



Pharmacy Manager

Accuracy Check User Guide (PM16.7)

Version 1.0

13 January 2025

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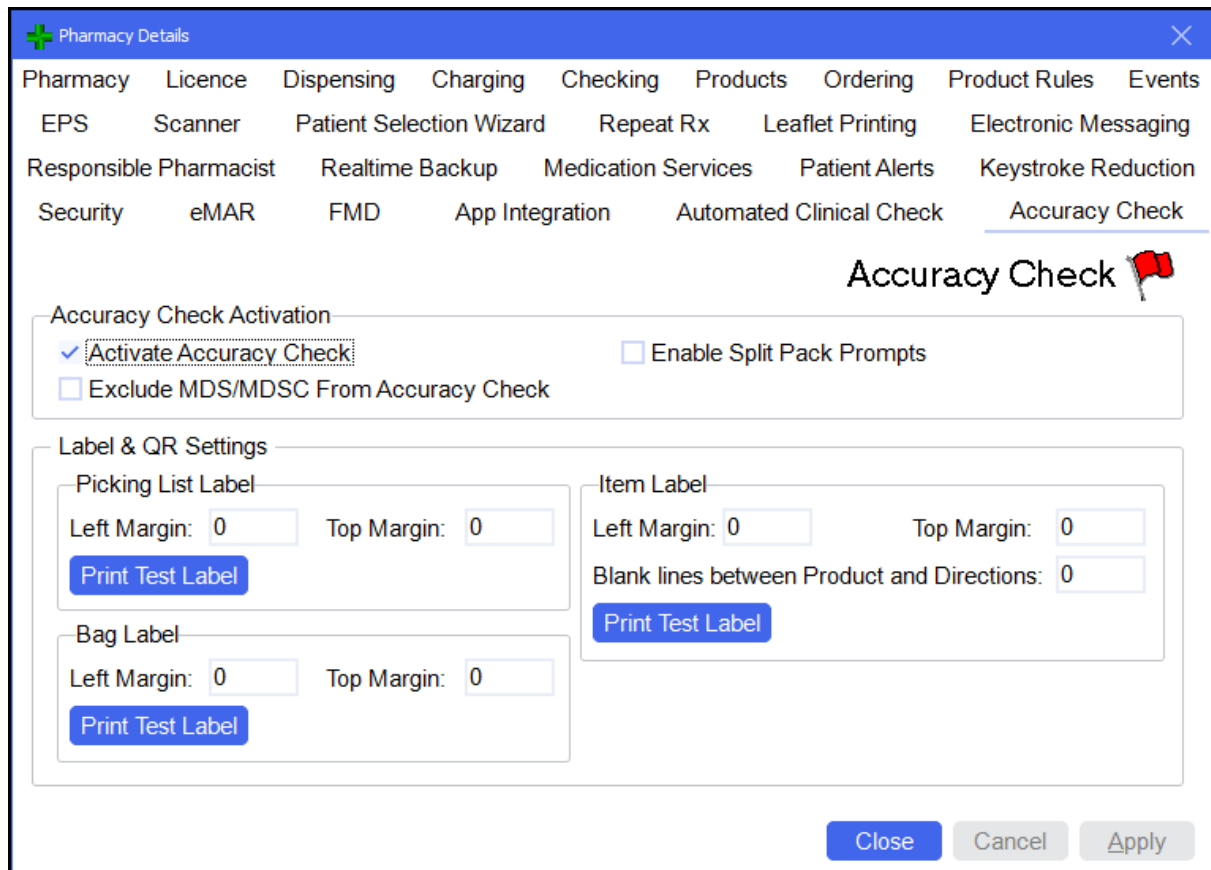
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Pharmacy Details - Accuracy Check

The **Accuracy Check** tab allows you to activate and edit your **Accuracy Check** settings in **Pharmacy Manager**.



The screenshot shows the 'Accuracy Check' settings window in Pharmacy Manager. The window title is 'Pharmacy Details' and it has a navigation menu at the top with the following items: Pharmacy, Licence, Dispensing, Charging, Checking, Products, Ordering, Product Rules, Events, EPS, Scanner, Patient Selection Wizard, Repeat Rx, Leaflet Printing, Electronic Messaging, Responsible Pharmacist, Realtime Backup, Medication Services, Patient Alerts, Keystroke Reduction, Security, eMAR, FMD, App Integration, Automated Clinical Check, and Accuracy Check. The 'Accuracy Check' tab is selected and highlighted with a red flag icon.

The 'Accuracy Check' section contains the following settings:


- Accuracy Check Activation:**
 - Activate Accuracy Check**
 - Enable Split Pack Prompts**
 - Exclude MDS/MDSC From Accuracy Check**
- Label & QR Settings:**
 - Picking List Label:**
 - Left Margin: 0
 - Top Margin: 0
 - Print Test Label**
 - Item Label:**
 - Left Margin: 0
 - Top Margin: 0
 - Blank lines between Product and Directions: 0
 - Print Test Label**
 - Bag Label:**
 - Left Margin: 0
 - Top Margin: 0
 - Print Test Label**


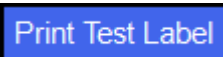

At the bottom right of the window, there are three buttons: **Close**, **Cancel**, and **Apply**.



From **Pharmacy Manager**, select **Tools - System Settings - Pharmacy Details - Accuracy Check**.

You have the following options:

- **Accuracy Check Activation:**
 - **Activate Accuracy Check** - Tick to activate the **Accuracy Check** module. You are prompted 'To get the most out of this feature and to ensure fast and efficient dispensing we recommend that you also turn on the Fast Labelling option in the Keystroke Reduction tab', see [Pharmacy Details - Keystroke Reduction](#) in the **Pharmacy Manager Help Centre** for details.

 See [Accuracy Checking Prescriptions \(England\) on page 21](#) for details.

 - **Exclude MDS/MDSC From Accuracy Check** - Tick to exclude Monitored Dosage System (MDS) prescriptions from accuracy checking. With this ticked, once an MDS prescription is labelled, a bag label prints and the prescription displays with a status of **In Progress - Awaiting Collection**.
 - **Enable Split Pack Prompts** - Tick to enable a split pack prompt  and additional pharmacist approval required when the dispensed item's quantity does not match the pack size.
- **Label & QR Settings:**
 - **Picking List Label** - Adjust the QR code position on the picking list label. Edit the left and top margins in pixels as required and then select **Print Test Label**  to print a test label.
 - **Bag Label** - Adjust the QR code position on the bag label. Edit the left and top margins in pixels as required and then select **Print Test Label**  to print a test label.
 - **Item Label:**

- **Left Margin / Top Margin** - Adjust the QR code position on the item label. Edit the left and top margins in pixels as required and then select **Print Test Label**  to print a test label.
- **Blank lines between Product and Directions** - Adjust the number of blank lines between the product name and the directions. Edit the number of blank lines and then select **Print Test Label**  to print a test label.

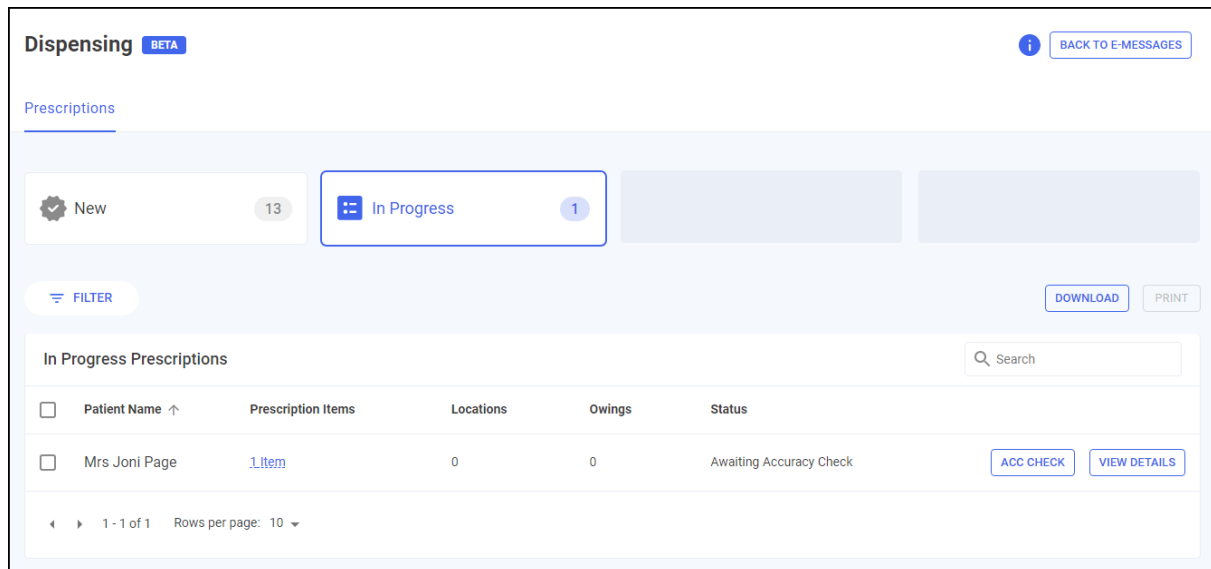


Training Tip - Adjusting the left margin value from 0 to 10 moves the QR code to the right by 10 pixels or adjusting the top margin from 0 to 10 moves the QR code down by 10 pixels. Alternatively, negative numbers move the QR code in the opposite direction, to the left or up.

Select **Apply**  to save the changes and restart **Pharmacy Manager** as prompted.

In Progress Prescriptions (England)

We have introduced a **Prescriptions - In Progress** screen, which displays a 'basket' view of your dispensed prescriptions, where the basket contents require an accuracy check.



Dispensing **BETA** BACK TO E-MESSAGES

Prescriptions


New 13 In Progress 1

FILTER DOWNLOAD PRINT

In Progress Prescriptions Search

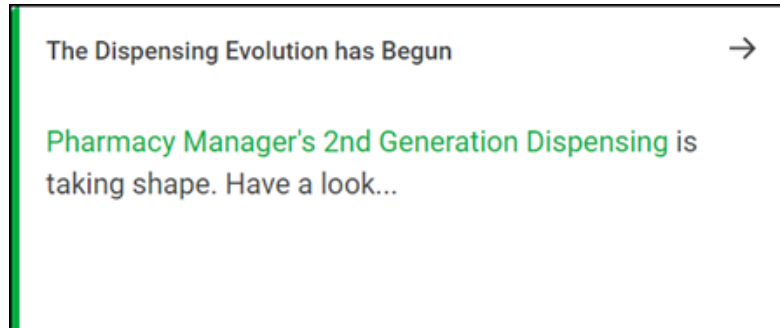
<input type="checkbox"/>	Patient Name ↑	Prescription Items	Locations	Owings	Status	
<input type="checkbox"/>	Mrs Joni Page	1 item	0	0	Awaiting Accuracy Check	ACC CHECK VIEW DETAILS

1 - 1 of 1 Rows per page: 10

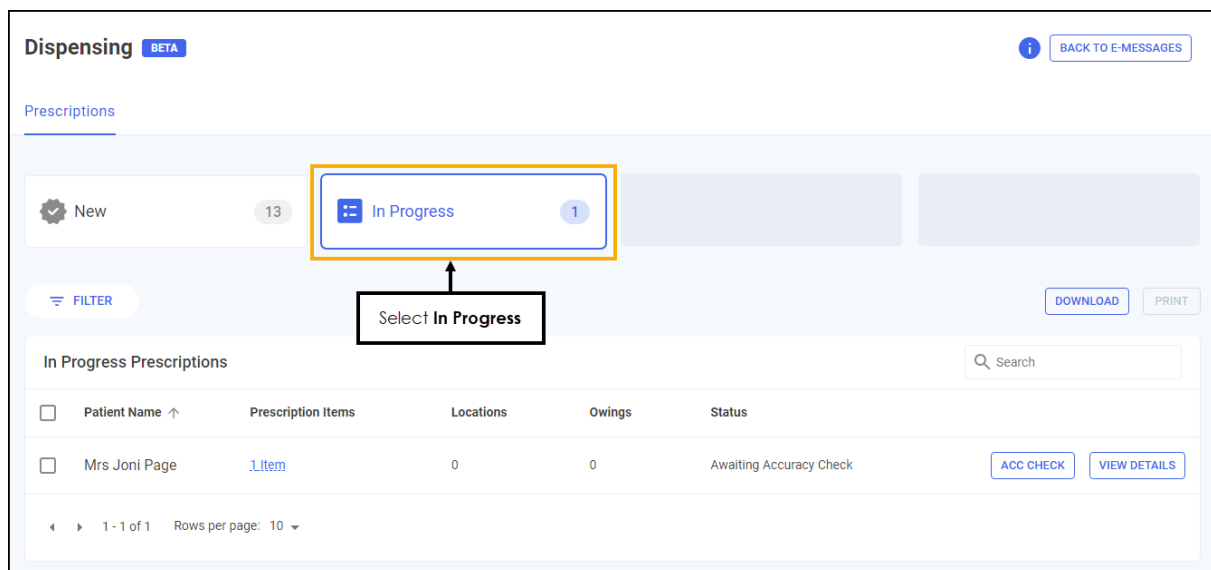
 **Note** - Prescriptions only display here if you have **Activate Accuracy Check** enabled, see [Pharmacy Details - Accuracy Check on page 5](#) for details.

Accessing In Progress Prescriptions (England)

To access the **Prescriptions - In Progress** screen, select **The Dispensing Evolution has Begun** tile from the **Pharmacy Manager Dashboard**.



The **Prescriptions - New** screen displays, select **In Progress**.



Dispensing **BETA** BACK TO E-MESSAGES

Prescriptions

New 13 **In Progress** 1

FILTER DOWNLOAD PRINT

In Progress Prescriptions Search

<input type="checkbox"/>	Patient Name ↑	Prescription Items	Locations	Owings	Status	
<input type="checkbox"/>	Mrs Joni Page	1 item	0	0	Awaiting Accuracy Check	ACC CHECK VIEW DETAILS

1 - 1 of 1 Rows per page: 10

 See [Viewing In Progress Prescriptions \(England\)](#) on the next page for details.

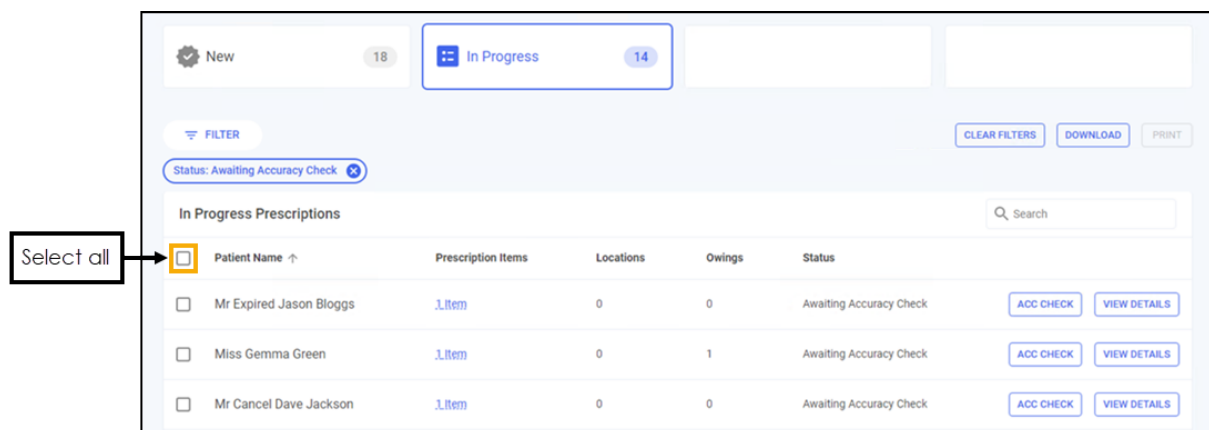
Viewing In Progress Prescriptions (England)

The **Prescriptions - In Progress** screen displays a 'basket' view of your dispensed prescriptions, where the basket contents require an accuracy check. You can easily search, sort and filter the data to manage your workload effectively.

➔ See [Searching for, Sorting and Filtering In Progress Prescriptions \(England\)](#) on page 16 for details.

In Progress Prescriptions

The table displays a list of patients with prescriptions in progress and the following columns.




<input type="checkbox"/> Select all	Patient Name ↑	Prescription Items	Locations	Owings	Status	
<input type="checkbox"/>	Mr Expired Jason Bloggs	1 item	0	0	Awaiting Accuracy Check	ACC CHECK VIEW DETAILS
<input type="checkbox"/>	Miss Gemma Green	1 item	0	1	Awaiting Accuracy Check	ACC CHECK VIEW DETAILS
<input type="checkbox"/>	Mr Cancel Dave Jackson	1 item	0	0	Awaiting Accuracy Check	ACC CHECK VIEW DETAILS

- **Select All** - Use to select all prescriptions on the screen.
- **Patient Name** - Displays the patient's name on the prescription.
- **Prescription Items** - Displays the number of items in this prescription grouping, this could be from one or multiple electronic prescriptions. Select the hyperlink to view a brief description of the items.

In Progress Prescriptions						Q Search	
<input type="checkbox"/>	Patient Name ↑	Prescription Items	Locations	Owings	Status		
<input type="checkbox"/>	Mr Mark Graham Bloggs	1 Item	0	0	Awaiting Accuracy Check	ACC CHECK	VIEW DETAILS
<input type="checkbox"/>	Mr Dave Simon Johnson	<div style="border: 1px solid orange; padding: 2px;"> Items 28 Aspirin 75mg g/r Tablets 28 Warfarin 3mg (blue) Tablets </div>		1	Owed	ACC CHECK	VIEW DETAILS
<input type="checkbox"/>	Mr Cedric McCoy			0	Awaiting Accuracy Check	ACC CHECK	VIEW DETAILS
<input type="checkbox"/>	Mrs Penny Pink	2 Items	0	0	Awaiting Accuracy Check	ACC CHECK	VIEW DETAILS

↑
Select hyperlink

- **Locations** - For use with Hub and Spoke prescriptions and displays the location that is fulfilling the prescription.
- **Owings** - Displays the number of owed items in this prescription grouping.
- **Status** - Displays the status of this prescription grouping:
 - **Awaiting Accuracy Check** - Not yet accuracy checked.
 - **Checked - Requires Sign Off** - Accuracy checked but requires a pharmacist sign off.
 - **Owed** - All items are owed.

 **Note** - Once checked, prescriptions display on the **eMessages** screen with the status of **In Progress - Awaiting Collection**.

Individual Grouping

For each grouping you have the following options.

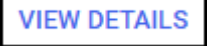
In Progress Prescriptions						Search
<input type="checkbox"/>	Patient Name ↑	Prescription Items	Locations	Owings	Status	
<input type="checkbox"/>	Mr Mark Graham Bloggs	1 Item	0	0	Awaiting Accuracy Check	ACC CHECK VIEW DETAILS
<input type="checkbox"/>	Mr Gary Green	1 Item	0	1	Owed	ACC CHECK VIEW DETAILS
<input type="checkbox"/>	Miss Gemma Green	1 Item	0	0	Awaiting Accuracy Check	ACC CHECK VIEW DETAILS

- **ACC CHECK** - Select to accuracy check this prescription grouping, see [Accuracy Checking Prescriptions \(England\) on page 21](#) for details.
- **VIEW DETAILS** - Select to view an overview of the prescriptions within this prescription grouping, see [View Details on the next page](#) for details.

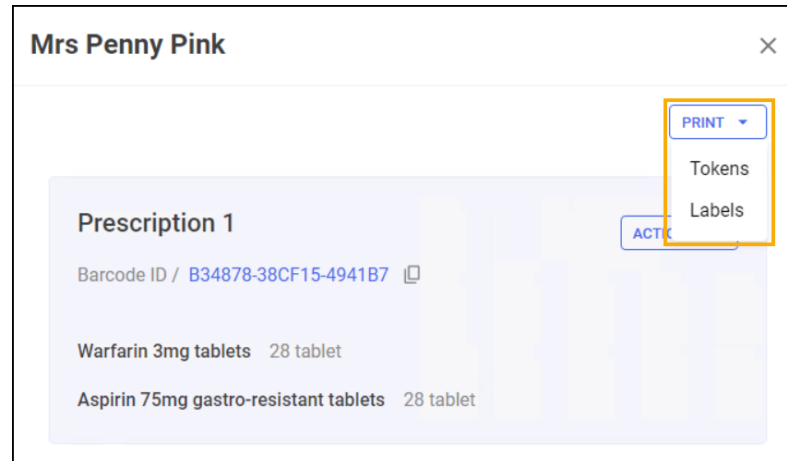


Training Tip - You do not need to select a group to access and use these options.

View Details

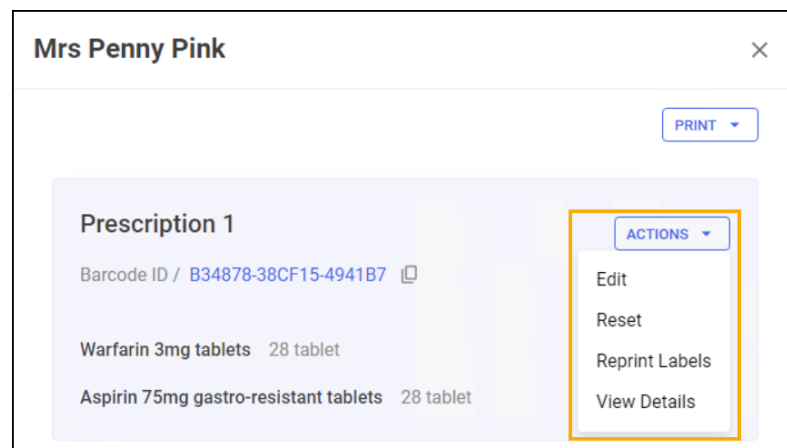
Select **VIEW DETAILS**  next to a prescription to view each individual prescription within the prescription grouping, from here you have the following options:

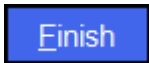
- **PRINT**



- **Tokens** - (R2 prescriptions only) Select to print the dispensing tokens for the prescriptions shown.
- **Labels** - Select to print the picking list and item labels for the prescriptions shown.

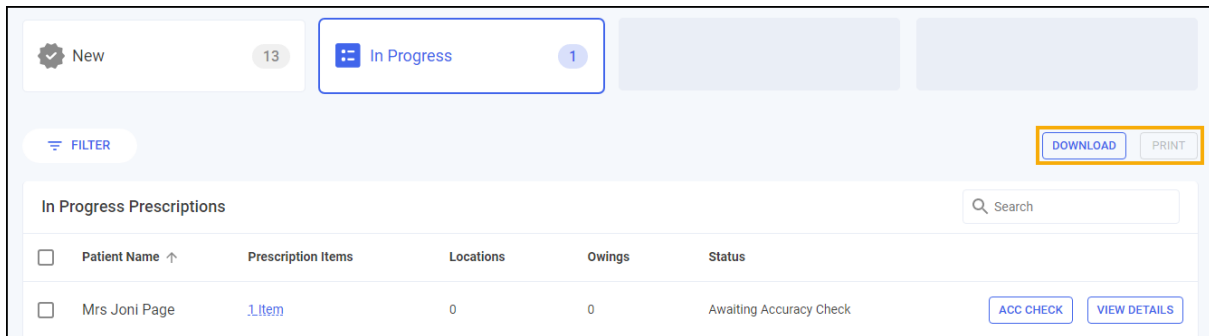
- **Actions**



- **Edit** - Select to edit the individual prescription. The **Dispensary** screen displays, edit the prescription as required and select **Finish** .
- **Reset** - Select to reset the individual prescription to a status of **New - Ready to dispense**.
- **Reprint Labels** - Select to reprint the item and picking list labels.
- **View Details** - Select to view the prescription, this opens the **eMessage Details** screen, see [eMessage Details Screen](#) for details.

Prescriptions Options


The following options are available from the top of the prescriptions table.



The screenshot shows the 'In Progress' tab selected in the Pharmacy Manager interface. The 'DOWNLOAD' and 'PRINT' buttons are highlighted with a yellow box. The table below shows the data for the selected prescription.

Patient Name ↑	Prescription Items	Locations	Owings	Status	
<input type="checkbox"/> Mrs Joni Page	1 Item	0	0	Awaiting Accuracy Check	<input type="button" value="ACC CHECK"/> <input type="button" value="VIEW DETAILS"/>

- **DOWNLOAD** - Select to download nominated prescriptions to the **Prescriptions - New** screen, see [Downloading Prescriptions](#) in the **Pharmacy Manager Help Centre** for details.
- **PRINT** - Select to print the dispensing token.

 **Note** - This option is only available when a prescription is selected.

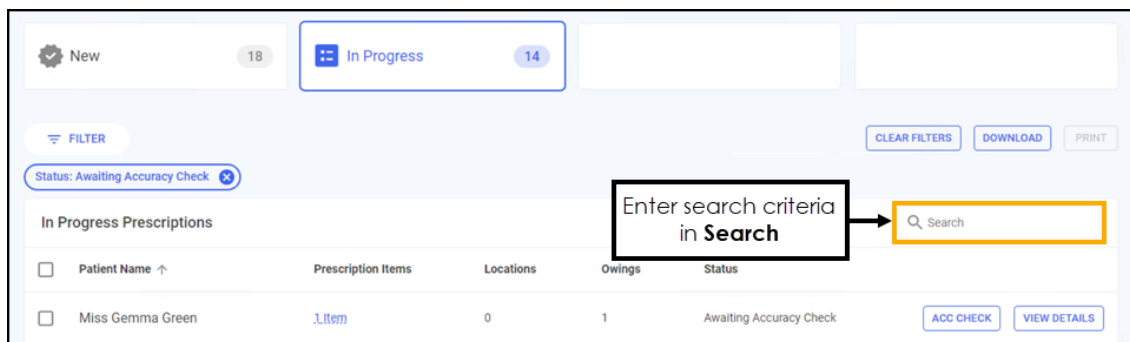
Searching for, Sorting and Filtering In Progress Prescriptions (England)

To help manage your workload you can search for or filter the prescriptions in progress, for example, to display prescriptions that are accuracy checked but require a pharmacist's sign off.

Searching for a Patient's Prescription

To search for a prescription in progress:

1. From the **Prescriptions - In Progress** screen, in **Search** enter a name.



You can search for a patient using the following criteria:


- Surname only, for example **Turner**.
- Partial First Name and Surname with a space, for example **Pa Turner**.



Training Tip - Partial searches must be the first letters of the name, for example Pa for Paul.

- Partial First Name and partial Surname with a space, for example **Pa Turn**.
- Partial First Name, partial Middle Name and partial Surname with a space, for example **Pa Gr Turn**.
- Initials with space, for example **P T** or **P G T**.
- Full name with spaces, for example **Paul Graham Turner**.

 **Note** - You can also search for a patient by their NHS number.

- The patient list automatically updates when you start typing. Select **Close**  to clear the search.

Sorting Prescriptions

Prescriptions in progress display newest first by default, to manually sort the prescriptions then simply select the column header to sort ascending / A-Z or descending / Z-A.



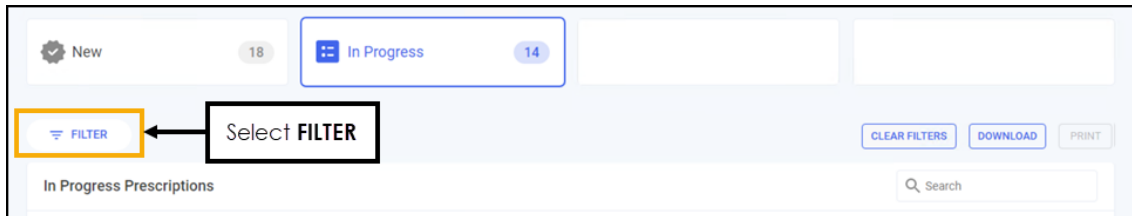
The screenshot shows the 'In Progress Prescriptions' section of the Pharmacy Manager interface. At the top, there are filters for 'New' (18) and 'In Progress' (14). Below the filters, there are buttons for 'FILTER', 'CLEAR FILTERS', 'DOWNLOAD', and 'PRINT'. A search bar is also present. The table below has columns for 'Patient Name', 'Locations', 'Owings', and 'Status'. The 'Patient Name' column header is highlighted with a yellow box, and a callout box with an arrow points to it, containing the text: 'Select column header to sort the data that displays'. The table contains two rows of data:

<input type="checkbox"/>	Patient Name ↑	Locations	Owings	Status		
<input type="checkbox"/>	Mr Expired Jason Bloggs		0	Awaiting Accuracy Check	ACC CHECK VIEW DETAILS	
<input type="checkbox"/>	Miss Gemma Green	1 Item	0	1	Awaiting Accuracy Check	ACC CHECK VIEW DETAILS

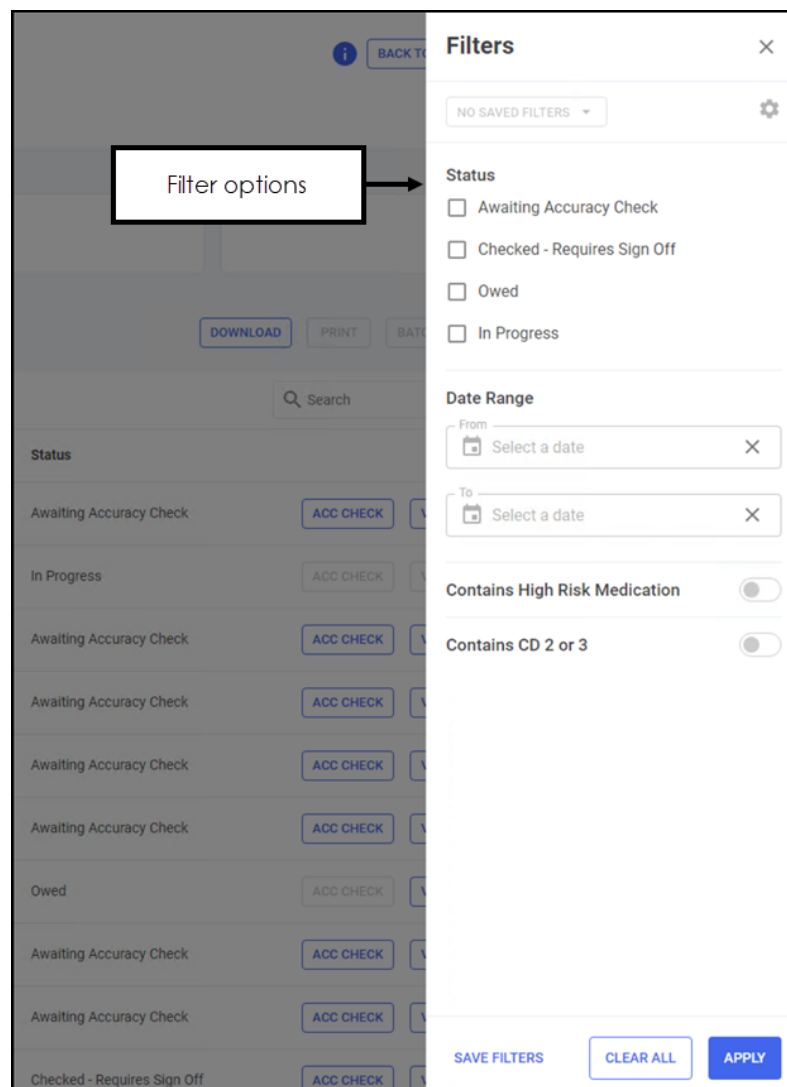
Filtering Prescriptions

To filter the prescriptions in progress:

1. From the **Prescriptions - In Progress** screen, select **FILTER** .





2. The filter options display on the right-hand side of the screen.

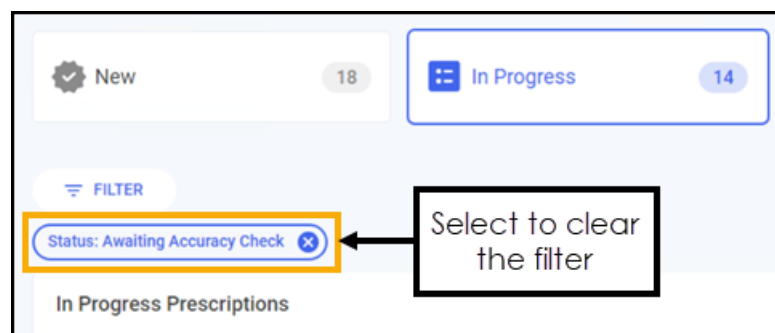


- **Status** - Filter by prescription status:
 - **Awaiting Accuracy Check**
 - **Checked - Requires Sign Off**
 - **Owed**
 - **In Progress**
- **Date Range** - Select the **From** and **To** dates to open a calendar.
- **Contains High Risk Medication** - Select to view prescriptions that contain high risk medication.
- **Contains CD 2 or 3** - Select to view prescriptions that contain CD 2 or 3 medication.

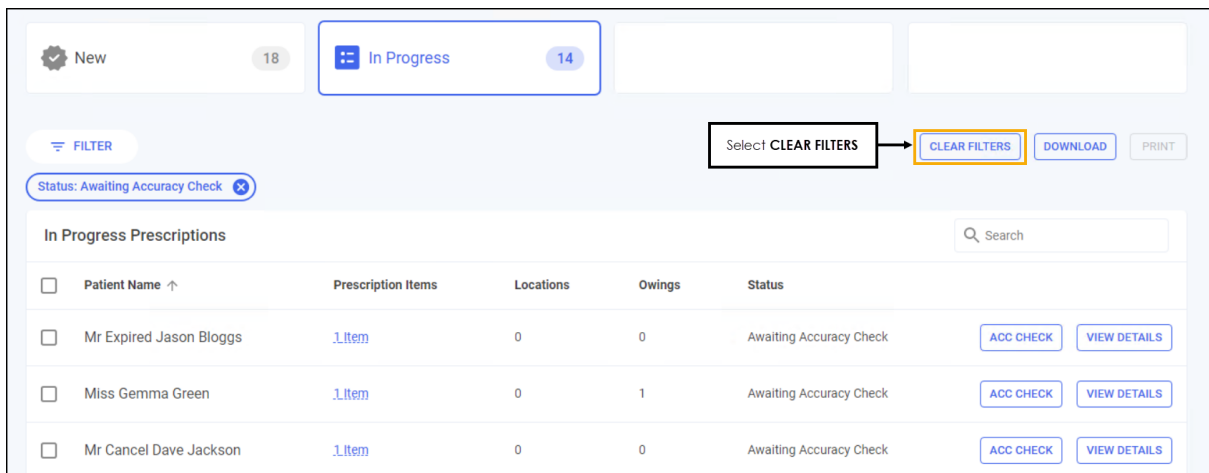
 **Note** - You can select multiple filters.

3. Select **APPLY**  to set the filters or **CLEAR ALL**  to clear the filters and display all prescriptions.

The filter criteria displays below **FILTER** , select the filter criteria to remove it.



To clear all set filters, simply select **CLEAR FILTERS** .



The screenshot shows the Pharmacy Manager interface. At the top, there are tabs for 'New' (18) and 'In Progress' (14). Below the tabs is a 'FILTER' button and a 'Status: Awaiting Accuracy Check' filter. A 'Select CLEAR FILTERS' label points to a 'CLEAR FILTERS' button, which is highlighted with a yellow border. Other buttons include 'DOWNLOAD' and 'PRINT'. Below the filter controls is a table titled 'In Progress Prescriptions' with a search bar. The table has columns for Patient Name, Prescription Items, Locations, Owings, and Status. There are three rows of data, each with 'ACC CHECK' and 'VIEW DETAILS' buttons.


<input type="checkbox"/>	Patient Name ↑	Prescription Items	Locations	Owings	Status		
<input type="checkbox"/>	Mr Expired Jason Bloggs	1 Item	0	0	Awaiting Accuracy Check	ACC CHECK	VIEW DETAILS
<input type="checkbox"/>	Miss Gemma Green	1 Item	0	1	Awaiting Accuracy Check	ACC CHECK	VIEW DETAILS
<input type="checkbox"/>	Mr Cancel Dave Jackson	1 Item	0	0	Awaiting Accuracy Check	ACC CHECK	VIEW DETAILS

 See [Saving Filters](#) in the **Pharmacy Manager Help Centre** for details on saving filters, selecting saved filters and deleting saved filters.

Accuracy Checking Prescriptions (England)

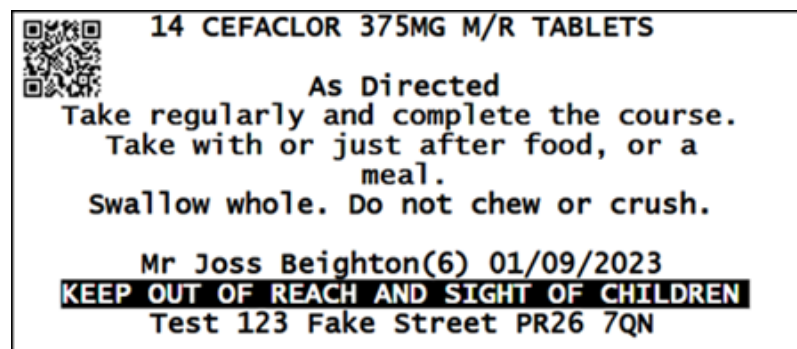
Accuracy Check in **Pharmacy Manager** enables you to confirm that:

- The items picked match the items on the selected prescription, and
- The correct labels have been affixed to the correct items.

 To enable **Accuracy Check**, see [Pharmacy Details - Accuracy Check on page 5](#) for details.

Once **Accuracy Check** is enabled, when dispensing a prescription, a unique QR code displays on item labels and additionally a picking list label prints:

- **Item Label**




- **Picking List Label**



The picking list label includes the following:

- Patient Name
- Prescribed Medication and Quantity
- Unique QR code to be used to launch the **Accuracy** screen.

 **Note** - If multiple prescriptions for a patient are group dispensed, all items display on the picking list. See [Group Dispensing on page 45](#) for details.

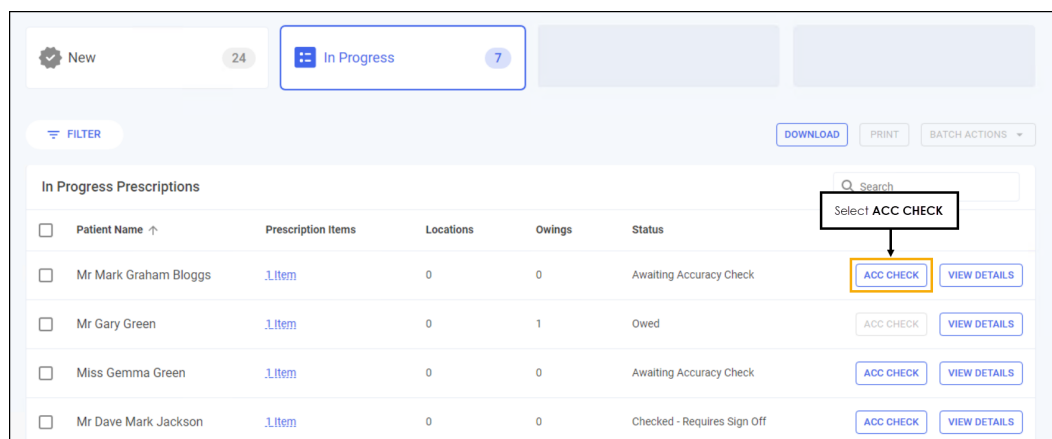
 **Important** - A bag label is only produced when an accuracy check is completed or approved.

To accuracy check your prescriptions:


1. To start the accuracy check for a basket of prescriptions you can either:

- Scan the QR barcode on a picking list, or
- From the **Prescriptions - In Progress** screen, select **ACC CHECK**


 for the required prescription grouping.

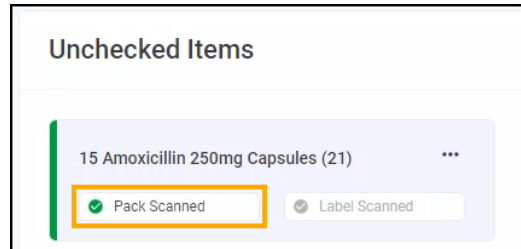



<input type="checkbox"/>	Patient Name ↑	Prescription Items	Locations	Owings	Status	
<input type="checkbox"/>	Mr Mark Graham Bloggs	1 Item	0	0	Awaiting Accuracy Check	ACC CHECK VIEW DETAILS
<input type="checkbox"/>	Mr Gary Green	1 Item	0	1	Owed	ACC CHECK VIEW DETAILS
<input type="checkbox"/>	Miss Gemma Green	1 Item	0	0	Awaiting Accuracy Check	ACC CHECK VIEW DETAILS
<input type="checkbox"/>	Mr Dave Mark Jackson	1 Item	0	0	Checked - Requires Sign Off	ACC CHECK VIEW DETAILS

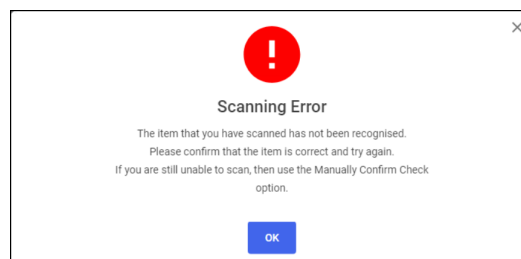
 **Note** - The **Accuracy** screen does not display if any dialogue screens are open, if the prescription has been reset or if the prescription is non-EPS.

2. The **Accuracy** screen displays with the current signed in user detailed at the top right of the screen. **Unchecked Items** displays a list of the required items, scan the barcode (1D or 2D) on the first medication box/packaging picked:


- If you have scanned a correct item a green tick  displays next to **Pack Scanned** and the item moves to the top of the **Unchecked Items** list.



- If you have scanned an item that is not on any of the prescriptions under check you are prompted 'Scanning Error - The item that you have scanned has not been recognised. Please confirm that the item is correct and try again. If you are still unable to scan, then use the Manually Confirm Check option.', select **OK**  to continue.




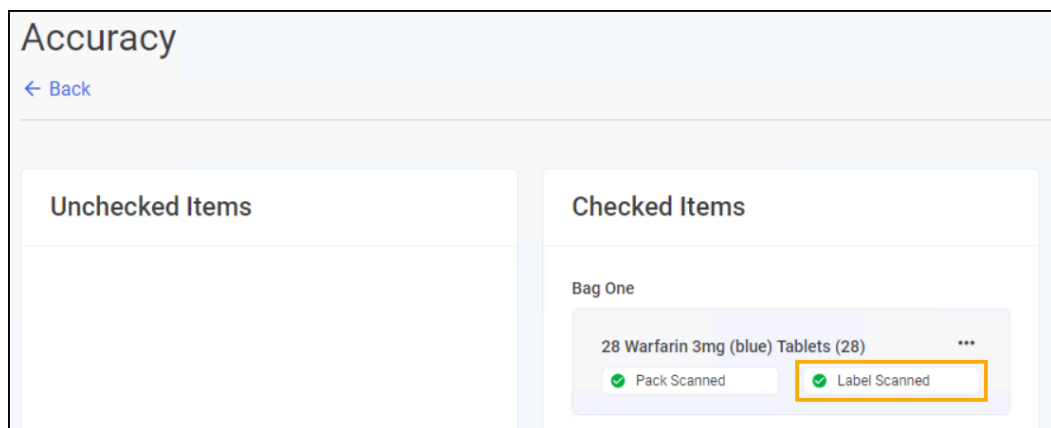
-
- ➔ If the barcode does not scan, for example a Parallel Import (PI), you should manually confirm the check, see [Manual Confirmation on page 30](#) for details.
-

 **Note** - Where you have multiple flavours for one item and you have combined to one label you only need to scan one item. See [Dispensing Multiple Flavours](#) in the **Pharmacy Manager Help Centre** for details.

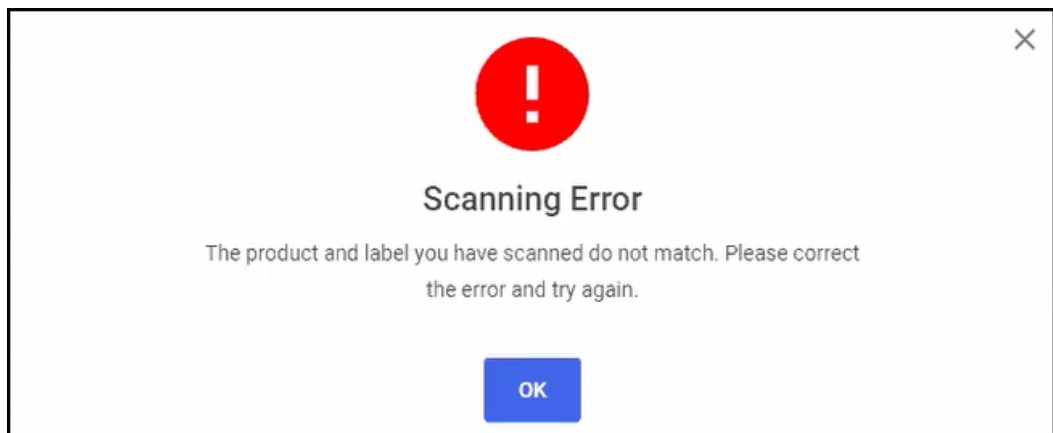
-
- ➔ For Owings and Split Packs, see [Managing Owings with Accuracy Checking Enabled \(England\) on page 38](#) and [Managing Split Pack Items \(England\) on page 43](#) for details.
-



3. Now scan the item label for same item:

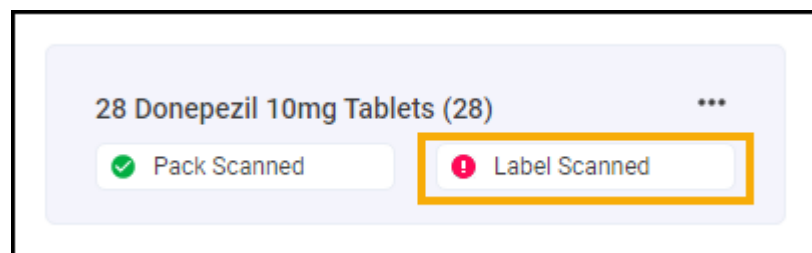
- If you have scanned the correct label for the item a green tick  displays next to **Label Scanned** and the item moves to **Checked Items**.



- If you have scanned an incorrect label for the item you are prompted 'Scanning Error - The product and label you have scanned do not match. Please correct the error and try again'.



Select **OK**  to continue. **Label Scanned** displays a red exclamation mark  until you scan the correct label.

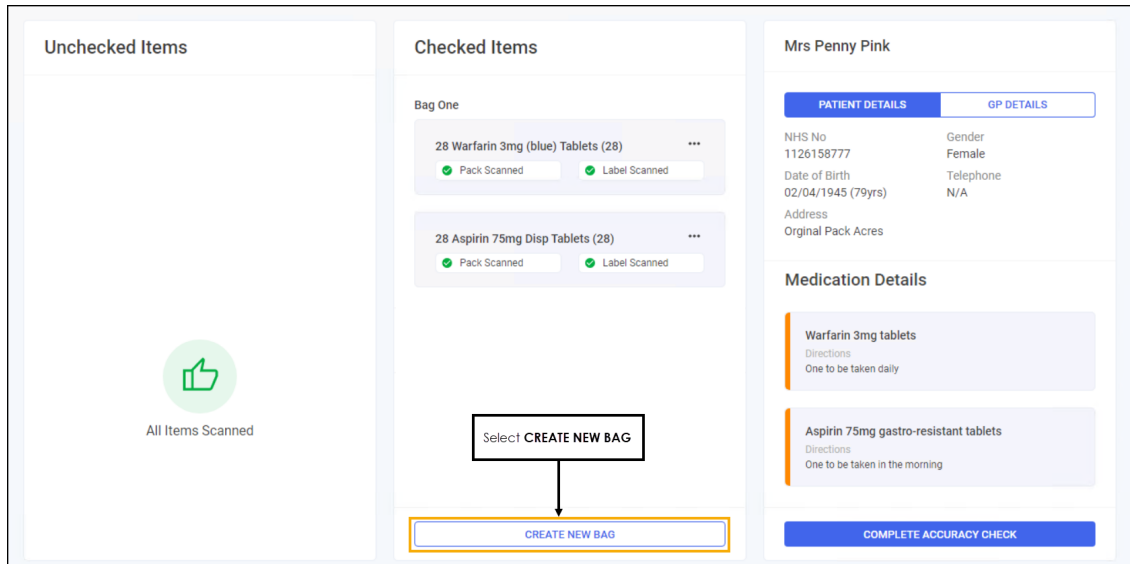


-
- ➔ If the label does not scan, and you would still like to accurately check the item, you can manually confirm the check, see [Manual Confirmation on page 30](#) for details.
-

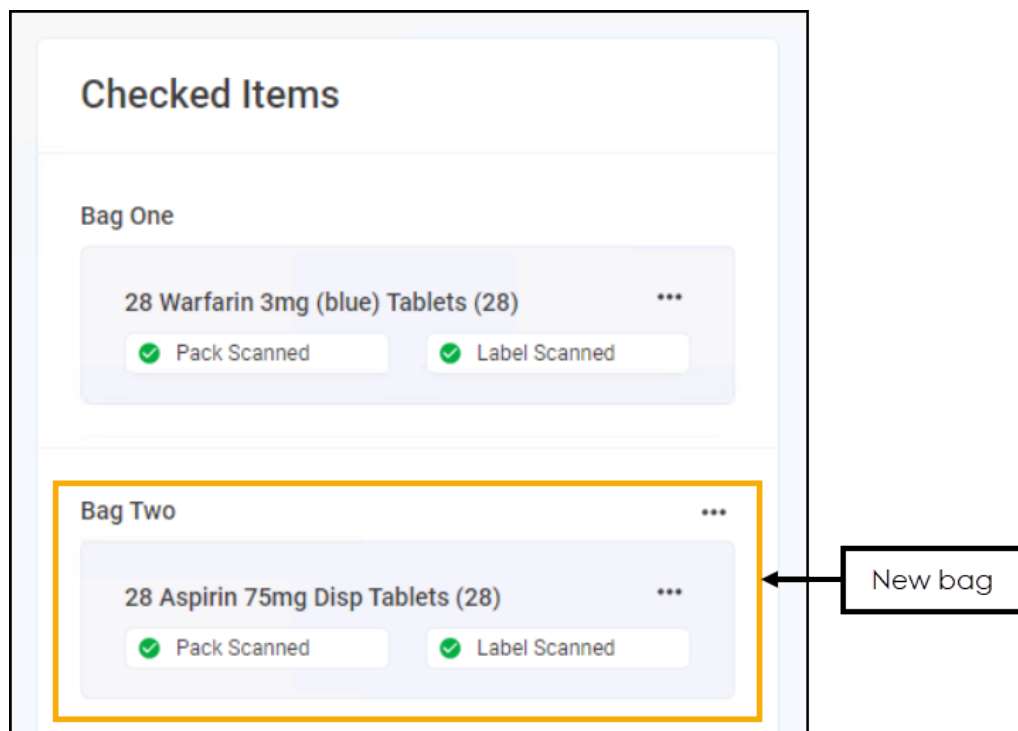
4. Continue to scan all items and labels.



If extra bags are needed for certain items, for example, controlled drugs or items requiring fridge storage, you can select **CREATE NEW BAG**

CREATE NEW BAG. It is important that this is done at this stage to avoid having to edit the prescription later in the process.

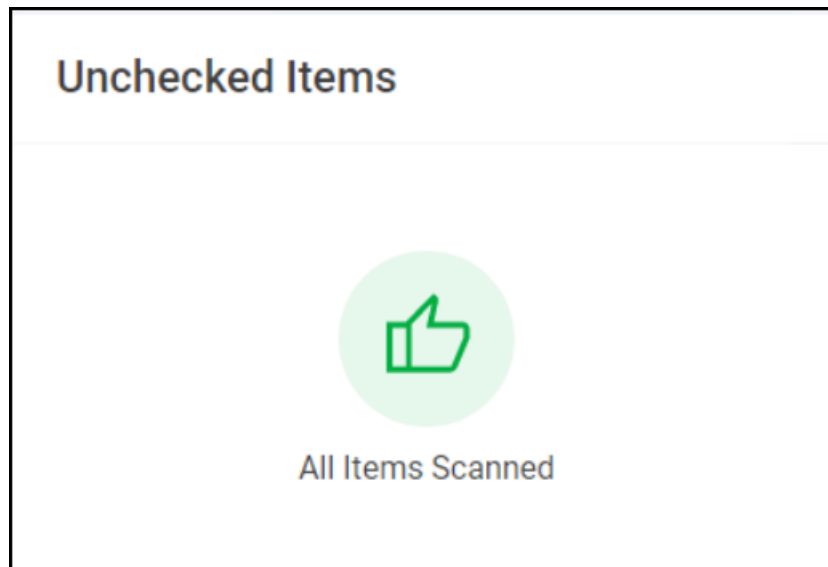



The next items you scan and label are placed into a new bag.



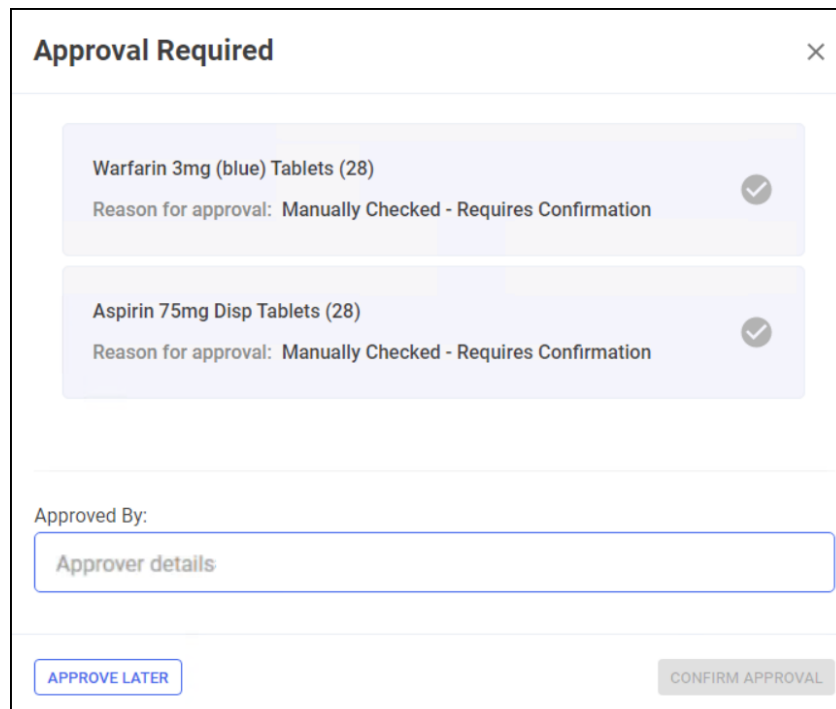
 **Training Tip** - To move an item between bags, select **Options**  and then select either **Move Up** or **Move Down**, see [Navigating the Accuracy Screen \(England\) on page 34](#) for details.

5. Once all packs and labels have been scanned you are informed 'All Items Scanned' in **Unchecked items**.




6. Select **COMPLETE ACCURACY CHECK** . If an additional pharmacist's approval is not required the **Accuracy** screen closes and the required bag labels print, the prescription(s) display on the **eMessages** screen with a status of **In Progress - Awaiting Collection**.

7. If an additional pharmacist's approval is required, for example, for manually confirmed items or high-risk medication, the **Approval Required** screen displays.




This displays all items on the prescription and where applicable the reasons for approval, you can either:

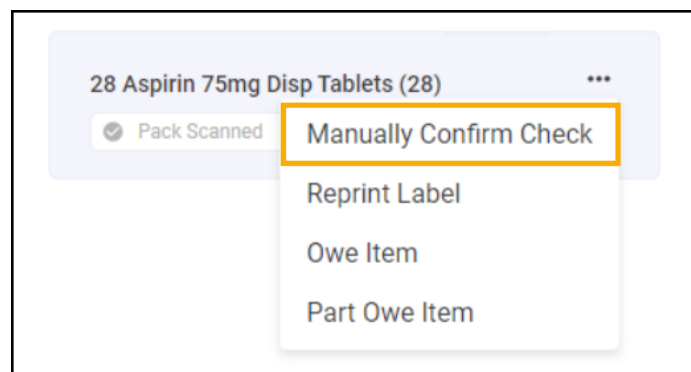
- **Approve Later** - Select **APPROVE LATER** APPROVE LATER to close the **Approval Required** screen. The patient's prescriptions display on the **In Progress** screen with a status of **Checked - Requires Sign Off**. The pharmacist can filter by **Checked - Requires Sign Off** to complete the accuracy check when available.
- **Confirm Approval** - In **Approved By** enter the name of the approver and then select **CONFIRM APPROVAL** CONFIRM APPROVAL. The **Accuracy** screen closes, the required bag labels print and the prescription(s) displays on the **eMessages** screen with a status of **In Progress - Awaiting Collection**.

 **Note** - You can edit a prescription grouping that has been accuracy checked, however you are not prompted to accuracy check again. To put the prescription grouping through the accuracy check again you must reset the prescriptions to a status of **New - Ready to dispense** first.

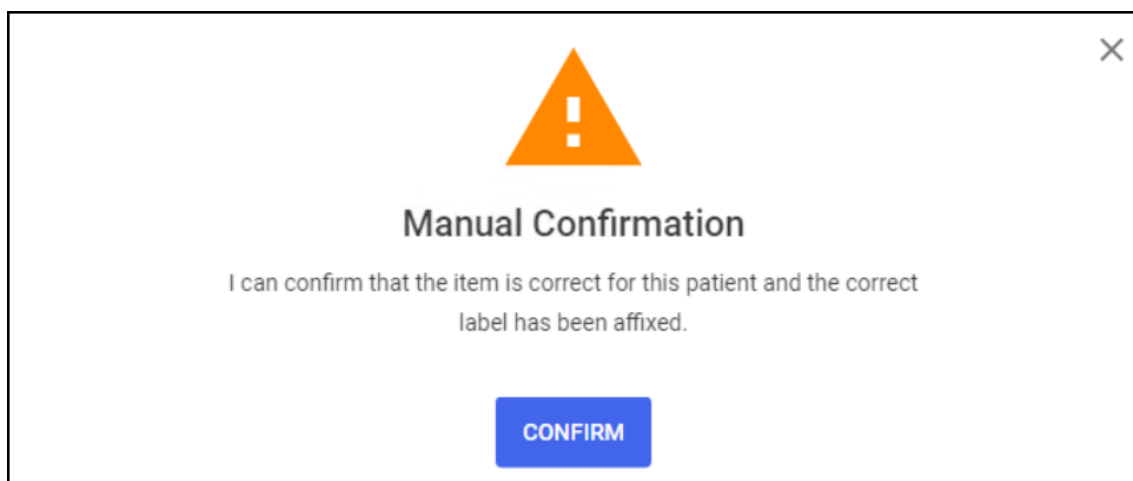
Manual Confirmation

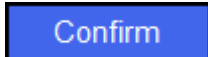

Should you need to manually confirm the item and label is correct for the patient, for example if the barcode does not scan or it is not in an original pack, you can manually confirm the match. To do this:

1. Select **Options**  next to the required item and select **Manually Confirm Check**.

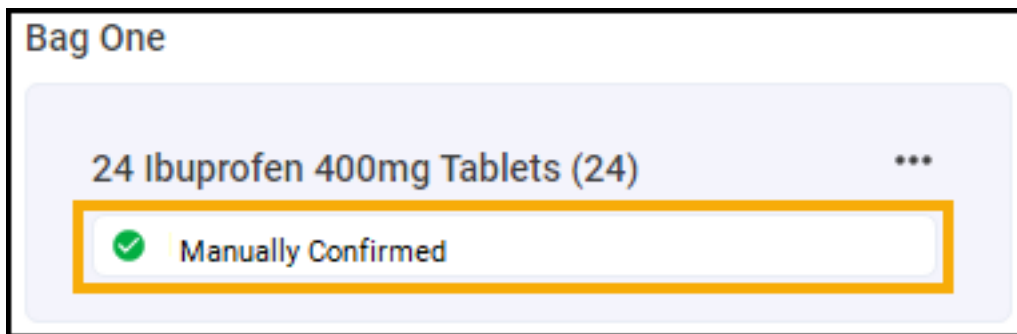


2. You are prompted 'Manual Confirmation - I can confirm that the item is correct for this patient and the correct label has been affixed'.



3. Select **Confirm**  to continue with the manual confirmation. To return without confirming, select **Close** .

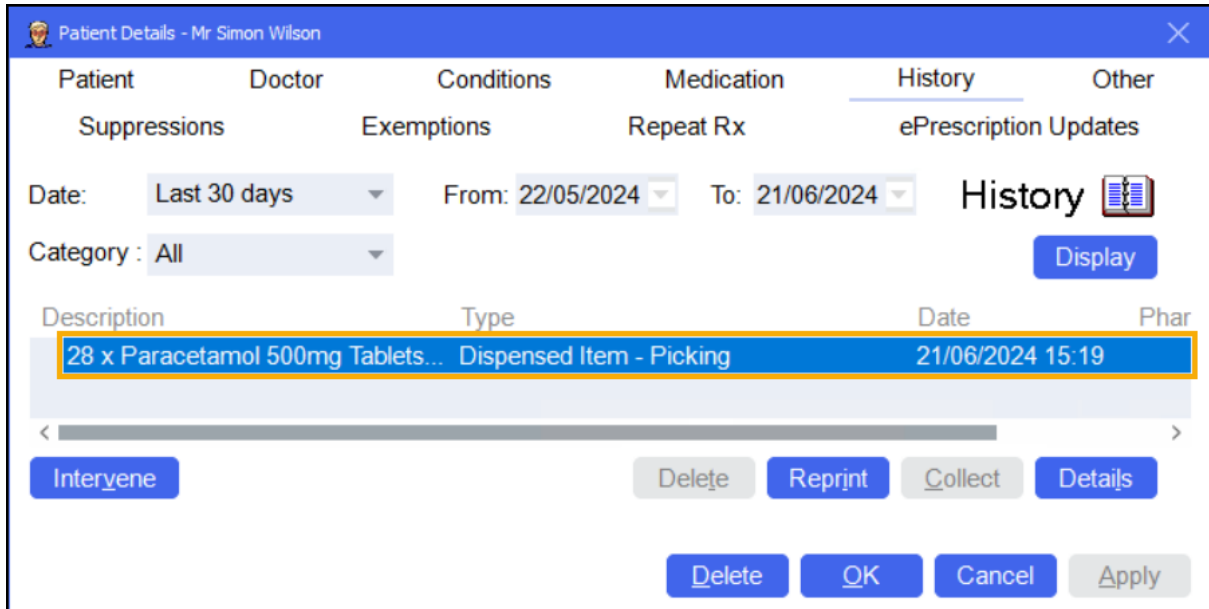
Once manually confirmed the item moves to **Checked Items** highlighted as **Manually Confirmed**.



Manually confirmed items need a pharmacist's approval before completing the accuracy check.

Accuracy Check - Patient History

When prescriptions are labelled with **Accuracy Check** enabled, the **Patient Details - History** tab displays a **Type** of **Dispensed Item - Picking**.

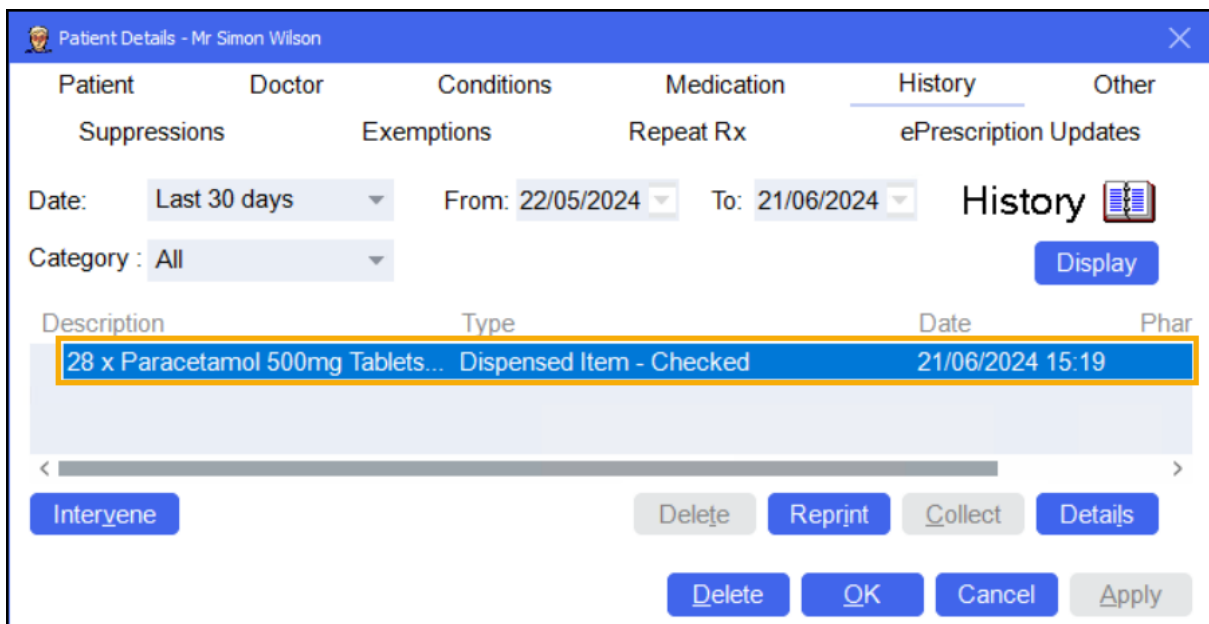


The screenshot shows the 'Patient Details - Mr Simon Wilson' window with the 'History' tab selected. The interface includes filters for Date (Last 30 days), From (22/05/2024), and To (21/06/2024). The 'History' section displays a table with the following data:

Description	Type	Date	Phar
28 x Paracetamol 500mg Tablets...	Dispensed Item - Picking	21/06/2024 15:19	

Below the table, there are buttons for 'Intervene', 'Delete', 'Reprint', 'Collect', and 'Details'. At the bottom, there are buttons for 'Delete', 'OK', 'Cancel', and 'Apply'.

Once accuracy checked, the **Patient Details - History** tab displays a **Type** of **Dispensed Item - Checked**.

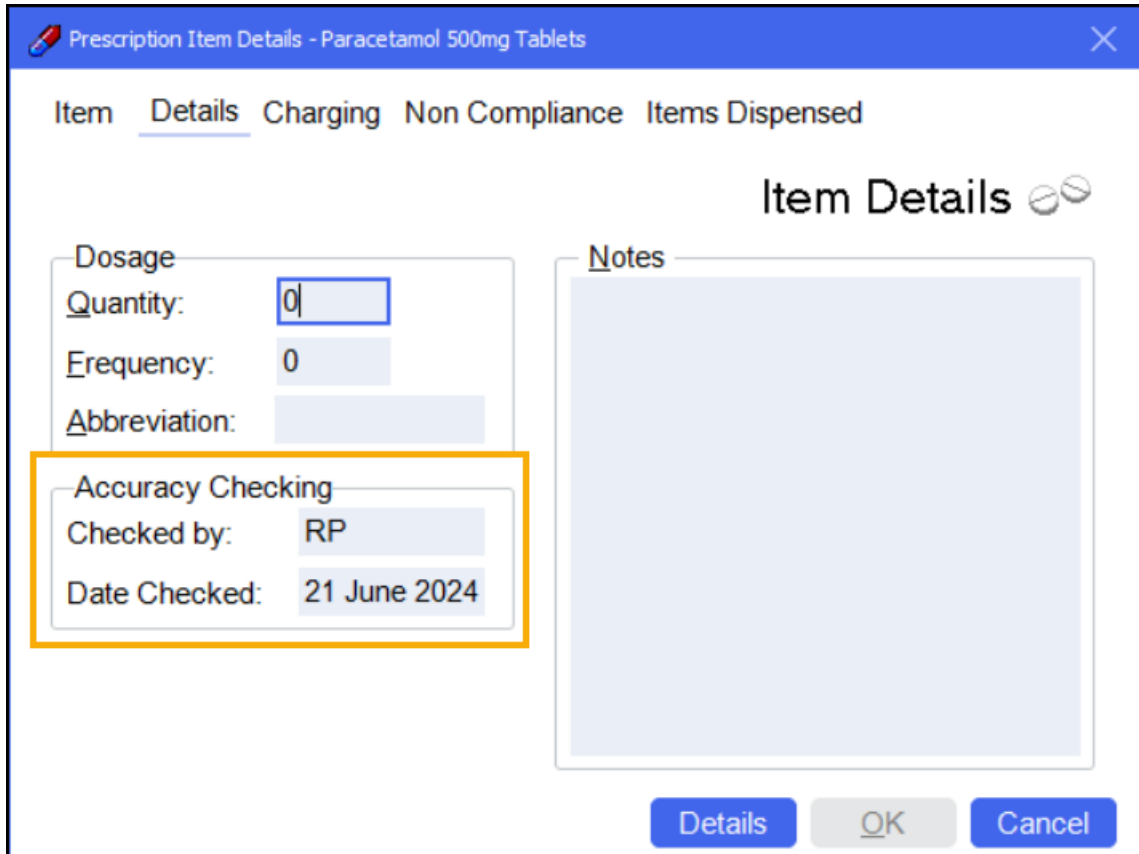


The screenshot shows the 'Patient Details - Mr Simon Wilson' window with the 'History' tab selected. The interface includes filters for Date (Last 30 days), From (22/05/2024), and To (21/06/2024). The 'History' section displays a table with the following data:

Description	Type	Date	Phar
28 x Paracetamol 500mg Tablets...	Dispensed Item - Checked	21/06/2024 15:19	

Below the table, there are buttons for 'Intervene', 'Delete', 'Reprint', 'Collect', and 'Details'. At the bottom, there are buttons for 'Delete', 'OK', 'Cancel', and 'Apply'.

Prescription Item Details - Details - Accuracy Checking displays the user ID of the pharmacist signed in when the accuracy check was carried out, or the name supplied during the final approval, if required, and the date the accuracy check was approved.



Prescription Item Details - Paracetamol 500mg Tablets

Item Details Charging Non Compliance Items Dispensed

Item Details

Dosage

Quantity:

Frequency:

Abbreviation:

Accuracy Checking

Checked by:

Date Checked:

Notes

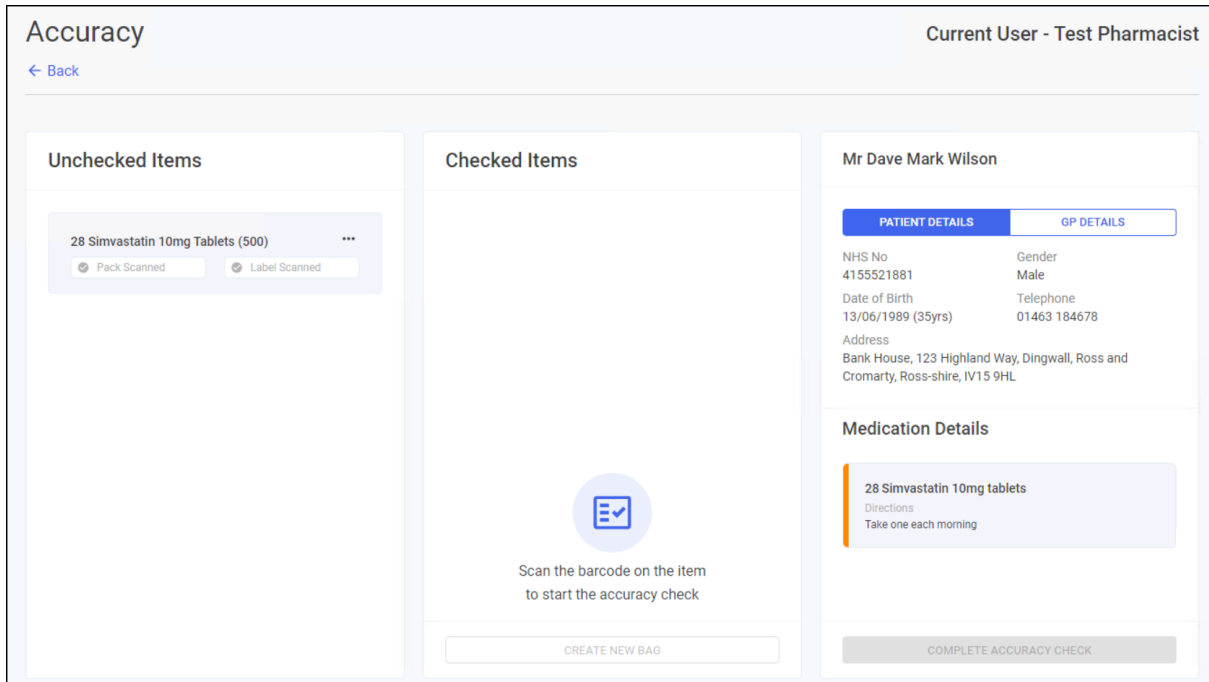
Details OK Cancel

Navigating the Accuracy Screen (England)

Accuracy Check in **Pharmacy Manager** enables you to confirm that:

- The items picked match the items on the selected prescription, and
- The correct labels have been affixed to the correct items.

Navigating the Accuracy screen



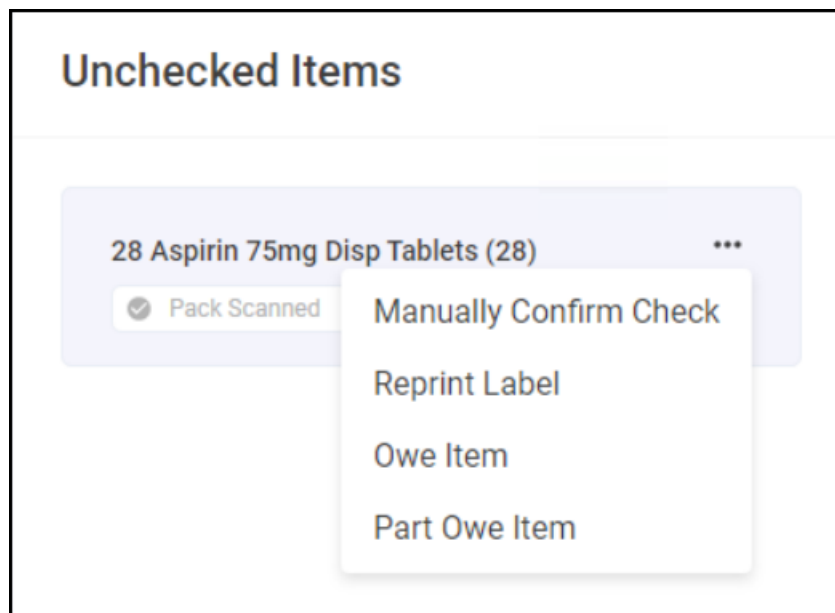
The screenshot displays the 'Accuracy' screen with the following components:

- Header:** 'Accuracy' and 'Current User - Test Pharmacist'.
- Navigation:** A '← Back' link.
- Unchecked Items:** A list containing '28 Simvastatin 10mg Tablets (500)' with 'Pack Scanned' and 'Label Scanned' status indicators.
- Checked Items:** An empty area with a 'CREATE NEW BAG' button and a prompt: 'Scan the barcode on the item to start the accuracy check'.
- Patient Details:** Information for 'Mr Dave Mark Wilson', including NHS No (4155521881), Gender (Male), Date of Birth (13/06/1989 (35yrs)), Telephone (01463 184678), and Address (Bank House, 123 Highland Way, Dingwall, Ross and Cromarty, Ross-shire, IV15 9HL).
- Medication Details:** '28 Simvastatin 10mg tablets' with directions 'Take one each morning'.
- Buttons:** 'COMPLETE ACCURACY CHECK' at the bottom right.

The **Accuracy** screen displays the following:


- **Unchecked Items** - Lists all items in the basket.
- **Checked Items** - Lists all items successfully accuracy checked.
- **Patient Details** - Defaults to display the patient's details, select **GP DETAILS** to view the patient's GP details.
- **Medication Details** - Displays the medication and directions taken from the original electronic prescription.

Unchecked Item Options



Next to each item you'll find an **Options**  menu, the following actions are available:

- **Manually Confirm Check** - Select if you need to manually confirm the item and label is correct for the patient.

 See [Navigating the Accuracy Screen \(England\) on the previous page](#) for details.

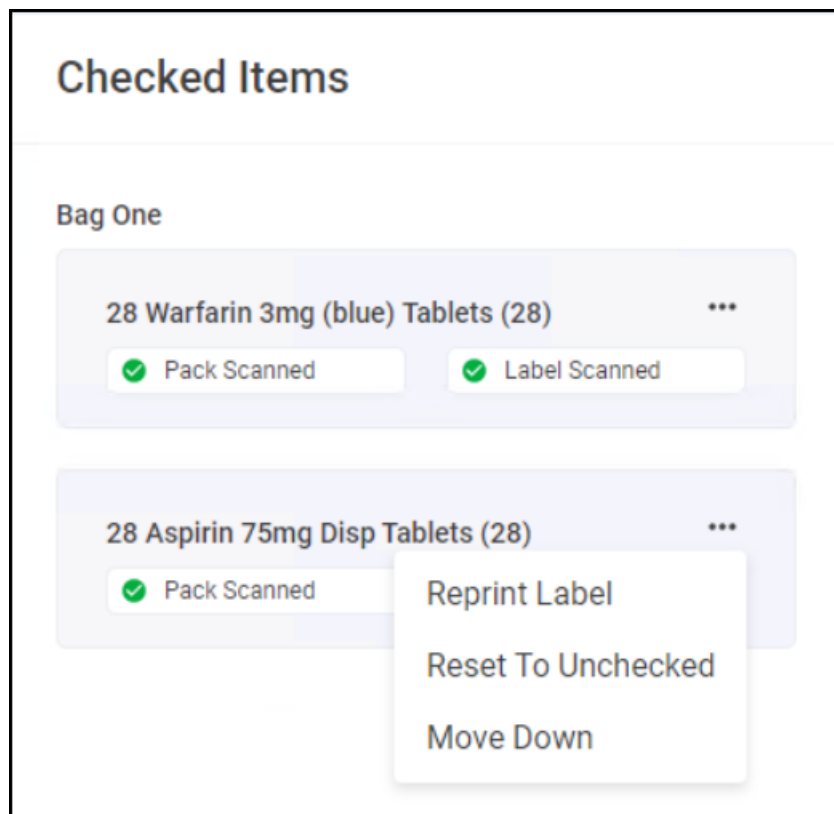
- **Reprint Label** - Select to reprint the item label.
- **Owe Item** - Select to create an Owing for this item. For example, if you've discovered that the item is out of stock.

 See [Creating a Full Owing from the Accuracy screen on page 40](#) for details.

- **Part Owe Item** - Select to create a part Owing for this item. For example, if you've discovered that you do not have enough stock.

 See [Creating a Part Owing from the Accuracy screen on page 41](#) for details.

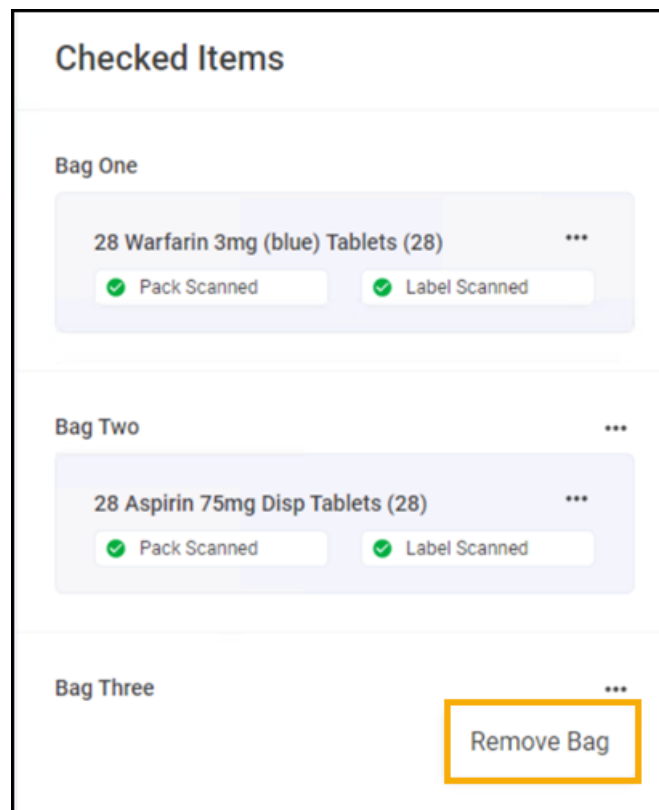
Checked Item Options



Next to each item you'll find an **Options**  menu, the following actions are available:

- **Reprint Label** - Select to reprint the item label.
- **Reset To Unchecked** - Select to reset the accuracy check and move the item to **Unchecked Items**.
- **Move Up** - Select to move the item into the bag above.
- **Move Down** - Select to move the item into the bag below.

Checked Items Bag Options



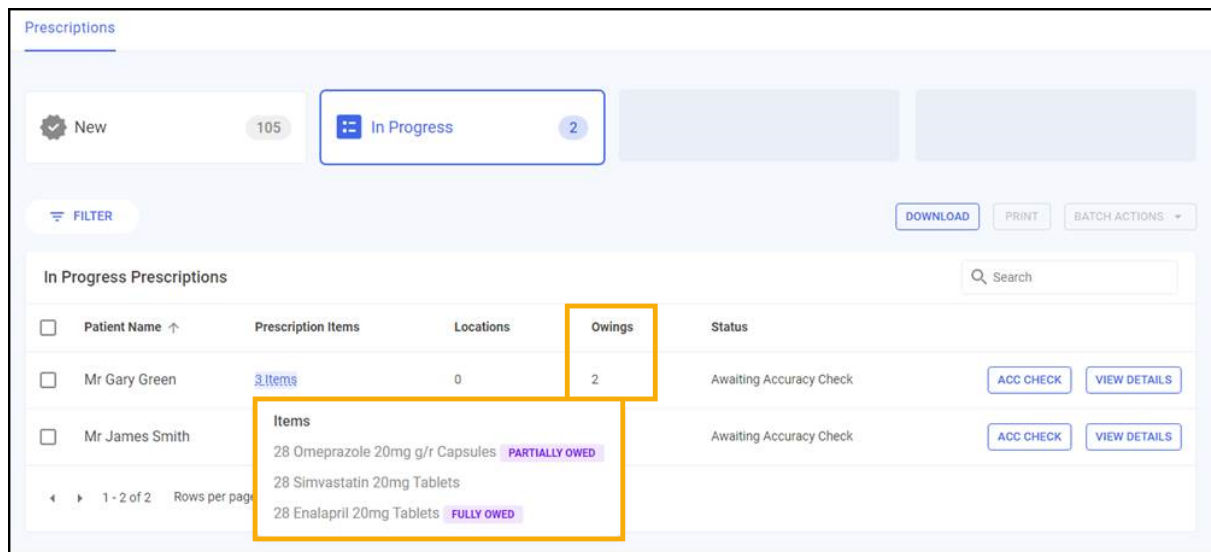
In **Checked Items**, an **Options** menu displays next to all bags except **Bag One**. The following actions are available from this menu:

- **Remove Bag** - Select to remove this bag, any items in the bag are moved to the bag above.

Managing Owings with Accuracy Checking Enabled (England)

How do Owings Display?

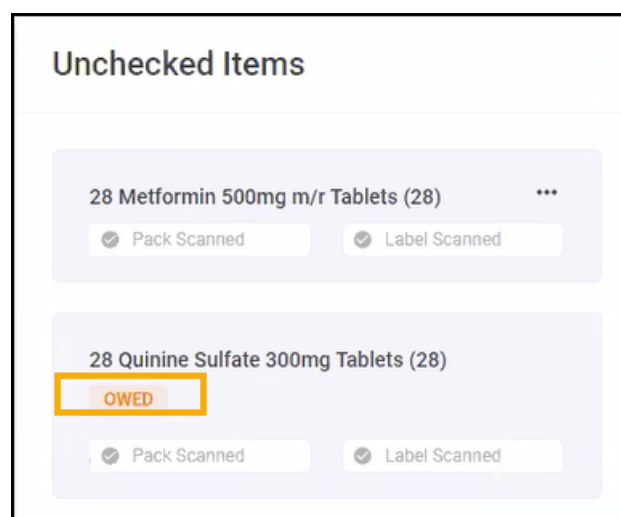
On the **Prescriptions - In Progress** screen, the **Owings** column displays the number of owings in the grouping, select the **Prescription Items** hyperlink to view which items are owed, either fully or partially.



The screenshot shows the 'Prescriptions - In Progress' screen. The 'In Progress' filter is selected, showing 2 items. The table below shows the details of the prescriptions:

Patient Name	Prescription Items	Locations	Owings	Status
Mr Gary Green	3 Items	0	2	Awaiting Accuracy Check
Mr James Smith	<ul style="list-style-type: none"> 28 Omeprazole 20mg g/r Capsules PARTIALLY OWED 28 Simvastatin 20mg Tablets 28 Enalapril 20mg Tablets FULLY OWED 			Awaiting Accuracy Check

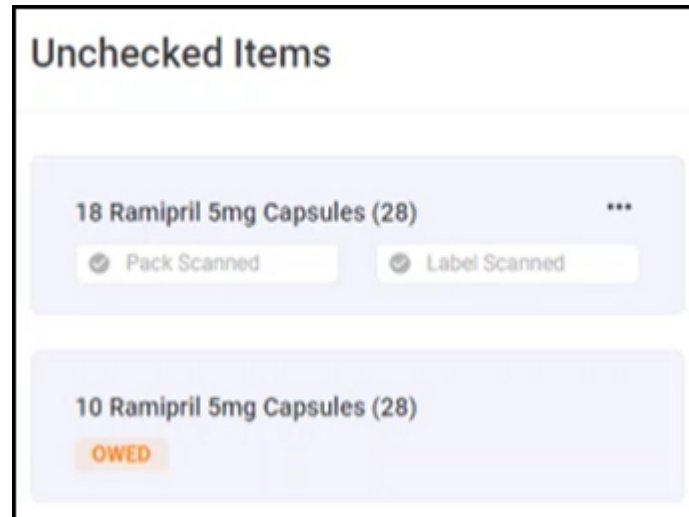
On the **Accuracy** screen, fully owed items display in **Unchecked Items** with **Owed** **OWED** under the medication name.



The screenshot shows the 'Unchecked Items' screen. It displays two medication items:

- 28 Metformin 500mg m/r Tablets (28) - Pack Scanned, Label Scanned
- 28 Quinine Sulfate 300mg Tablets (28) - **OWED**, Pack Scanned, Label Scanned

On the **Accuracy** screen, Part Owings are split so that you can check the items you do have in stock, with the owed quantity highlighted with **Owed** **OWED** underneath.




Out of the 28 capsules prescribed here, only 18 are in stock and 10 are owed.

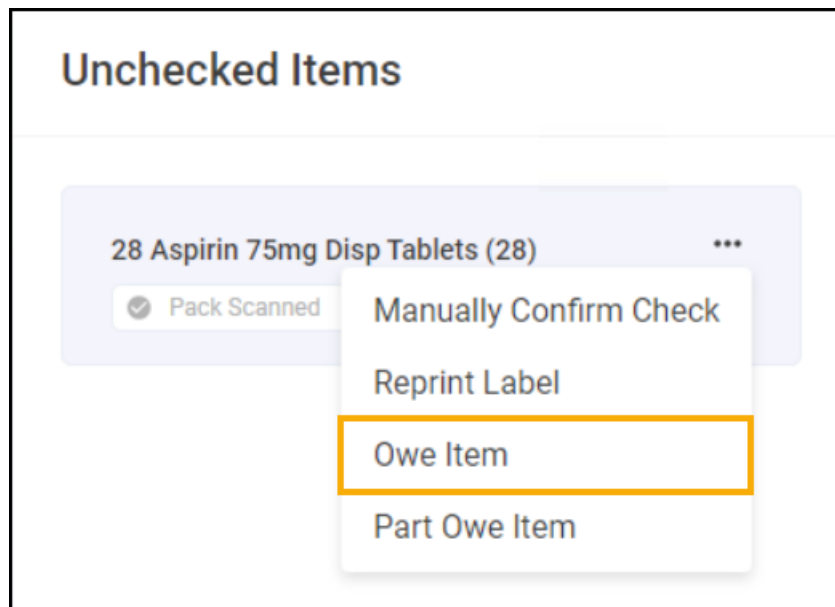
How do I Create an Owing if I have Dispensed it Fully?

Owings created on the **Dispensary** screen display on the **Accuracy** screen, however if you have fully dispensed an item and then find that you do not have it in stock you can create an owing from the **Accuracy** screen.


Creating a Full Owing from the Accuracy screen

To create a Full Owing:

1. Select **Options**  next to the item you need to create an Owing for and select **Owe Item**.



An Owing label prints for this item.


2. The item now displays with **Owed**  under the medication name in **Unchecked Items** and once the prescription grouping is accuracy checked, it displays on the **Owings** screen.

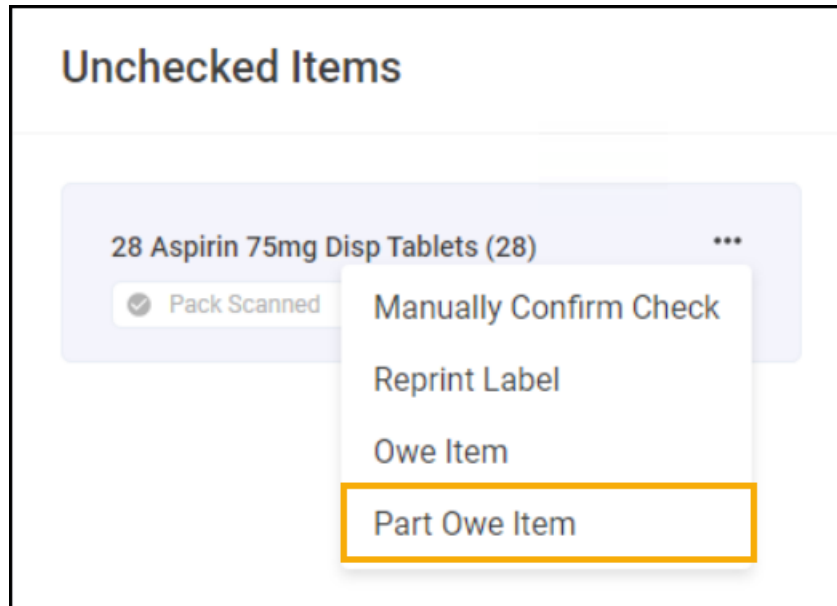


Note - Owings do not display on the **Approval Required** screen.

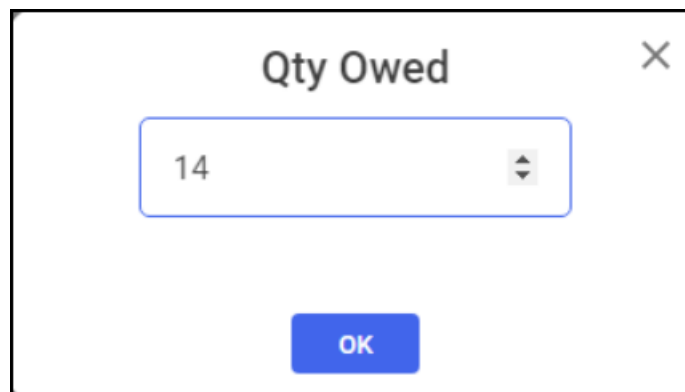
Creating a Part Owing from the Accuracy screen


You can easily create a Part Owing for an item from the **Accuracy** screen:

1. Select **Options**  next to the item you need to create a Part Owing for and select **Part Owe Item**.

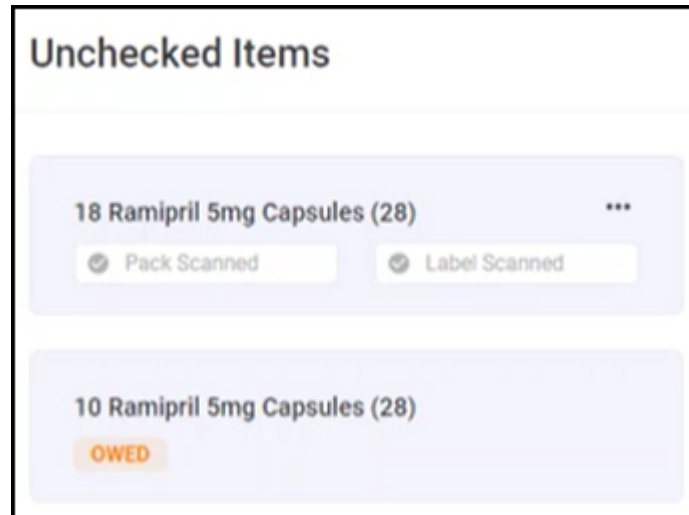


2. The **Qty Owed** screen displays.




Enter the quantity owed and then select **OK** . An Owing label prints for the owed quantity and a new item label prints for the quantity you are bagging.

3. The item splits into two and the owed quantity displays with **Owed**  under the medication name in **Unchecked Items**.

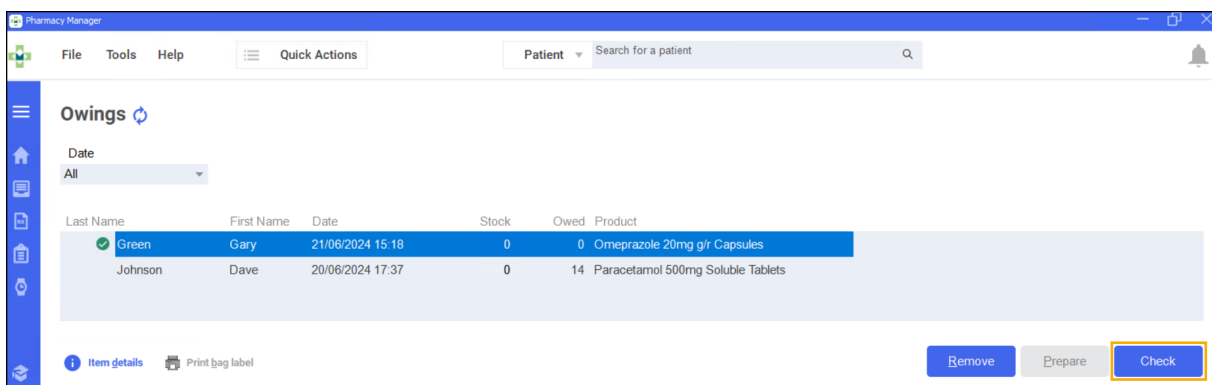


Once the prescription grouping is accuracy checked the owed amount displays on the **Owings** screen.

 **Note** - Owings do not display on the **Approval Required** screen.

How do I Prepare an Owing?

When preparing Owings with **Accuracy Checking** enabled, from the **Owings** screen you have the option to **Check**. Select **Check** to open the **Accuracy** screen.

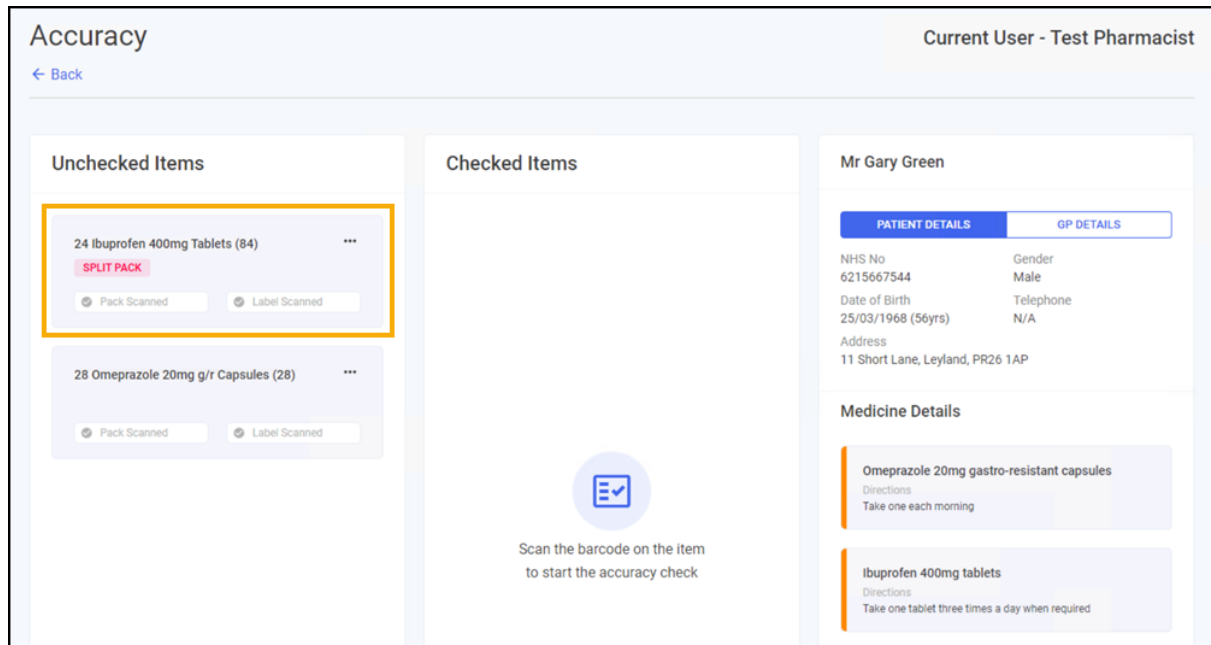


Once checked you can select **Collect**  once the patient collects their prescription.

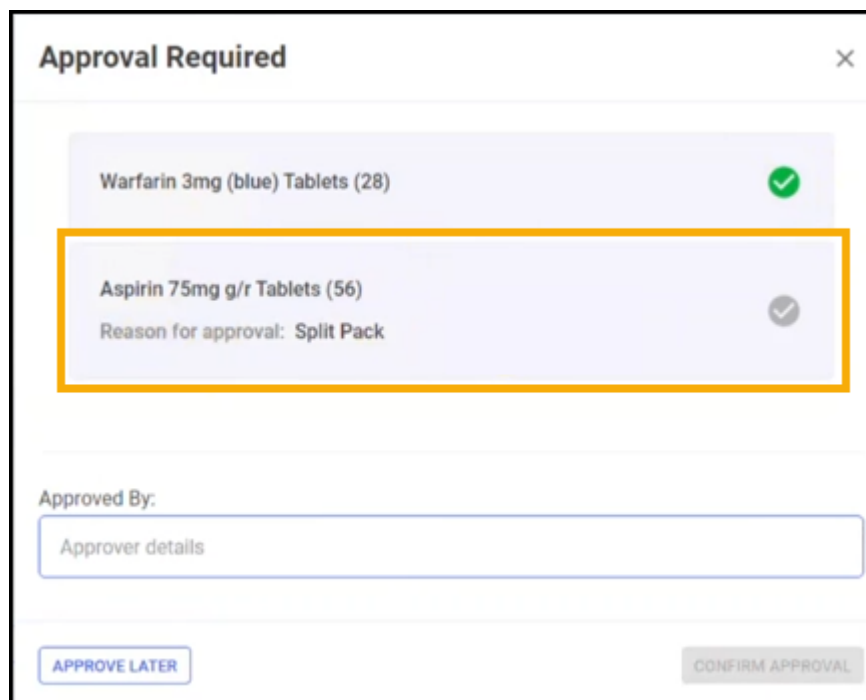
 See [Accuracy Checking Prescriptions \(England\) on page 21](#) for details on the Accuracy Checking process.

Managing Split Pack Items (England)


On the **Accuracy** screen, split pack items display in **Unchecked Items** with **SPLIT PACK** under the medication name.



You can scan both the pack and item labels as normal, however, split pack items require an additional pharmacist approval.



 See [Accuracy Checking Prescriptions \(England\) on page 21](#) for details.

 **Note** - The split pack prompt and additional pharmacist approval can be switched off in **Pharmacy Details**, see [Pharmacy Details - Accuracy Check on page 5](#) for details.

Group Dispensing

Group Dispensing allows you to dispense multiple prescriptions for patients that are either fully or partially matched to the same patient record.

 **Note** - You cannot group dispense a prescription for a non-matched patient.

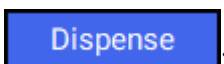
Group Dispensing allows you to dispense prescriptions for the same patient that:

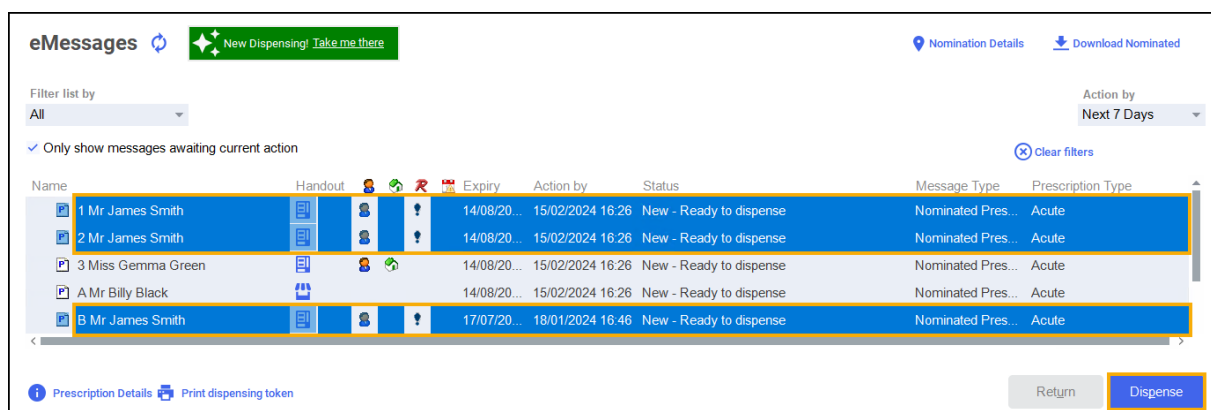
- have different prescribers,
- have different form types,
- are for a different drug schedule.

Pharmacy Manager does not group items into the same dispense. Instead, prescriptions display on the **Dispensary** screen in the order that they were selected. This change means that actions performed after dispensing no longer impact the other prescriptions they were dispensed with.

How Does it Work?


To dispense multiple prescriptions for the same patient, press and hold **Ctrl** on your keyboard select each prescription and then select **Dispense**



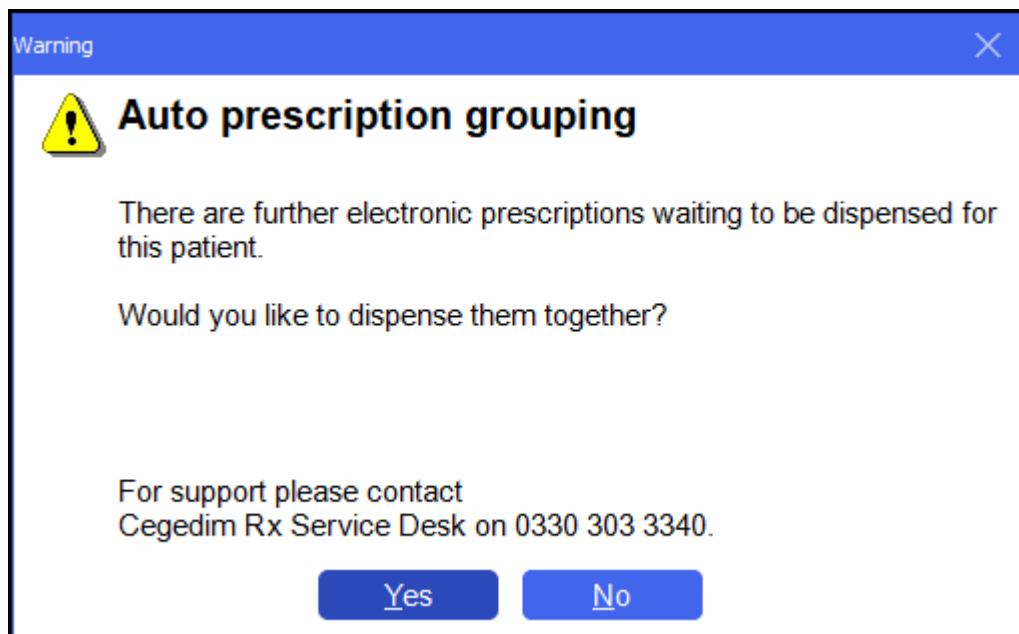



The screenshot shows the 'eMessages' interface with a 'New Dispensing!' notification. A table of prescriptions is displayed, with several rows highlighted in blue to indicate they are selected. The table columns include Name, Handout, Expiry, Action by, Status, Message Type, and Prescription Type. At the bottom right, there are 'Return' and 'Dispense' buttons.

Name	Handout	Expiry	Action by	Status	Message Type	Prescription Type
1 Mr James Smith		14/08/20...	15/02/2024 16:26	New - Ready to dispense	Nominated Pres...	Acute
2 Mr James Smith		14/08/20...	15/02/2024 16:26	New - Ready to dispense	Nominated Pres...	Acute
3 Miss Gemma Green		14/08/20...	15/02/2024 16:26	New - Ready to dispense	Nominated Pres...	Acute
A Mr Billy Black		14/08/20...	15/02/2024 16:26	New - Ready to dispense	Nominated Pres...	Acute
B Mr James Smith		17/07/20...	18/01/2024 16:46	New - Ready to dispense	Nominated Pres...	Acute

 **Training Tip** - To find all prescriptions for a patient, set **Filter list by** to **Patient Name** and then in **Name** enter the patient's surname. To select multiple prescriptions at once, highlight the first prescription, press and hold **Shift** on your keyboard and then select the last prescription to select all of them.


If you have **Prescription Grouping** enabled and you have missed a prescription for the patient, a warning displays advising '*There are further electronic prescriptions waiting to be dispensed for this patient*':



Select **Yes**  to dispense all prescriptions linked to that patient.

 See [Prescription Grouping](#) in the **Pharmacy Manager Help Centre** for details on how to enable **Prescription Grouping**.

Pharmacy Manager then displays each prescription on the **Dispensary** screen, one after the other.

 **Note** - If you cancel the dispense, the prescriptions that have already been completed remain unchanged and any cancelled prescriptions revert to their previous state.
