

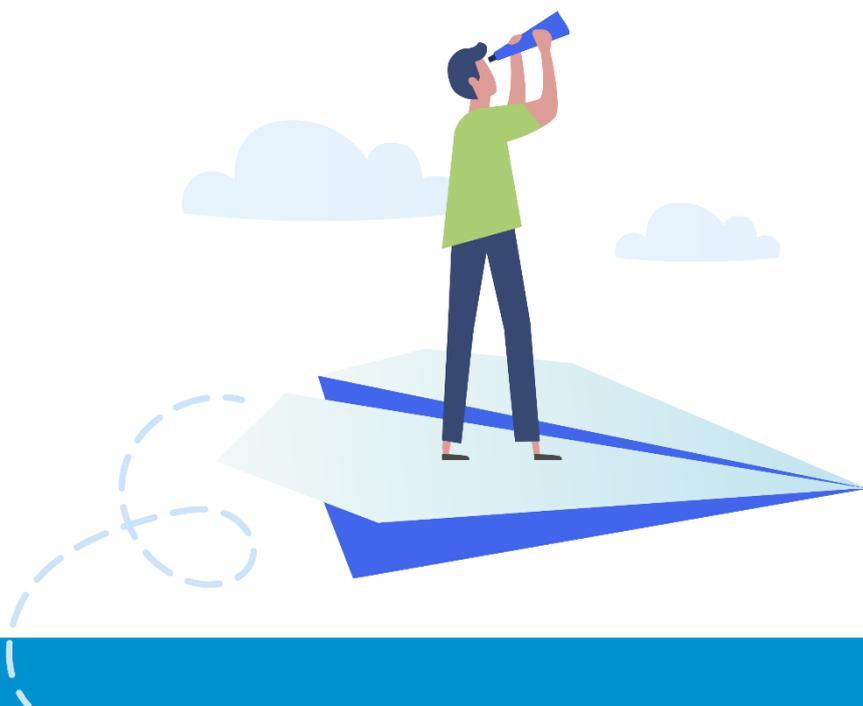


Pharmacy
Manager

Completing a Discharge Medicine Service (DMS) User Guide

Version 1.1

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Complete a Discharge Medicine Service (DMS)

To complete a Discharge Medicine Service (DMS) within **Pharmacy Manager**, you must complete the following three stages:

- **Stage 1** - Compare the medicines that the patient was discharged from hospital with to those they were taking before admission, make a DMS note in the patient record and record an intervention. See **Stage 1** on page **5**.
- **Stage 2** - Dispense the patient's first prescription after their discharge and record an intervention. See **Stage 2** on page **14**.
- **Stage 3** - Discuss with the patient, and/or their carer, their understanding of the medicines they are taking and record an intervention. See **Stage 3** on page **16**.

After completing all three stages, run a DMS report within **Pharmacy Manager** and retain it as proof that all three stages of the DMS are completed. See **Discharge Medicines Service (DMS) Report** on page **17** for details.

Stage 1

In Stage 1 of the DMS, the electronic referral is received by the pharmacy and the following actions must be completed within **Pharmacy Manager**:

- Compare the medication the patient has been discharged on to the medication taken at admission, see [Comparing the Patient's Medication](#) on page 5 for details.
- Make a note within their patient record, to ensure that all staff are aware that Stage 2 and Stage 3 of the DMS must be completed, see [Recording a Note on the Patient's Record](#) on page 7 for details.
- Record Stage 1 of the DMS as an intervention in **Pharmacy Manager**, see [Recording an Intervention](#) on page 9 for details.

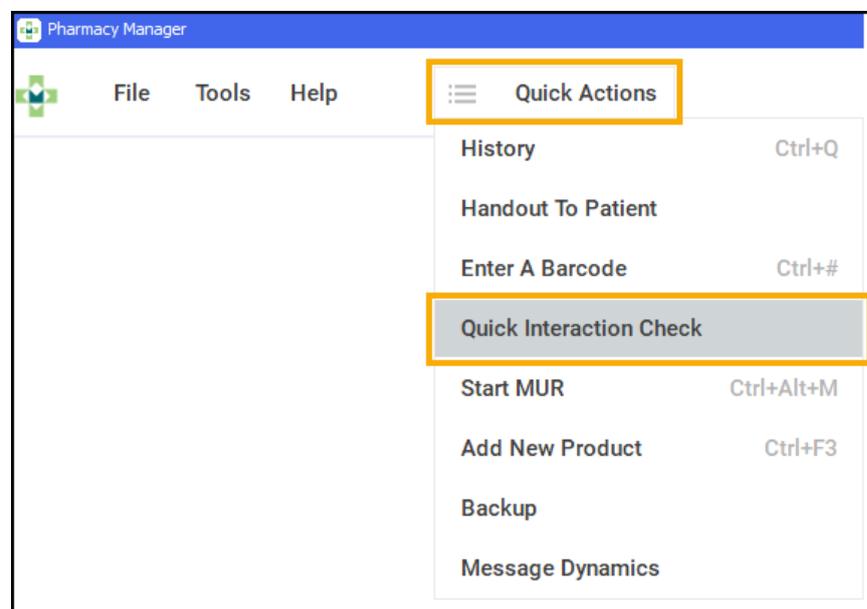
Comparing the Patient's Medication

After the hospital has sent the electronic referral to the pharmacy, you must compare the medication the patient is discharged on to those they were taking before admission to hospital.

This helps discover any interactions and/or sensitivities in **Pharmacy Manager** caused by the patient's new medication.

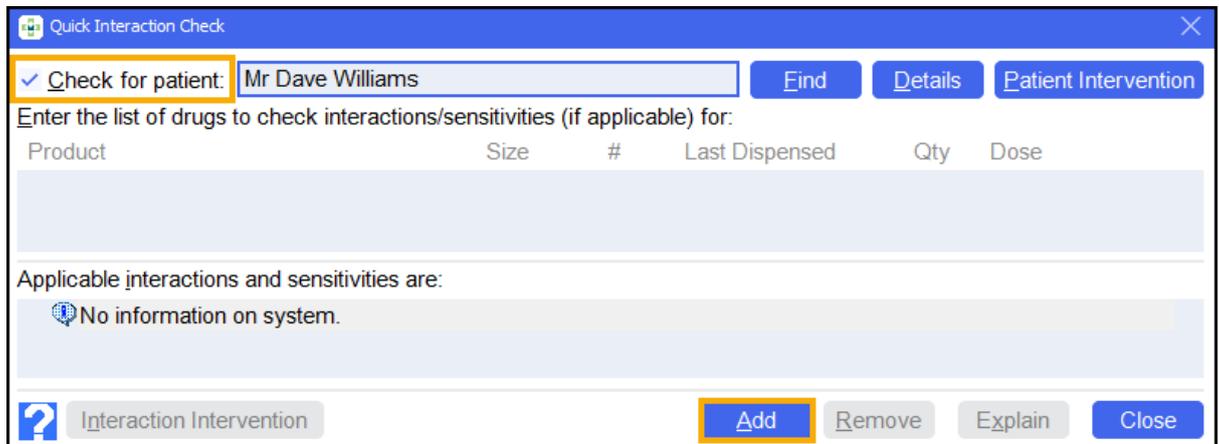
To compare the patient's medication:

1. From the **Pharmacy Manager Toolbar**, select **Quick Actions – Quick Interaction Check**:



- The **Quick Interaction Check** screen displays. Select **Check for patient**

✓ **Check for patient:**



Quick Interaction Check

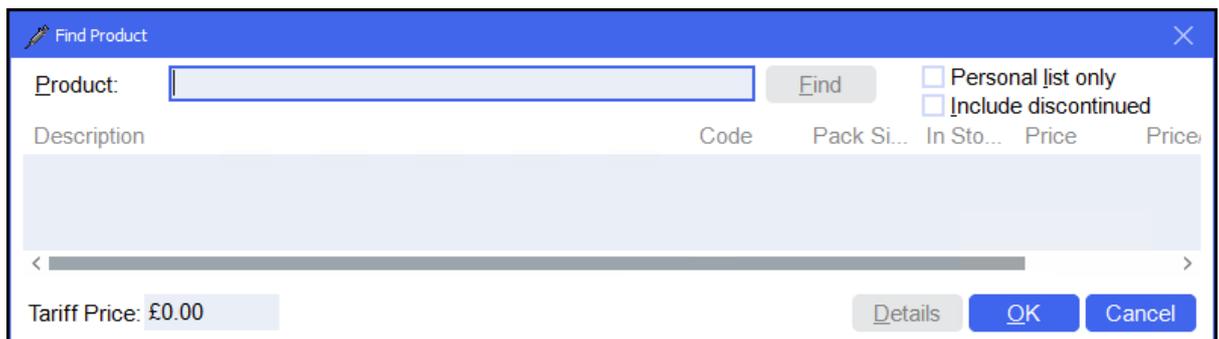
✓ **Check for patient:** Mr Dave Williams Find Details Patient Intervention

Enter the list of drugs to check interactions/sensitivities (if applicable) for:

Product	Size	#	Last Dispensed	Qty	Dose
Applicable interactions and sensitivities are:					
No information on system.					

? Interaction Intervention Add Remove Explain Close

- Search for and select the required patient.
- Select **Add** Add and the **Find Product** screen displays.
- Search for and select the medication that the patient was prescribed when discharged from hospital:



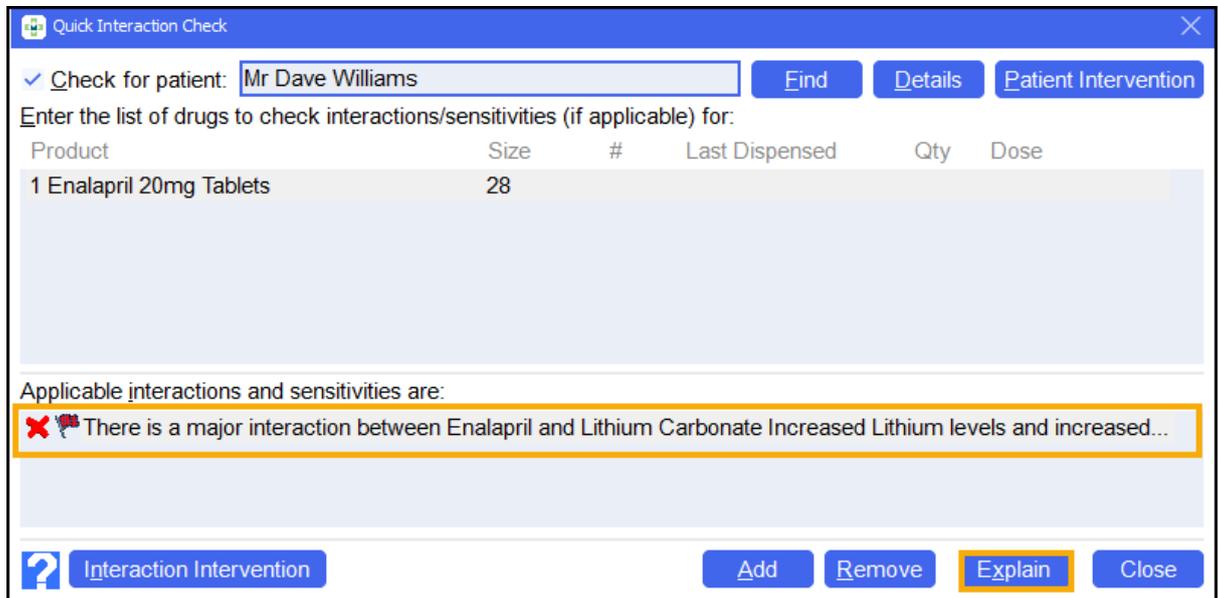
Find Product

Product: Find Personal list only Include discontinued

Description	Code	Pack Si...	In Sto...	Price	Price
Tariff Price: £0.00					

Details OK Cancel

6. **Applicable interactions and sensitivities are:** displays any interactions/sensitivities between the medication that the patient was prescribed when discharged from hospital, and those they were taking before admission to hospital:



Quick Interaction Check

✓ Check for patient:

Enter the list of drugs to check interactions/sensitivities (if applicable) for:

Product	Size	#	Last Dispensed	Qty	Dose
1 Enalapril 20mg Tablets	28				

Applicable interactions and sensitivities are:

✖ There is a major interaction between Enalapril and Lithium Carbonate Increased Lithium levels and increased...

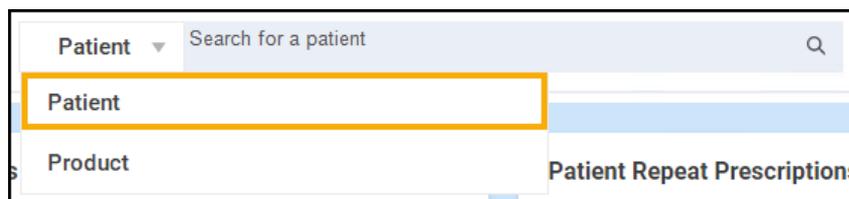
7. To view the interaction in greater detail, select the interaction and select **Explain** .

Recording a Note on the Patient's Record

Record a note on the patient's record to inform staff that Stage 2 and Stage 3 of the DMS must be completed.

From the **Patient Details** screen:

- From the **Pharmacy Manager Search bar** select the drop-down arrow and select **Patient**:



Patient Search for a patient

Patient

Product Patient Repeat Prescriptions

- Search for the patient and select **Details** to open the **Patient Details** screen.

- Select the **Other** tab. Within **Notes**, enter a note similar to 'Patient discharged from hospital 21.02.2021. Carry out DMS stage 2/3 when next prescription arrives':



Patient Details - Mr Dave Williams

Patient Doctor Conditions Medication History **Other** Suppressions

Exemptions Repeat Rx ePrescription Updates Message Dynamics

Other Medication Items

Medication Item	Type

Using Add Product Add Free Text

Other Details

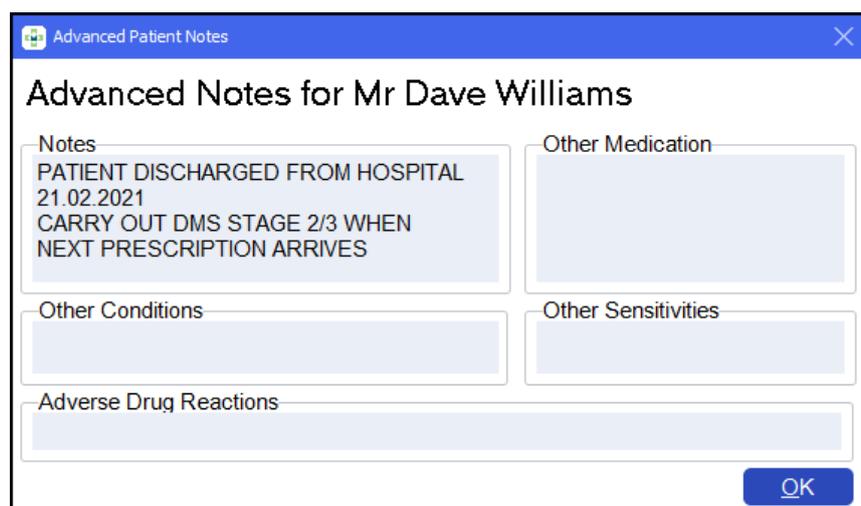
Notes

PATIENT DISCHARGED FROM HOSPITAL
21.02.2021
CARRY OUT DMS STAGE 2/3 WHEN
NEXT PRESCRIPTION ARRIVES

Delete OK Cancel **Apply**

- Select **Apply**.

When you dispense the patient's next prescription, the below note displays:



Advanced Patient Notes

Advanced Notes for Mr Dave Williams

Notes

PATIENT DISCHARGED FROM HOSPITAL
21.02.2021
CARRY OUT DMS STAGE 2/3 WHEN
NEXT PRESCRIPTION ARRIVES

Other Medication

Other Conditions

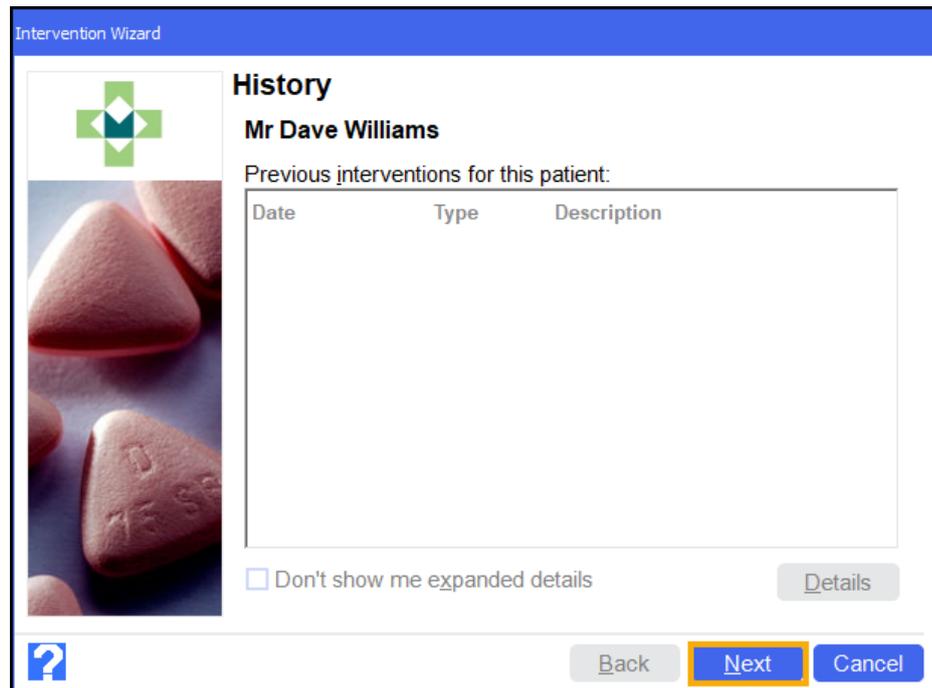
Other Sensitivities

Adverse Drug Reactions

OK

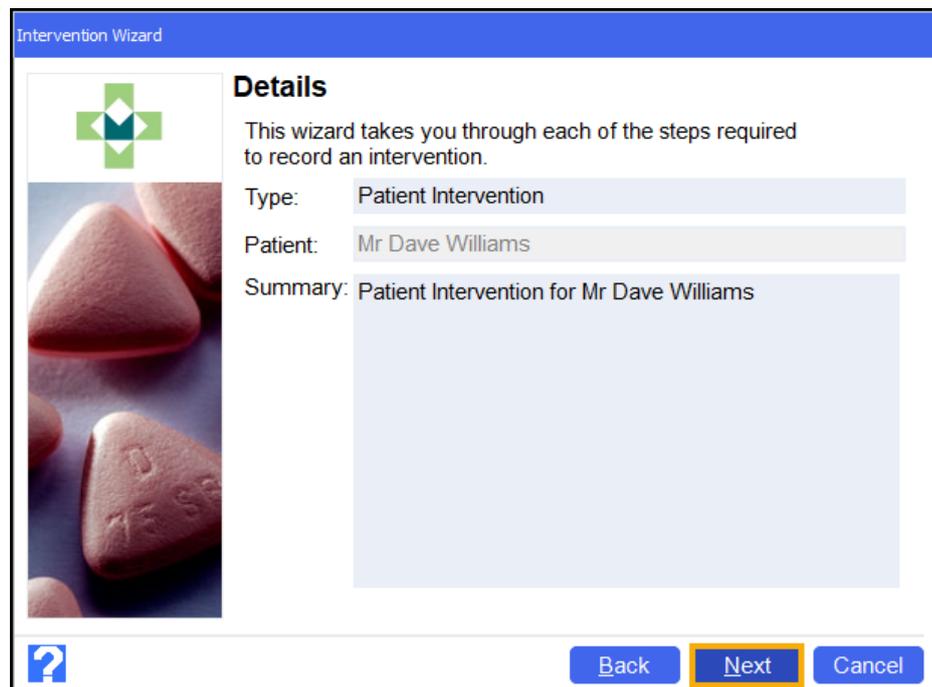
 **Note** - To ensure that the above notice displays, select **Tools - User Settings - User Details - Dispensing**. From **Patient Notes**, select **Display Patient Notes Dialog**.

4. The **Intervention Wizard History** screen displays. Select **Next** 



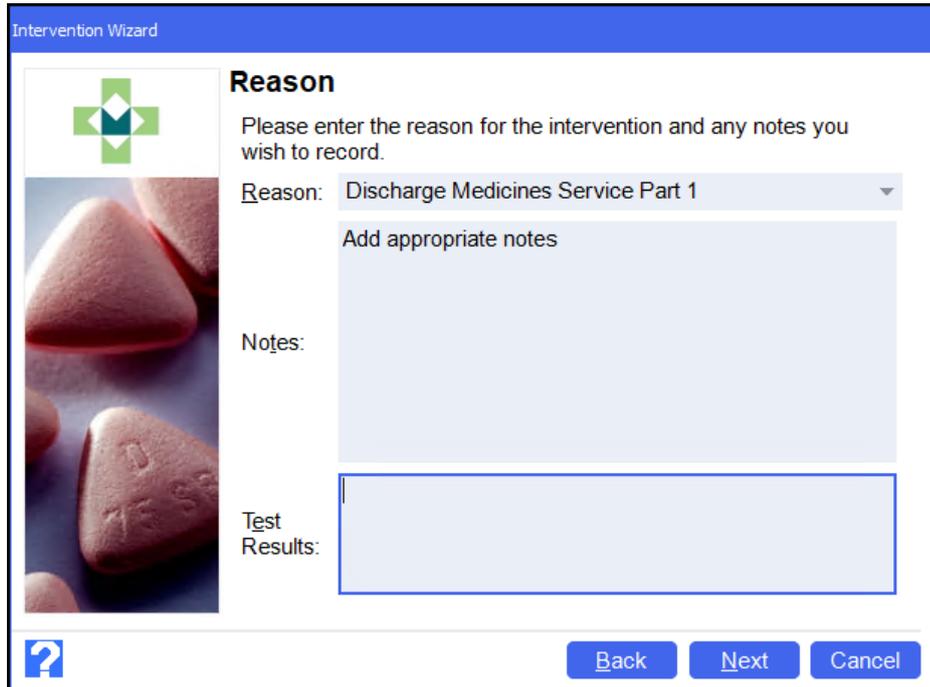
The screenshot shows the 'Intervention Wizard' window with the 'History' tab selected. On the left, there is a green cross icon and a photograph of several red, triangular tablets. The main area is titled 'History' and 'Mr Dave Williams'. Below this, it says 'Previous interventions for this patient:' followed by a table with columns for 'Date', 'Type', and 'Description'. The table is currently empty. At the bottom of the table area, there is a checkbox labeled 'Don't show me expanded details' and a 'Details' button. At the very bottom of the window, there are three buttons: 'Back', 'Next' (highlighted with a yellow border), and 'Cancel'. A help icon (?) is also visible in the bottom left corner.

5. The **Intervention Wizard Details** screen displays. Select **Next** 



The screenshot shows the 'Intervention Wizard' window with the 'Details' tab selected. On the left, there is a green cross icon and a photograph of several red, triangular tablets. The main area is titled 'Details' and contains the text: 'This wizard takes you through each of the steps required to record an intervention.' Below this, there are three fields: 'Type: Patient Intervention', 'Patient: Mr Dave Williams', and 'Summary: Patient Intervention for Mr Dave Williams'. At the bottom of the window, there are three buttons: 'Back', 'Next' (highlighted with a yellow border), and 'Cancel'. A help icon (?) is also visible in the bottom left corner.

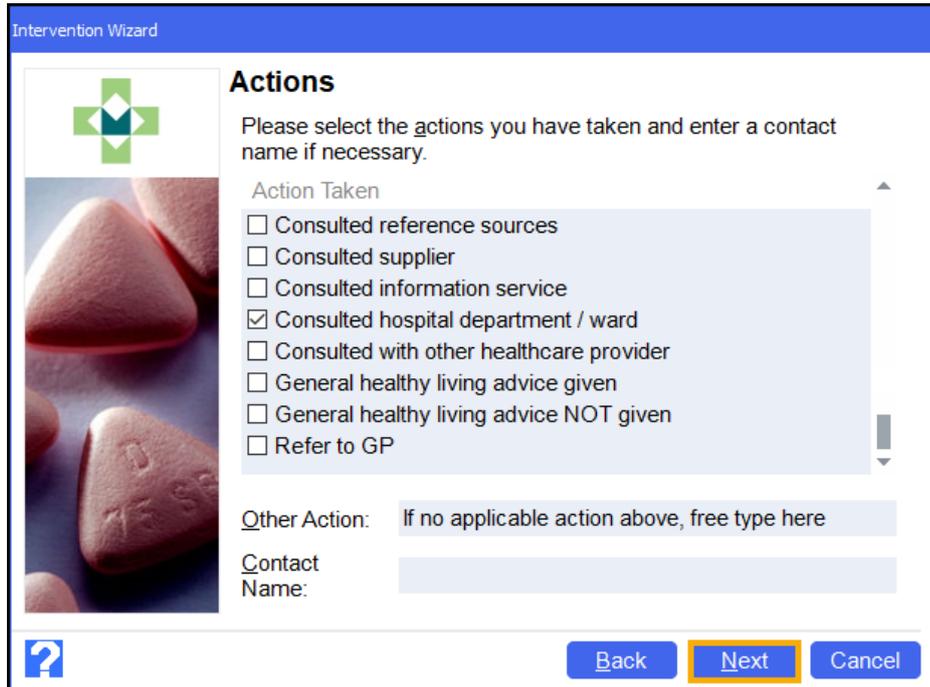
6. The **Intervention Wizard Reason** screen displays. Complete as outlined below:



- **Reason** - Select **Discharge Medicines Service Part 1**.
- **Notes** - Enter any notes if required.
- **Test Results** - N/A.

7. Select **Next** .

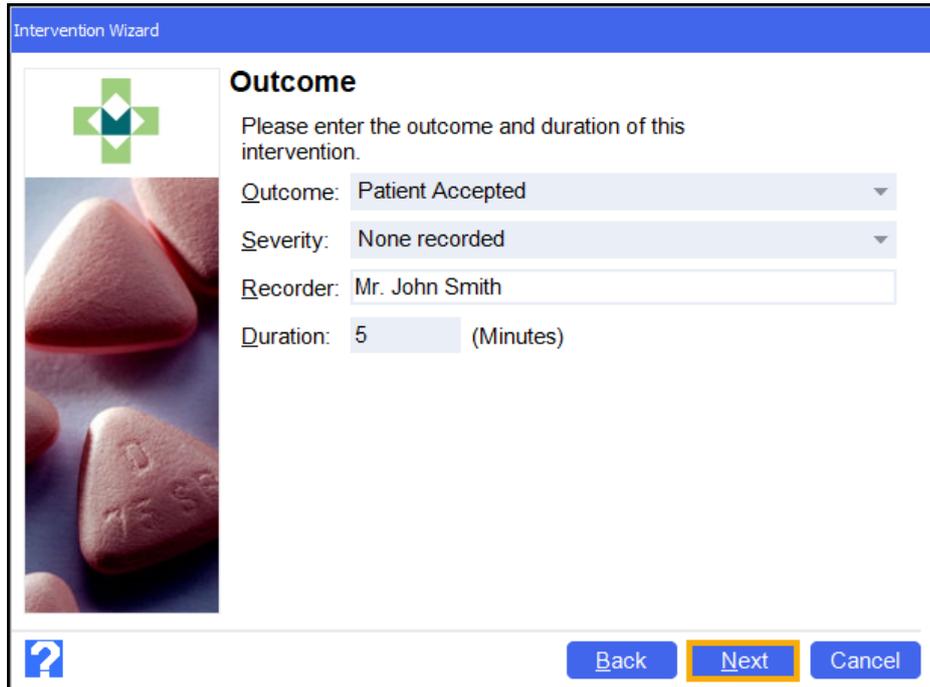
8. The **Intervention Wizard Actions** screen displays. Complete as outlined below:



- **Action Taken** - Select the required action.
- **Other Action** - Enter an additional action if required.
- **Contact Name** - Enter a contact name if required.

9. Select **Next** .

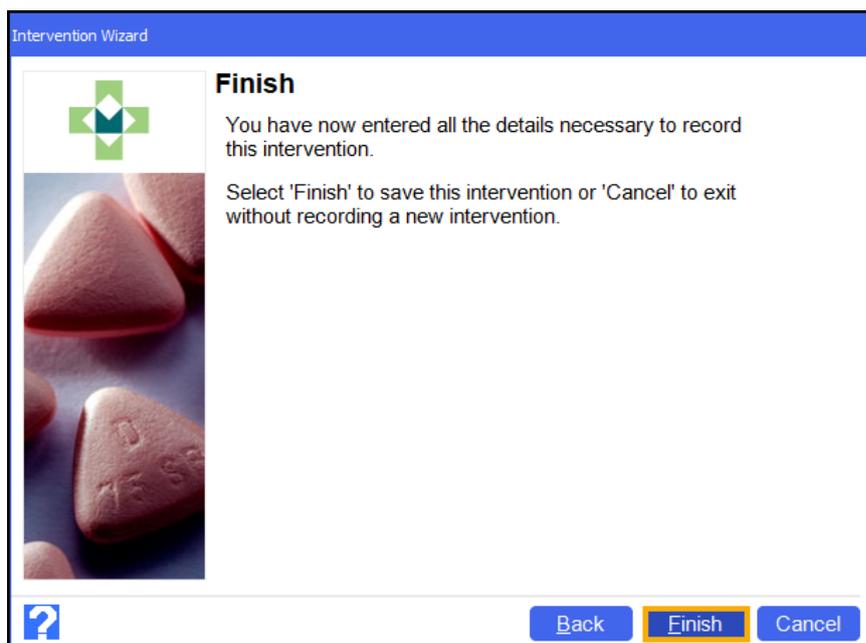
10. The **Intervention Wizard Outcome** screen displays. Complete as outlined below:



- **Outcome** - Select **Patient Accepted**.
- **Severity** - N/A.
- **Recorder** - Enter who recorded the intervention.
- **Duration** - Enter the duration of the intervention.

11. Select **Next** .

12. The **Intervention Wizard Finish** screen displays. Select **Finish** .



The intervention is recorded.

Stage 2

In Stage 2 of the DMS, the pharmacist/pharmacy technician dispenses the patient's first prescriptions after their discharge from hospital.

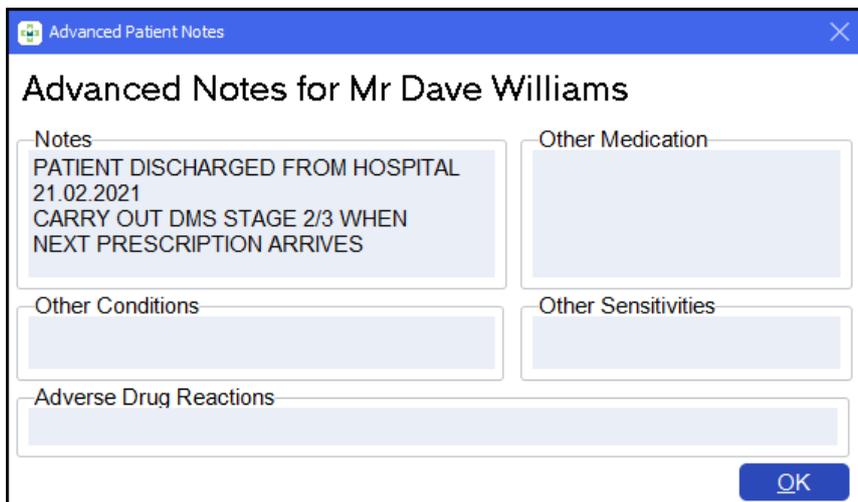
They must take account of the appropriate changes made during the hospital admission. If there are discrepancies or other issues, the pharmacy team should try to resolve them with the GP practice.

To complete Stage 2 of the DMS:

- Dispense the patient's prescription, see [Complete a Discharge Medicine Service \(DMS\)](#) on page 14 for details.
- Record Stage 2 of the DMS as an intervention in **Pharmacy Manager**, see [Recording a Stage 2 Intervention](#) on page 15 for details.

Dispensing the Patient's Prescription

When dispensing the patient's prescription, the below notice displays:



Advanced Patient Notes

Advanced Notes for Mr Dave Williams

Notes
 PATIENT DISCHARGED FROM HOSPITAL
 21.02.2021
 CARRY OUT DMS STAGE 2/3 WHEN
 NEXT PRESCRIPTION ARRIVES

Other Medication

Other Conditions

Other Sensitivities

Adverse Drug Reactions

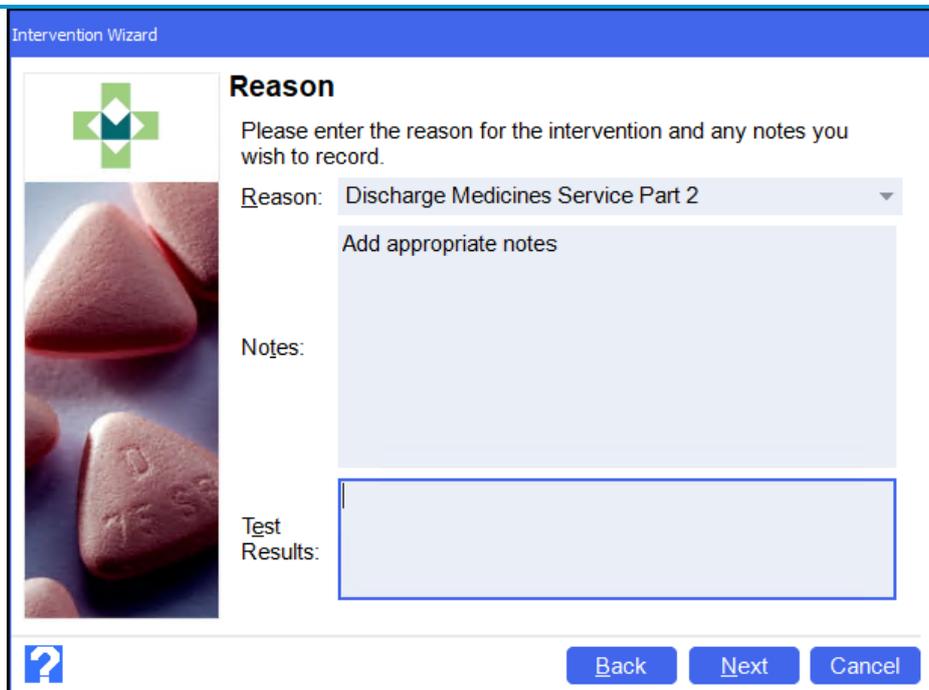
OK

Dispense the prescription as usual and pay specific attention to the changes made during the hospital admission.

Recording a Stage 2 Intervention

To record Stage 2 of the DMS as an intervention, follow the process outlined in [Recording an Intervention](#) on page 9 for details.

i Important - Ensure that you select **Discharge Medication Service Part 2** from the **Intervention Wizard Reason** screen.



The screenshot shows the 'Intervention Wizard' interface. On the left, there is a vertical sidebar with a green cross icon and a photograph of several pink, triangular tablets. The main area is titled 'Reason' and contains the following elements:

- A heading: **Reason**
- Instructional text: Please enter the reason for the intervention and any notes you wish to record.
- A dropdown menu labeled 'Reason:' with the selected option 'Discharge Medicines Service Part 2'.
- A text area labeled 'Notes:' with the placeholder text 'Add appropriate notes'.
- A text area labeled 'Test Results:' which is currently empty.

At the bottom of the screen, there are three buttons: a question mark icon, 'Back', 'Next', and 'Cancel'.

Stage 3

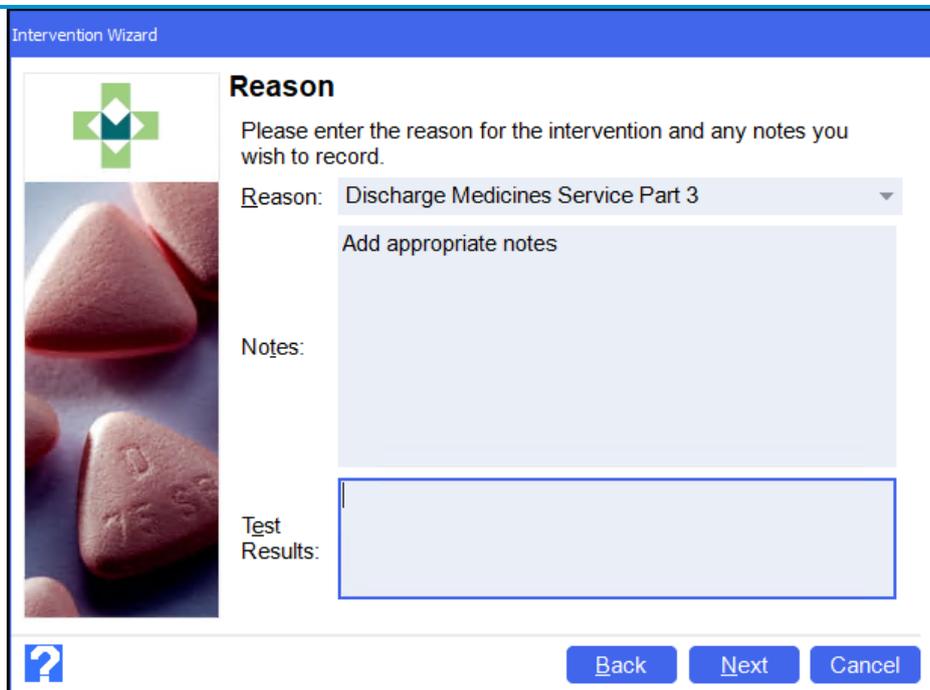
In Stage 3 of the DMS, you must hold a confidential discussion with the patient and/or their carer to check their understanding of what medication they are taking.

After this discussion takes place, you must record it as an intervention within **Pharmacy Manager**.

Recording a Stage 3 Intervention

To record Stage 3 of the DMS as an intervention, follow the process outlined in [Recording an Intervention](#) on page 9 for details.

 **Important** - Ensure that you select **Discharge Medication Service Part 3** from the **Intervention Wizard Reason** screen.



Intervention Wizard



Reason

Please enter the reason for the intervention and any notes you wish to record.

Reason: Discharge Medicines Service Part 3

Notes: Add appropriate notes

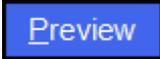
Test Results:

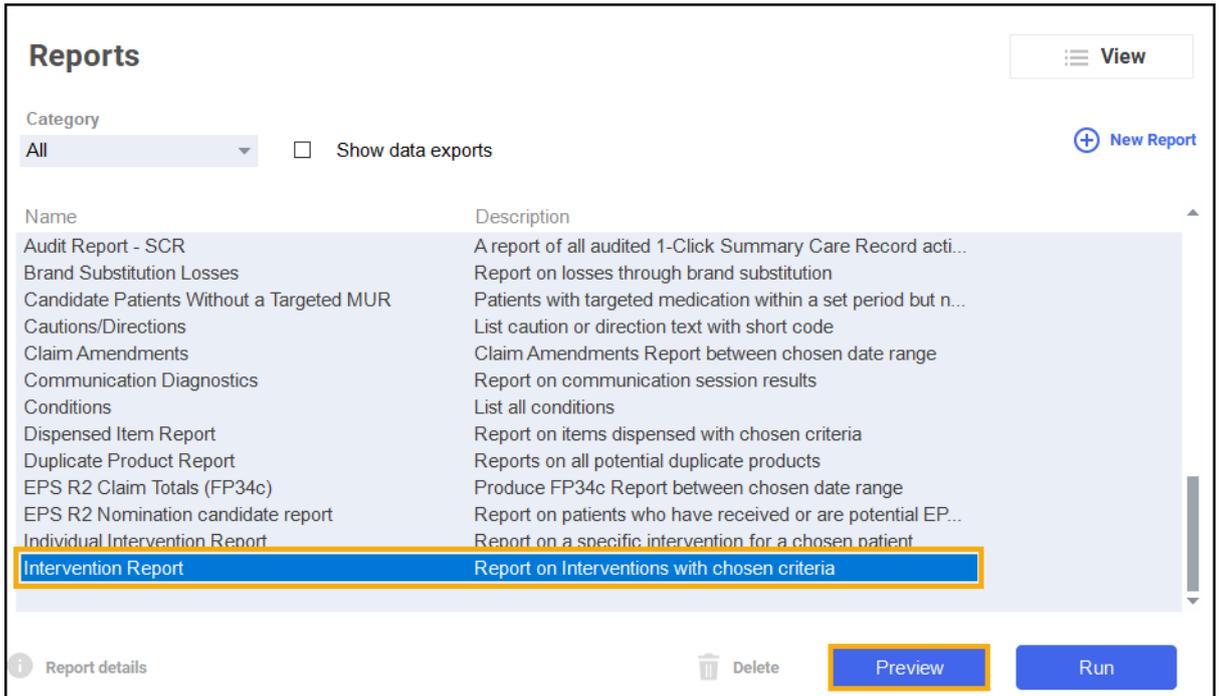
 [Back](#) [Next](#) [Cancel](#)

After completing all three stages, run a DMS report within **Pharmacy Manager** and retain it as proof that all three stages of the DMS are completed. See [Discharge Medicines Service \(DMS\) Report](#) on page 17 for details.

Discharge Medicines Service (DMS) Report

You can easily run a report within **Pharmacy Manager** to show that all three stages of the DMS have taken place. To run this report:

1. From the **Pharmacy Manager Side Navigation Bar** select **Reports** .
2. From the list of available reports, select **Intervention Report** and select **Preview** .



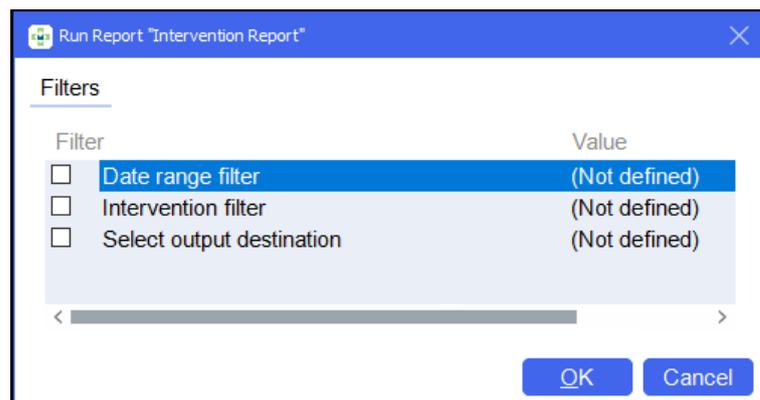
Reports View

Category: All Show data exports + New Report

Name	Description
Audit Report - SCR	A report of all audited 1-Click Summary Care Record acti...
Brand Substitution Losses	Report on losses through brand substitution
Candidate Patients Without a Targeted MUR	Patients with targeted medication within a set period but n...
Cautions/Directions	List caution or direction text with short code
Claim Amendments	Claim Amendments Report between chosen date range
Communication Diagnostics	Report on communication session results
Conditions	List all conditions
Dispensed Item Report	Report on items dispensed with chosen criteria
Duplicate Product Report	Reports on all potential duplicate products
EPS R2 Claim Totals (FP34c)	Produce FP34c Report between chosen date range
EPS R2 Nomination candidate report	Report on patients who have received or are potential EP...
Individual Intervention Report	Report on a specific intervention for a chosen patient
Intervention Report	Report on Interventions with chosen criteria

Report details Delete Preview Run

The **Run Report "Intervention Report"** screen displays:



Run Report "Intervention Report" X

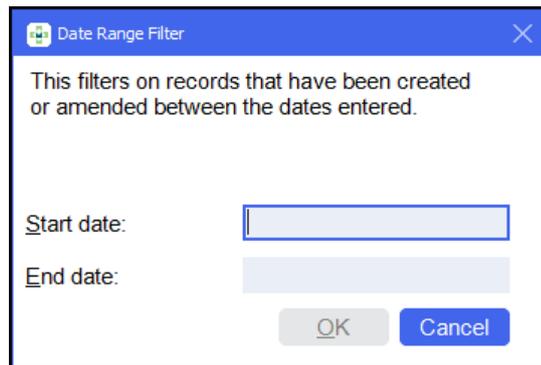
Filters

Filter	Value
<input type="checkbox"/> Date range filter	(Not defined)
<input type="checkbox"/> Intervention filter	(Not defined)
<input type="checkbox"/> Select output destination	(Not defined)

OK Cancel

3. Double click on the below options to set the following:

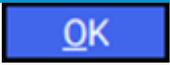
Date range filter



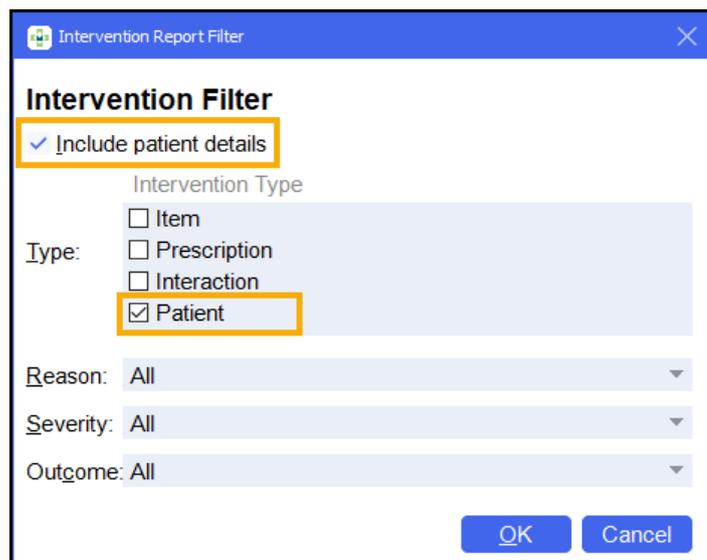
a. Set the date range required.



Training Tip - Type a **Full Stop.** and then press **Enter** on your keyboard to enter today's date.

b. Select **OK** .

Intervention filter

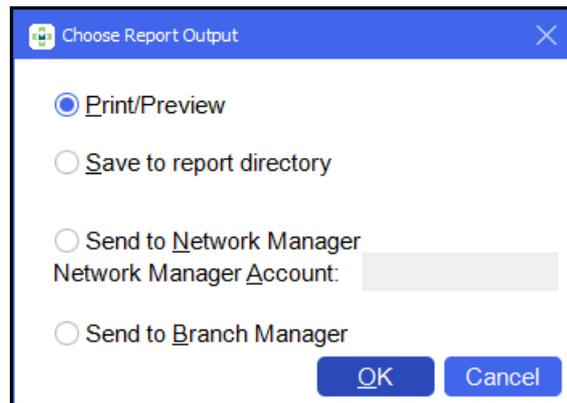


a. Complete as outlined below:

- **Include patient details** - Select **Include patient details**.
- **Type** - Select **Patient**.
- **Reason** - Select **All**.
- **Severity** - Select **All**.
- **Outcome** - Select **All**.

b. Select **OK** .

Select output destination



a. Select either:

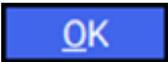
- **Print/Preview** - Opens a preview of the report.
- **Save to report directory** - To save the report to your system.



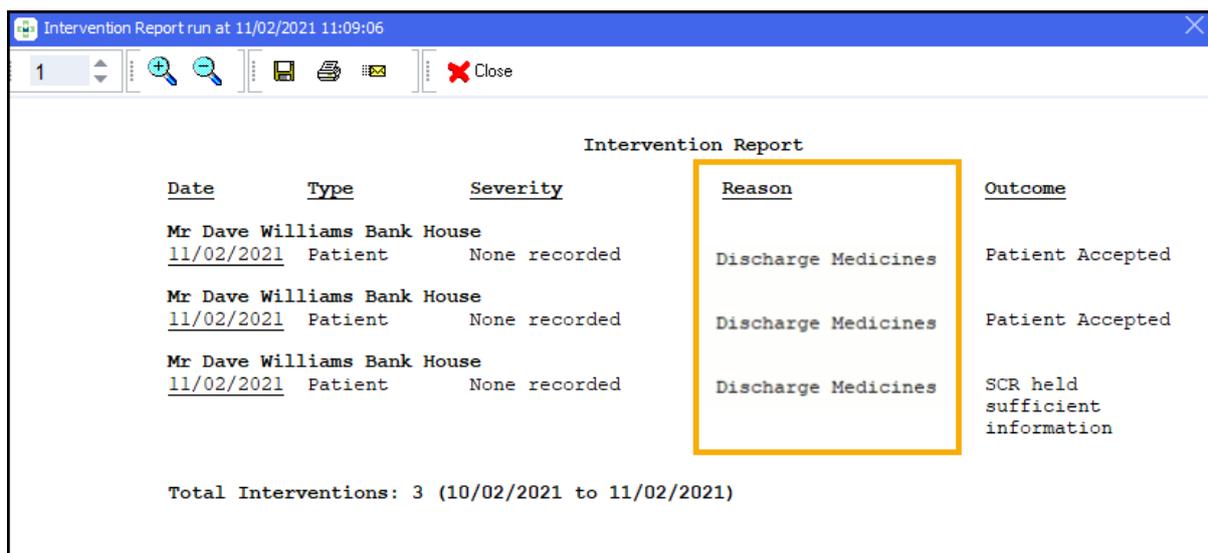
Training Tip - To view saved reports, from the **Reports** screen select **View - Saved Reports**.

- **Send to Network Manager** - Enter your Network Manager Account details.
- **Send to Branch Manager**.

b. Select **OK** .

4. Select **OK**  on the **Run Report** screen.

The **Intervention Report** displays and shows all 3 stages of the DMS:



<u>Date</u>	<u>Type</u>	<u>Severity</u>	<u>Reason</u>	<u>Outcome</u>
Mr Dave Williams <u>11/02/2021</u>	Bank House Patient	None recorded	Discharge Medicines	Patient Accepted
Mr Dave Williams <u>11/02/2021</u>	Bank House Patient	None recorded	Discharge Medicines	Patient Accepted
Mr Dave Williams <u>11/02/2021</u>	Bank House Patient	None recorded	Discharge Medicines	SCR held sufficient information

Total Interventions: 3 (10/02/2021 to 11/02/2021)