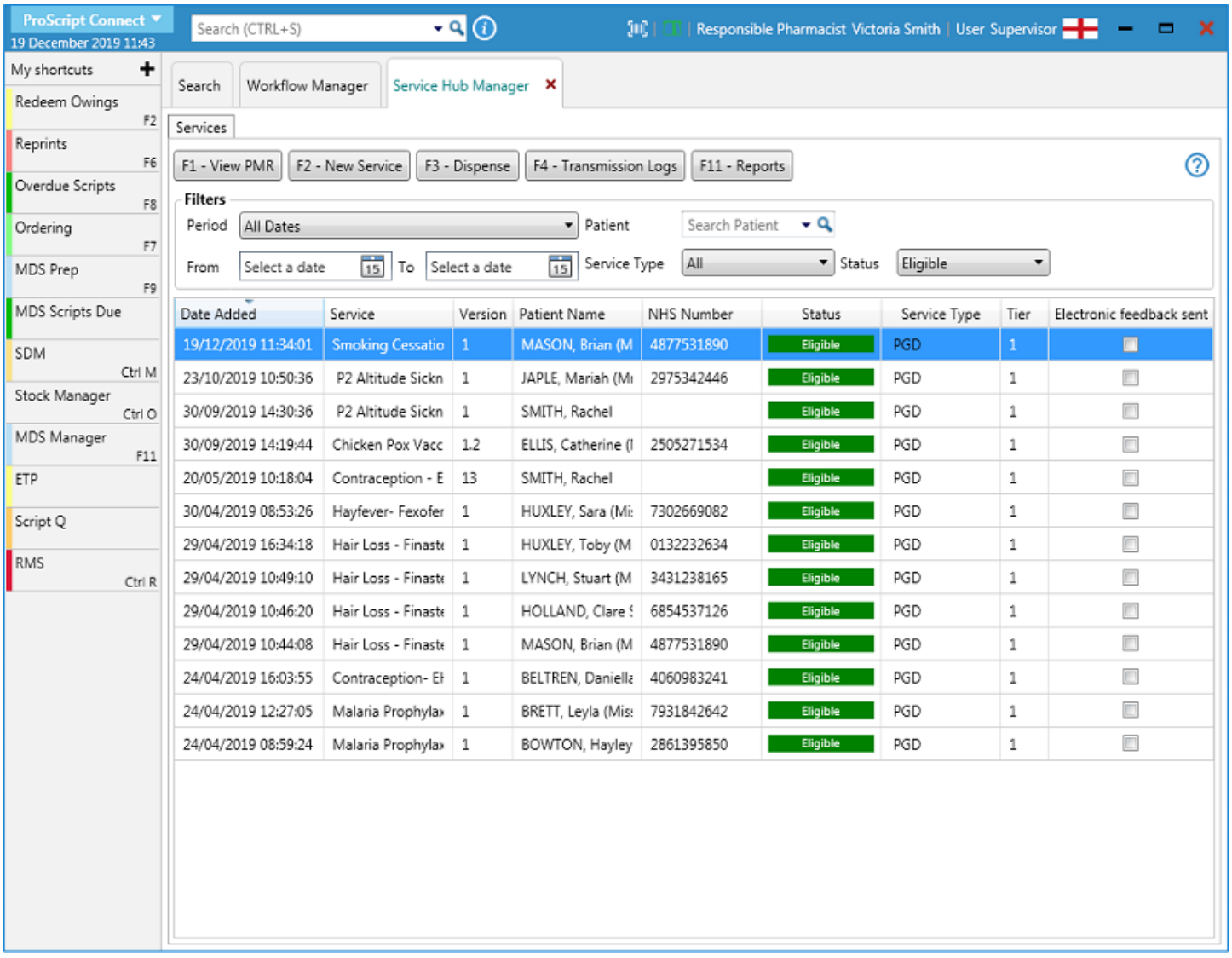
Dispensing a Saved PGD

If you chose not to dispense medication after completing the PGD service consultation, you can access the service from the Service Hub Manager at a later stage and complete the dispensing process.

⚠ Verify with the patient that you have their correct GP and GP Surgery details in their PMR before dispensing medication to them under a PGD.

1. To begin, open the Service Hub Manager from the ProScript Connect Main Screen by clicking the **[ProScript Connect]** menu button and selecting the *Service Hub Manager* menu item.



2. From the *Services* tab, use the available *Filters* to search for, locate and highlight the required patient and service in the Eligible *Status*. Select the **[F3 – Dispense]** button.
3. A Dispense pop-up displays, asking you to confirm that the patient is happy for the outcome of the consultation to be shared with their registered GP.

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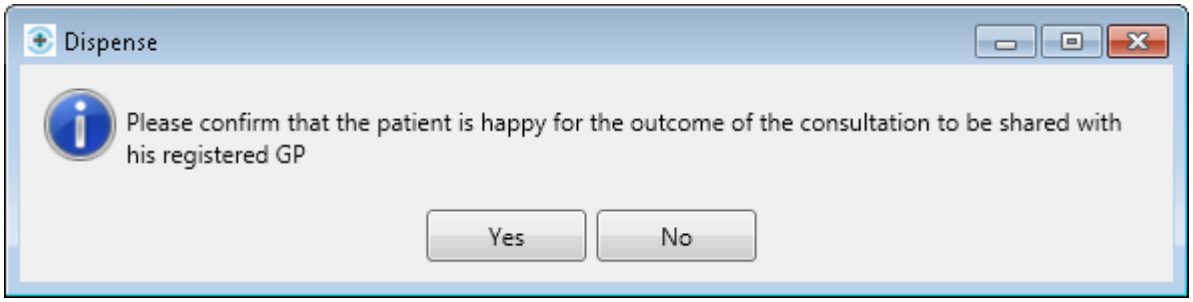
- Selecting the **[Yes]** button will result in ProScript Connect automatically sending a PGD consultation summary electronically to the patients registered GP.
- Selecting the **[No]** button requires no further action.



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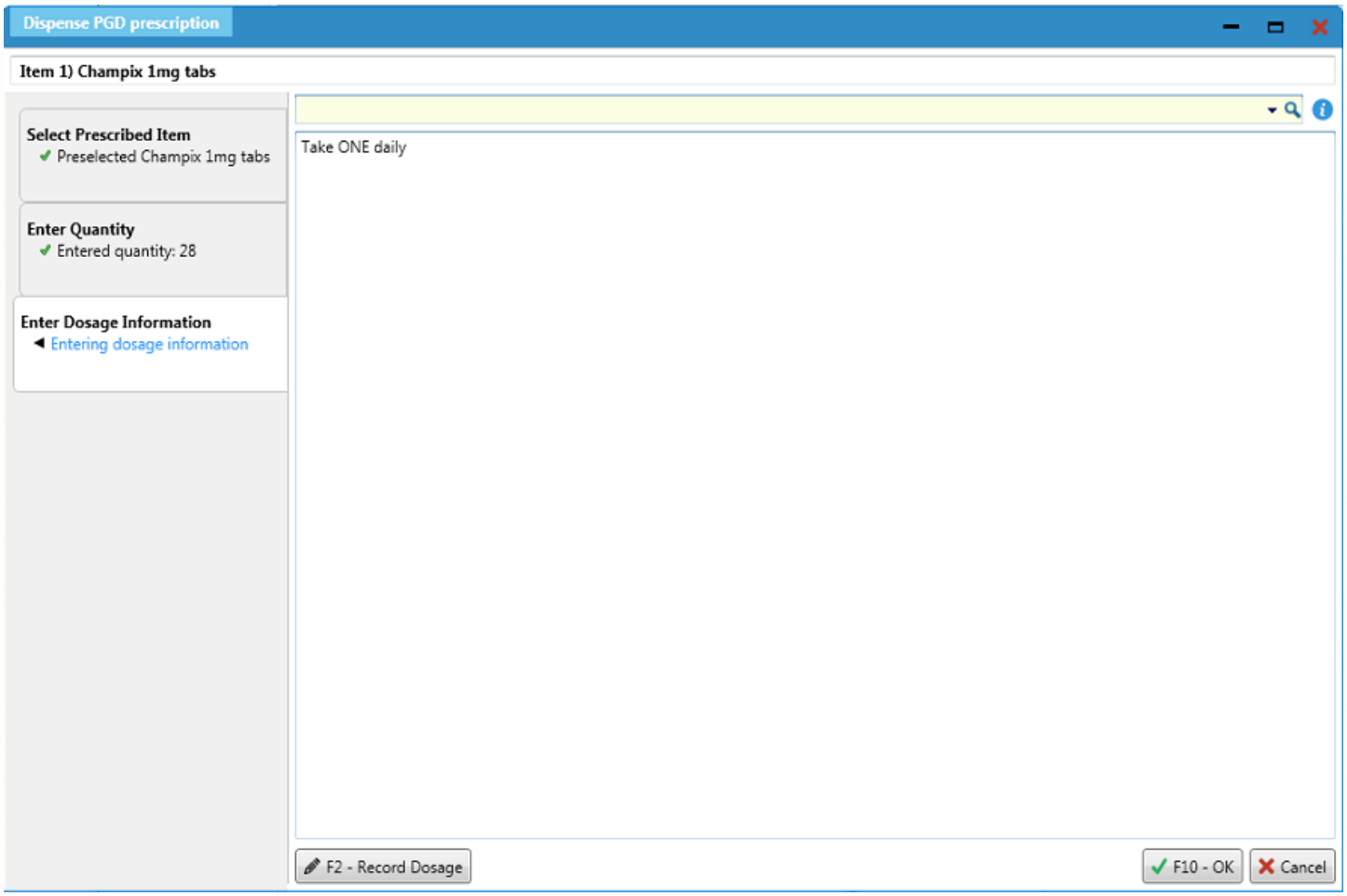
4. The Dispense PGD prescription window opens. The *Select Prescribed Item* tab is completed with the item selected in the Service wizard window, and you're required to continue the dispensing process from the *Enter Quantity* tab.
    - On the *Enter Quantity* tab, enter the *Quantity Required* in the text box and select the **[F10 – OK]** button.
    - On the *Enter Dosage Information* tab, enter the dosage code or manually type the dosage instruction into the text box and select the **[F10 – OK]** button.



Any warnings and Flash Alerts associated with the item(s) will display as a pop-up window. These are color-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]**.

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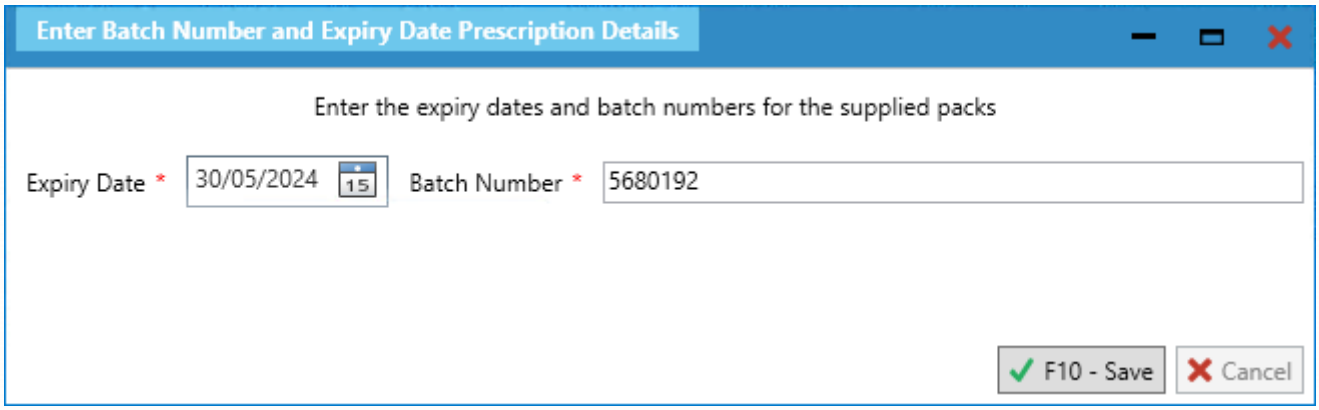
5. The Enter Batch Number and Expiry Date Prescription Details window opens. Enter the *Expiry Date* and *Batch Number* for the supplied packs and select the **[F10 – Save]** button.



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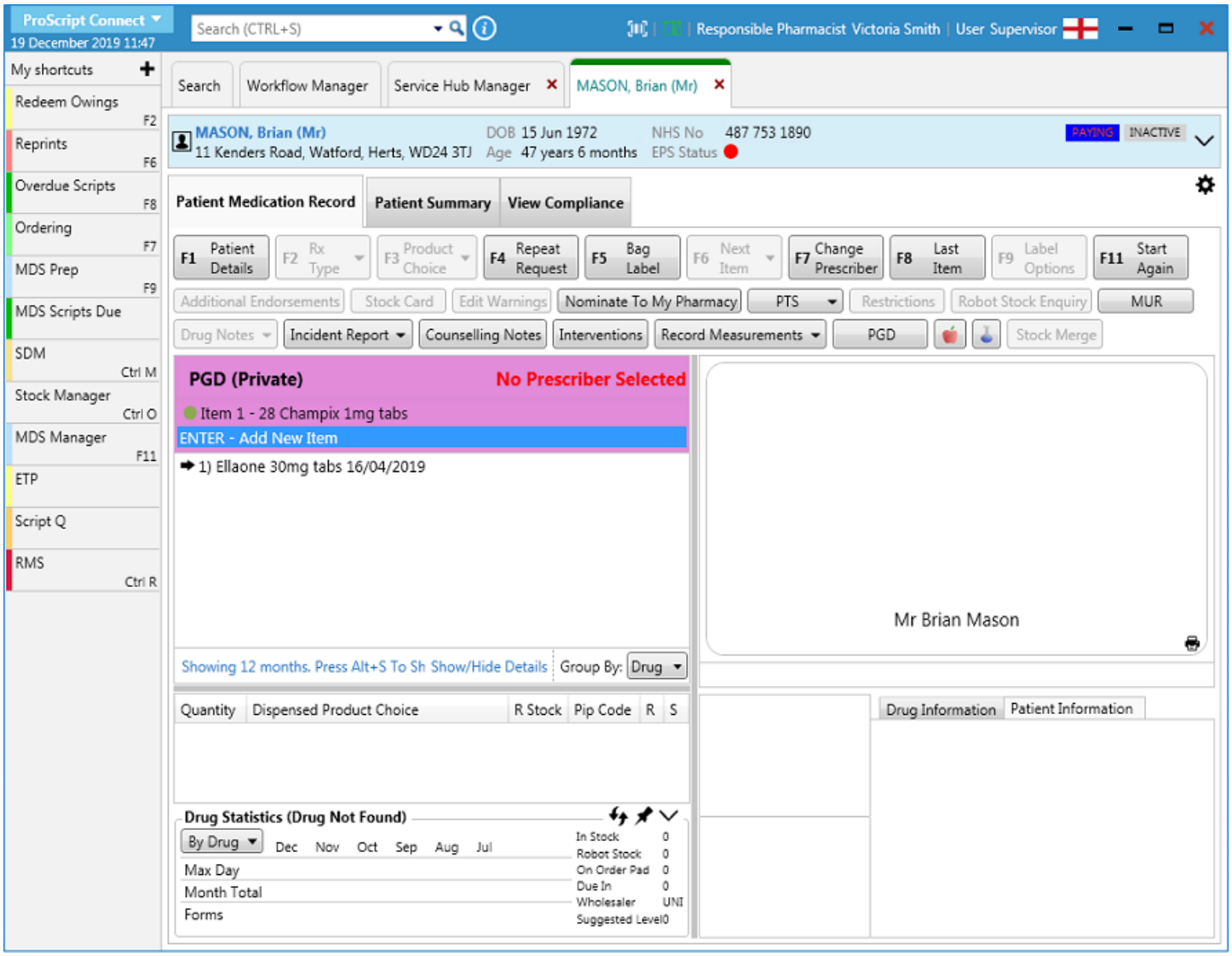
During the PGD, if it becomes apparent that the patient is ineligible for the medication, for reasons such as allergies or drug interactions, you can mark the item as not dispensed by selecting the *ND* alongside the item in the first quadrant. This will prompt you to provide a not dispensed reason, after which you can continue to save the *ND* item to the patient's PMR.

6. The patient's PMR displays with the PGD (Private) script type selected. To save the prescription, select the **[F8 – Last Item]** button.



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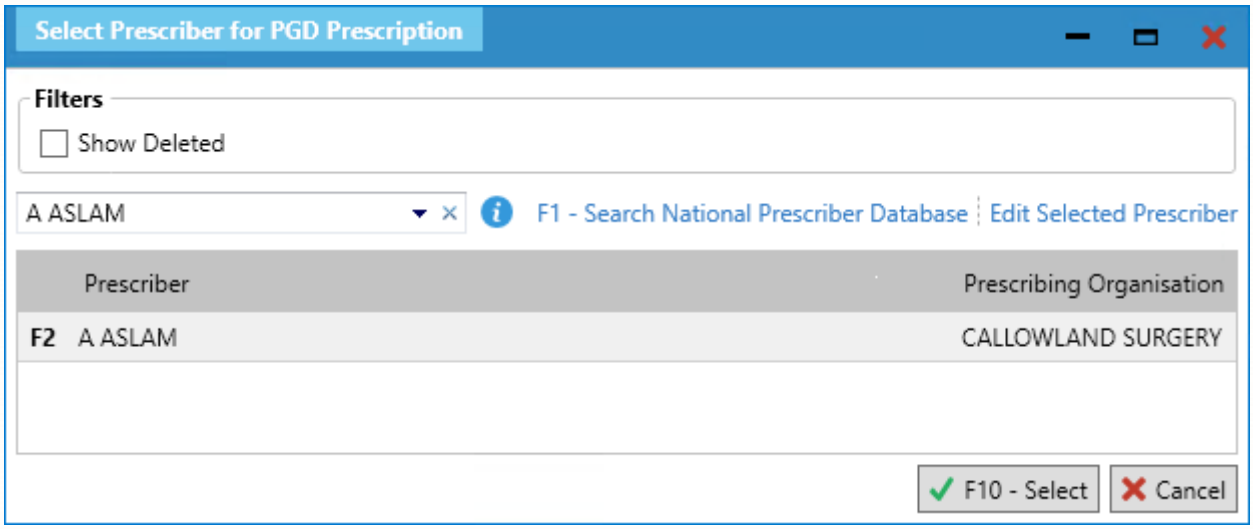
7. The Select Prescriber for PGD Prescription window opens where you'll be required to search for and select the patient's usual GP. After highlighting the GP, select the **[F10 – Select]** button.



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8. The Prescription Type preview displays. Confirm the details and select the **[F10 – Save]** button. ProScript Connect will generate the labels as configured, and the service *Status* will update to Dispensed in the Service Hub Manager.

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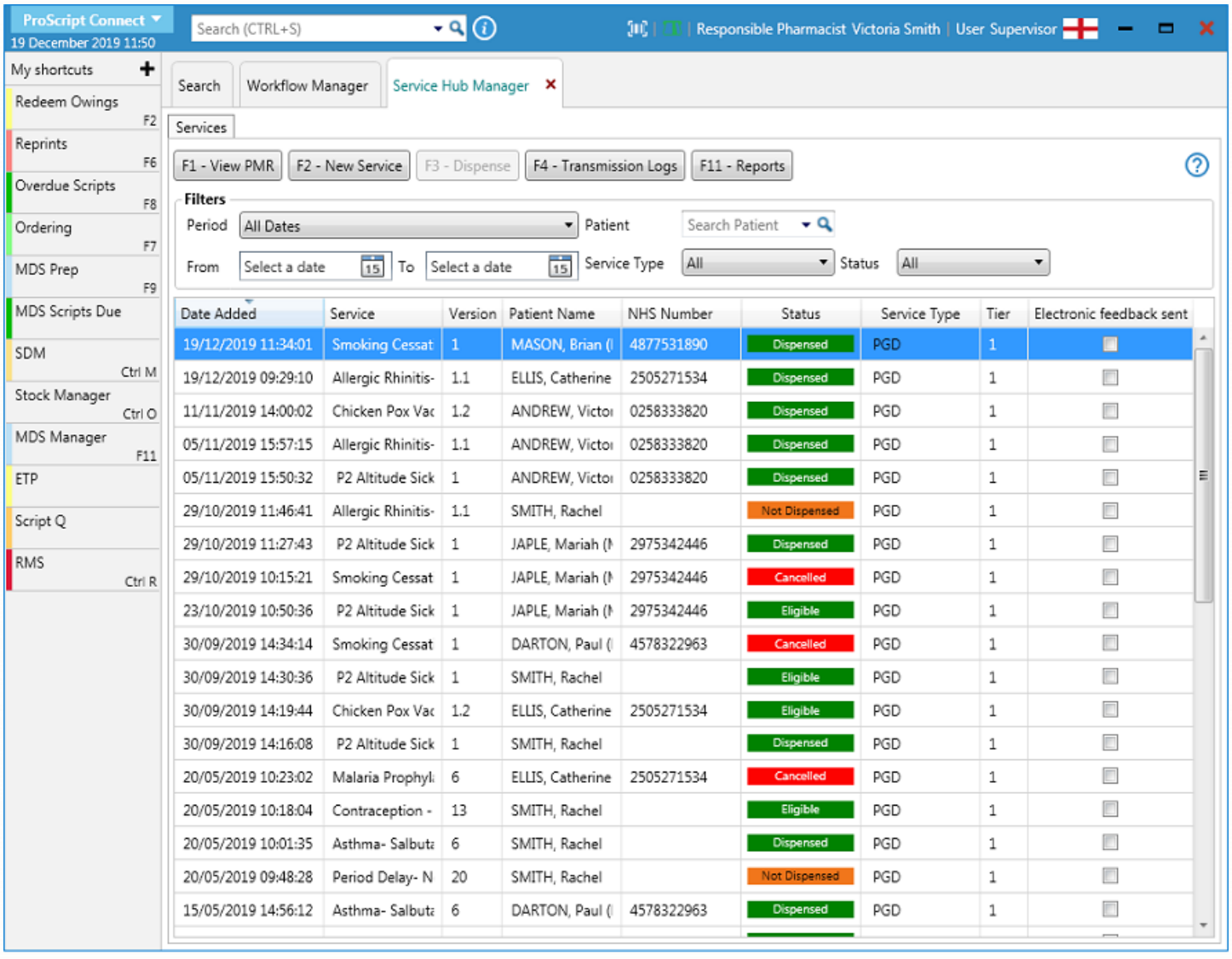
Viewing the Transmission Log

If your patient confirmed they were happy for the PGD Consultation summary to be sent electronically to their registered GP, you can view the Communication Logs to confirm this has been sent.

The PGD consultation summary can take up to 48 hours to reach the GP's inbox. Please note the GP practice staff will need to process and append the summary to the patient's medical record.

1. To view the transmission log, open the Service Hub Manager from the ProScript Connect Main Screen by clicking the **[ProScript Connect]** menu button and selecting the *Service Hub Manager* menu item.



2. Locate and highlight the patient in the Service Hub Manager and select the **[F4 – Transmission Logs]** button.

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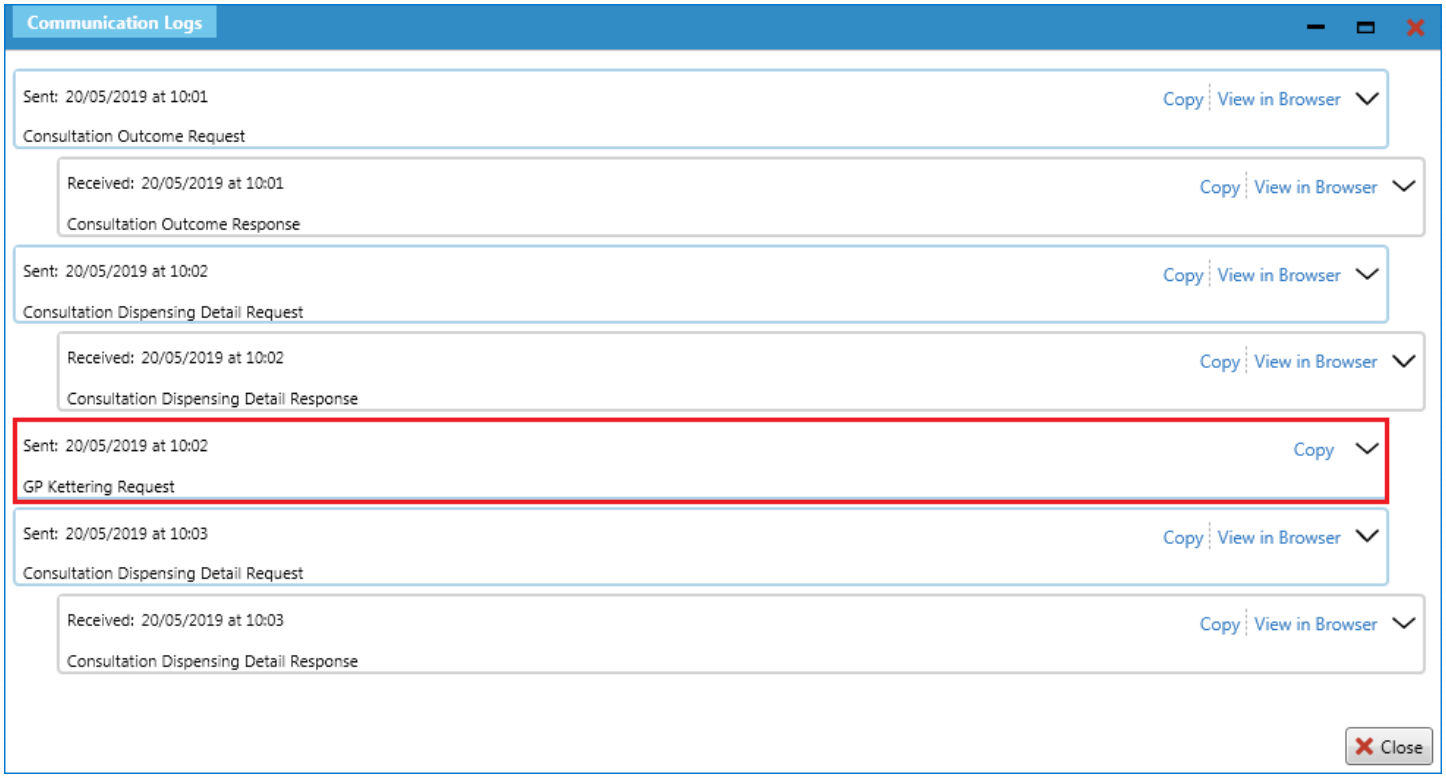
3. The Communication Logs window opens. Scroll through the list of messages to locate the *Sent* transmission displaying *GP Kettering Request*. This message indicates the consultation has been sent.

⚠ If the *GP Kettering Request* message is not in the Communication Logs, you will need to manually send a summary to the GP e.g. by post.



Revision History

Version Number	Date	Revision Details	Author(s)
1.0	18 November 2020		Elyas Khalifa

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