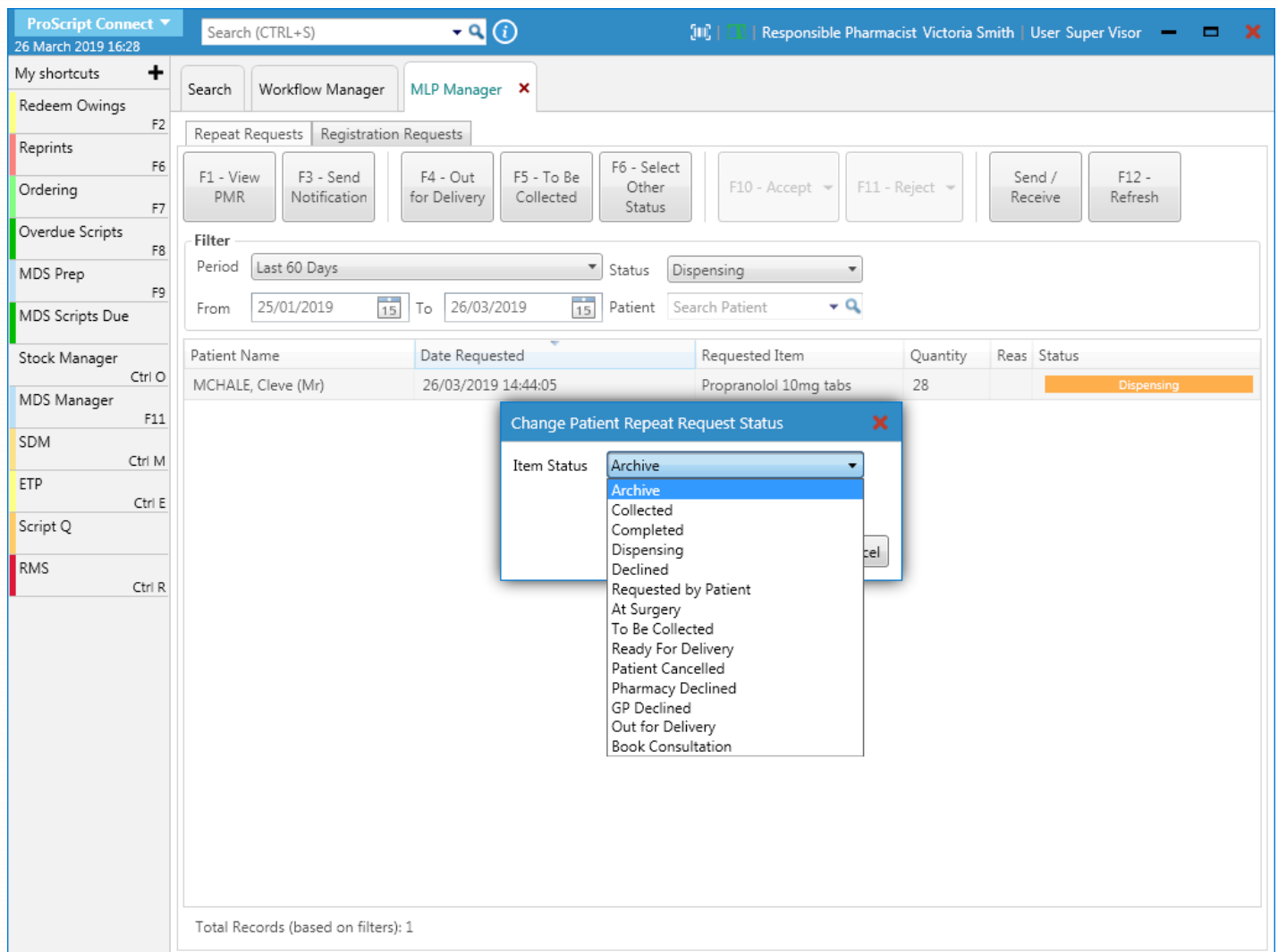


## Managing MLP Statuses

It is important that each completed action is marked appropriately in the MLP Manager and RMS. Each status reflects a stage in the process, and having correct statuses will help you to manage your MLP workload.

After highlighting the patient, use the **[F6 – Select Other Status]** button to open the *Change Patient Repeat Request Status* pop-out window and select the applicable status from the drop-down menu. A *Patient Repeat Requests* pop-up window will display for you to confirm your status change once selected.

In some instances, the MLP Manager and RMS statuses will update automatically. This is explained below.



The screenshot shows the ProScript Connect interface. The main window is titled 'MLP Manager' and displays a table of repeat requests. A pop-up window titled 'Change Patient Repeat Request Status' is open, showing a list of status options for the selected item.

Patient Name	Date Requested	Requested Item	Quantity	Reas	Status
MCHALE, Cleve (Mr)	26/03/2019 14:44:05	Propranolol 10mg tabs	28		Dispensing

Change Patient Repeat Request Status

Item Status: Archive

- Archive
- Collected
- Completed
- Dispensing
- Declined
- Requested by Patient
- At Surgery
- To Be Collected
- Ready For Delivery
- Patient Cancelled
- Pharmacy Declined
- GP Declined
- Out for Delivery
- Book Consultation

Total Records (based on filters): 1

## MLP Statuses

Status	Definition
Archive	Repeat request has been archived by manual pharmacy intervention.
Collected	Repeat request has been collected.
Completed	All phases of the repeat request have been completed.
Dispensing	Repeat request has been/is being dispensed.
Declined	Repeat request has been rejected or declined.
Requested by Patient	A new repeat request received from a patient.
At Surgery	Repeat request has been sent to the surgery.
To Be Collected	Repeat request is ready for collection.
Ready For Delivery	Repeat request is ready to be delivered.
Patient Cancelled	The patient has cancelled the repeat request via the pharmacy.
Pharmacy Declined	The pharmacy has declined the repeat request.
GP Declined	The surgery has declined the repeat request.
Out for Delivery	Repeat request is out for delivery.
Book Consultation	The pharmacy needs to call the patient to book a consultation.

## Manually Updating MLP & RMS Statuses

Knowing when the MLP and RMS statuses require updating will differ depending on whether the MLP request is being processed via Medicines Manager or not. If your MLP repeat request is being processed via Medicines Manager for eligible and activated patients, the RMS status will automatically update based on the status of the electronic prescription all the way up until it is dispensed. After the prescription has been dispensed, the status within RMS will need to be manually updated. For non-MM MLP repeat requests, the RMS status will need to be manually updated at all stages except when it is dispensed.

Action Taken	Manual Status Update		Type of MLP Request
	MLP Manager	RMS	
Pharmacy accepts an MLP repeat request		No status update required but the request must be manually created in the RMS	Non-MM
Pharmacy sends repeat request to surgery		<i>At Surgery</i>	Non-MM
GP returns the prescription to the pharmacy		<i>Booked In</i>	Non-MM
GP declines the prescription request	<i>GP Declined</i>	<i>Abandoned</i>	Non-MM
Prescription is ready to be collected	<i>To Be Collected</i>		All repeat requests
Prescription is ready to be delivered	<i>Ready For Delivery</i>		All repeat requests
Prescription is out for delivery	<i>Out for Delivery</i>		All repeat requests
Prescription is collected	<i>Collected</i>	<i>Collected</i>	All repeat requests
The patient cancels the repeat request	<i>Patient Cancelled</i>	<i>Abandoned</i>	All repeat requests
The pharmacy cancels the repeat request	<i>Pharmacy Cancelled</i>	<i>Abandoned</i>	All repeat requests

A consultation at the pharmacy is required	<i>Book Consultation</i>		All repeat requests
All stages of the repeat request have been completed	<i>Completed or Archived</i>	<i>Collected or Delivered</i>	All repeat requests

## Push Notifications

In all instances, updating a status within the MLP Manager will send push notifications to the patient, if they have this enabled on their device. This includes registration and repeat request status changes. Examples of the push notifications that the patients may receive are seen below.



Once a repeat request has been marked as Completed, further amendments to the status of the same repeat request may not send push notifications.

Status	Push Notification
<b>Repeat Request Statuses</b>	
Archive	<i>None</i>
Collected	Thank you for collecting your item
Completed	Your repeat request has been completed. Thank you.
Dispensing	<i>None</i>
Declined	Prescription request received but rejected – contact pharmacy
Requested by Patient	<i>None</i>
At Surgery	Prescription request received
To Be Collected	Prescription ready for collection
Ready For Delivery	Prescription is out for next delivery run
Patient Cancelled	Prescription request received but rejected – contact pharmacy

<b>Pharmacy Declined</b>	Prescription request received but rejected – contact pharmacy
<b>GP Declined</b>	Prescription request received but rejected – contact pharmacy
<b>Out for Delivery</b>	Prescription is out for next delivery run
<b>Book Consultation</b>	Contact your pharmacy to book a consultation
<b>Registration Request Statuses</b>	
<b>Registration Requested</b>	<i>None</i>
<b>Patient Registered</b>	Your registration request has been accepted by [pharmacy name]
<b>Patient Rejected</b>	Your registration request has been removed by [pharmacy name]
<b>Patient Removed by Pharmacy</b>	Your registration request has been removed by [pharmacy name]

## Revision History

Version Number	Date	Revision Details	Author(s)
1.0	31 July 2019		Joanne Hibbert-Gorst

### Contact us

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