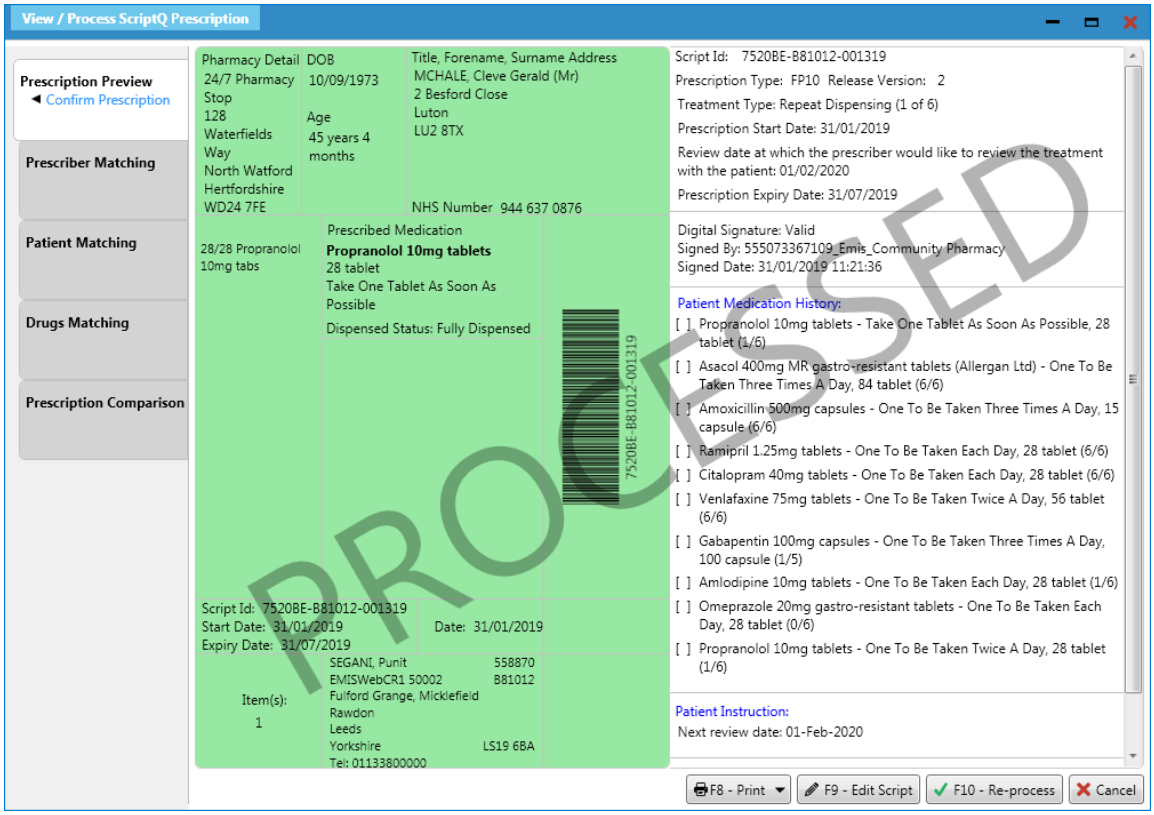
Re-Processing an EPS Prescription

Re-Processing the Prescription

You can only re-process previously dispensed prescriptions or prescriptions for which the dispense notification was withdrawn.

1. To begin, open the ETP Main Screen from the ProScript Connect Main Screen by clicking the **[ETP]** shortcut button, or by pressing **[Ctrl+E]**.
2. From the ETP Main Screen, highlight a prescription marked as Dispensed or Withdraw Dispense Success and select the **[Re-process Script]** button.
3. The View/Process Prescription window displays, with a *Processed* watermark across the window. Select the **[F10 – Re-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. You can also choose to print a line above each medication on the right hand side of the token by enabling the *Token Report Right Show Medication Separator* application setting from within the ETP category of Edit Application Settings.



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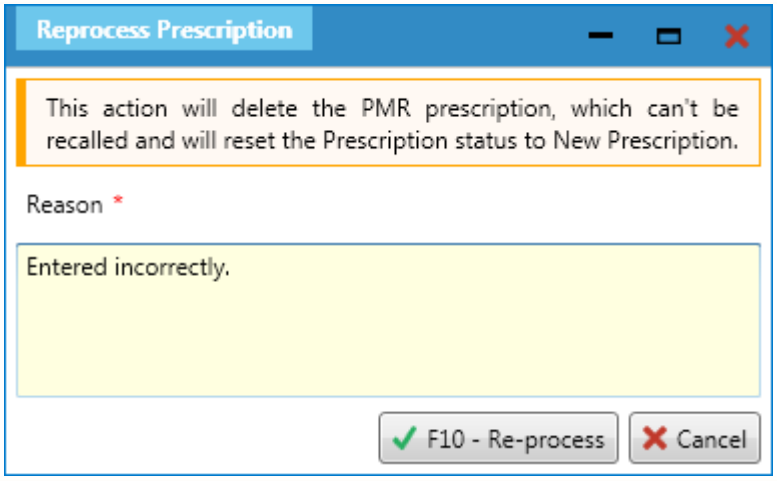
4. A pop-up window displays, asking you to enter a reason for which you are re-processing the prescription. Enter a reason in the field and select the **[F10 – Re-process]** button.

⚠ Re-processing a prescription will delete the prescription on the PMR, and reset the prescription status on the ETP Main Screen to New Prescription.



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.

If the prescribing organisation cannot be found, see here.

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]**.

If the prescriber cannot be found, see here.

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;

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- 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

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.

If the patient cannot be found, click here:

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

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.

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If ProScript Connect cannot locate the drug, see here:

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

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]**.

If a previously identical prescription was marked as clinically checked, the *Prescription Comparison* tab will not appear. However, if there are any differences in any item, quantity or dosage between *This Script* and the *Last Medication from PMR*, the Prescription Comparison tab will display and highlight these differences.

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.

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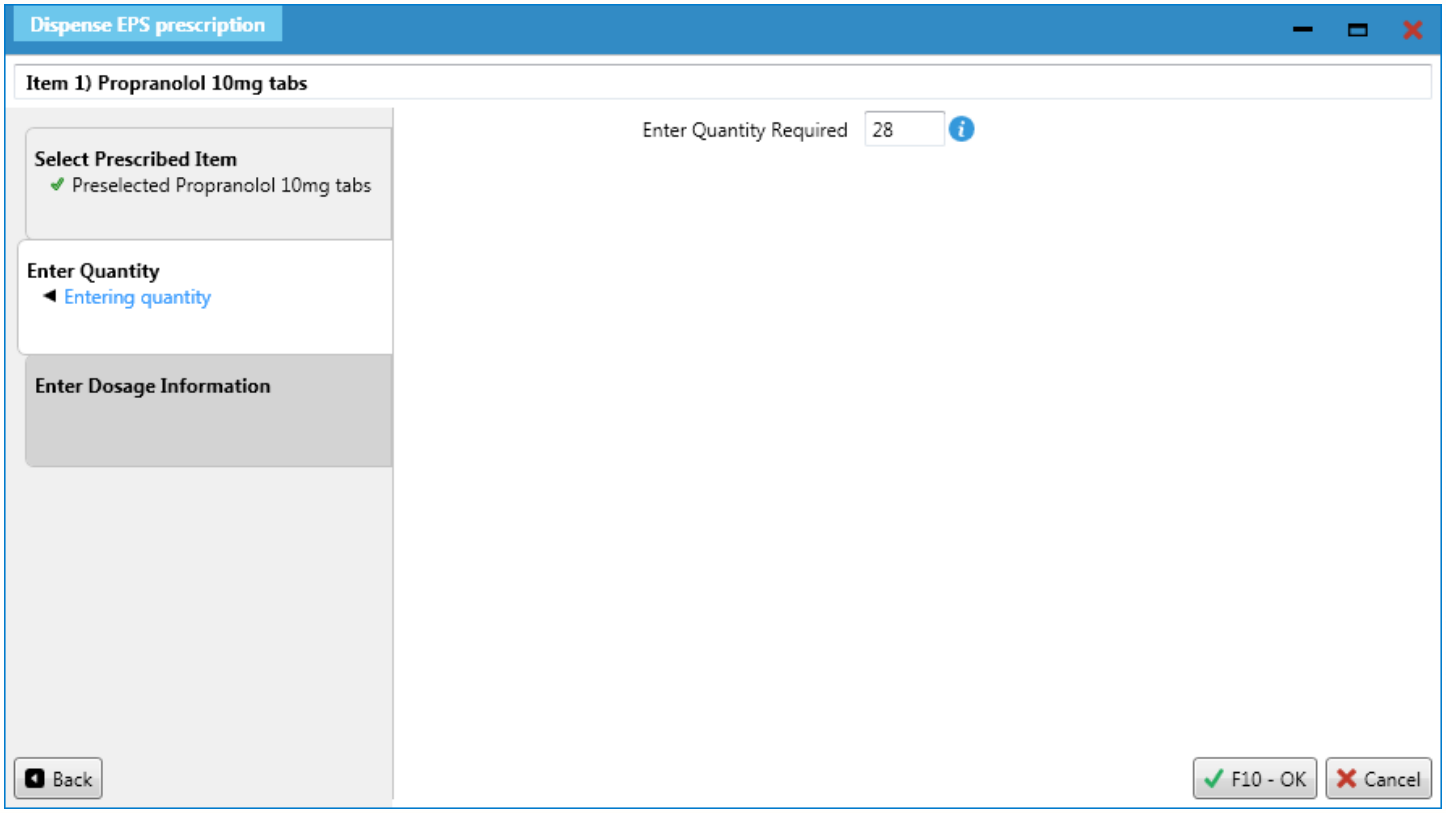

2. The *Enter Dosage Information* tab is selected. Review and/or edit the dosage information as required and select the **[F10 – OK]** button.

The system will prompt you to repeat this process for each of the items on the prescription, if applicable.

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

ProScript Connect can be configured to not endorse EPS R2 prescriptions by default. Simply set the *Endorse R2 Prescriptions* application setting to *NO*, from within the ETP category of Edit Application Settings.

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]**

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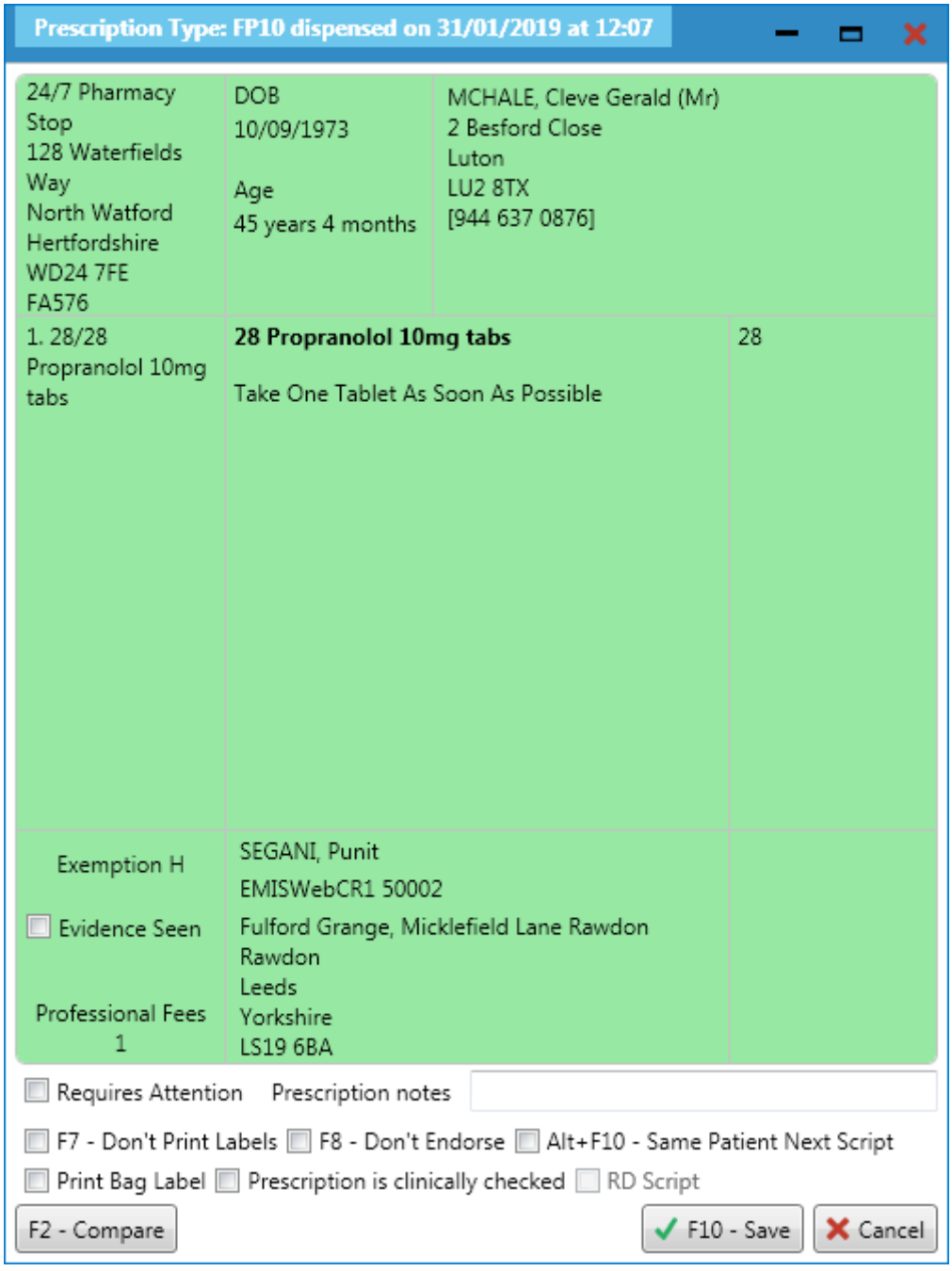
- Amend the dispensed product choice by pressing **[F3 – Product Choice]**
- Amend the dosage by pressing **[F4 – Change Dose]**
- Mark any items as *Not Dispensed* by highlighting the item and selecting the *ND* text.

2. To endorse the prescription, press **[F8 – Last Item]**.
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.



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3. ProScript Connect will automatically generate and print the endorsement, label(s) and bag label.
4. Depending on the prescription *Treatment Type*, you may be presented with additional windows to provide RD consent or set reminders, otherwise the ETP Main Screen displays, where the prescription is now marked as Dispensed.

Revision History

Version Number	Date	Revision Details	Author(s)
1.0	05/05/2023		Joanne Hibbert-Gorst

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Contact us

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