

Propranolol 40mg tabs Associated

Prescribed Item Details

Prescribed Propranolol 40mg tabs
 Quantity 28
 Given Quantity 21

Associated FMD Item Details

F6 - Remove Pack F7 - Manual Entry F8 - Mark As Packs Pending

Pack Description	Expiry Date	Batch Number	FMD Status
Propranolol 10mg tabs (28) AAH	<input checked="" type="checkbox"/> 03/10/2023	TEST0D31C526D0	Decommissioned
Propranolol 10mg tabs (28) ACTAVIS	<input checked="" type="checkbox"/> 03/10/2023	TEST0D31C526D0	Decommissioned

F10 - Save F11 - Save and Decommission Cancel

Revision History

Version Number	Date	Revision Details	Author(s)
1.0	18 December 2018		Joanne Hibbert-Gorst

Contact us

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