

Sending a Reclaim




Sending a reclaim is only possible from the moment you have sent the original claim to the overall cut-off date for claims, which is the 5th of the following month before midnight. You can reclaim as many times as possible during that time frame.



If you want the claim for a Schedule 2, 3 or 4 CD prescription to apply for the current calendar month, you just need to ensure you send the dispense notification within 28 days of the issue date, and the claim, as per the usual process, before the 5th of the following month. Reclaims are then sent as per the usual process.

1. To begin, open the ETP Main Screen from the ProScript Connect Main Screen by clicking the **[ETP]** shortcut button, or by pressing **[Ctrl+E]**.
2. From the ETP Main Screen, highlight a prescription marked as **Claim Success** and select the **[F2 – View / Edit]** button. The Prescription Type preview displays with a *Processed* watermark.

Prescription Type: FP10

Pharmacy Details 24/7 Pharmacy Stop 128 Waterfields Way North Watford Hertfordshire WD24 7FE	DOB 04/07/1938	Title, Forename, Surname Address DUFFIN, Melvin Andrew (Mr) 2b Walmsgate Grimsby S Humberside DN33 1AY NHS Number 965 297 6342	Script Id: 848324-B81012-001341 Prescription Type: FP10 Release Version: 2 Treatment Type: Acute Prescription Start Date: 31/01/2019 Prescription Expiry Date: 31/07/2019 Digital Signature: Valid Signed By: 555073367109_Emis_Community Pharmacy Signed Date: 31/01/2019 11:39:39 Charge Exemption Details: Exempt before date - 03/07/1954 Exempt after date - 04/07/1998
1X30g Betnovate 0.1% cream XP Postage £1.20	Prescribed Medication Betnovate 0.1% cream (GlaxoSmithKline UK Ltd) 30 gram Apply Thinly Twice A Day Dispensed Status: Fully Dispensed		
Script Id: 848324-B81012-001341 Start Date: 31/01/2019 Expiry Date: 31/07/2019		Date: 31/01/2019	
Item(s): 1	SEGANI, Punit 558870 EMISWebCR1 50002 B81012 Fulford Grange, Micklefield Lane Rawdon Leeds Yorkshire LS19 6BA Tel: 01133800000		

F8 - Print F10 - Edit Script Cancel

3. Select the **[F10 – Edit Script]** button. The Edit Prescription window displays.

Edit DUFFIN, Melvin Andrew (Mr)'s Prescription Dispensed on 31/01/2019

This is an ETP prescription. Status: Dispensed
The following actions are not allowed:
- delete the prescription item.

Prescriber: SEGANI, Punit (EMISWebCR1 50002) [Change Prescriber](#) EPS

Patient Exemption: **C** is 60 years of age or older ⓘ Evidence Seen

Prescription Tracking Status: **Prescription dispensed on 31/01/2019 11:43:43**

Requires Attention Prescription Notes

Prescription Items	Prescribed Item Details
1) 30g Betnovate 0.1% cream MDS Apply Thinly Twice A Day	<div style="display: flex; justify-content: space-between;"> F1 - Change Prescribed Qty F2 - Change Dosage F3 - Change Prescribed Item F4 - Delete </div> <p>Prescribed Betnovate 0.1% cream Quantity 30g Dosage Apply Thinly Twice A Day</p> <div style="display: flex; justify-content: space-between;"> F5 - Change Dispensed Qty F6 - Change Dispensed Item F7 - Not Given </div> <p>F8 - Delete Dispensing</p> <p>30g Betnovate 0.1% cream *PI* (30g) PHD (£1.40) 31/01/2019 11:43</p> <p>Endorsement Additional Endorsements</p>

Reason for Change *
Select Edit Reason Edit Reason

Delete Entire Prescription | Added on 31/01/2019 at 11:43 by The Supervisor F10 - Save Cancel

Editing the Exemption Status

The Edit Prescription window enables you to edit the exemption status by selecting an alternative exemption status in the drop-down menu.

Edit DUFFIN, Melvin Andrew (Mr)'s Prescription Dispensed on 31/01/2019

This is an ETP prescription. Status: Dispensed
The following actions are not allowed:
- delete the prescription item.

Prescriber: SEGANI, Punit (EMISWebCR1 50002) [Change Prescriber](#) EPS

Patient Exemption: **C** is 60 years of age or older ⓘ Evidence Seen

Prescription Tracking Status: **Prescription dispensed on 31/01/2019 11:43:43**

Requires Attention Prescription Notes

Prescription Items	Prescribed Item Details
1) 30g Betnovate 0.1% cream MDS Apply Thinly Twice A Day	<div style="display: flex; justify-content: space-between;"> F2 - Change Dosage F3 - Change Prescribed Item F4 - Delete </div> <p>Prescribed Betnovate 0.1% cream Quantity 30g Dosage Apply Thinly Twice A Day</p> <div style="display: flex; justify-content: space-between;"> F6 - Change Dispensed Item F7 - Not Given </div> <p>F8 - Delete Dispensing</p> <p>30g Betnovate 0.1% cream *PI* (30g) PHD (£1.40) 31/01/2019 11:43</p> <p>Endorsement Additional Endorsements</p>

Reason for Change *
Select Edit Reason Edit Reason

Delete Entire Prescription | Added on 31/01/2019 at 11:43 by The Supervisor F10 - Save Cancel

Not Known

Not Exempt

A is under 16 years of age

B is 16, 17 or 18 and in full-time education

C is 60 years of age or older

D has a valid maternity exemption certificate

E has a valid medical exemption certificate

F has a valid prescription pre-payment certificate

G has a valid War Pension exemption certificate

L is named on a current HC2 charges certificate

X was prescribed a free-of-charge contraceptive

H gets Income Support (IS)

K gets income-based Jobseeker's Allowance (JSA (IB))

M is entitled to, or named on, a valid NHS Tax Credit Exemption Certificate

S has a partner who gets Pension Credit guarantee credit (PCGC)

V does not need to pay the prescription charge

Editing Prescribed Item Details

Within the *Prescribed Item Details* section, you can:

- Use the **[F2 – Change Dosage]** button to edit the dosage for the item

Editing and/or Deleting Dispensing Details

Within the *Dispensing Details* section, you can:

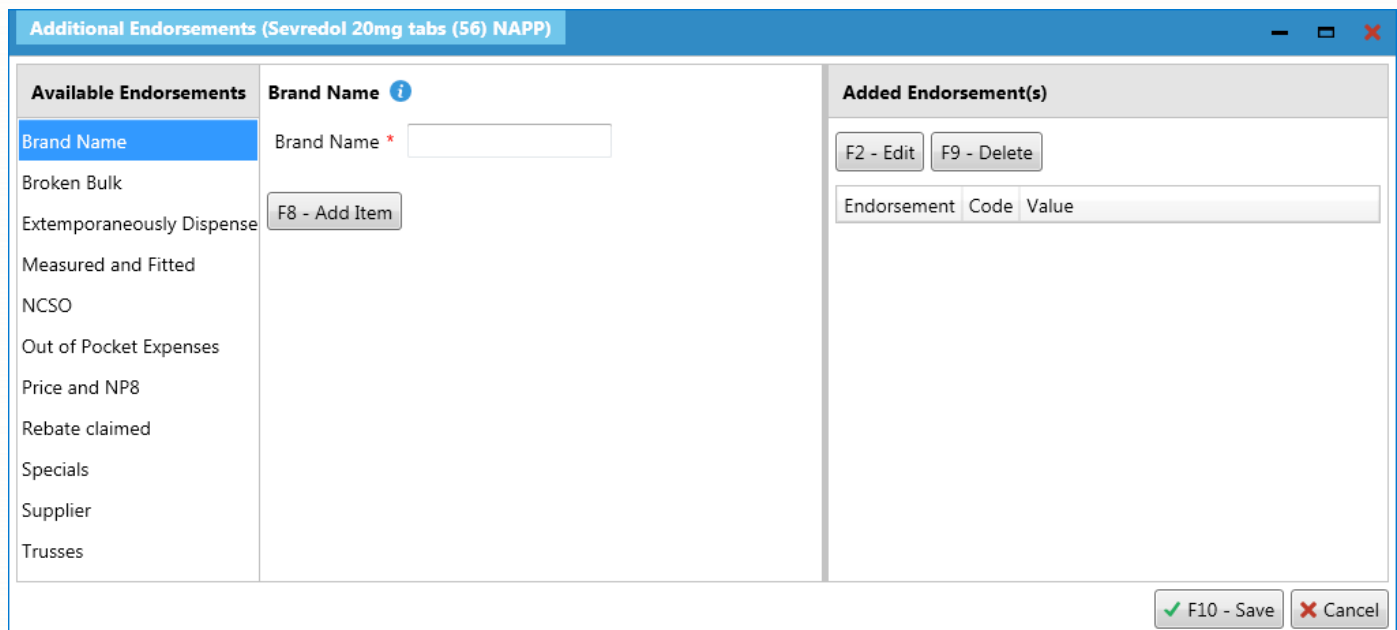
- Use the **[F5 – Change Dispensed Qty]** button to edit the dispensed quantity for the item, which creates an owing
- Use the **[F6 – Change Dispensed Item]** button to edit the dispensed product (either an alternative brand or generic)



Editing the dispensed item at a Dispensing Doctors site, or when Scan Check is enabled, will trigger the Scan Items window.

Adding an Additional Endorsement

From within the Edit Prescription window, you are also able to add extra endorsements to the items on the prescription by clicking **[Additional Endorsements]**. This opens the Additional Endorsements window where you can select the endorsement type from the *Available Endorsements* list, complete the relevant details and apply this to the script by selecting the **[F10 – Save]** button.



Additional Endorsements (Sevredol 20mg tabs (56) NAPP)

Available Endorsements

- Brand Name
- Broken Bulk
- Extemporaneously Dispense
- Measured and Fitted
- NCSO
- Out of Pocket Expenses
- Price and NP8
- Rebate claimed
- Specials
- Supplier
- Trusses

Brand Name i

Brand Name *

F8 - Add Item

Added Endorsement(s)

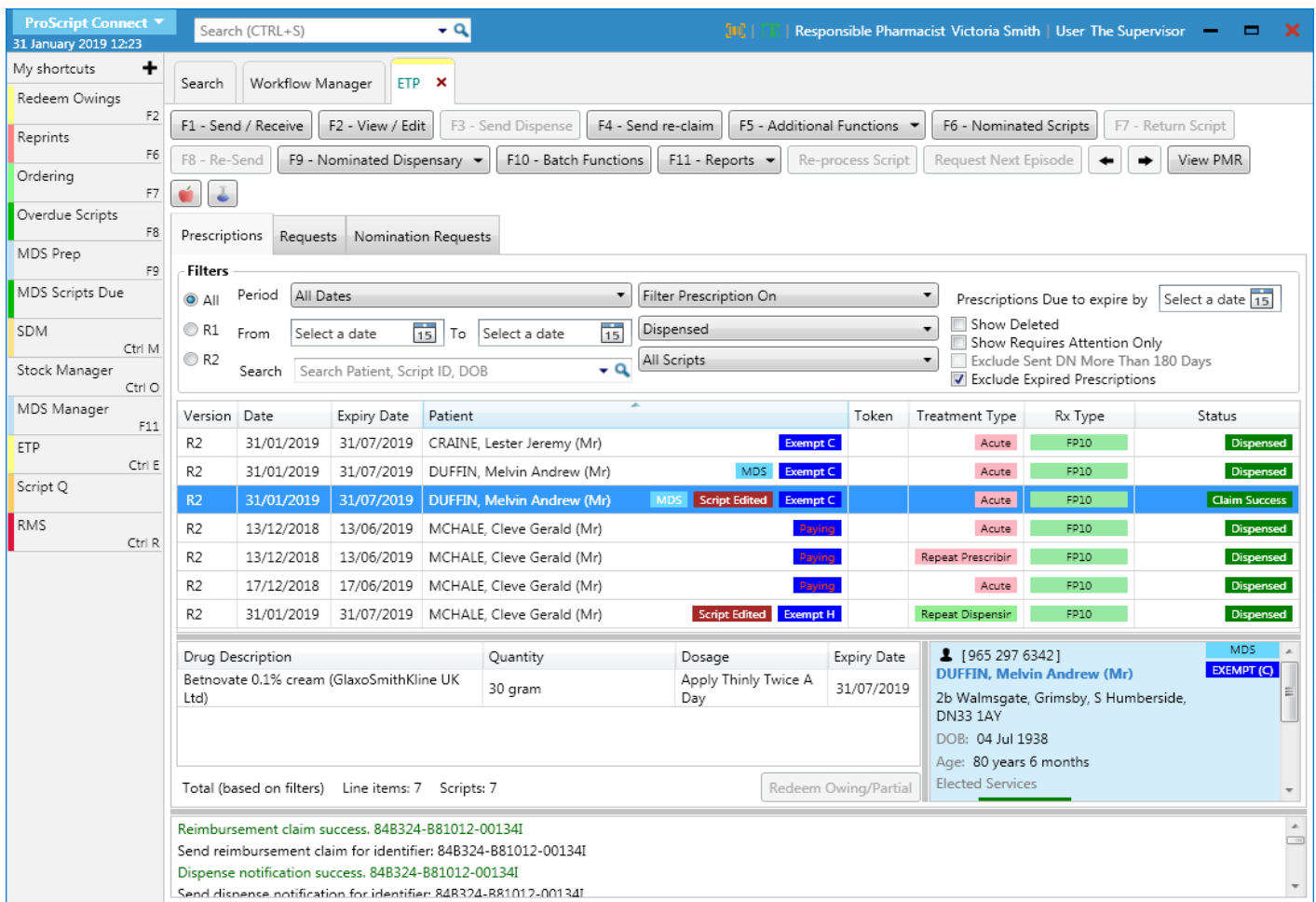
F2 - Edit F9 - Delete

Endorsement	Code	Value

F10 - Save Cancel

Saving the Edited Prescription

1. Select the *Reason for Change* and enter a reason, if applicable and select the **[F10 – Save]** button.
2. The ETP Main Screen displays, with the prescription marked as **Script Edited**.



The screenshot shows the ProScript Connect interface. At the top, there's a search bar and user information: "Responsible Pharmacist: Victoria Smith | User: The Supervisor". Below this is a toolbar with various function buttons like "F1 - Send / Receive", "F2 - View / Edit", etc. A sidebar on the left lists shortcuts for "My shortcuts", "Redeem Owings", "Reprints", "Ordering", "Overdue Scripts", "MDS Prep", "MDS Scripts Due", "SDM", "Stock Manager", "MDS Manager", "ETP", "Script Q", and "RMS".

The main area displays a table of prescriptions with columns: Version, Date, Expiry Date, Patient, Token, Treatment Type, Rx Type, and Status. One prescription is highlighted in blue, corresponding to the detailed view below:

Version	Date	Expiry Date	Patient	Token	Treatment Type	Rx Type	Status
R2	31/01/2019	31/07/2019	CRAINE, Lester Jeremy (Mr)	Exempt C	Acute	FP10	Dispensed
R2	31/01/2019	31/07/2019	DUFFIN, Melvin Andrew (Mr)	MDS Exempt C	Acute	FP10	Dispensed
R2	31/01/2019	31/07/2019	DUFFIN, Melvin Andrew (Mr)	MDS Script Edited Exempt C	Acute	FP10	Claim Success
R2	13/12/2018	13/06/2019	MCHALE, Cleve Gerald (Mr)	Paying	Acute	FP10	Dispensed
R2	13/12/2018	13/06/2019	MCHALE, Cleve Gerald (Mr)	Paying	Repeat Prescriber	FP10	Dispensed
R2	17/12/2018	17/06/2019	MCHALE, Cleve Gerald (Mr)	Paying	Acute	FP10	Dispensed
R2	31/01/2019	31/07/2019	MCHALE, Cleve Gerald (Mr)	Script Edited Exempt H	Repeat Dispensar	FP10	Dispensed

The detailed view for the highlighted prescription shows:

- Drug Description:** Betnovate 0.1% cream (GlaxoSmithKline UK Ltd)
- Quantity:** 30 gram
- Dosage:** Apply Thinly Twice A Day
- Expiry Date:** 31/07/2019
- Patient:** [965 297 6342] DUFFIN, Melvin Andrew (Mr) MDS EXEMPT (C)
- Address:** 2b Walmsgate, Grimsby, S Humberside, DN33 1AY
- DOB:** 04 Jul 1938
- Age:** 80 years 6 months
- Services:** Elected Services

At the bottom, there are messages: "Reimbursement claim success. 84B324-B81012-00134I", "Send reimbursement claim for identifier: 84B324-B81012-00134I", "Dispense notification success. 84B324-B81012-00134I", and "Send dispense notification for identifier: 84B324-B81012-00134I".

Sending the Reclaim

1. Highlight the prescription and select the [F4 – Send Re-claim] button. The system will poll the NHS Spine and send the reclaim, removing the **Script Edited** tag.

Revision History

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

Contact us

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