Completing FMD Workload Items

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.

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	• **YES**; Once enabled, the NMVS verification check will take place when adding a new pack association to a *Prescription Item*. • **NO**; Packs will not be verified on association to a *Prescription Item*. Packs can be verified through the FMD Requests window.
GTIN Match Mode	• **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 *Prescribed item match level*. 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 *Prescribed item match level*.

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Prescribed item match level	• **LOW**; If the scanned pack matches a *Prescription Item*, the system will automatically make the association. However, if there is no match the system will associate the pack to the selected *Prescription Item*. This option requires an additional manual accuracy check. • **MEDIUM**; If the scanned pack matches a *Prescription Item*, 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 *Prescription Item* prior to scanning the corresponding pack. The scanned pack will be associated to the selected item.

Completing Items with FMD Compliant 2D Barcodes

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.

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.

   Any packs that have previously been associated but not decommissioned will appear in the FMD Requests grid with an Associated tag in the Outstanding *Status*.

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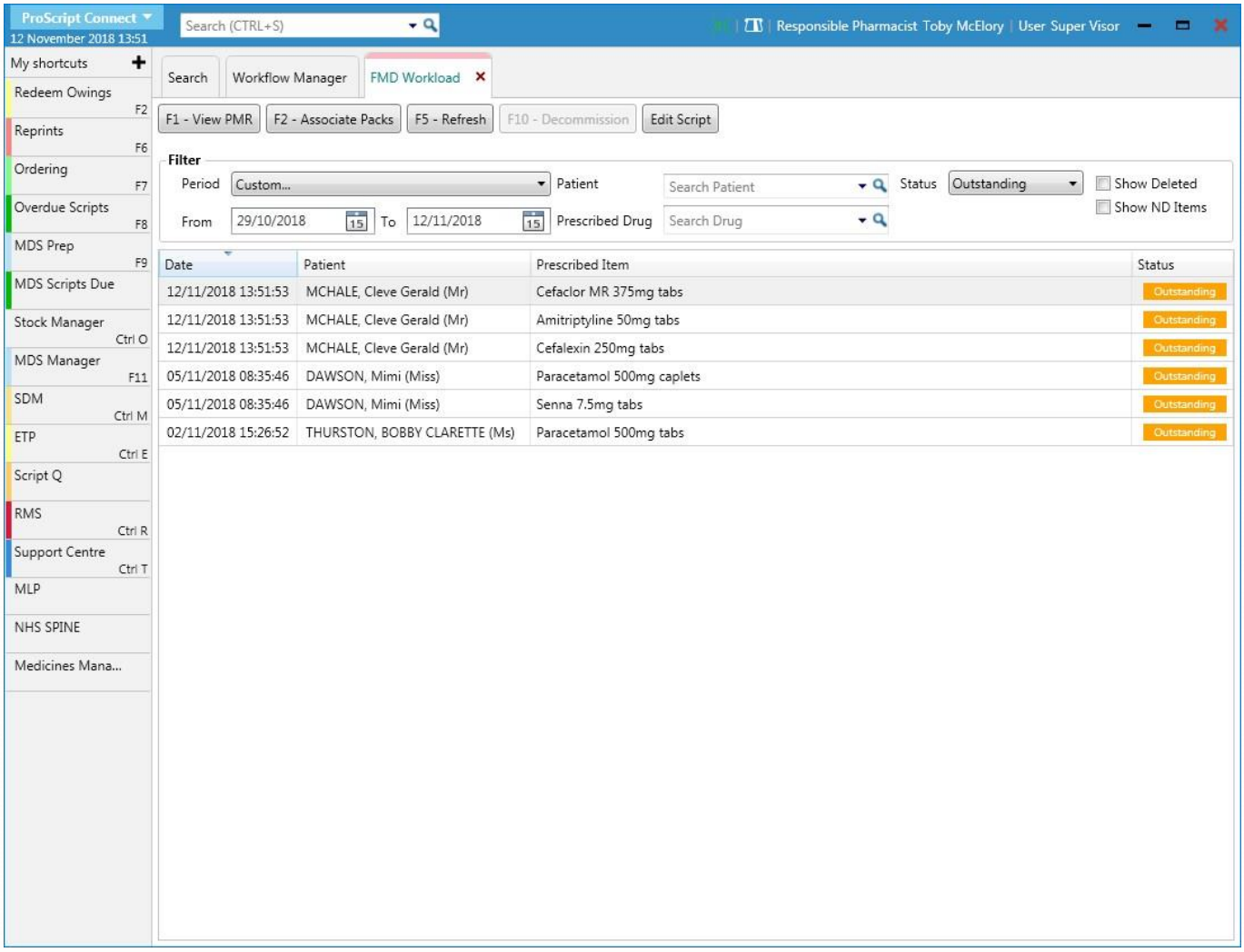

3. The FMD Association window opens. If there is more than one item on your prescription, it is important that you know the value assigned to your *Prescribed item match level* application setting, as this will determine the next step.

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

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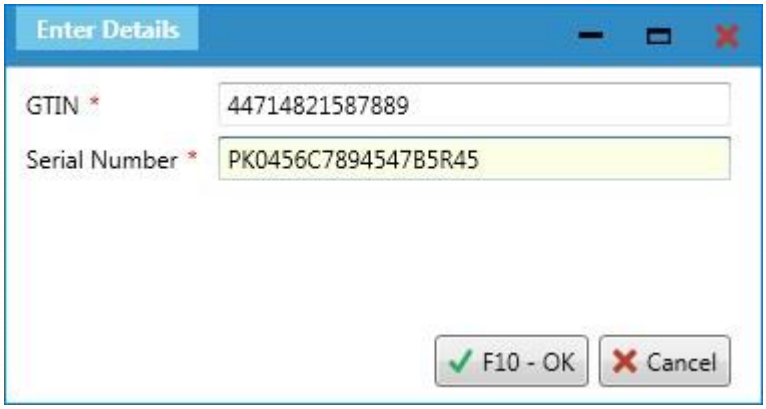
	the correct *Prescription Item* and save your choice using the **[F10 – OK]** button.
HIGH	Select a *Prescription Item* on the left side of the window and scan the corresponding dispensed pack. The pack will be assigned in the *Associated FMD Item Details* grid.

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.

If you only have a partial quantity for any particular *Prescription Item*, you can mark the associated pack as *Packs Pending* by selecting the **[F8 – Mark As Packs Pending]** button, this will mark the item with a PP tag and keep it in the Outstanding *Status* after the associated packs have been decommissioned. The PP tag can be removed once all pending packs have been associated by selecting the **[F8 – Remove 'Packs Pending']** button.

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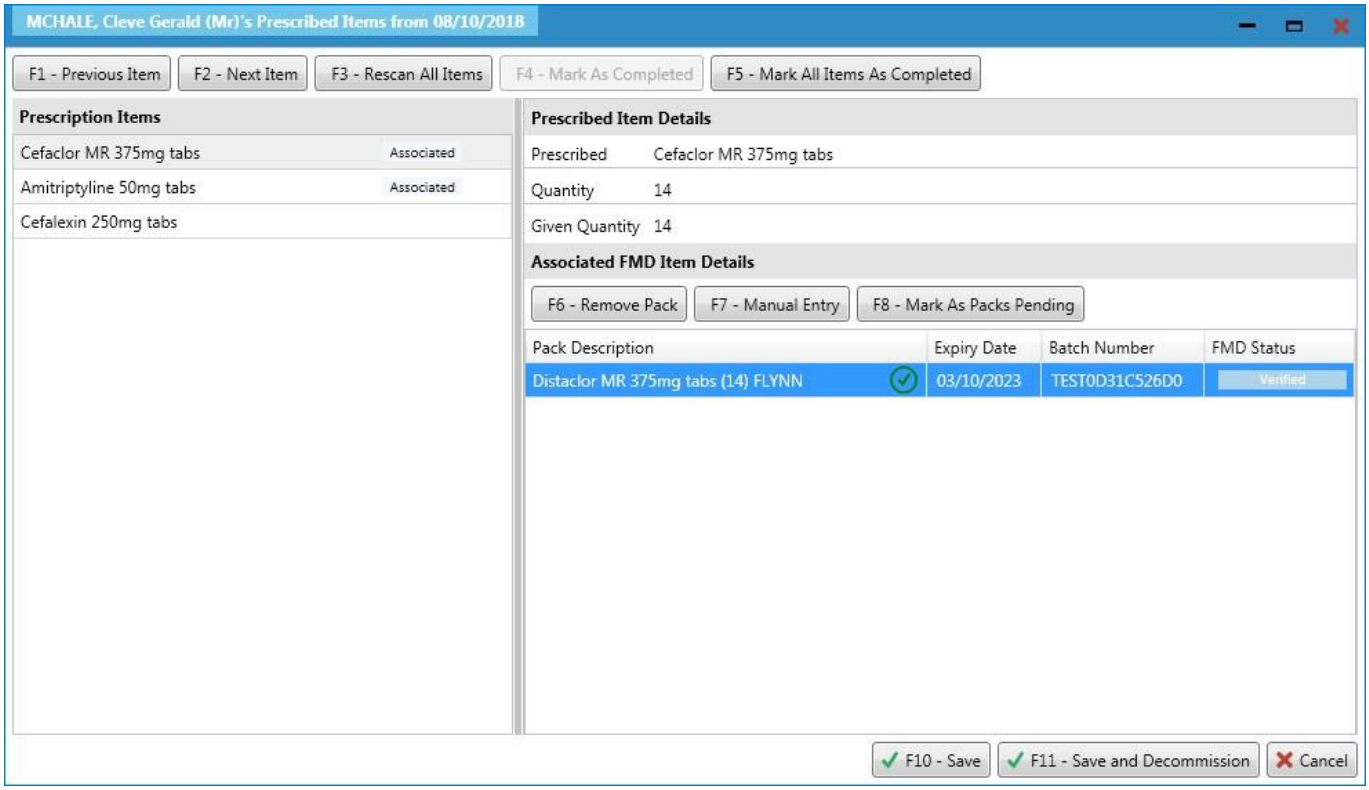

FMD Status, Tags & Accuracy Check Icons

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 *Prescribed Item* will remain as Outstanding in the FMD Workload grid until the remaining packs have been associated and the *Packs Pending* tag removed.
Associated	A pack has been associated to the *Prescription Item*.

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	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 *No Entry* 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 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 *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.

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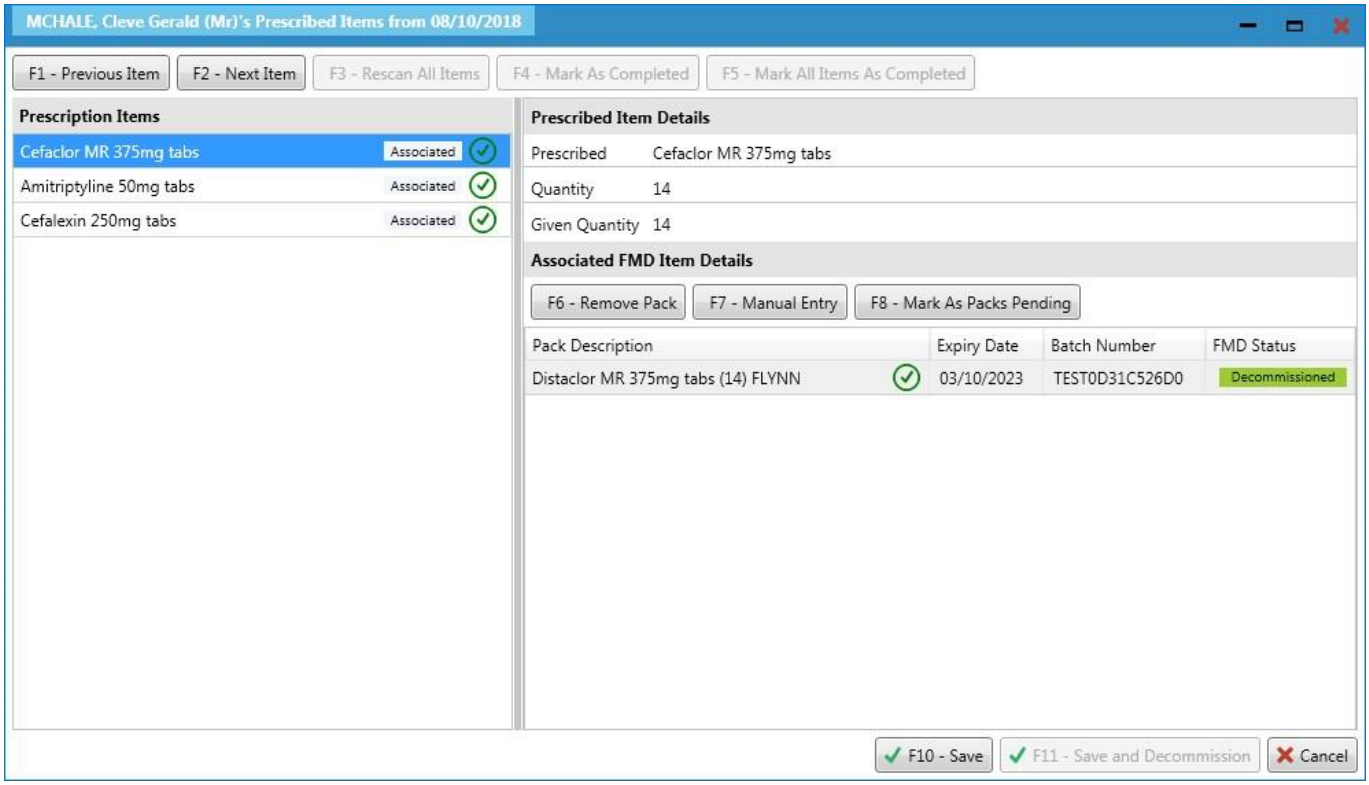
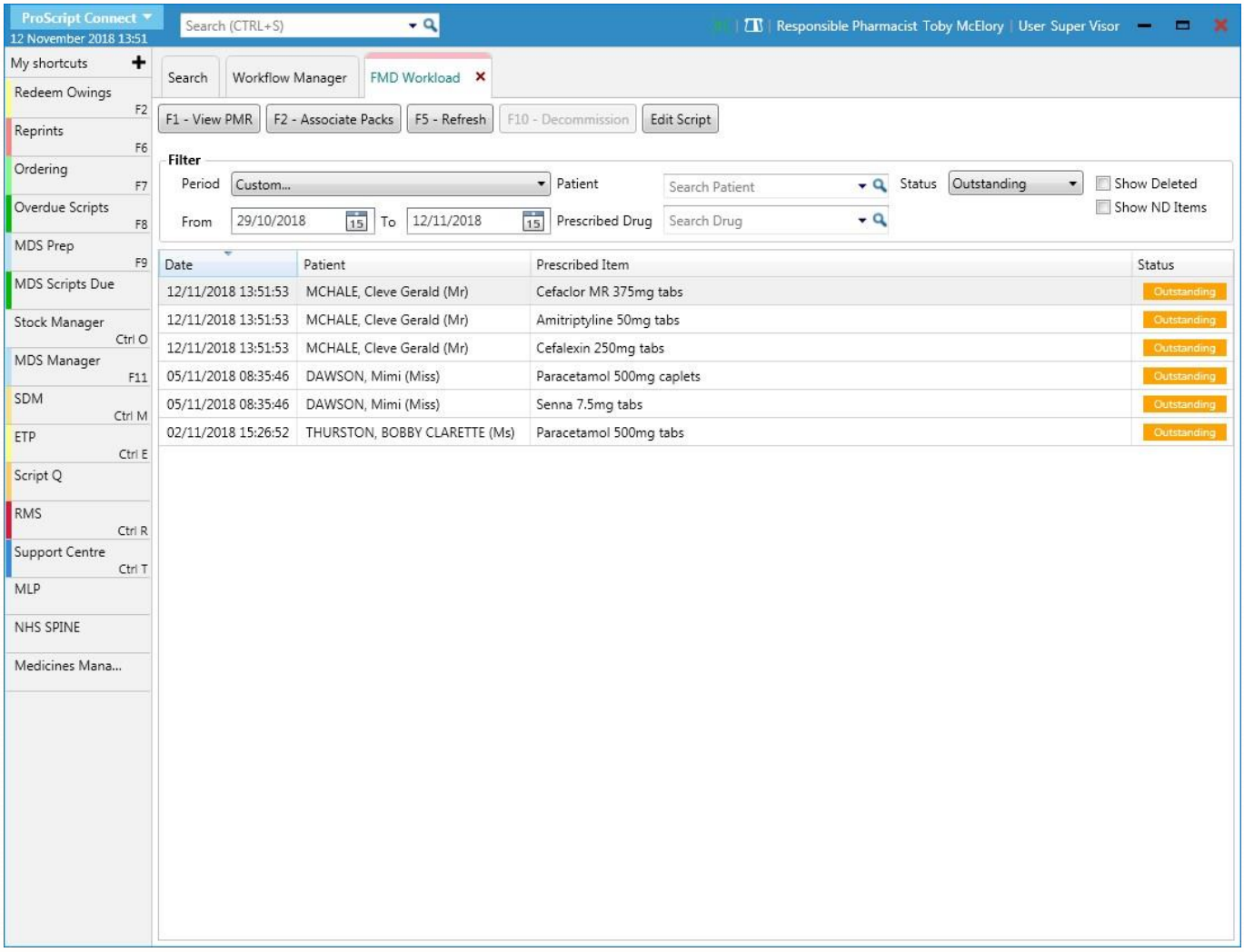


Completing Items without FMD Compliant 2D Barcodes

It is possible that you will still hold and receive stock without FMD compliant 2D barcodes. In these instances, you will need to follow an amended process to mark Outstanding *Prescribed Items* as Completed.

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 mark as completed, and select the **[F2 – Associate Packs]** button.

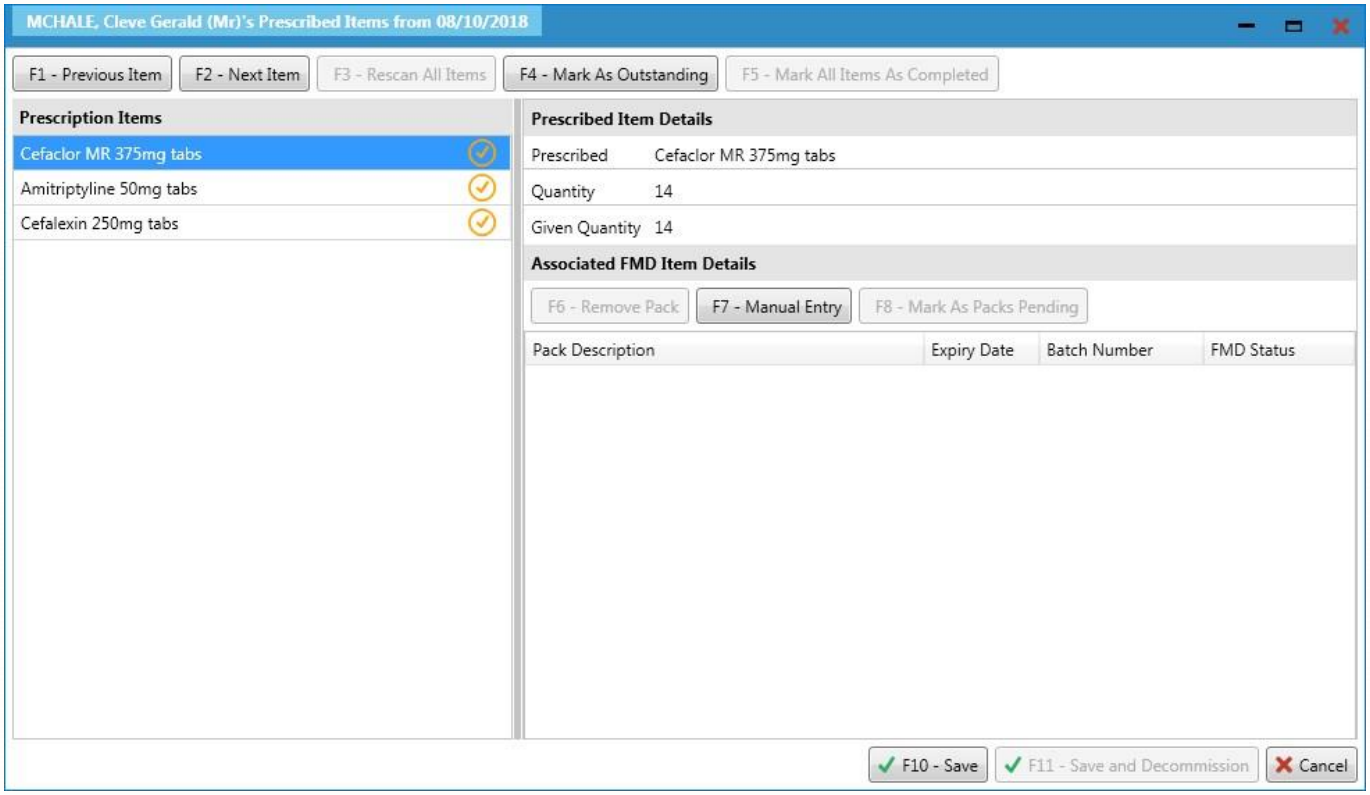


3. The FMD Association window opens. From here, you can:
   - Mark individual items as completed by highlighting a *Prescription Item* and selecting the **[F4 – Mark As Completed]** button.
   - Mark all *Prescription Items* as completed by selecting the **[F5 – Mark All Items As Completed]** button.

   If you have accidentally marked an item as completed, use the **[F4 – Mark As Outstanding]** button to reverse this change.

4. The FMD Association window updates to show an orange tick against each completed *Prescription Item*. Select the **[F10 – Save]** button. Each completed items' *Status* updates to Completed in the FMD Requests grid.

   You can locate the FMD Association window and associate packs at any time, which may be required if additional packs with FMD compliant 2D barcodes are given to the patient after items have been marked as completed, such as when redeeming an owing.



Revision History

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

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