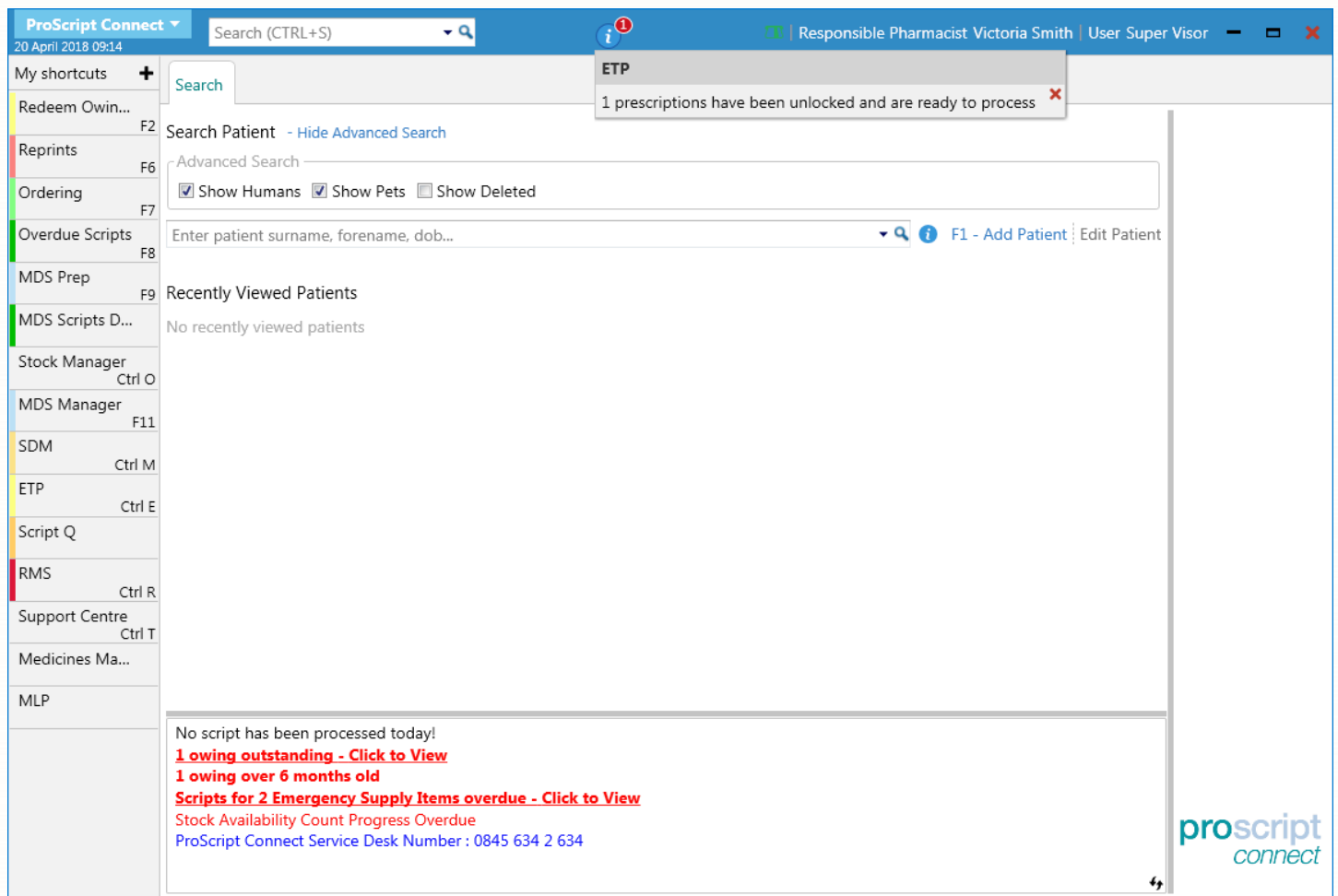# Dispensing an MM MLP Repeat Request from ETP

You must be logged in to the NHS Spine with your smart card and your patient must be eligible and registered for Medicines Manager to process an MLP repeat request via MM.
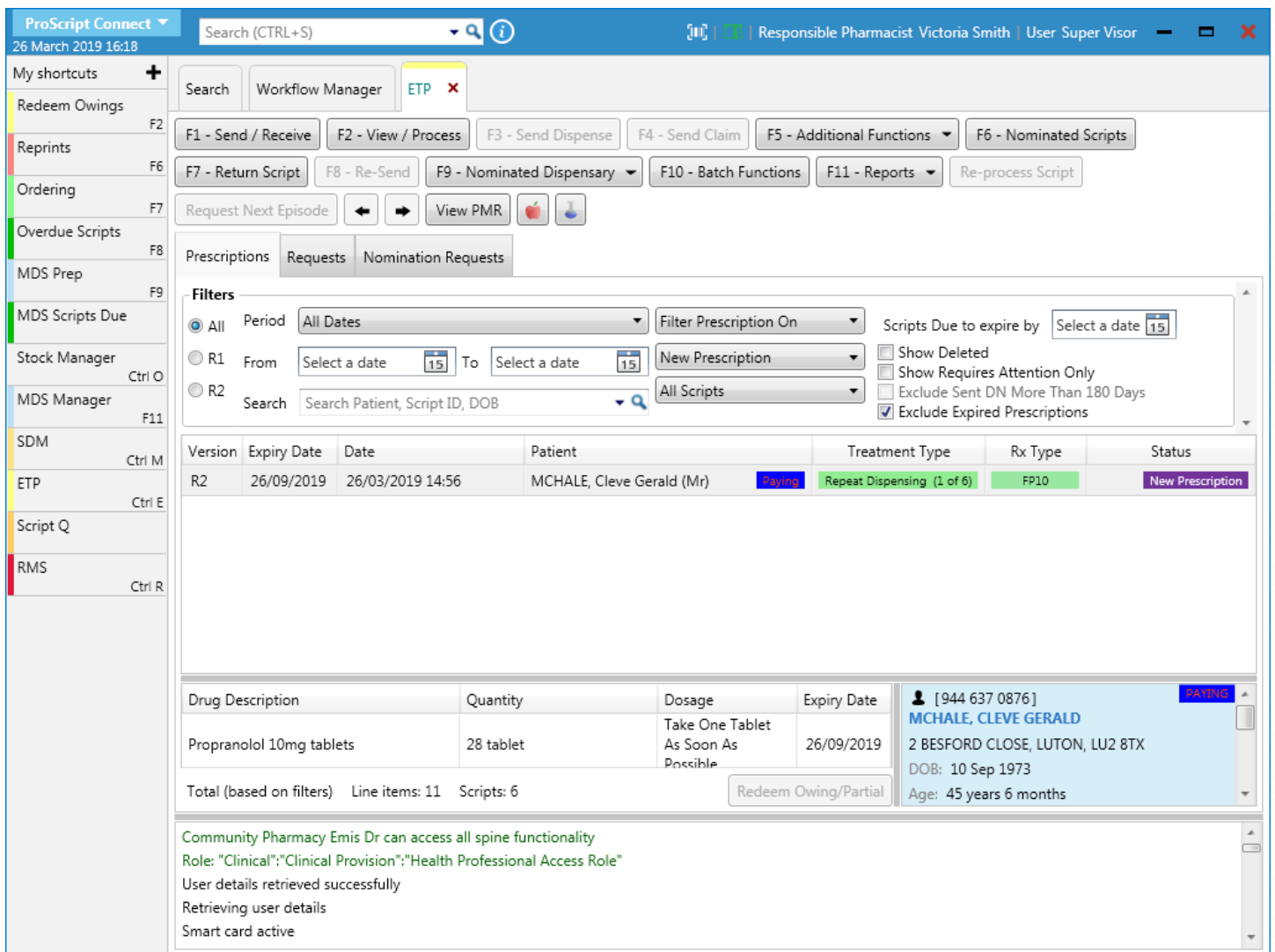
ProScript Connect will display various notifications within the information notification icon when messages are received, including when a new ETP prescription has been unlocked and is ready to process. The number of notifications is displayed within the red circle, and upon clicking the icon, a pop-out 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 prescriptions have been unlocked and are ready to process* menu item will open ETP.

Dispensing the MLP Repeat Request

When the surgery has returned the prescription to your pharmacy and it has been downloaded via ETP, a New Prescription will display within ETP ready for processing.

1. From ETP, use the *Filters* and search boxes to locate and highlight your prescription and select the **[F2 – View/Process]** button.
2. The View/Process ScriptQ Prescription window opens. Confirm the details, and select the **[F10 – Process]** button.

💡 To print the full token, select the **[F8 – Print]** button. You can also print the token without the repeat information by clicking on the arrow and selecting the *Print without repeat information* option.

Matching the Prescriber

The system will automatically attempt to match the prescribing organisation and prescriber details from the prescription with existing details on the system.

In instances where the prescribing organisation does not already exist within the database, you will be required to add them by selecting F1 – Search Prescribing Organisation in National Prescriber Database which opens a new window. From here, you can either;

o   Search for the prescribing organisation using the *Search* box and select the correct prescribing organisation from the generated list, or

o   Select F1 – Add Prescribing Organisation which will open a pre-populated Add New Prescribing Organisation window which you can update if required and select **[F10 – Save]**.

In instances where the prescriber does not already exist within the database, you will be required to add them by selecting F1 – Search National Prescriber Database which opens a new window. From here, you can either;

o   Search for the prescriber using the *Search* box and select the correct prescriber from the generated list, or

o   Select F1 – Add Prescriber which will open a pre-populated Add Prescriber window which you can update if required and select **[F10 – Save]**.

Whether you have just added the prescribing organisation and/or prescriber or they already existed within the database, any discrepancies will display highlighted in red on the *Match Prescriber* sub-tab where you can:

o   Use the **[F1]** button to accept with no changes made
o   Use the **[F2]** button to save any changes

If there is a complete match, and no discrepancies, the *Prescriber Matching* tab will be skipped.

Matching the Patient

Just like the prescriber matching tab, the system will also automatically attempt to match the patient details from the prescription with existing patient details on the system.

In instances where the patient does not already exist within the database, you will be required to add them by selecting F1 – Add Patient which opens the Add New Patient window. From here, you can complete any details which may be missing, such as the *Exemption Details* and select the **[F10 – Save]** button.

If a discrepancy is flagged with an existing patient or one you've just added, it will be presented to you within the *Match Patient* sub-tab highlighted in red. You can select one of the following options:

o   Use the **[F1]** button to accept with no changes made
o   Use the **[F2]** button to save any changes
o   Use the **[F3]** button to search for and select another patient
o   Use the **[F4]** button to add the patient as a new patient record

If there is a complete match, and no discrepancies, the *Patient Matching* tab will be skipped.

Matching the Drug

The system will attempt to map each prescribed drug on the prescription to an entry in our database. If the drug(s) are found, the *Drugs Matching* tab will be skipped.

In instances where the drug cannot be mapped, you will be required to search for and select the prescribed item using the *Search Drug* box and the **[F10 – Select]** button. After mapping a drug, ProScript Connect will conduct additional checks for the item and may display Flash Alerts during dispensing which will provide you with additional details.

Comparing the Prescription
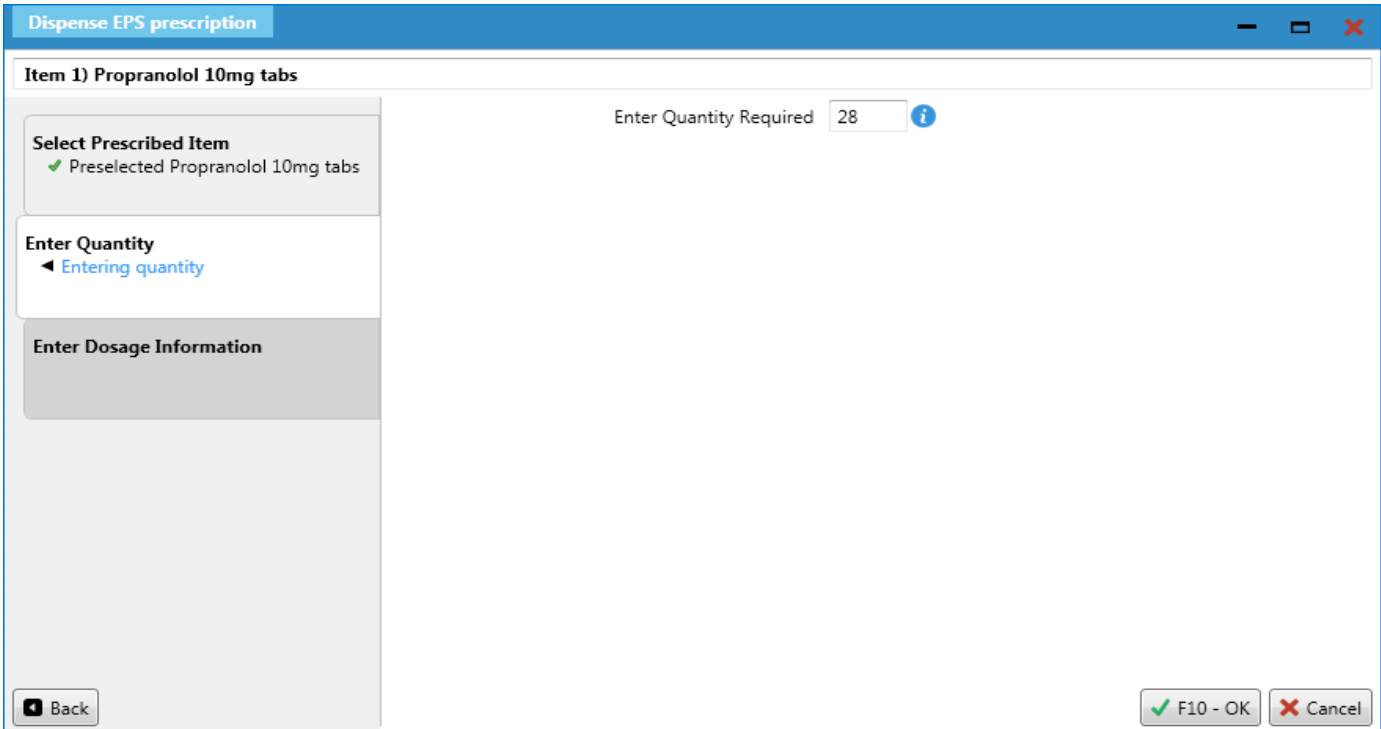
The *Prescription Comparison* tab displays all the drug details for each drug prescribed on *This Script* and, if this medication has been previously dispensed, compares this to the *Last Medication from the PMR*. You can;

o   Use the **[F2]** button to process the prescription manually, and review the quantity and dosage against each item
o   Use the **[F5]** button to process each item using what was last dispensed on the PMR
o   Use the **[F9]** button to fast-track through the dispensing process for items last dispensed on the PMR

⚠️ If the item was not previously dispensed, the only available option is **[F2 – Process This Script]**.

Dispensing the Prescription

1. If you have selected the **[F2 – Process This Script]** button, the Dispense EPS Prescription window displays with the item pre-selected and the *Enter Quantity* tab opened by default. Review the quantity and select the **[F10 – OK]** button.

2. The *Enter Dosage Information* tab is selected. Review and/or edit the dosage information as required and select the **[F10 – OK]** button.

📋 The system will prompt you to repeat this process for each of the items on the prescription, if applicable.

📋 If any items on the repeat request have been marked as *stopped*, a Confirm Stopped Item Dispensing pop-up will display giving you the option to activate the item and continue by selecting the **[Dispense]** button, or mark the item as *Not Dispensed* using the **[Mark Not Dispensed]** button.

3. Any warnings and Flash Alerts associated with the item(s) will display as a pop-up window. These are colour-coded classed by severity, and will contain additional details for the items you are dispensing. Once you have read these, you can close the windows by pressing **[F10 – Confirm]**.

Endorsing the EPS Prescription

1. The patient's PMR displays with the drug(s) added within the first quadrant. Prior to endorsing, if required, you can:
   o Amend the number of labels by pressing **[F9 – Label Options]**

- o Amend the quantity by pressing **[F5 – Change Quantity]**
- o Amend the dispensed product choice by pressing **[F3 – Product Choice]**
- o Amend the dosage by pressing **[F4 – Change Dose]**
- o Mark any items as *Not Dispensed* by highlighting the item and selecting the *ND* text
2. To endorse the prescription, select the **[F8 – Last Item]** button.
3. The Prescription Type preview displays. Confirm the details and select the **[F10 – Save]** button.

💡 Selecting the *Requires Attention* tick box means the prescription will be flagged as <mark>REQUIRES ATTENTION</mark> and you will not be able to claim for the prescription until you have removed this flag.

Updating the MLP Status

1. The Outstanding MLP Requests window displays, where the system flags the item you have just dispensed as an outstanding MLP request
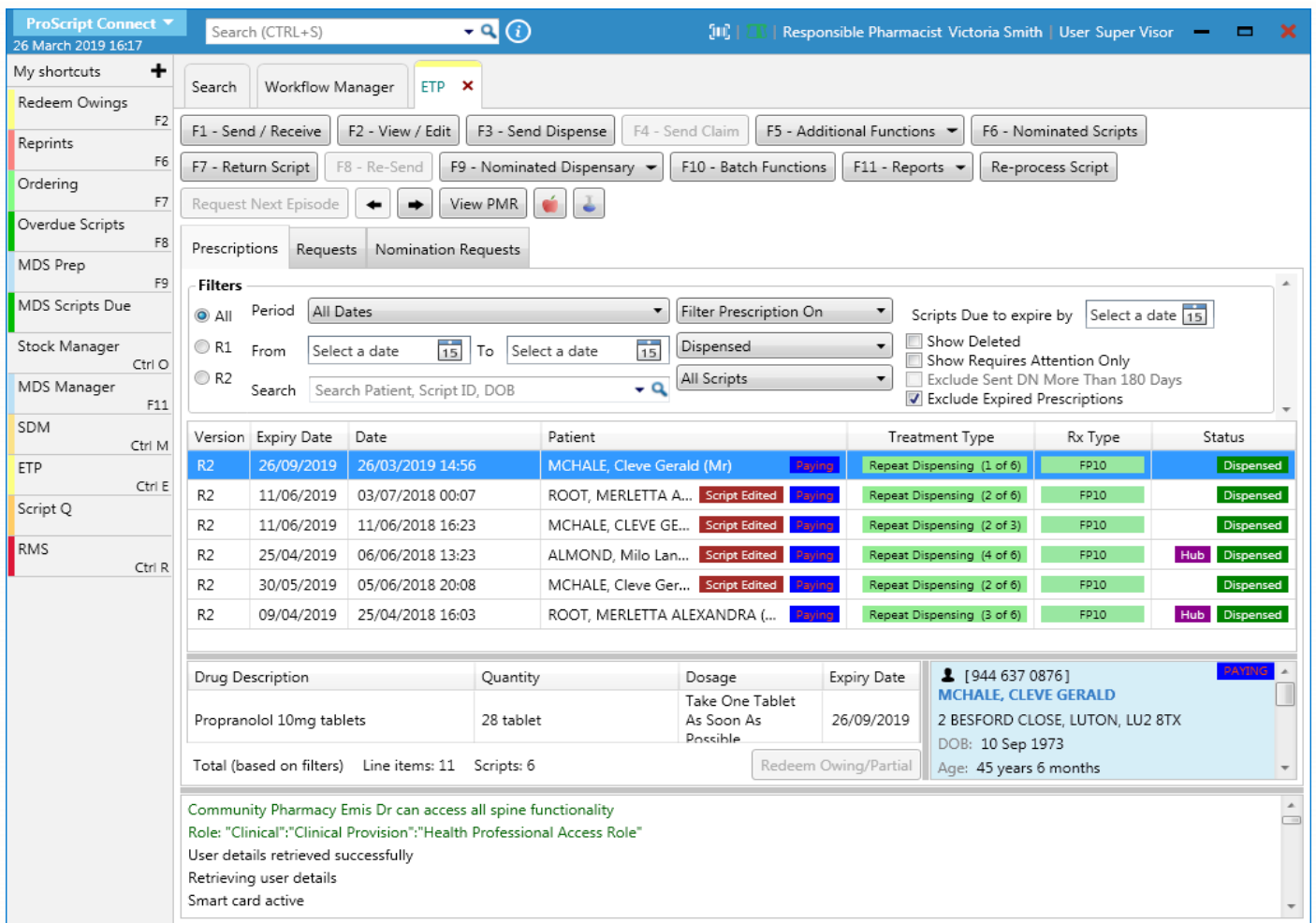
2. From here, you can either:
   o Press **[F3 – Dispensing]** to mark the repeat item as Dispensing
   o Press **[F4 – Declined]** to mark the repeat item as GP Declined
   o Press **[F5 – Other]** to open the Change Patient Repeat Request Status window and mark the repeat item as one of the other available MLP statuses from the drop-down menu
3. In the case you are dispensing the repeat request, press **[F3 – Dispensing]**. The status updates accordingly.
4. Press **[F10 – Update & Close]**.

   Updating the status within MLP may send a push notification to your patient, if they have this enabled on their device.

5. ProScript Connect will automatically generate and print the endorsement, label(s) and bag label.
6. The ETP Main Screen displays, with the repeat request and item(s) within it marked as Dispensed.

7. At the same time, the status of your prescription within the RMS will update to Dispensed and as per your update within the Outstanding MLP Request window, the status of your repeat request will be updated to Dispensing within the MLP Manager.

Revision History

Version Number	Date	Revision Details	Author(s)
1.0	16 August 2019		Joanne Hibbert-Gorst

Contact us

For more information contact:
Telephone: 0344 209 2601

A McKesson Company