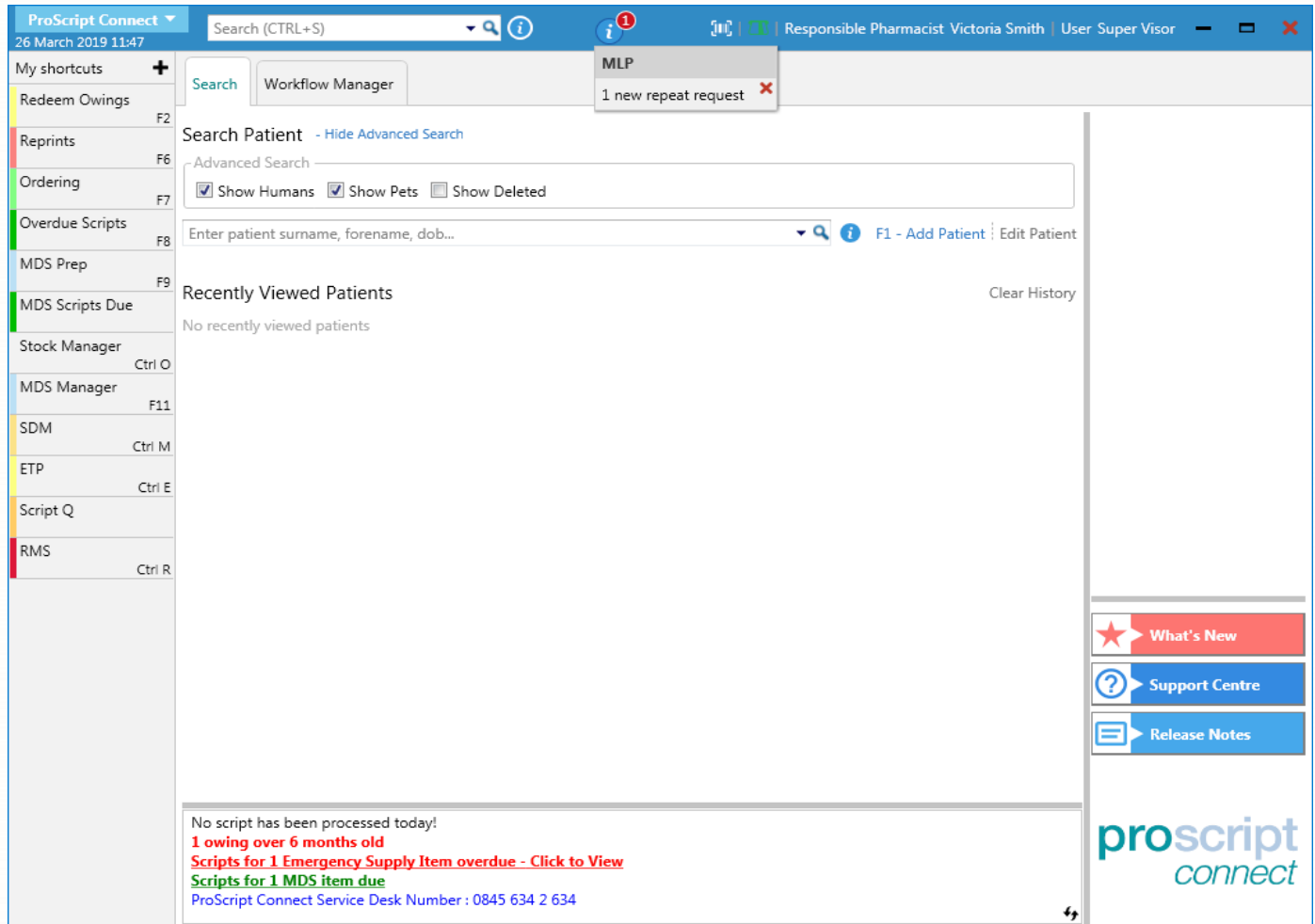


Rejecting an MLP Repeat Request


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.




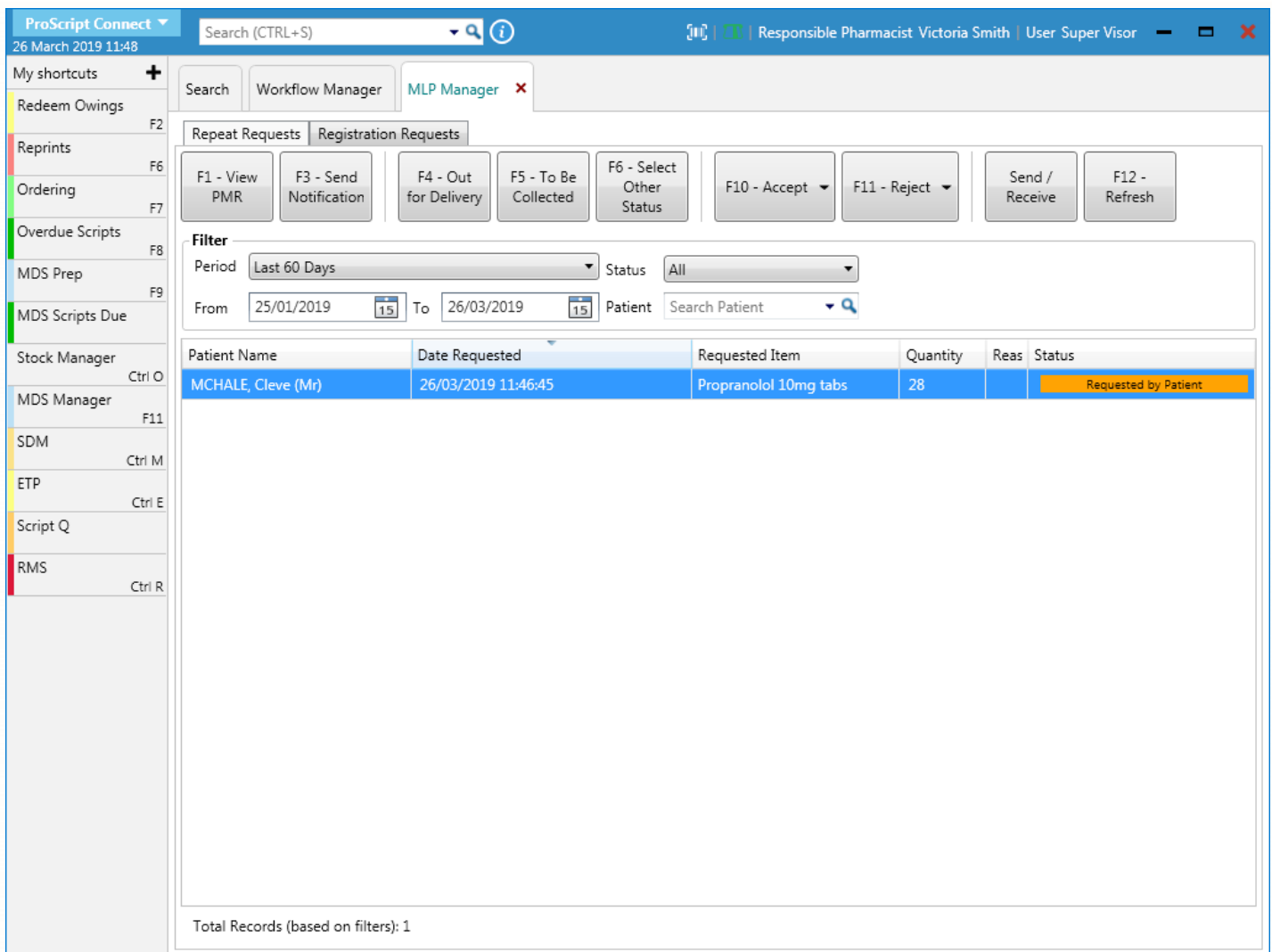
The screenshot shows the ProScript Connect interface. At the top, there is a search bar and a notification icon with a red circle containing the number '1'. A pop-out box for 'MLP' shows '1 new repeat request'. The main area is titled 'Search Patient' and includes an 'Advanced Search' section with checkboxes for 'Show Humans', 'Show Pets', and 'Show Deleted'. Below this is a search input field and a 'Recently Viewed Patients' section. A footer area contains a message: 'No script has been processed today! 1 owing over 6 months old. Scripts for 1 Emergency Supply Item overdue - Click to View. Scripts for 1 MDS item due. ProScript Connect Service Desk Number : 0845 634 2 634'. On the right side, there are buttons for 'What's New', 'Support Centre', and 'Release Notes', along with the 'proscript connect' logo.

Rejecting a Repeat Request

 Rejecting 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**.

 Patients are able to add a reason for ordering when submitting their requests which will display within the *Reason* column.



ProScript Connect

26 March 2019 11:48

Search (CTRL+S)

Responsible Pharmacist Victoria Smith | User Super Visor

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

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		Requested by Patient

Total Records (based on filters): 1

- From there, you can either:
 - Press **[F11 – Reject]** to reject the selected item
 - Press **[Ctrl+F11]** to reject all items for the selected patient
- A Reject Repeat Request pop-up window displays, asking whether you are sure you want to reject this item.



- Click **[Yes]**.
- The MLP Manager displays, with the repeat request marked as **Declined**.

ProScript Connect 26 March 2019 11:54 Search (CTRL+S) Responsible Pharmacist Victoria Smith | User Super Visor

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

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		Declined

Total Records (based on filters): 1

Revision History

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

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