# Performing an RTEC Check Manually

📋 The following process requires that the *Real Time Exemption Check Enabled* application setting is set to *True.* This can be found within the *ETP* category of Edit Application Settings.

⚠️ Only prescriptions for patients with maternity, medical, pre-payment, HC2 charges certificate and NHS Tax Credit exemptions can currently be checked.
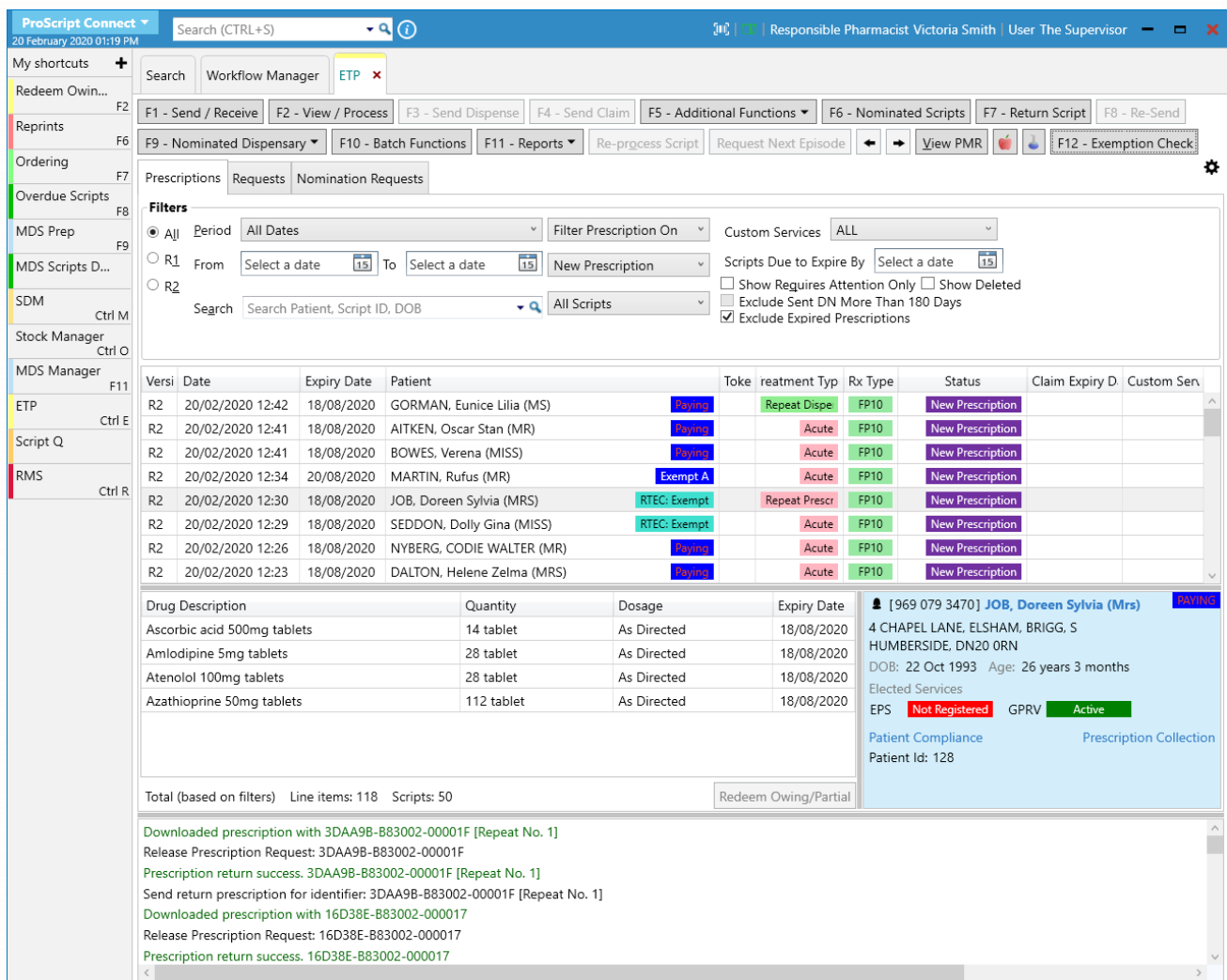
💡 Real Time Exemption Checking (RTEC) is done on a per prescription basis. The patient's PMR record is not updated. If the patient is exempt then the EPS grid will update with RTEC: Exempt beside the patient's name, however the exemption itself will not be shown.

1. To begin, open the ETP Main Screen from the ProScript Connect Main Screen by selecting the **[ETP]** shortcut button, or by pressing **[Ctrl+E]**.
2. From the ETP Main Screen, highlight any prescription in the grid, other than a prescription with a status of Claim Success.

💡 Prescriptions with a status of Claim Success are not eligible for an exemption check.

3. Select the **[F12 – Exemption Check]** button. The application will send an RTEC request to check the patient's exemption for the prescription. The following table outlines the various responses that can be received.

| Prompt Wording | Explanation |
|---|---|
| Patient Exempt | The patient is exempt. The ETP grid will update with a label of `RTEC: Exempt` beside the patient's name. |
| Patient is not eligible for an exemption check. (age exemption) | If the patient is age exempt you will immediately receive a prompt advising you of this and an RTEC check will not be carried out. |
| Patient Not Found | The system is unable to perform an RTEC check because the patient does not currently exist in your PMR. You will need to create a PMR record for the patient before you can carry out an RTEC check for their prescription. |
| Prescription not eligible for an exemption check as all items are exempt of charge. | If all items on the prescription are exempt of charge then a prompt will appear advising that the prescription is not eligible for an exemption check. |
| Exemption has not been found | The system performs an RTEC check but an exemption cannot be found. The EPS grid will update with a label of `RTEC: Not Known` beside the patient's name. It is recommended that you print the prescription token and obtain the patient's declaration and signature to confirm if an exemption exists for the patient. |

You can also configure ProScript Connect to perform an RTEC check automatically during the dispensing process, or be prompted to do so when sending the dispense notification or sending the claim for a prescription. An automatic RTEC check will not be carried out or a prompt will not appear if the patient's exemption has been checked via RTEC previously. However, a manual RTEC check can still be performed by following the process as described above.

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## Revision History

| Version Number | Date | Revision Details | Author(s) |
|---|---|---|---|
| 1.0 | 17 July 2020 | | Joanne Hibbert-Gorst |
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## Contact us

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