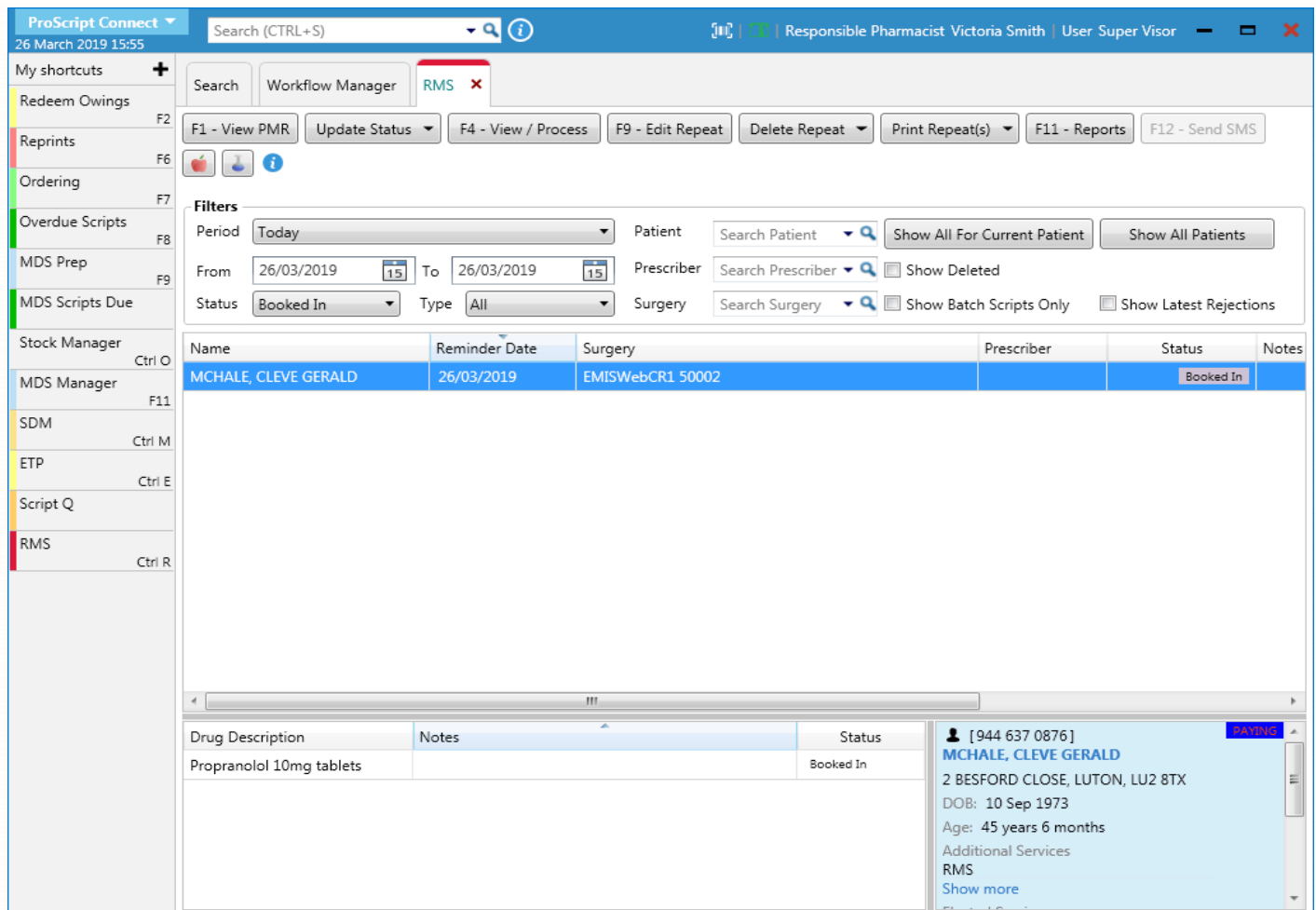


## Dispensing an MM MLP Repeat Request from the RMS



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.

When the surgery has returned the prescription to your pharmacy via ETP, your MM R2 prescription status within RMS will automatically update to **Booked In** ready for processing.






The screenshot shows the ProScript Connect interface. The top bar displays the date and time (26 March 2019 15:55) and the user's name (Responsible Pharmacist Victoria Smith) and role (User Super Visor). The main area is titled 'RMS' and contains a search bar, a workflow manager, and several action buttons: 'F1 - View PMR', 'Update Status', 'F4 - View / Process', 'F9 - Edit Repeat', 'Delete Repeat', 'Print Repeat(s)', 'F11 - Reports', and 'F12 - Send SMS'. Below these are filter options for Period (Today), Patient (Search Patient), Prescriber (Search Prescriber), Status (Booked In), and Type (All). A table lists prescriptions, with the first entry highlighted: MCHALE, CLEVE GERALD, 26/03/2019, EMISWebCR1 50002, with a status of 'Booked In'. A detailed view of the selected prescription is shown at the bottom, including the drug description (Propranolol 10mg tablets), notes, status (Booked In), and patient information (MCHALE, CLEVE GERALD, 2 BESFORD CLOSE, LUTON, LU2 8TX, DOB: 10 Sep 1973, Age: 45 years 6 months).

## Dispensing the MLP Repeat Request

1. To begin, open the RMS from the ProScript Connect Main Screen by clicking the **[RMS]** shortcut button, or by pressing **[Ctrl+R]**.
2. Use the available *Filters* to search for, locate and highlight your prescription. Select the **[F4 – View/Process]** button.
3. 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.

View / Process ScriptQ Prescription																											
<b>Prescription Preview</b> <a href="#">Confirm Prescription</a>	<table border="1"> <tr> <td>Pharmacy Details</td> <td>DOB</td> <td>Title, Forename, Surname</td> <td>Address</td> </tr> <tr> <td>ALLIANCE PHARMACY fd wd24 4wh</td> <td>10/09/1973</td> <td>MCHALE, Cleve Gerald (Mr)</td> <td>2 Besford Close Luton LU2 8TX</td> </tr> <tr> <td></td> <td>Age</td> <td colspan="2">NHS Number</td> </tr> <tr> <td></td> <td>45 years 6 months</td> <td colspan="2">944 637 0876</td> </tr> </table>	Pharmacy Details	DOB	Title, Forename, Surname	Address	ALLIANCE PHARMACY fd wd24 4wh	10/09/1973	MCHALE, Cleve Gerald (Mr)	2 Besford Close Luton LU2 8TX		Age	NHS Number			45 years 6 months	944 637 0876											
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<b>Prescription Comparison</b>	<table border="1"> <tr> <td>Script Id: E69C85-B81012-00149J</td> <td>Release Version: 2</td> </tr> <tr> <td>Prescription Type: FP10</td> <td>Treatment Type: Repeat Dispensing (1 of 6)</td> </tr> <tr> <td>Prescription Start Date: 26/03/2019</td> <td>Review date at which the prescriber would like to review the treatment with the patient: 01/02/2020</td> </tr> <tr> <td>Prescription Expiry Date: 26/09/2019</td> <td>Prescription Expiry Date: 26/09/2019</td> </tr> <tr> <td>Digital Signature: Valid</td> <td>Signed By: 555073367109_Emis_Community Pharmacy</td> </tr> <tr> <td>Signed Date: 26/03/2019 14:55:21</td> <td></td> </tr> <tr> <td colspan="2"><b>Patient Medication History:</b></td> </tr> <tr> <td colspan="2"> <input type="checkbox"/> Propranolol 10mg tablets - Take One Tablet As Soon As Possible, 28 tablet (1/6)  <input type="checkbox"/> Asacol 400mg MR gastro-resistant tablets (Allergan Ltd) - One To Be Taken Three Times A Day, 84 tablet (6/6)  <input type="checkbox"/> Amoxicillin 500mg capsules - One To Be Taken Three Times A Day, 15 capsule (6/6)  <input type="checkbox"/> Ramipril 1.25mg tablets - One To Be Taken Each Day, 28 tablet (6/6)  <input type="checkbox"/> Citalopram 40mg tablets - One To Be Taken Each Day, 28 tablet (6/6)  <input type="checkbox"/> Venlafaxine 75mg tablets - One To Be Taken Twice A Day, 56 tablet (6/6)  <input type="checkbox"/> Gabapentin 100mg capsules - One To Be Taken Three Times A Day, 100 capsule (1/5)  <input type="checkbox"/> Amlodipine 10mg tablets - One To Be Taken Each Day, 28 tablet (1/6)  <input type="checkbox"/> Omeprazole 20mg gastro-resistant tablets - One To Be Taken Each Day, 28 tablet (0/6)  <input type="checkbox"/> Propranolol 10mg tablets - One To Be Taken Twice A Day, 28 tablet (0/6)  <input type="checkbox"/> Asacol 400mg MR gastro-resistant tablets (Allergan Ltd) - Two To Be Taken Three Times A Day, 168 tablet (1/6) </td> </tr> <tr> <td colspan="2"><b>Patient Instruction:</b></td> </tr> <tr> <td colspan="2">Next review date: 01-Feb-2020</td> </tr> <tr> <td colspan="2"><b>Charge Exemption Details:</b></td> </tr> <tr> <td colspan="2">Exempt before date - 09/09/1989</td> </tr> <tr> <td colspan="2">Exempt after date - 10/09/2033</td> </tr> </table>	Script Id: E69C85-B81012-00149J	Release Version: 2	Prescription Type: FP10	Treatment Type: Repeat Dispensing (1 of 6)	Prescription Start Date: 26/03/2019	Review date at which the prescriber would like to review the treatment with the patient: 01/02/2020	Prescription Expiry Date: 26/09/2019	Prescription Expiry Date: 26/09/2019	Digital Signature: Valid	Signed By: 555073367109_Emis_Community Pharmacy	Signed Date: 26/03/2019 14:55:21		<b>Patient Medication History:</b>		<input type="checkbox"/> Propranolol 10mg tablets - Take One Tablet As Soon As Possible, 28 tablet (1/6) <input type="checkbox"/> Asacol 400mg MR gastro-resistant tablets (Allergan Ltd) - One To Be Taken Three Times A Day, 84 tablet (6/6) <input type="checkbox"/> Amoxicillin 500mg capsules - One To Be Taken Three Times A Day, 15 capsule (6/6) <input type="checkbox"/> Ramipril 1.25mg tablets - One To Be Taken Each Day, 28 tablet (6/6) <input type="checkbox"/> Citalopram 40mg tablets - One To Be Taken Each Day, 28 tablet (6/6) <input type="checkbox"/> Venlafaxine 75mg tablets - One To Be Taken Twice A Day, 56 tablet (6/6) <input type="checkbox"/> Gabapentin 100mg capsules - One To Be Taken Three Times A Day, 100 capsule (1/5) <input type="checkbox"/> Amlodipine 10mg tablets - One To Be Taken Each Day, 28 tablet (1/6) <input type="checkbox"/> Omeprazole 20mg gastro-resistant tablets - One To Be Taken Each Day, 28 tablet (0/6) <input type="checkbox"/> Propranolol 10mg tablets - One To Be Taken Twice A Day, 28 tablet (0/6) <input type="checkbox"/> Asacol 400mg MR gastro-resistant tablets (Allergan Ltd) - Two To Be Taken Three Times A Day, 168 tablet (1/6)		<b>Patient Instruction:</b>		Next review date: 01-Feb-2020		<b>Charge Exemption Details:</b>		Exempt before date - 09/09/1989		Exempt after date - 10/09/2033	
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## 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;

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

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

- 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:

- Use the **[F1]** button to accept with no changes made
- 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**

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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:

- Use the **[F1]** button to accept with no changes made
- Use the **[F2]** button to save any changes
- Use the **[F3]** button to search for and select another patient
- 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**

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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**

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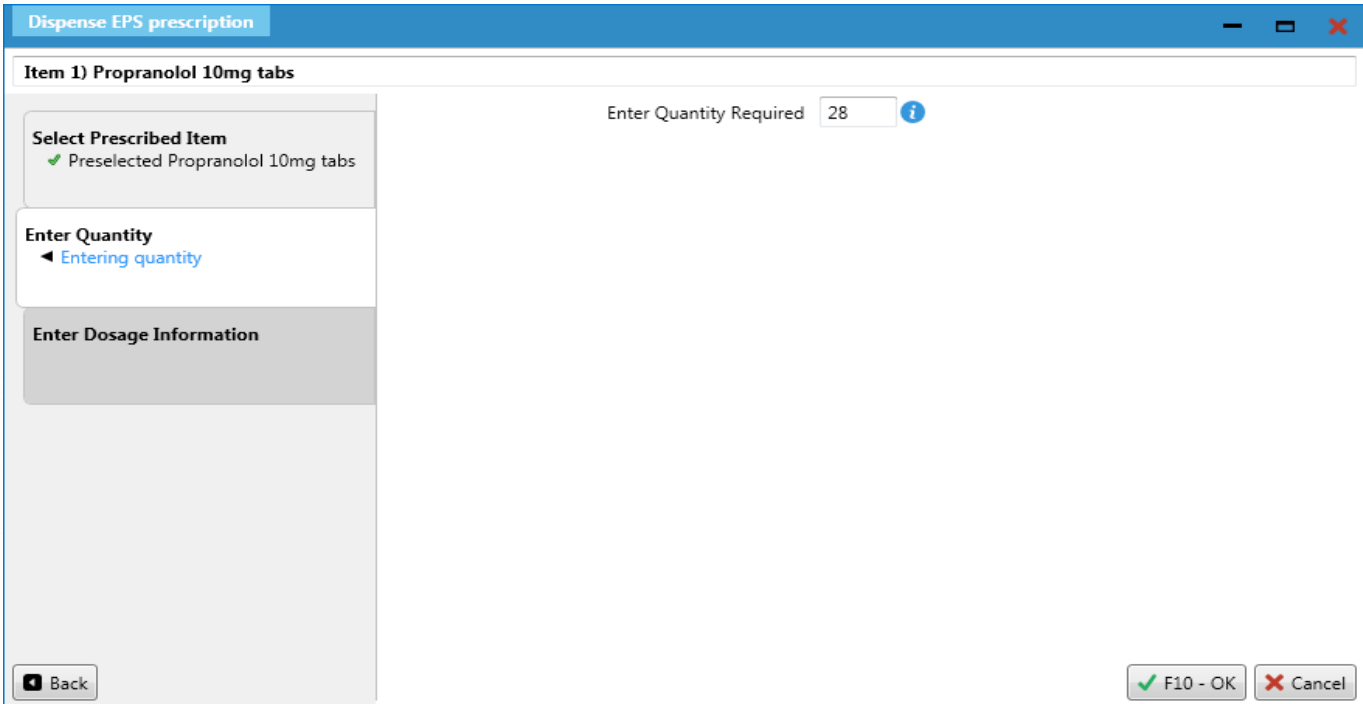
The *Prescription Comparison* tab displays all the drug details for each drug prescribed on *This Script* and, if this medication has been previously dispensed, compares this to the *Last Medication from the PMR*. You can;

- Use the **[F2]** button to process the prescription manually, and review the quantity and dosage against each item
- Use the **[F5]** button to process each item using what was last dispensed on the PMR
- 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:
  - Amend the number of labels by pressing **[F9 – Label Options]**
  - Amend the quantity by pressing **[F5 – Change Quantity]**

- Amend the dispensed product choice by pressing **[F3 – Product Choice]**
  - Amend the dosage by pressing **[F4 – Change Dose]**
  - 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 **REQUIRES ATTENTION** and you will not be able to claim for the prescription until you have removed this flag.

Prescription Type: FP10 dispensed on 26/03/2019 at 16:06

ALLIANCE PHARMACY fd wd24 4wh FA740	DOB 10/09/1973  Age 45 years 6 months	MCHALE, CLEVE GERALD 2 BESFORD CLOSE LUTON LU2 8TX [944 637 0876]
1. 28/28 Propranolol 10mg tabs	<b>28 Propranolol 10mg tabs</b>  Take One Tablet As Soon As Possible	28
<b>Paying Patient</b>  <input type="checkbox"/> Evidence Seen  Professional Fees 1	SEGANI, Punit EMISWebCR1 50002  Fulford Grange, Mickelfield Lane Rawdon Rawdon Leeds Yorkshire LS19 6BA	

Requires Attention    Prescription notes

F7 - Don't Print Labels     F8 - Don't Endorse     Alt+F10 - Same Patient Next Script

Print Bag Label     Prescription is clinically checked     RD Script

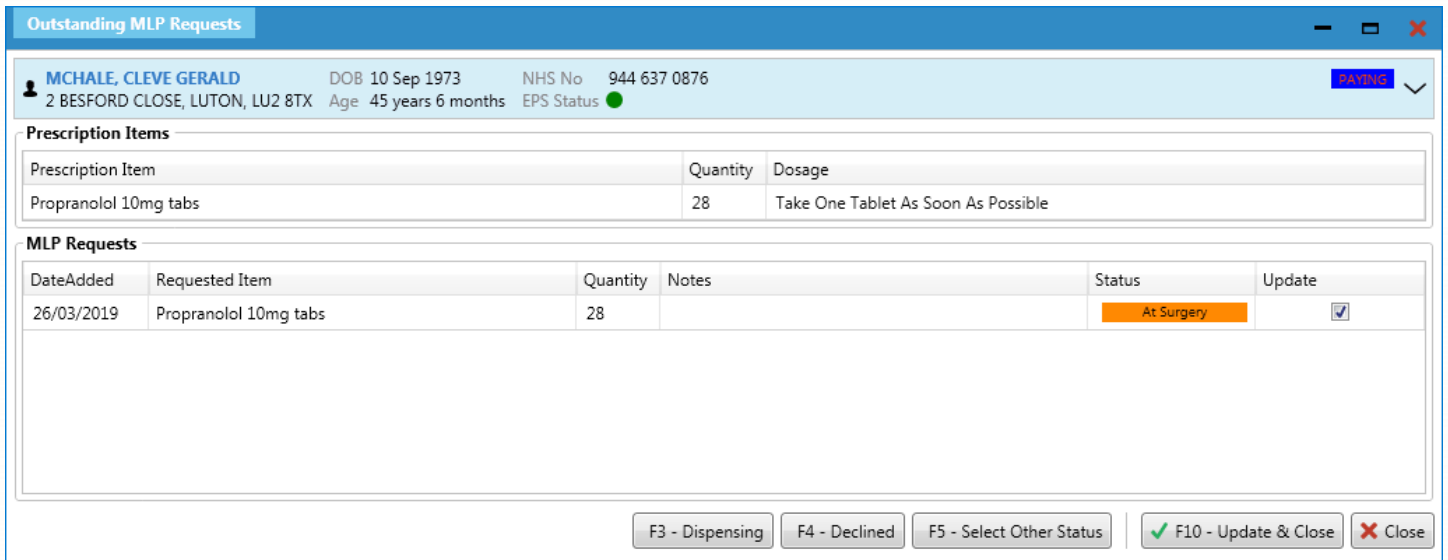
F2 - Compare

✓ F10 - Save

✗ Cancel

## 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




The screenshot shows the 'Outstanding MLP Requests' window for patient MCHALE, CLEVE GERALD. The patient's details include DOB 10 Sep 1973, NHS No 944 637 0876, and Age 45 years 6 months. The window displays a table of Prescription Items and a table of MLP Requests. The Prescription Items table shows Propranolol 10mg tabs with a quantity of 28 and dosage 'Take One Tablet As Soon As Possible'. The MLP Requests table shows a request for Propranolol 10mg tabs on 26/03/2019 with a quantity of 28, status 'At Surgery', and an update checkbox checked. At the bottom, there are buttons for 'F3 - Dispensing', 'F4 - Declined', 'F5 - Select Other Status', 'F10 - Update & Close', and 'Close'.

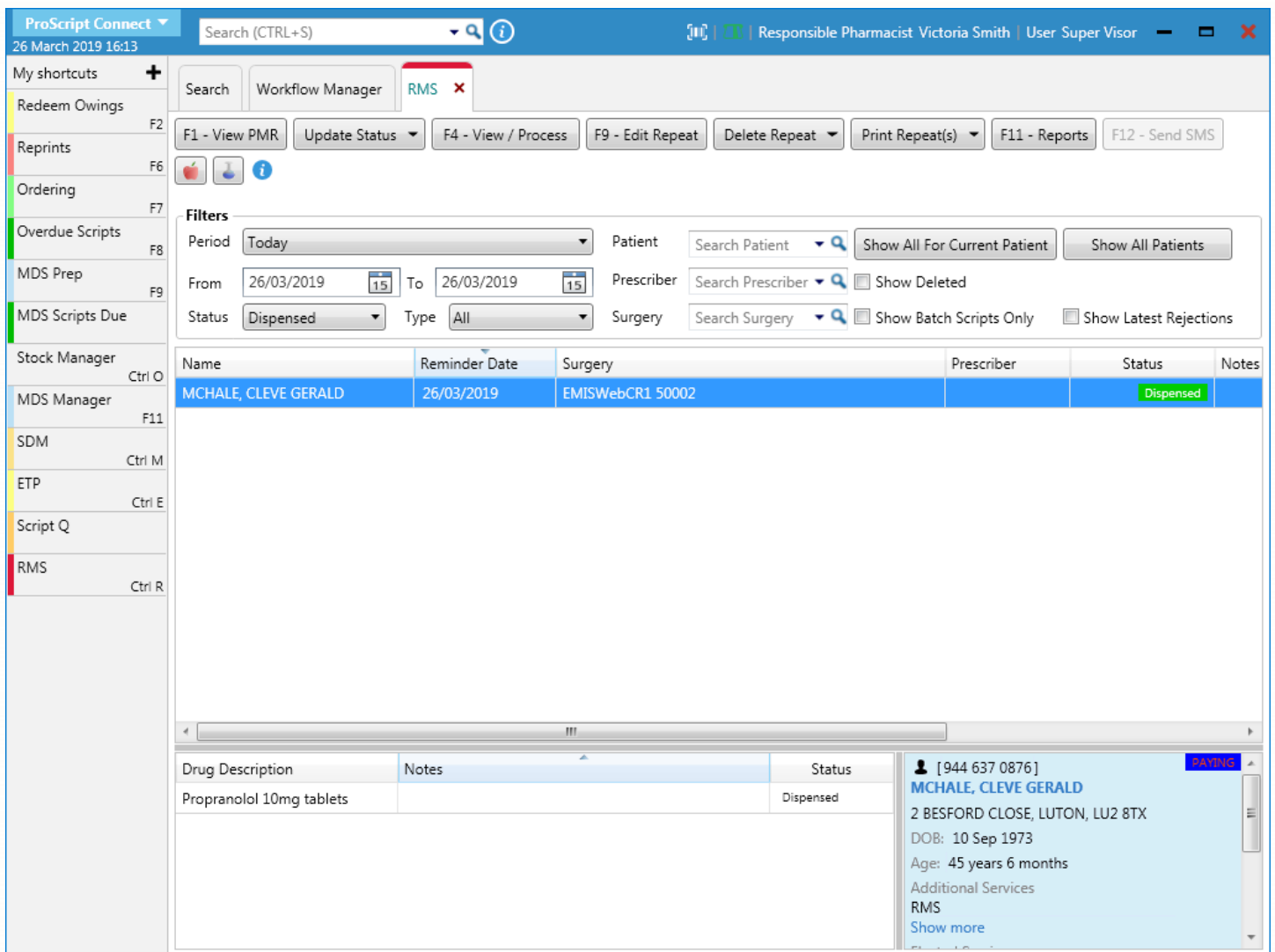
Prescription Item	Quantity	Dosage
Propranolol 10mg tabs	28	Take One Tablet As Soon As Possible

DateAdded	Requested Item	Quantity	Notes	Status	Update
26/03/2019	Propranolol 10mg tabs	28		At Surgery	<input checked="" type="checkbox"/>

2. From here, you can either:
  - Press **[F3 – Dispensing]** to mark the repeat item as **Dispensing**
  - Press **[F4 – Declined]** to mark the repeat item as **GP Declined**
  - 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 RMS Main Screen displays, with the repeat request and item(s) within it marked as either **Partially Dispensed** or **Dispensed**.



7. At the same time, the status of your prescription within ETP 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**

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