

## Additional Patient Services Manager

The Additional Patient Services Manager allows users to create custom patient services, such as flu vaccinations, stop smoking services and Dispensing Doctors, which can then be assigned to patients as *Services* within their Patient Details form.

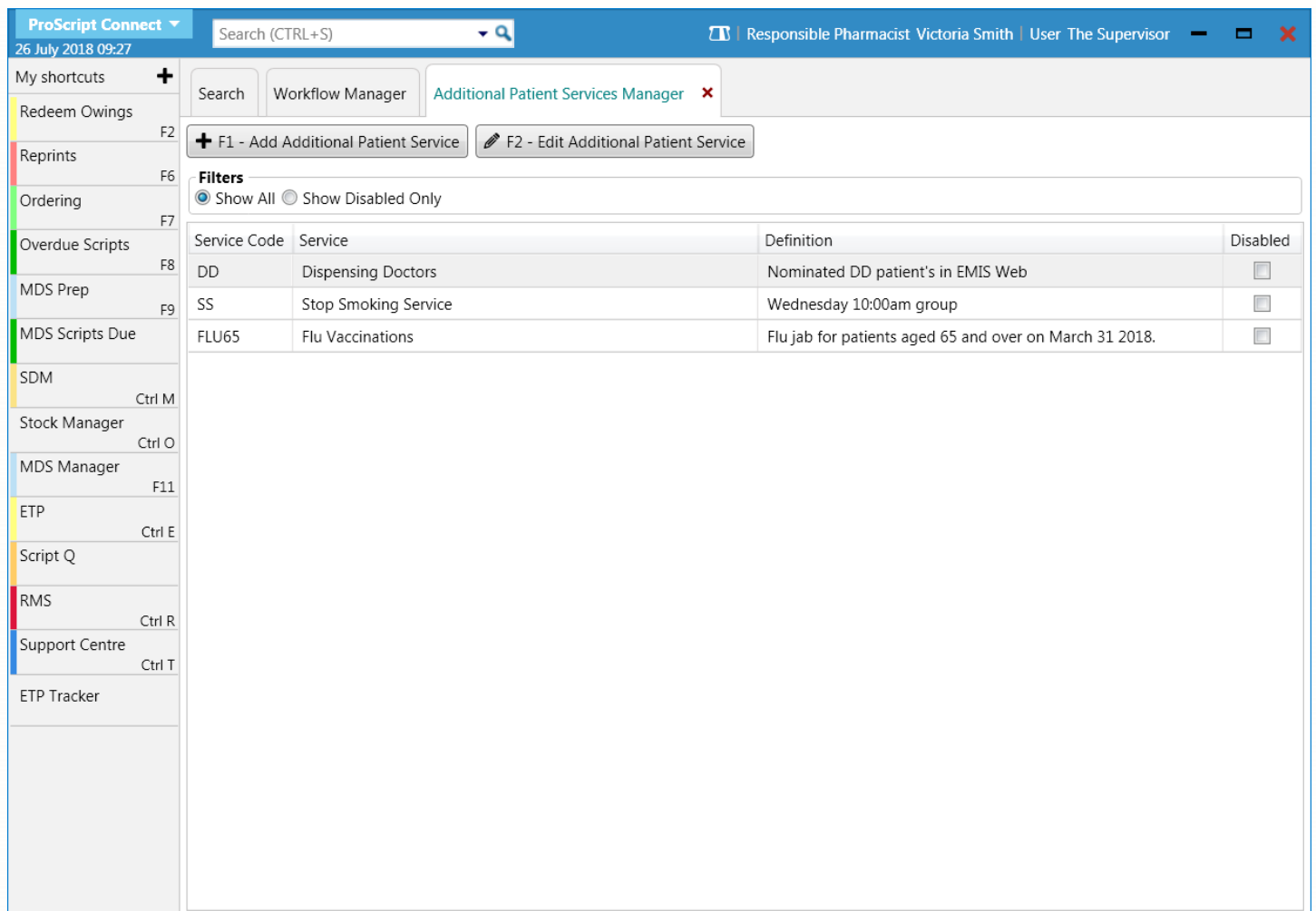
The *Additional Services* will display within the blue patient bar on the PMR when expanded and within all blue patient information boxes throughout the application, and can be added as *Custom Additional Services* to filter the Patient/Drug Use report.

### Adding a New Patient Service

1. To begin, open the Additional Patient Services Manager from the ProScript Connect Main Screen by clicking the **[ProScript Connect]** menu button and selecting the *Additional Patient Services Manager* menu item.



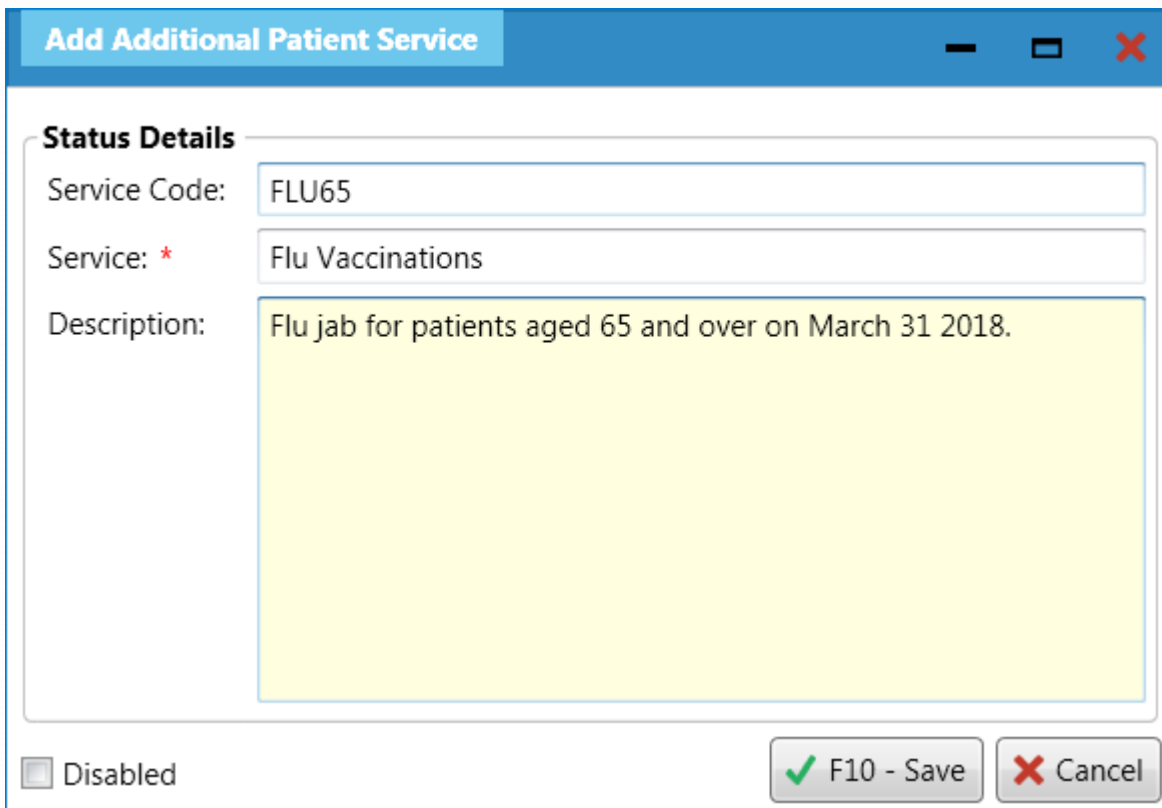
You can use radio dials within the *Filters* section to *Show All* custom patient services, or to *Show Disabled Only* if required.



Service Code	Service	Definition	Disabled
DD	Dispensing Doctors	Nominated DD patient's in EMIS Web	<input type="checkbox"/>
SS	Stop Smoking Service	Wednesday 10:00am group	<input type="checkbox"/>
FLU65	Flu Vaccinations	Flu jab for patients aged 65 and over on March 31 2018.	<input type="checkbox"/>

2. From the Additional Patient Services Manager, select the **[F1 – Add Additional Patient Service]** button.

- The Add Additional Patient Service window opens. From here, you can:
  - Add a *Service Code*. This is not a mandatory field, but we recommend creating a unique short code that will help to identify your service, such as *SS* for Stop Smoking.
  - Add the *Service* name. This is a mandatory field and should be completed with the name of the patient service, such as Flu Vaccinations.
  - Add a *Description* of the service being provided. This is not a mandatory field, but if completed should contain information relating to the service being provided such as who qualifies, what it is and when the service is offered.



**Add Additional Patient Service**

**Status Details**

Service Code: FLU65

Service: \* Flu Vaccinations

Description: Flu jab for patients aged 65 and over on March 31 2018.

Disabled

- Once the required *Status Details* have been completed, select the **[F10 – Save]** button.
- You are returned to the Additional Patient Services Manager where your newly added service appears in the grid.


## **Adding Custom Patient Services in Patient Details**

Once you've created an additional service, you can add this to a patient within their Patient Details form.

- To begin, search for, locate and select the patient from the ProScript Connect Search Screen.
- The patient's PMR opens in a new tab. Select the **[F1 – Patient Details]** button to open the Edit Patient Details window.

**Edit Patient CLARE, Gavin (Mr)'s Details**

F6 - Send SMS   F11 - Copy Family Details   F9 - Join Nursing Home   Alt+F12 - PDS Sync   Nominate My Pharmacy   **PAVING**

 Title: Mr   NHS No.: 999 999 9778   Patient No.:  
First Name \*: Gavin   Preferred Name: Gavin  
Middle Name:   Date of Birth \*: 25/12/1972   Age 45 years 7 months  
Surname \*: Clare   Gender \*: Male

Personal Details   Other Information   Documents   **Services**

**Elected Services Consent**

Electronic Prescription Service (EPS) Eligible

**Additional Services**

**System (0)**

Delivery    Collection  
 RMS

**Custom (0)** + Add Custom

No custom patient services selected

Patient Deleted | Last edited on 25/07/2018 at 17:11 by The Supervisor   ✓ F10 - Save ✗ Cancel

- From the Edit Patient Details window, open the *Services* tab and select the **[Add Custom]** button within the *Custom Additional Services* section.
- The Add/Edit additional patient services window opens and displays a list of all *Services* that you have created. Select the tick box next to all the services you want to add to this patient and select the **[F10 – OK]** button.


**Add / Edit additional patient services**

F1 - Select All    F2 - De-Select All

Selected	Service
<input checked="" type="checkbox"/>	[DD] Dispensing Doctors
<input checked="" type="checkbox"/>	[SS] Stop Smoking Service
<input type="checkbox"/>	[FLU65] Flu Vaccinations

F10 - OK    Cancel

5. You are returned to the Edit Patient Details window where your selected services now display within the *Custom Additional Services* section. Select the **[F10 – Save]** button to save these to the patient.

 If any services have been added in error or need to be removed at a later stage, you can select the red **X** button to delete these and save your changes using the **[F10 – Save]** button.

**Edit Patient CLARE, Gavin (Mr)'s Details**

F6 - Send SMS    F11 - Copy Family Details    F9 - Join Nursing Home    Alt+F12 - PDS Sync    Nominate My Pharmacy    **PAYING**

Title: Mr    NHS No.: 999 999 9778    Patient No.:   
 First Name \*: Gavin    Preferred Name: Gavin  
 Middle Name:     Date of Birth \*: 25/12/1972    Age 45 years 7 months  
 Surname \*: Clare    Gender \*: Male

Personal Details    Other Information    Documents    **Services**

**Elected Services Consent**

Electronic Prescription Service (EPS) Eligible

**Additional Services**

**System (0)**

Delivery     Collection

RMS

**Custom (2)** + Add Custom

[DD] Dispensing Doctors X

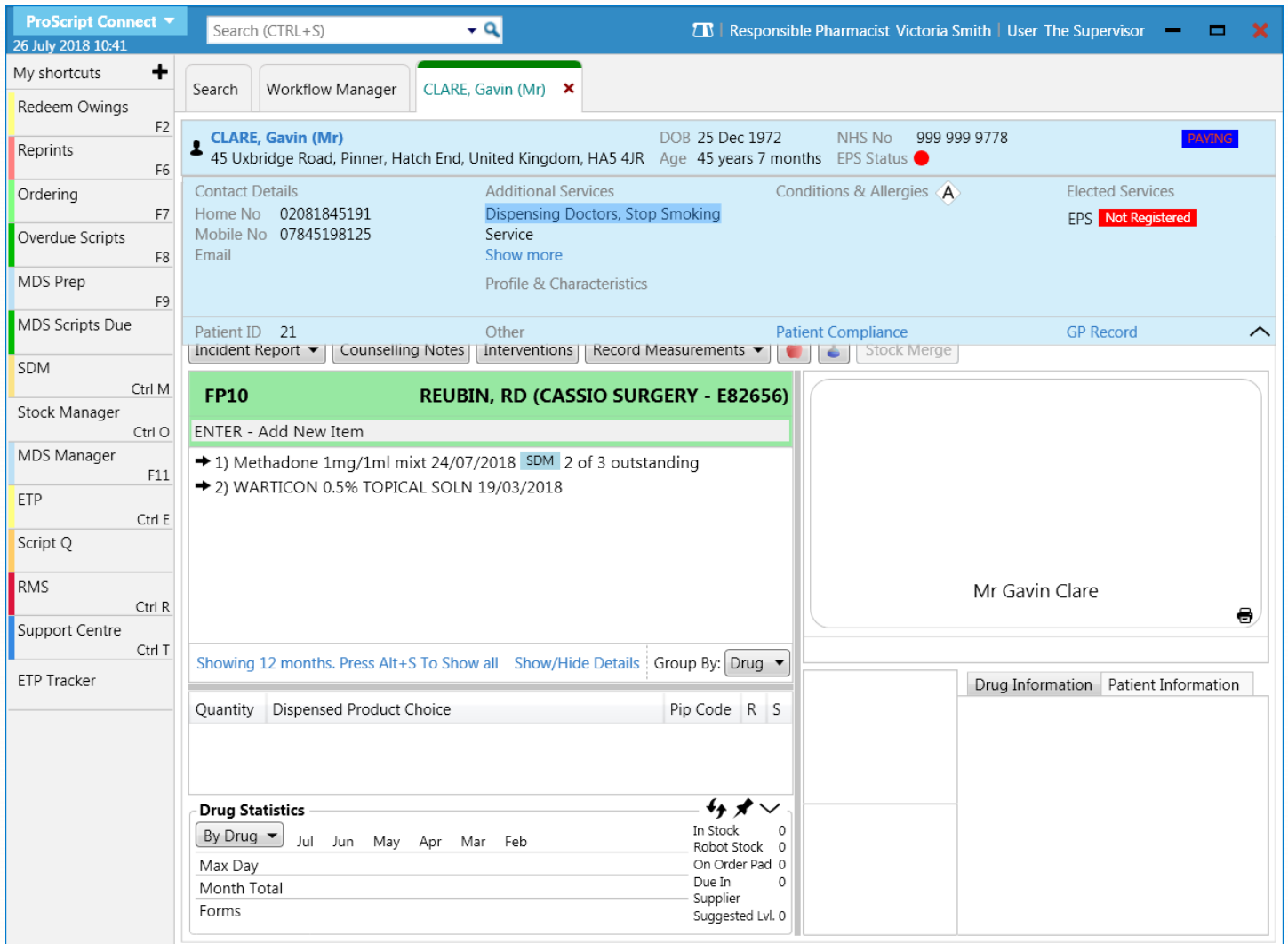
[SS] Stop Smoking Service X

Patient Deleted    | Last edited on 26/07/2018 at 09:45 by The Supervisor

F10 - Save    Cancel



Once an Additional Service has been added to a patient, it is visible within all the blue patient information bars and boxes displayed throughout the application.



The screenshot displays the ProScript Connect interface for patient CLARE, Gavin (Mr). The patient's details include DOB 25 Dec 1972, NHS No 999 999 9778, and address 45 Uxbridge Road, Pinner, Hatch End, United Kingdom, HA5 4JR. The patient is currently PAYING and has an EPS status of Not Registered. The interface shows a list of additional services, including 'Dispensing Doctors, Stop Smoking Service'. A search for 'REUBIN, RD (CASSIO SURGERY - E82656)' has been performed, resulting in a list of two items: '1) Methadone 1mg/1ml mixt 24/07/2018' and '2) WARTICON 0.5% TOPICAL SOLN 19/03/2018'. The interface also includes a 'Drug Statistics' section with a table showing various metrics for the selected drug.

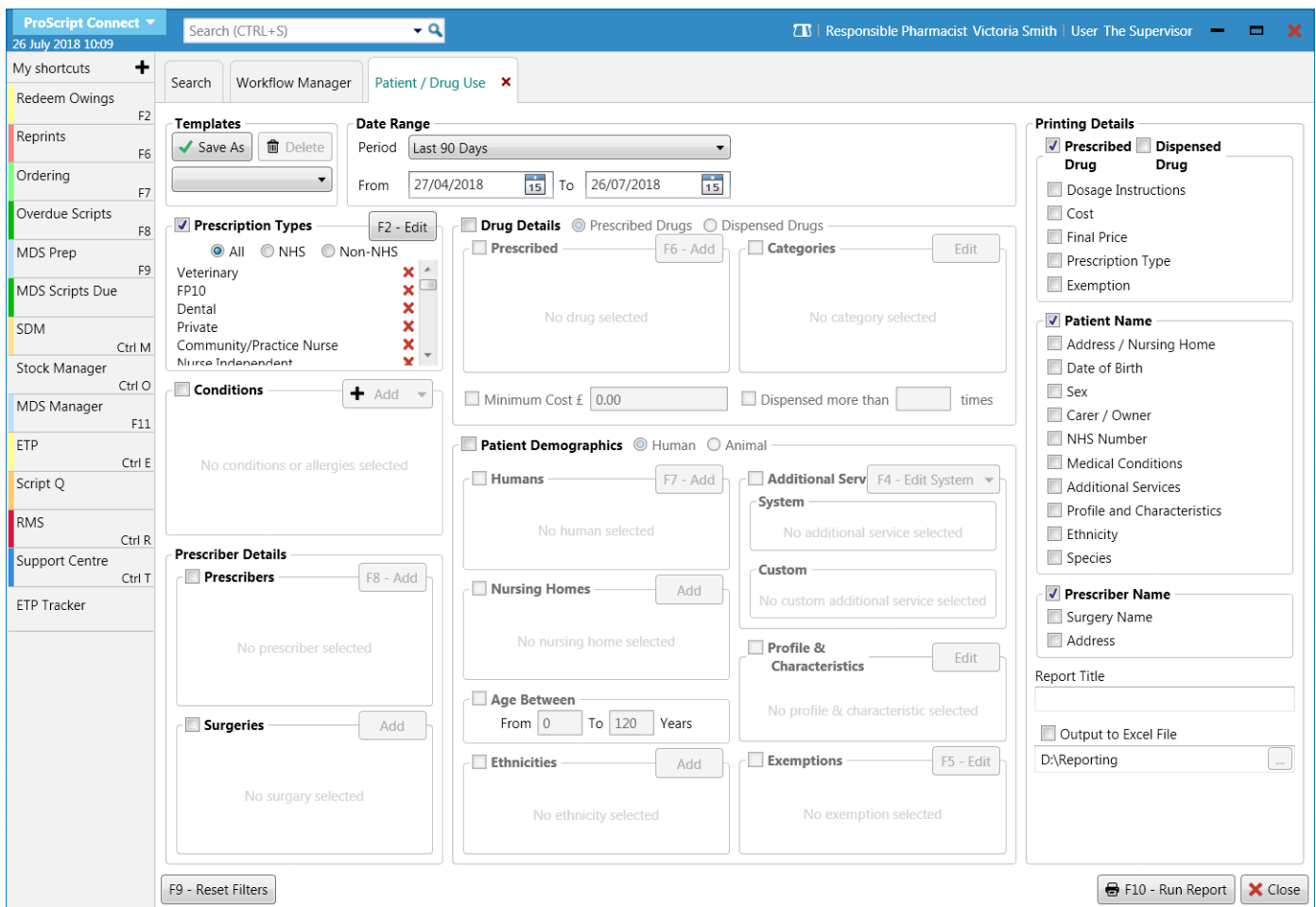
Quantity	Dispensed Product Choice	Pip Code	R	S

Drug Statistics	
By Drug	Jul Jun May Apr Mar Feb
In Stock	0
Robot Stock	0
On Order Pad	0
Due In	0
Supplier	
Suggested Lvl.	0

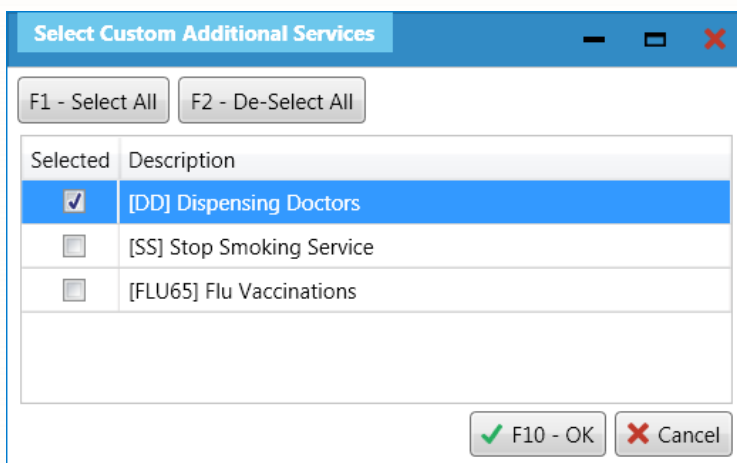
## Reporting on Custom Patient Services

The Patient/Drug Use report allows you to run patient reports using a variety of criteria including any patients who have been assigned your *Custom Additional Services*.

- To begin, open the Patient/Drug Use report from the ProScript Connect Main Screen by clicking the [ProScript Connect] menu button and selecting the *Patient/Drug Use* menu item.

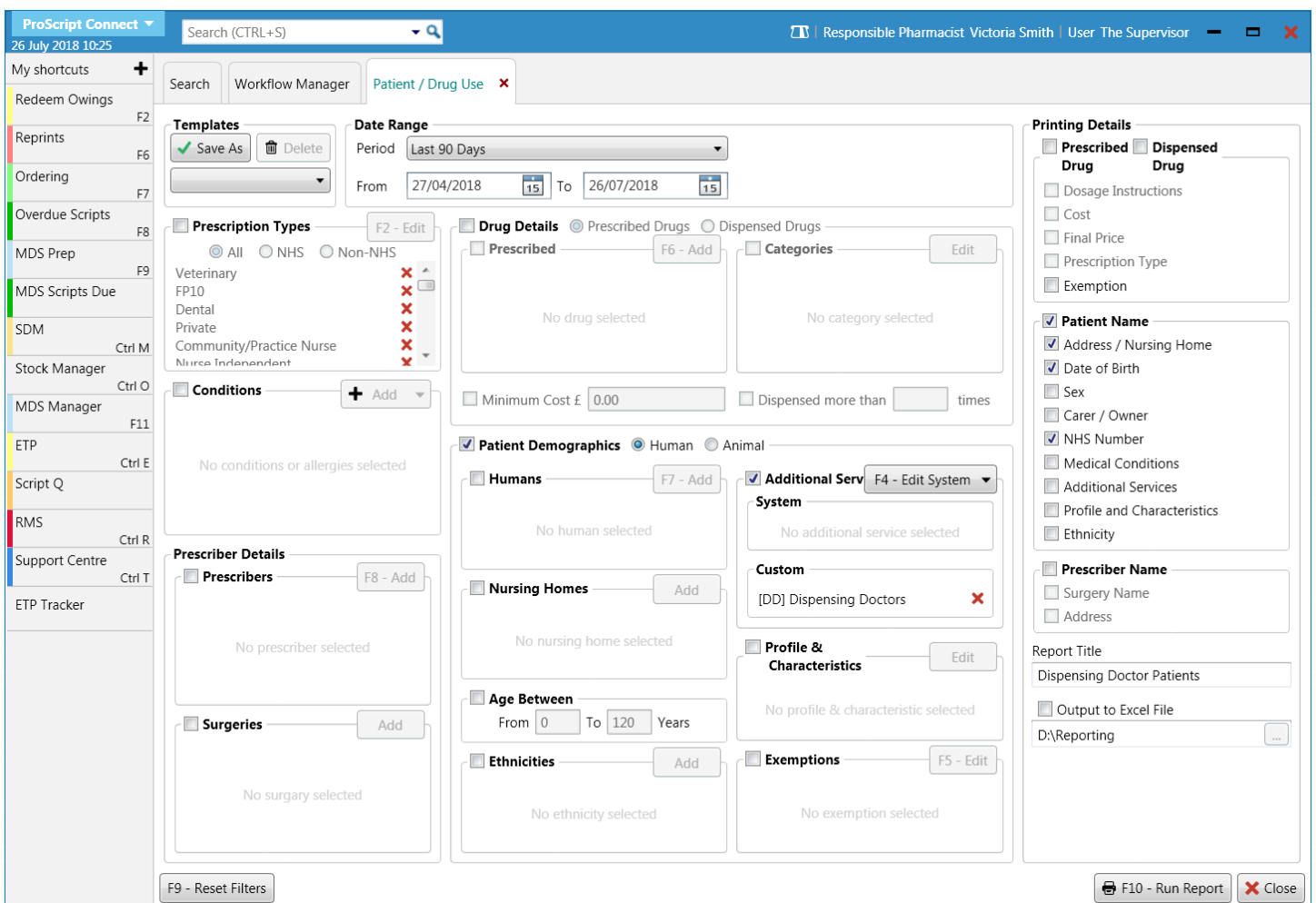


2. The Patient/Drug Use window opens in a new tab. To run a report of patients using your custom patient services, select the *Patient Demographics* tick box to activate this section, and then select the *Additional Services* tick box. Select the arrow on the **[F4 – Edit System]** button and select the *Edit Custom* option.
3. The Select Custom Additional Services window opens where you can select the services you want to add to your report criteria. The report output will show all patients who have at least one of the services selected assigned within their Patient Details form.



Selected	Description
<input checked="" type="checkbox"/>	[DD] Dispensing Doctors
<input type="checkbox"/>	[SS] Stop Smoking Service
<input type="checkbox"/>	[FLU65] Flu Vaccinations

4. Once your *Custom Additional Services* have been selected you can:
  - Select the *Date Range* for your report, using either the *Period* drop-down menu or by selecting a custom *From* and *To* date.
  - The *Prescription Types* section is activated by default, with *All* prescription types selected. Use the **[F2 – Edit]** button to amend this if required, or deselect the *Prescription Types* tick box if it is not a required filter for your report.
  - Select any of the section heading tick boxes to activate and edit the criteria you want to include if required, such as *Drug Details*, *Conditions* and *Prescriber Details*.
  - Select the details you want to appear on your report by editing the *Printing Details* section as required, (de)selecting drug, patient and prescriber details as necessary.
  - Add a *Report Title* if required, and if you want to export the report to Excel, select the *Output to Excel File* tick box and select an output folder using the [...] button.



The screenshot shows the ProScript Connect application window. The title bar includes the application name, a search bar, and the user's name (Responsible Pharmacist: Victoria Smith) and role (User: The Supervisor). The interface is divided into several sections:

- Left Sidebar:** A list of shortcuts for various functions like 'Redeem Owings', 'Reprints', 'Ordering', etc., with keyboard shortcuts (F2-F11, Ctrl M, Ctrl O, Ctrl E, Ctrl R, Ctrl T).
- Search and Workflow Manager:** A search bar and a 'Patient / Drug Use' filter.
- Templates:** 'Save As' and 'Delete' buttons.
- Date Range:** A 'Period' dropdown set to 'Last 90 Days' and 'From'/'To' date pickers (27/04/2018 to 26/07/2018).
- Prescription Types:** Radio buttons for 'All', 'NHS', and 'Non-NHS'. A list of types (Veterinary, FP10, Dental, Private, etc.) with checkboxes and a 'F2 - Edit' button.
- Drug Details:** Radio buttons for 'Prescribed Drugs' and 'Dispensed Drugs'. A 'Prescribed' section with a 'F6 - Add' button and a 'Categories' section with an 'Edit' button.
- Conditions:** A section with a '+ Add' button and the text 'No conditions or allergies selected'.
- Prescriber Details:** Sections for 'Prescribers' (F8 - Add), 'Surgeries' (Add), 'Humans' (F7 - Add), 'Nursing Homes' (Add), 'Age Between' (From 0 To 120 Years), and 'Ethnicities' (Add).
- Additional Services:** A section with a 'F4 - Edit System' dropdown, 'System' (No additional service selected), and 'Custom' ([DD] Dispensing Doctors).
- Profile & Characteristics:** An 'Edit' button and the text 'No profile & characteristic selected'.
- Exemptions:** A 'F5 - Edit' button and the text 'No exemption selected'.
- Printing Details:** A section with checkboxes for 'Prescribed Drug' and 'Dispensed Drug', and various options like 'Dosage Instructions', 'Cost', 'Final Price', 'Prescription Type', 'Exemption', 'Patient Name', 'Address / Nursing Home', 'Date of Birth', 'Sex', 'Carer / Owner', 'NHS Number', 'Medical Conditions', 'Additional Services', 'Profile and Characteristics', 'Ethnicity', 'Prescriber Name', 'Surgery Name', and 'Address'.
- Report Title:** A text field containing 'Dispensing Doctor Patients'.
- Output to Excel File:** A checkbox and a text field for the output folder path (D:\Reporting).
- Bottom:** 'F9 - Reset Filters', 'F10 - Run Report', and 'Close' buttons.

5. Once all criteria has been amended as required, select the **[F10 – Run Report]** button. The report will generate and depending on your chosen report output, will either;
  - Open a report preview, where you can save or print the report using the appropriate icons within the window
  - Open an Excel Export pop-up, advising you that the report has been successfully exported to the specified location. You can view the Excel file now by selecting the **[Yes]** button or access the report at a later date by selecting **[No]**.

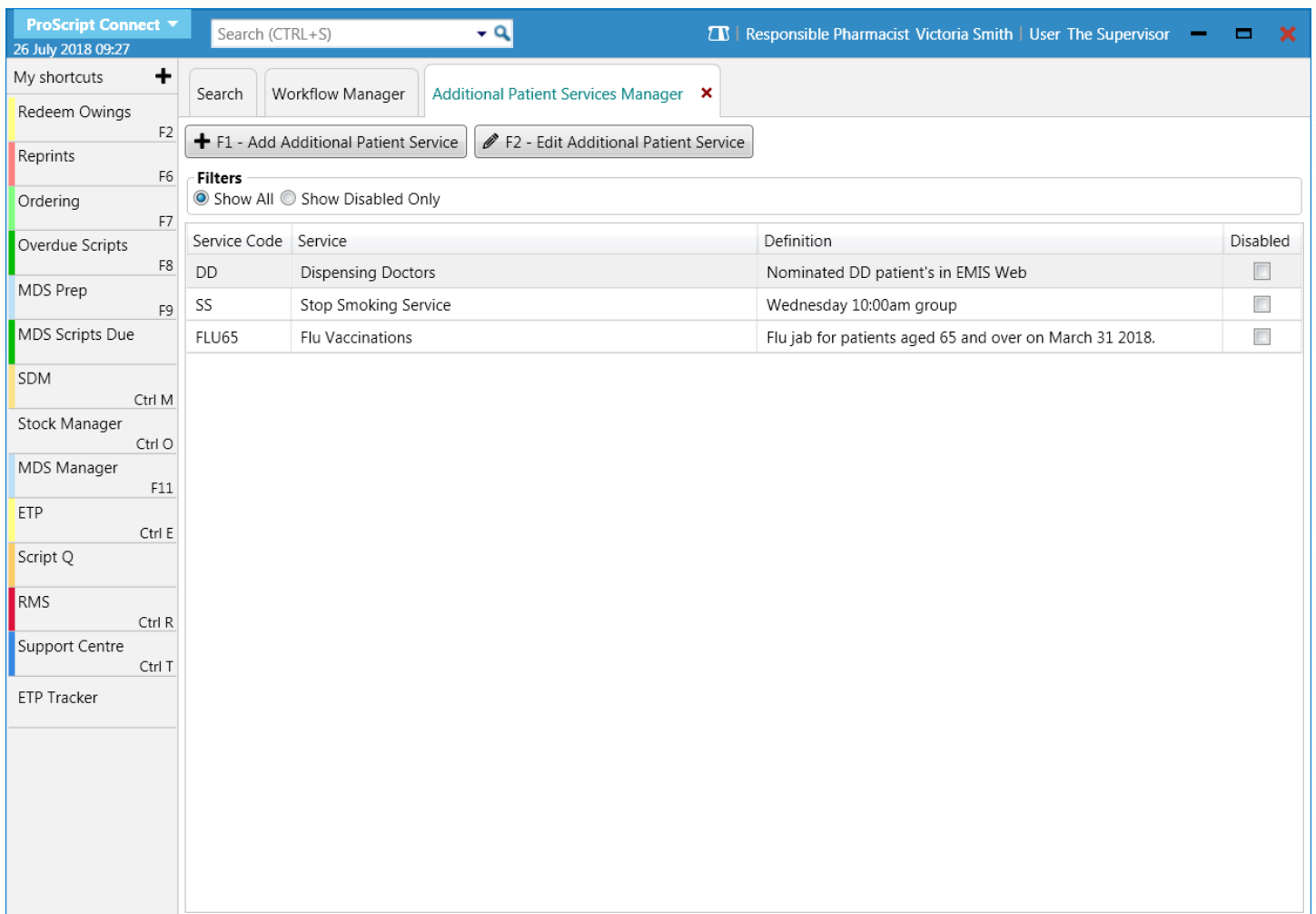
## Editing and/or Disabling an Additional Patient Service

Once an additional patient service has been created, it can be edited or disabled if it is no longer required.

1. To begin, open the Additional Patient Services Manager from the ProScript Connect Main Screen by clicking the **[ProScript Connect]** menu button and selecting the *Additional Patient Services Manager* menu item.



You can use radio dials within the *Filters* section to *Show All* custom patient services, or to *Show Disabled Only* if required.



The screenshot shows the ProScript Connect interface. The top bar includes the date '26 July 2018 09:27', a search bar, and user information: 'Responsible Pharmacist Victoria Smith | User The Supervisor'. The left sidebar lists various shortcuts like 'My shortcuts', 'Redeem Owings', 'Reprints', 'Ordering', etc. The main window is titled 'Additional Patient Services Manager' and has two buttons: '+ F1 - Add Additional Patient Service' and 'F2 - Edit Additional Patient Service'. Below these is a 'Filters' section with radio buttons for 'Show All' (selected) and 'Show Disabled Only'. A table displays the following data:

Service Code	Service	Definition	Disabled
DD	Dispensing Doctors	Nominated DD patient's in EMIS Web	<input type="checkbox"/>
SS	Stop Smoking Service	Wednesday 10:00am group	<input type="checkbox"/>
FLU65	Flu Vaccinations	Flu jab for patients aged 65 and over on March 31 2018.	<input type="checkbox"/>

2. From the Additional Patient Services Manager, select the **[F2 – Edit Additional Patient Service]** button.
3. The Edit Additional Patient Service window opens. From here, you can:
  - Edit the *Service Code*, *Service* name, and *Description* as required and select the **[F10 – Save]** button. Any edits made will reflect within the Patient Details form of any patient who has this service assigned.
  - (De)select the *Disabled* tick box to remove or reactivate the service and select the **[F10 – Save]** button. Disabling a service will grey the window and apply a DISABLED watermark across the window, reactivating a service will reverse this.



**Edit Additional Patient Service**
- □ ×

**Status Details**

Service Code:

Service: \*

Description:

DISABLED

Disabled | Last edited on 26/07/2018 at 10:34 by The Supervisor
✓ F10 - Save
✗ Cancel

4. You are returned to the Additional Patient Services Manager where your service has updated with your edits, or with the *Disabled* tick box selected or deselected.

## Revision History

Version Number	Date	Revision Details	Author(s)
1.0	03 October 2019		Joanne Hibbert-Gorst

### Contact us

For more information contact:  
**Telephone: 0344 209 2601**