Cegedim Healthcare Solutions Flash Card

Processing Acute Prescriptions Requested via Patient Facing Services

To process an acute prescription request received via patient facing services, either **Patient Services** (England, Scotland and Northern Ireland) or **My Health Online** (Wales):

Non-prescribing Staff

1. From **Mail Manager**, select **Incoming Mail – Mail Categories – Online Prescription**.
2. Highlight the request required, right click and:
   - Select **Read**, this ensures other staff are aware you are dealing with this request.
   - (non-prescribers only) Select **Copy**, this copies the details to the Windows clipboard.
3. With the request still highlighted, press the **<F9>** key. The relevant patient record opens in **Consultation Manager** and a yellow reminder displays containing the patient request.
4. If you are non-clinical staff, pass the request to a clinician, creating a task using **Tasks/Daybook** is ideal for this, simply paste the message into the task using the **Ctrl**+**V** keys.
5. Close the patient record in the usual way.
6. The 'Do you want to complete the request' message displays, select **No**.

   Note – The yellow reminder remains until the request is complete.

7. You are returned to **Mail Manager**.

In **Mail Manager**, once a clinician has processed a request, it displays as:

- **Filed**, if fulfilled or partially fulfilled.
- **Rejected**, if rejected.

Prescribing Staff

The following continues the processing of acute prescriptions requested via patient facing services assuming non-prescribing staff complete the steps details in Non-prescribing Staff on page 1:

1. You receive notification of an acute prescription request. How depends on your practice protocols, we recommend **Tasks** or **Daybook** as this provides an audit trail.
2. From **Consultation Manager**, select the patient in the usual way, or open the patient from the task received.
3. Add and issue the medication in the usual way if appropriate.
4. Double click the prescription request on the yellow reminder and the **Process Additional Online Prescription Request** screen displays.
5. Select either:
    - **Patient request entirely fulfilled** - To record the request has been fulfilled in full.
    - **Patient request partially fulfilled** - To record the request has only partially fulfilled.
        - **No further actions will be taken to meet this request** - If only part of the request has been fulfilled, but the rest is not going to be fulfilled, tick to complete the process.
    - **Patient request rejected** - Select to refuse the request.
6. Add any patient facing comments in **Supporting Notes**.
7. Select **OK**.

The relevant prescription request aspect of the yellow reminder is removed.

Non-prescribing Staff Removing Reminder and Notifying Patient the Request is being Considered

To let the patient know that their request has been passed to a clinician, non-prescribers can action the yellow reminder.

1. Complete steps 1 – 4 in the process from Non-prescribing Staff on page 1.
2. Double click the prescription request on the yellow reminder and the **Process Additional Online Prescription Request** screen displays.
3. Select **Patient request entirely fulfilled** and in **Supporting Notes** enter words to the effect of '*Passed to GP for action*'. This message displays on the website for the patients information.
4. Close the patient record in the usual way.
5. Return to **Mail Manager** if required and press the **<F5>** key to refresh.