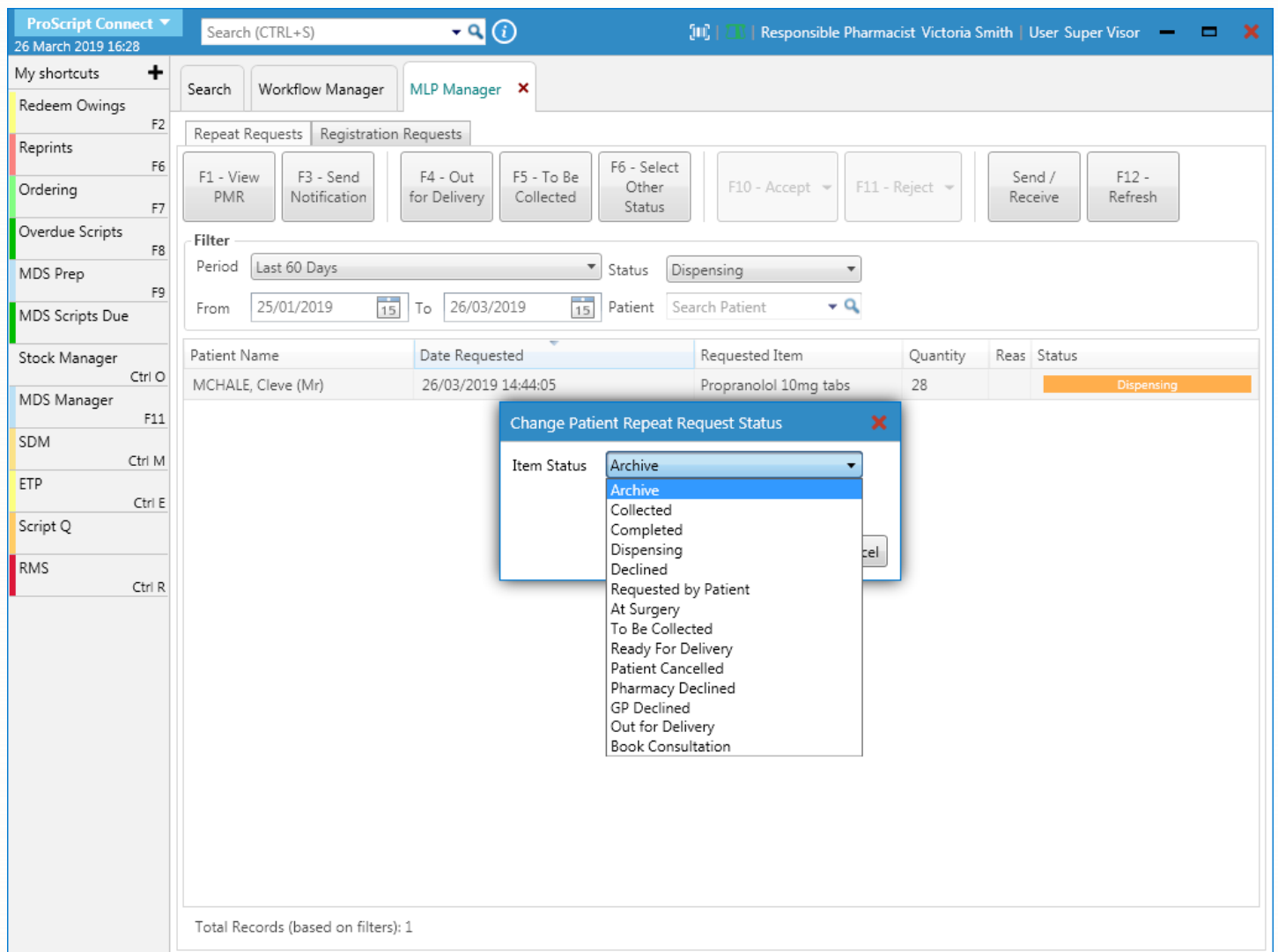


Managing MLP Statuses

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 MLP Manager interface. The top navigation bar includes the date and time (26 March 2019 16:28), a search bar, and the user's name (Responsible Pharmacist Victoria Smith) and role (User Super Visor). The main area is divided into sections for Repeat Requests and Registration Requests. A table displays a single record for MCHALE, Cleve (Mr) with a date requested of 26/03/2019 14:44:05 and a requested item of Propranolol 10mg tabs. The status is 'Dispensing'. A pop-up window titled 'Change Patient Repeat Request Status' is open, showing a list of status options for the 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| Archive | Repeat request has been archived by manual pharmacy intervention.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 |
|--------------------------------|---|
| Repeat Request Statuses | |
| Archive | None |
| Collected | Thank you for collecting your item |
| Completed | Your repeat request has been completed. Thank you. |
| Dispensing | None |
| Declined | Prescription request received but rejected – contact pharmacy |
| Requested by Patient | None |
| 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 |
| Pharmacy Declined | Prescription request received but rejected – contact pharmacy |
| GP Declined | Prescription request received but rejected – contact pharmacy |
| Out for Delivery | Prescription is out for next delivery run |
| Book Consultation | Contact your pharmacy to book a consultation |

| Registration Request Statuses | |
|-------------------------------|--|
| Registration Requested | None |
| Patient Registered | Your registration request has been accepted by [pharmacy name] |
| Patient Rejected | Your registration request has been removed by [pharmacy name] |
| Patient Removed by Pharmacy | Your registration request has been removed by [pharmacy name] |

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

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