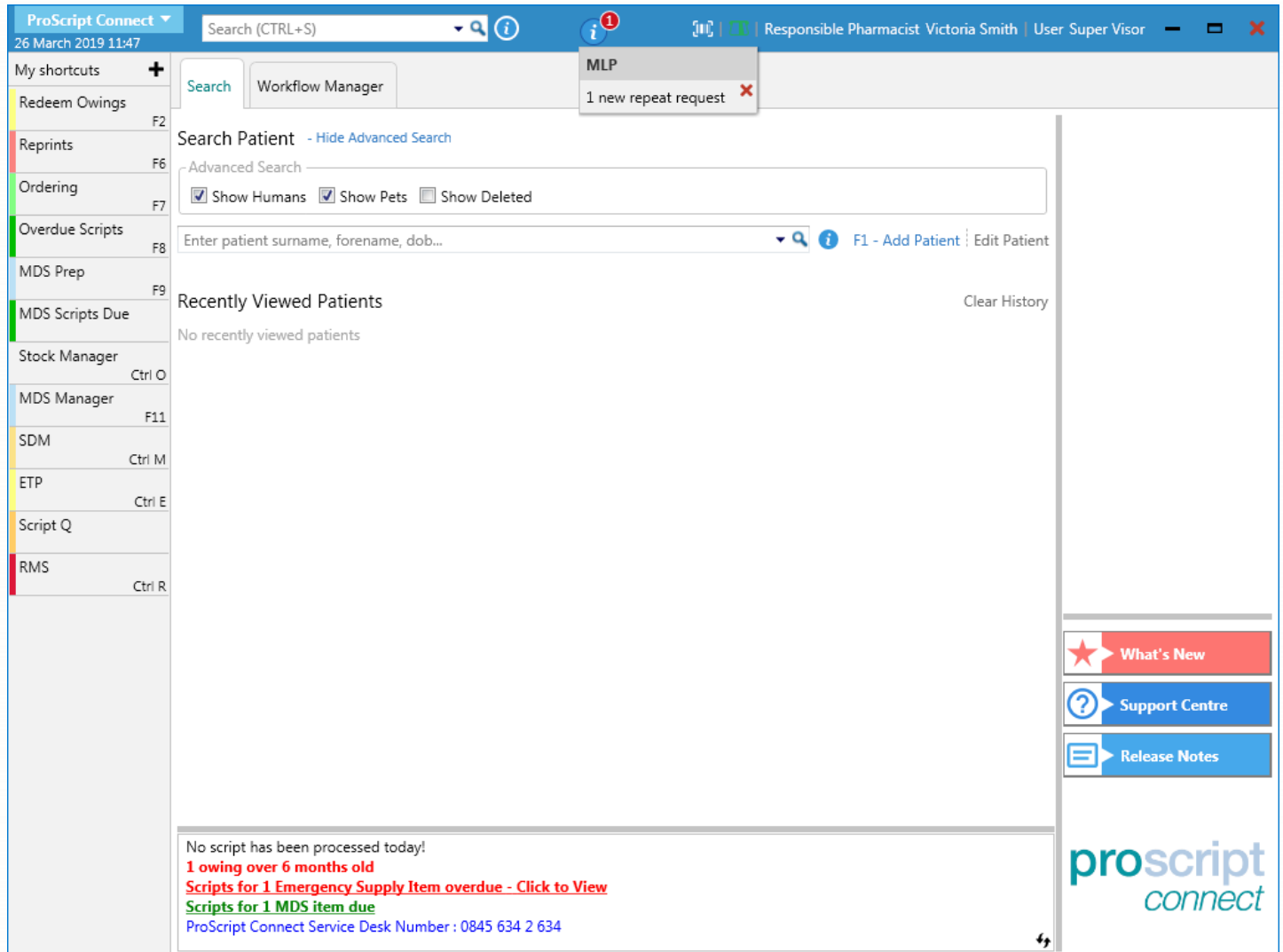


Accepting an MLP Repeat Request

ProScript Connect will display various notifications within the information notification icon when messages are received, including when a new MLP repeat request has been submitted to your pharmacy. The number of notifications is displayed within the red circle, and upon clicking the icon, a pop-out box will display providing the details of the notifications received.

By clicking on the notification within the pop-out box, the relevant module will open. In this case, clicking on the *1 new repeat request* menu item will open the *Repeat Requests* tab within the MLP Manager.




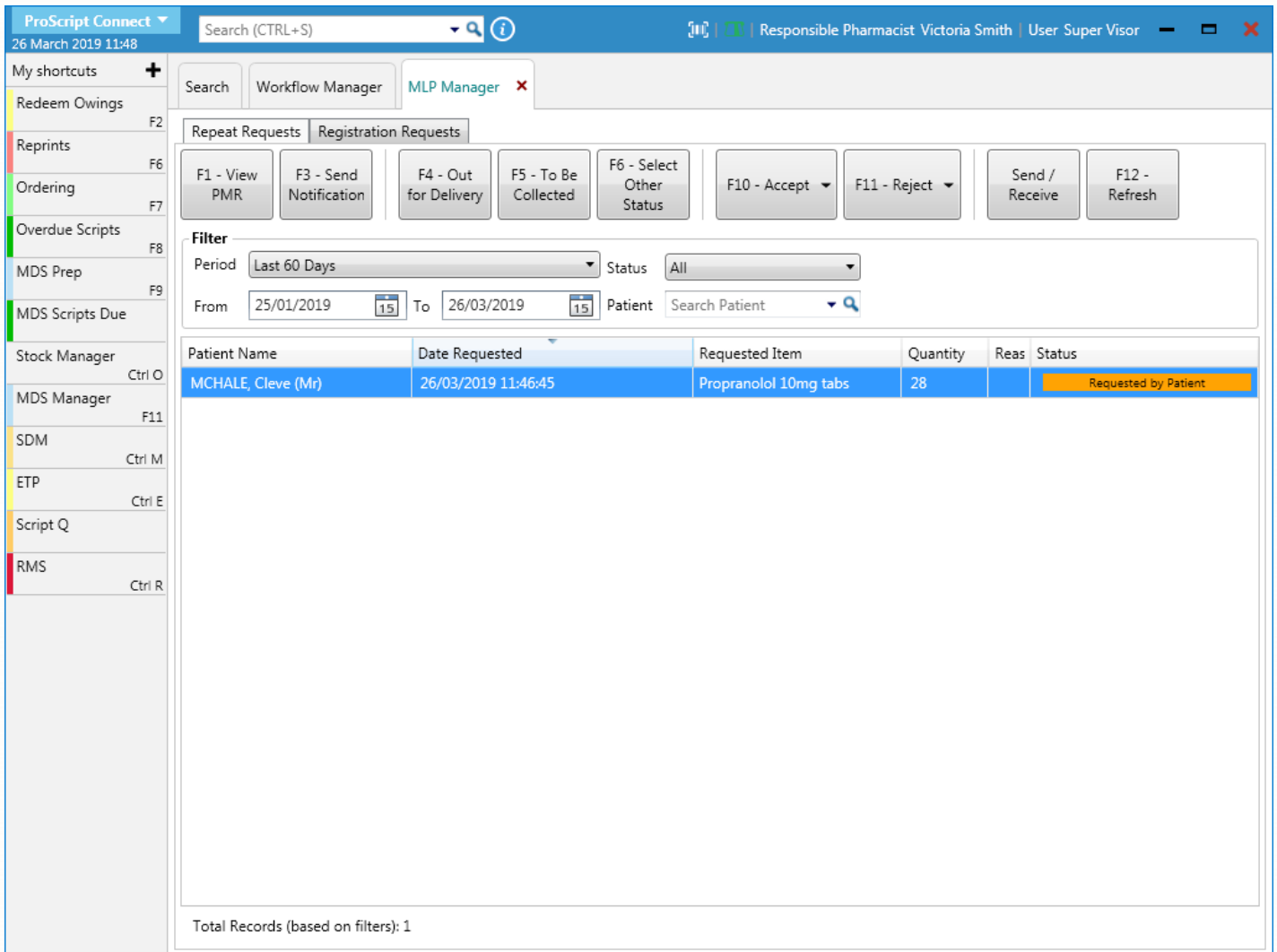
Accepting a Repeat Request



Accepting a patient's repeat request will send a [push notification](#) to the patient's device if they have push notifications enabled.

1. From the *Repeat Requests* tab within the MLP Manager, highlight a repeat request marked as **Requested by Patient**. If a patient has submitted multiple items in one request, these will appear as separate lines within the grid.

 Patients are able to add a reason for ordering when submitting their requests which will display within the *Reason* column. This can be included when printing the repeat request if required.



The screenshot shows the ProScript Connect application window. The top bar displays the date and time (26 March 2019 11:48), a search bar (CTRL+S), and the user information (Responsible Pharmacist Victoria Smith | User Super Visor). The left sidebar contains a list of shortcuts: My shortcuts (+), Redeem Owings (F2), Reprints (F6), Ordering (F7), Overdue Scripts (F8), MDS Prep (F9), MDS Scripts Due, Stock Manager (Ctrl O), MDS Manager (F11), SDM (Ctrl M), ETP (Ctrl E), Script Q, and RMS (Ctrl R). The main area is titled 'Repeat Requests' and 'Registration Requests'. It features a toolbar with buttons: F1 - View PMR, F3 - Send Notification, F4 - Out for Delivery, F5 - To Be Collected, F6 - Select Other Status, F10 - Accept, F11 - Reject, Send / Receive, and F12 - Refresh. Below the toolbar is a filter section with 'Period' set to 'Last 60 Days', 'Status' set to 'All', and a date range from '25/01/2019' to '26/03/2019'. A 'Patient' search field is also present. The main grid displays one record:

Patient Name	Date Requested	Requested Item	Quantity	Reas	Status
MCHALE, Cleve (Mr)	26/03/2019 11:46:45	Propranolol 10mg tabs	28		Requested by Patient

Total Records (based on filters): 1

- From there, you can either:
 - Press **[F10 – Accept]** to accept the selected item
 - Press **[Ctrl+F10]** to accept all items for the selected patient
- The Process Repeat Prescription window displays, with the item(s) displayed in the grid pre-selected.

Process Repeat Prescription

MCHALE, CLEVE GERALD DOB 10 Sep 1973 NHS No 944 637 0876 **PAYING** ✓
 2 BESFORD CLOSE, LUTON, LU2 8TX Age 45 years 6 months EPS Status ●

Date Requested	Requested Item	Quantity	Reason	Confirm
26/03/2019 11:46:45	Propranolol 10mg tabs	28		<input checked="" type="checkbox"/>

4. From here you can (de)select *Requested Items* to include/remove them from processing where more than one item has been requested, and either:
 - Click **[Print Repeat]** to print the repeat, with or without the reason supplied by the patient. This will not update the status of the request.
 - Click **[Print Repeat & Confirm]** to print the repeat, with or without the reason supplied by the patient, accept the request and update the status of the request to **At Surgery**
 - Click **[Request Via MM]** to request the prescription via Medicines Manager and update the status of the request to **At Surgery**
5. In this case, click **[Print Repeat & Confirm]** and select the *Print Repeat With Reason & Confirm* option.
6. The repeat request print preview displays.

Report Preview

MLP Request Repeatable
 ILKLEY & WHARFEDALE ME

Surgery: **ILKLEY & WHARFEDALE MEDICAL PRACTICE** 26 March 2019
 SPRINGS LANE ILKLEY
 WEST YORKSHIRE
 LS29 8TH

Dear Dr **DAWSON, Gracie**

Please supply the following repeat prescription for:

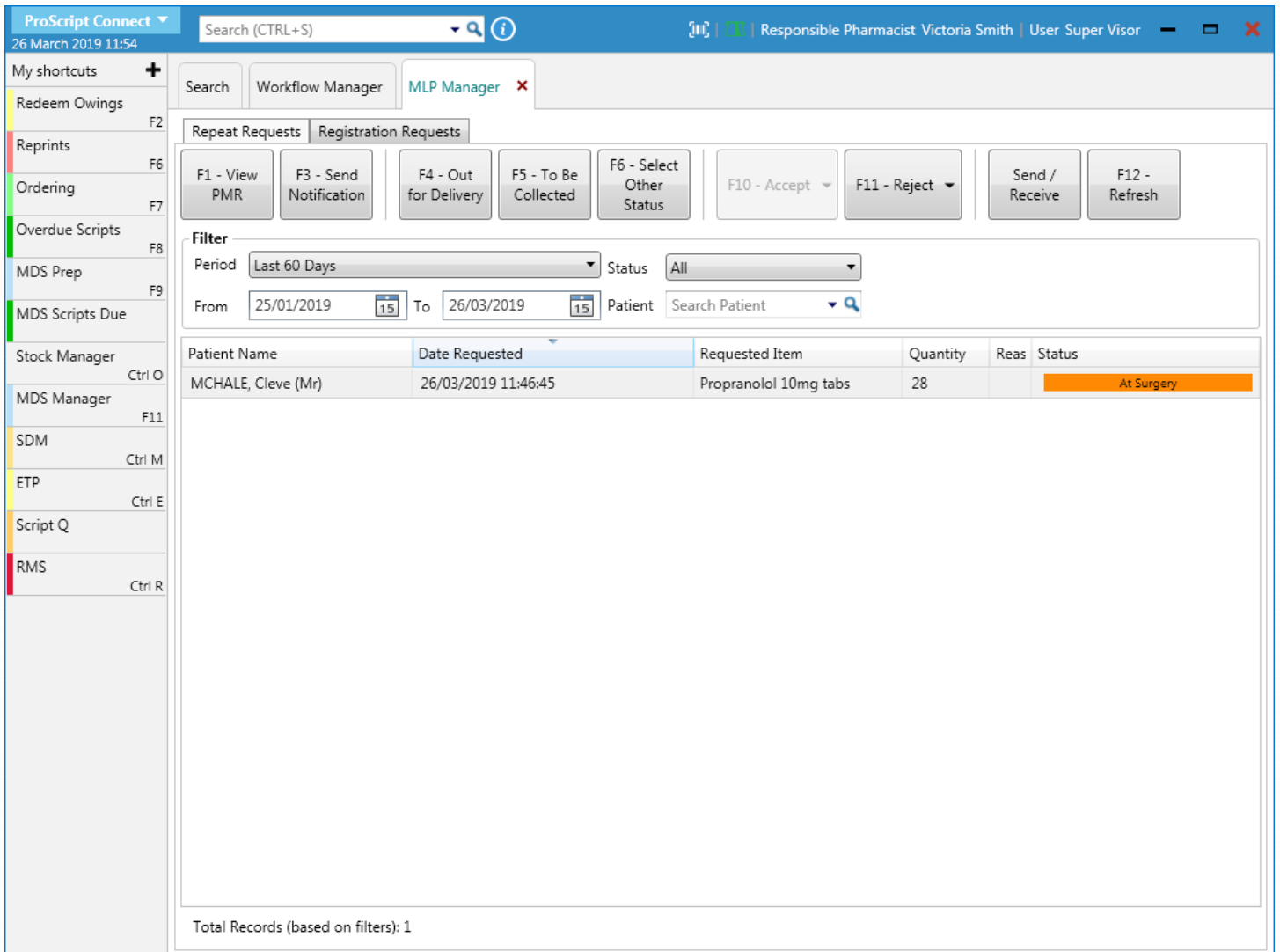
Patient Name: **MCHALE, CLEVE GERALD**
 D.o.B.: 10 September 1973
 Address: 2 BESFORD CLOSE
 LUTON
 LU2 8TX

Quantity	Drug Description
28	Propranolol 10mg tabs

100%

7. From there, you can either:
 - Click the floppy disk icon to export and save the report on your computer, which you can then send via email to the surgery
 - Click the printer icon to print the report, which you can then send to the surgery

8. Once you are done, click the red **x** in the top right-hand corner of the window.
9. The MLP Manager displays, where your processed repeat request(s) will be marked as **At Surgery**.



ProScript Connect | Search (CTRL+S) | Responsible Pharmacist Victoria Smith | User Super Visor

26 March 2019 11:54

My shortcuts: Redeem Owings (F2), Reprints (F6), Ordering (F7), Overdue Scripts (F8), MDS Prep (F9), MDS Scripts Due, Stock Manager (Ctrl O), MDS Manager (F11), SDM (Ctrl M), ETP (Ctrl E), Script Q, RMS (Ctrl R)

Search | Workflow Manager | MLP Manager **x**

Repeat Requests | Registration Requests

F1 - View PMR | F3 - Send Notification | F4 - Out for Delivery | F5 - To Be Collected | F6 - Select Other Status | F10 - Accept | F11 - Reject | Send / Receive | F12 - Refresh

Filter: Period: Last 60 Days | Status: All | From: 25/01/2019 | To: 26/03/2019 | Patient: Search Patient

Patient Name	Date Requested	Requested Item	Quantity	Reas	Status
MCHALE, Cleve (Mr)	26/03/2019 11:46:45	Propranolol 10mg tabs	28		At Surgery

Total Records (based on filters): 1

Revision History

Version Number	Date	Revision Details	Author(s)
1.0	15 August 2019		Joanne Hibbert-Gorst

Contact us

For more information contact:
Telephone: 0344 209 2601

Not to be reproduced or copied without the consent of AAH Pharmaceuticals Limited 2019.