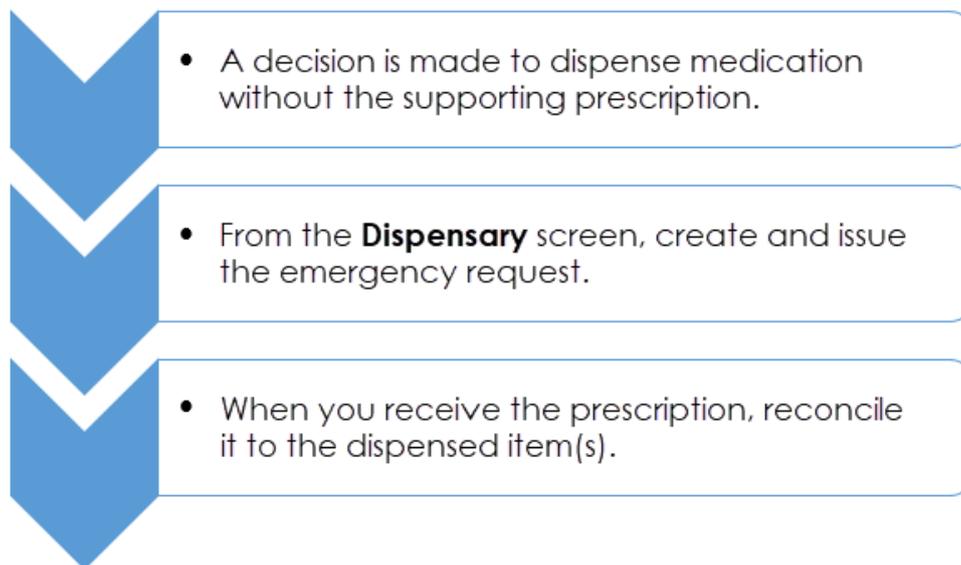


Quick Reference Guide - Processing Emergency Requests

If you receive a request from a GP to fulfil a prescription where the form is to be provided at a later time, you need to create an emergency request in **Pharmacy Manager**.

An Overview of the Emergency Request Process



Creating an Emergency Request

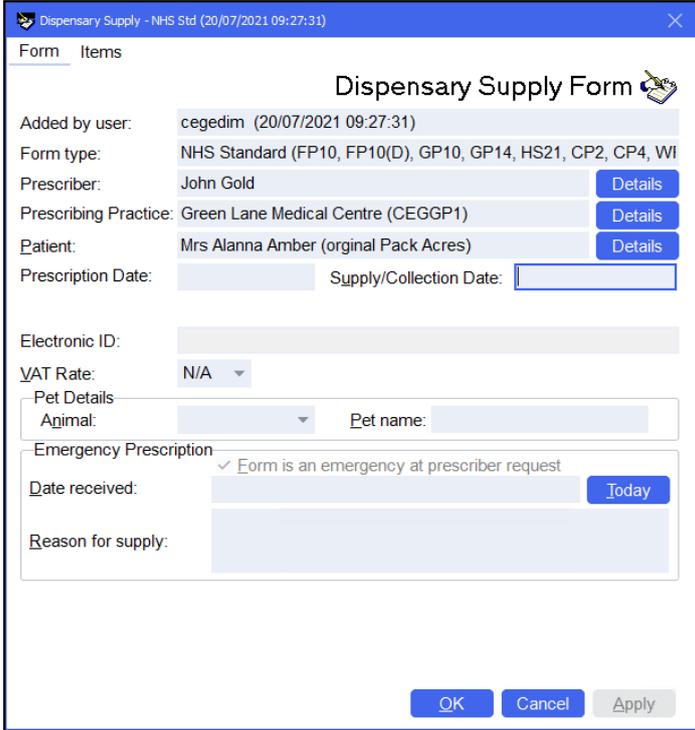
To create an emergency request:

1. From the **Pharmacy Manager Side Navigation Bar** select **Dispensary**



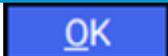
2. Enter the patient and prescriber details.
3. Add the item(s) in the same way as you would for a paper prescription.

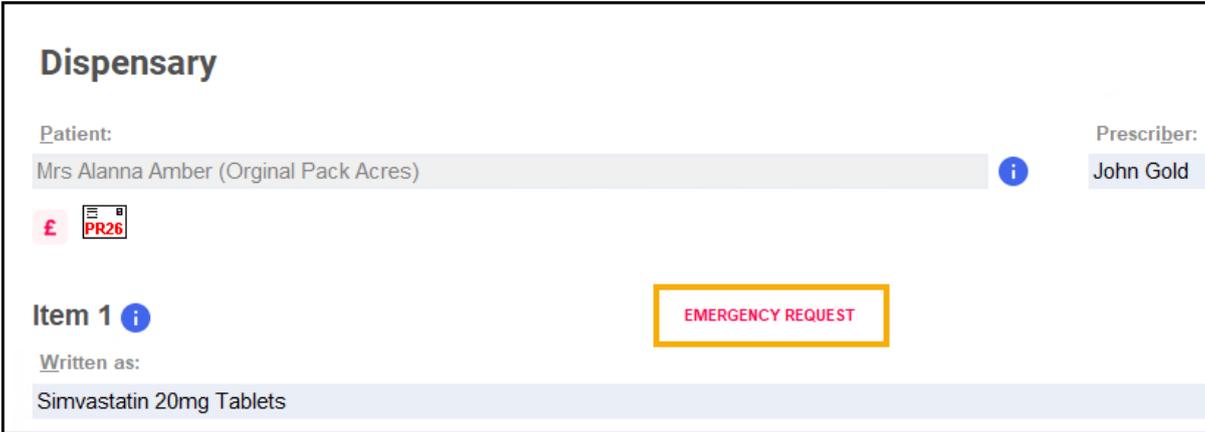
4. Select **Form**  - **Emergency Request** and the **Dispensary Supply** screen displays:



5. In **Reason for supply**, enter the reason for the emergency request.

 **Note** - Do not enter any dates until you have received the prescription from the prescriber.

6. Select **OK** . The **Dispensary** screen updates to show that this is now an **Emergency Request**:



7. Complete the dispensing process in the usual way and select **Finish**



The emergency request displays in the **Pending**  screen with the status **Emergency awaiting receipt**:

| Pending  | | | |
|---|----------------------------|------------|------------------|
| Filter list by | | | |
| All pending supplies | | | |
| <input type="checkbox"/> Include not endorsed | | | |
| Prescription Information | Status | Source | Date |
| Mrs Alanna Amber (Original Pack Acres): (1 item(s)) | Emergency awaiting receipt | Dispensary | 20/07/2021 15:32 |

Reconciling Emergency Requests

Once you receive the prescription, you should reconcile the emergency request.

There is a different process for reconciling electronic and paper prescriptions:

Electronic Prescriptions

To reconcile an electronic prescription:

1. From the **Pharmacy Manager Side Navigation Bar** select **eMessages** .
2. Highlight the prescription and select **Dispense** .
3. The **Matched Patient** screen displays, select **Next** .
4. The **Emergency Requests** screen displays, match the **Emergency Request Item** in the central column to the **Electronic Prescription Item** in the right-hand column:

| Patient Selection Wizard - Mrs Alanna Amber (Original Pack Acres) | | | | | | | | | | | | | | | |
|--|--|------------------------------|------------------------------|-------------------------|----------------|--|----------------|--|----------------------------------|--|--------------------------------|--|-------------------------|--|-------------------------|
| Mrs Alanna Amber Original Pack Acres | NHS: 3606062176 DoB: 02/04/1992 Age: 29 Sex: Female | | | | | | | | | | | | | | |
| Item 1 Salbutamol 100micrograms/dose inhaler CFC free 200 dose | Emergency Requests <table border="1"> <thead> <tr> <th>Emergency Request Item</th> <th>Electronic Prescription Item</th> </tr> </thead> <tbody> <tr> <td>Ibuprofen 400mg Tablets</td> <td>Unmatched Item</td> </tr> <tr> <td></td> <td>Unmatched Item</td> </tr> <tr> <td></td> <td>Salbutamol 100micrograms/dose in</td> </tr> <tr> <td></td> <td>Beclometasone 100micrograms/do</td> </tr> <tr> <td></td> <td>Cetirizine 10mg tablets</td> </tr> <tr> <td></td> <td>Ibuprofen 400mg tablets</td> </tr> </tbody> </table> | Emergency Request Item | Electronic Prescription Item | Ibuprofen 400mg Tablets | Unmatched Item | | Unmatched Item | | Salbutamol 100micrograms/dose in | | Beclometasone 100micrograms/do | | Cetirizine 10mg tablets | | Ibuprofen 400mg tablets |
| Emergency Request Item | | Electronic Prescription Item | | | | | | | | | | | | | |
| Ibuprofen 400mg Tablets | Unmatched Item | | | | | | | | | | | | | | |
| | Unmatched Item | | | | | | | | | | | | | | |
| | Salbutamol 100micrograms/dose in | | | | | | | | | | | | | | |
| | Beclometasone 100micrograms/do | | | | | | | | | | | | | | |
| | Cetirizine 10mg tablets | | | | | | | | | | | | | | |
| | Ibuprofen 400mg tablets | | | | | | | | | | | | | | |
| Inhale one or two doses when required | | | | | | | | | | | | | | | |
| DM+D: 320139002 | | | | | | | | | | | | | | | |
| Item 2 Beclometasone 100micrograms/dose inhaler CFC free 200 dose | | | | | | | | | | | | | | | |
| Inhale one dose twice a day | | | | | | | | | | | | | | | |
| DM+D: 408063002 | | | | | | | | | | | | | | | |
|    | | | | | | | | | | | | | | | |

5. Select **Next**  and then select **Finish** .

- Complete the dispensing process in the usual way and select **Finish**

Finish



Note – If the prescription is for precisely the amount dispensed as the emergency request, no label is printed.

Paper Prescription

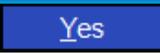
To reconcile a paper prescription:

- From the **Pharmacy Manager Side Navigation Bar** select **Pending** .

- Locate the emergency request and select **Edit** .

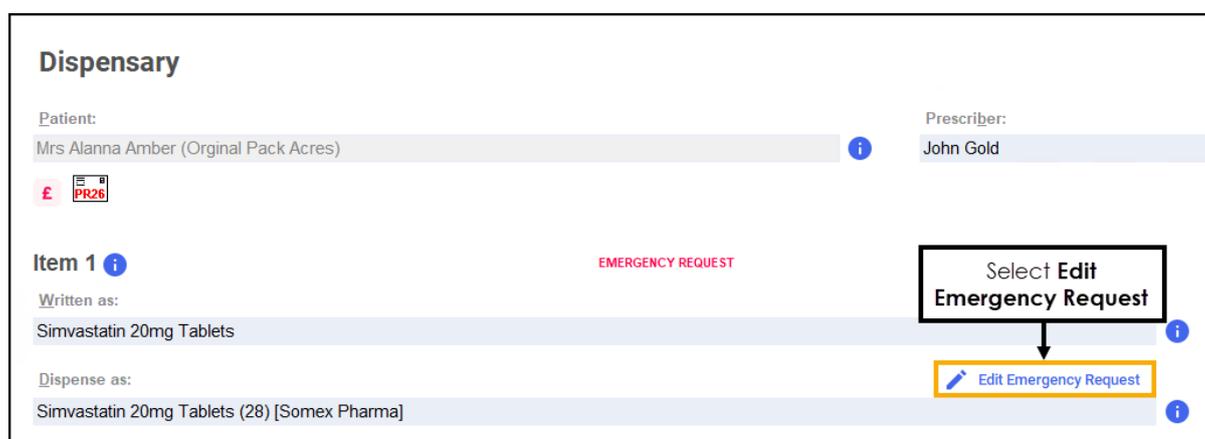


Remember - You can filter the **Pending** screen by selecting **Show pendings with status** and **Emergency awaiting receipt**.

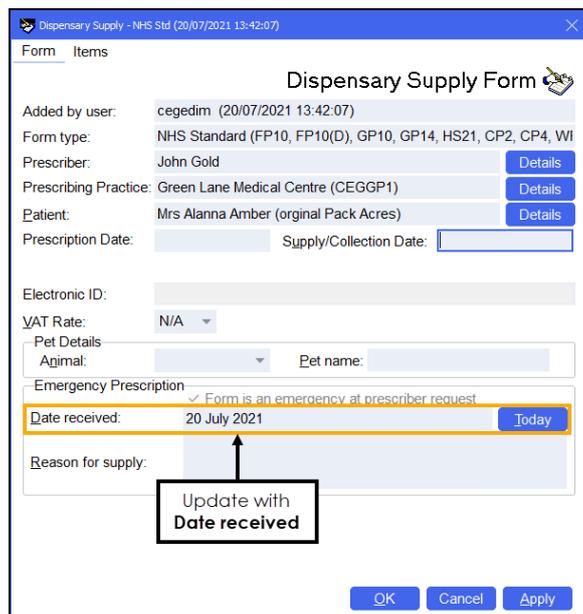
- The **Edit Dispensed Item** prompt displays, select **Yes** .



- The **Dispensary** screen displays the emergency request. Select **Edit Emergency Request**:



- The **Dispensary Supply** form displays, enter the appropriate date in **Date received** or select **Today** to enter today's date:



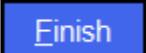
- Select **OK** .

- Update the quantity or directions if required.

 **Note** – If you are making changes to the quantity, you need to consider the previous quantity supplied, for example, if 5 were supplied as an emergency request and the prescription is for 15, the quantity should be written as '5, 10' as you will be providing 10 to make up the prescription.

- Discard the first label printed as this is for the previous quantity supplied as an emergency request.

- Complete the dispensing process in the usual way and select **Finish**

.

- The emergency request clears from the **Pending** screen.

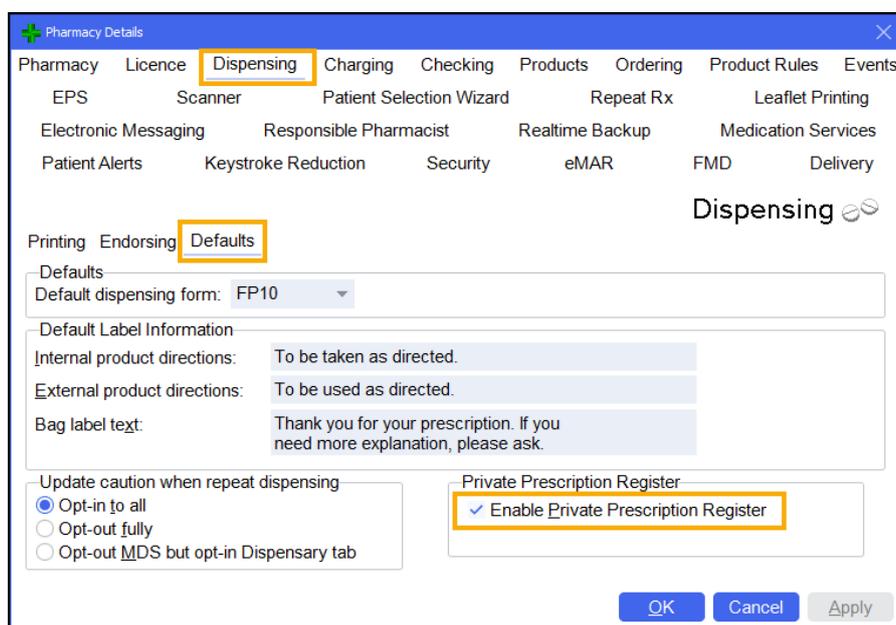
Private Prescription Register Report

The **Private Prescription Register** enables you to replace your manual private prescription book with an electronic record.

 **Note - Pharmacy Manager** now records Emergency Requests within the **Private Prescription Register**.

To enable the **Private Prescription Register**:

1. From the **Pharmacy Manager Menus** select **Tools - System Settings - Pharmacy Details** and then, from the **Dispensing** tab select the **Defaults** tab:



The screenshot shows the 'Pharmacy Details' window with the 'Dispensing' tab selected. The 'Defaults' sub-tab is active. The 'Private Prescription Register' section has the 'Enable Private Prescription Register' checkbox checked. Other visible options include 'Update caution when repeat dispensing' with 'Opt-in to all' selected, and 'Default dispensing form' set to 'FP10'.

2. Under **Private Prescription Register**, tick **Enable Private Prescription Register**.

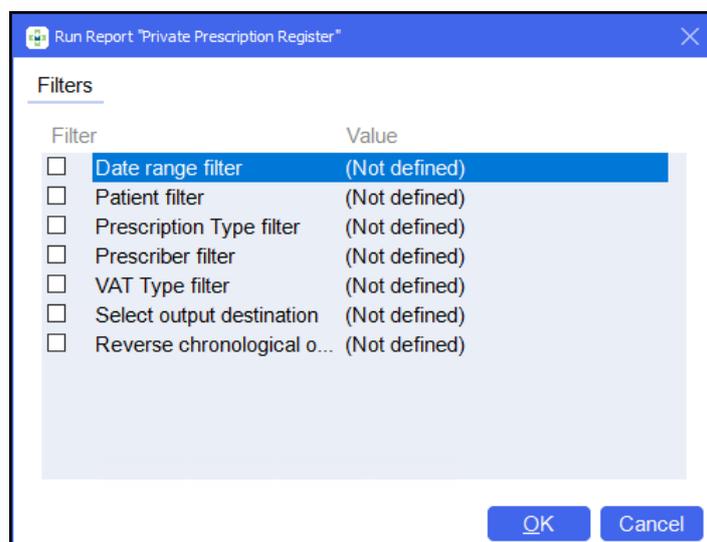
 For more details see [Pharmacy Details - Dispensing tab](#) in the **Pharmacy Manager Help Centre**.

To view the **Private Prescription Register** report:

1. From the **Pharmacy Manager Side Navigation Bar** select **Reports** .
2. From the list of reports, select **Private Prescription Register** and then **Run**:



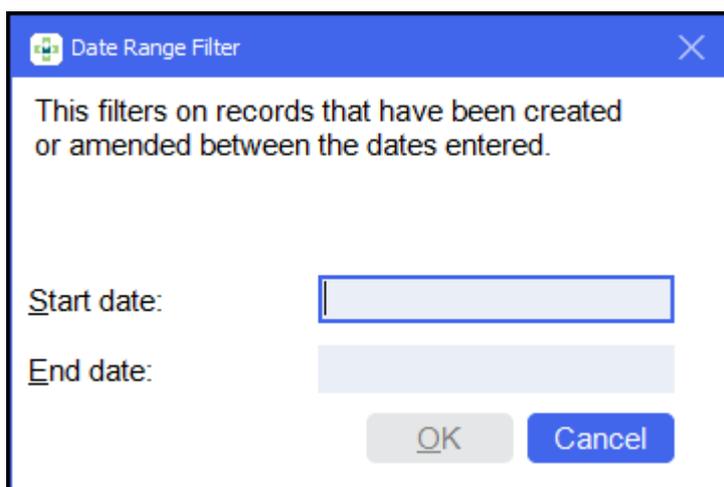
3. The **Run Report "Private Prescription Register"** screen displays:



4. Double click on the filter options as required to narrow down your search, or leave blank if the filter is not required.

Select the filter below to display details:

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.



Note - If you do not select a date range **Pharmacy Manager** displays all records.

- b. Select **OK** .

Patient filter



- a. Enter the patient's name and select **Find** .



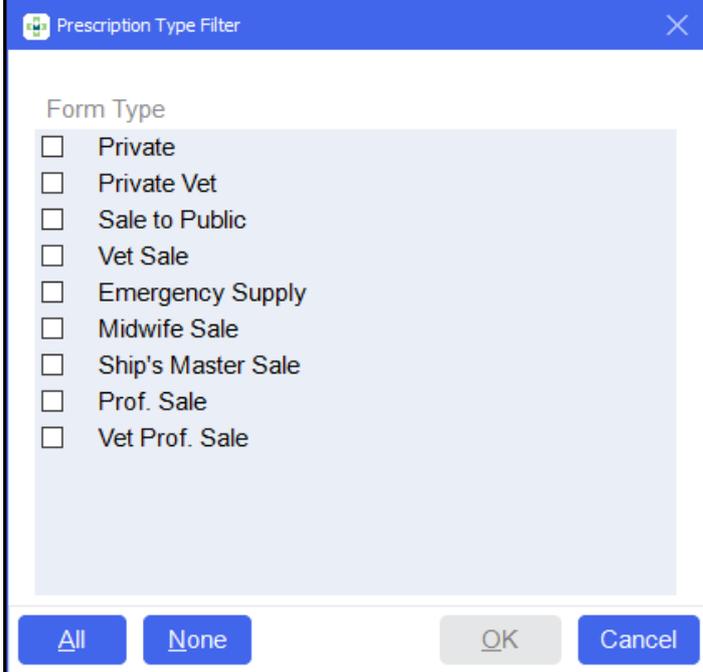
Note - You can only select one patient at a time.

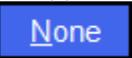
- b. The Find Patient screen displays, select the required patient.

- c. Select **OK** .

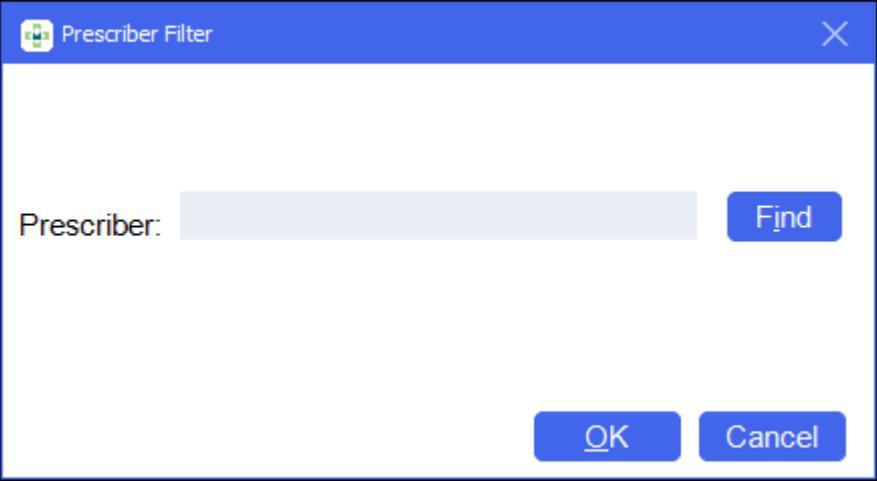
- d. Select **OK** .

Prescription Type filter



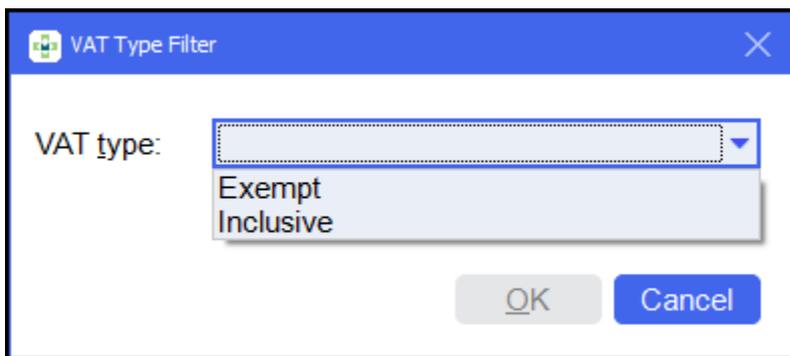
- a. Tick the prescription types to include in the report. Select **All**  or **None**  to bulk select or deselect as required.
- b. Select **OK** .

Prescriber filter



- a. Enter the prescriber's name and select **Find** .
- b. The **Find Prescriber** screen displays, select the required prescriber.
- c. Select **OK** .
- d. Select **OK** .

VAT Type filter

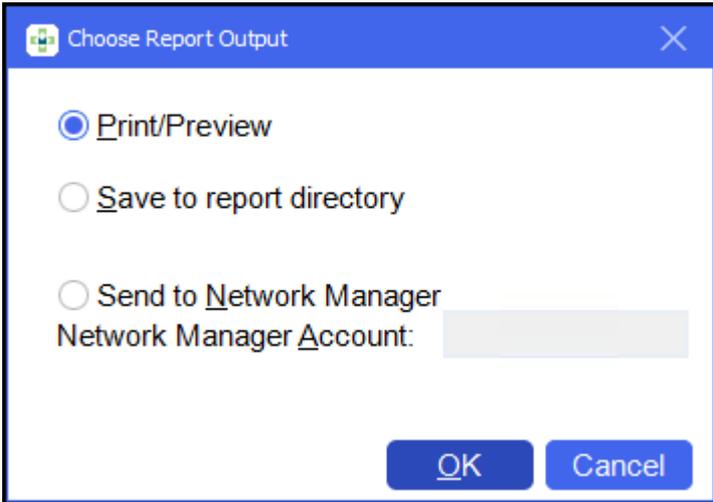


a. Select either **Exempt** or **Inclusive** from the list as required:

| Category | VAT Exempt | Including VAT |
|--|------------|---------------|
| Private prescription | ✓ | |
| Private CD prescription | ✓ | |
| Emergency supplies at patient's request | | ✓ |
| Private PGD | | ✓ |
| Ship's master | | ✓ |
| Midwife sale | ✓ | |
| Sales | | ✓ |
| Veterinary - professional, private and sale | | ✓ |
| Independent prescriber, for example, physiotherapist | ✓ | |

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.

b. Select **OK**



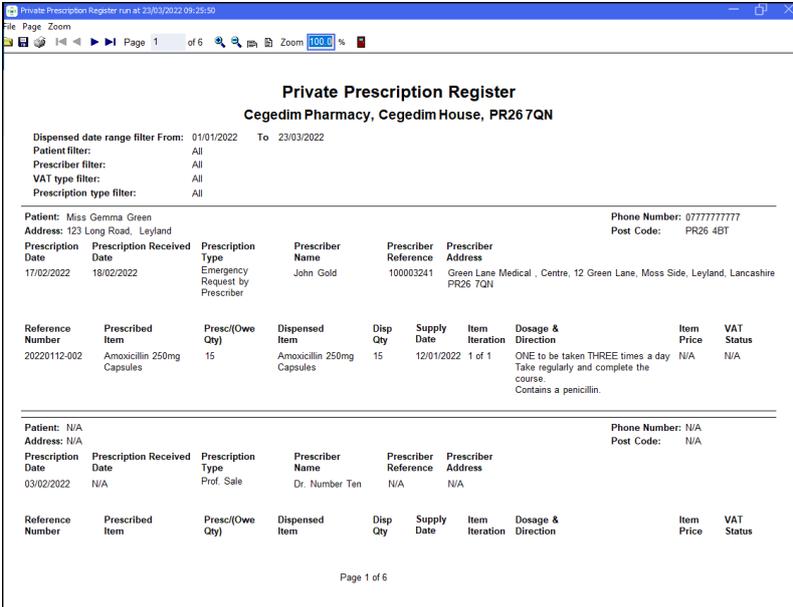
Reverse chronological order

a. Place a tick next to **Reverse chronological order** to reverse the output order.

5. Select **OK**



The **Private Prescription Register** report displays:



| Reference Number | Prescribed Item | Presc(Owe Qty) | Dispensed Item | Disp Qty | Supply Date | Item Iteration | Dosage & Direction | Item Price | VAT Status |
|------------------|----------------------------|----------------|----------------------------|----------|-------------|----------------|--|------------|------------|
| 20220112-002 | Amoxicillin 250mg Capsules | 15 | Amoxicillin 250mg Capsules | 15 | 12/01/2022 | 1 of 1 | ONE to be taken THREE times a day Take regularly and complete the course. Contains a penicillin. | N/A | N/A |

➔ See [Saving, Viewing and Sending Reports](#) in the **Pharmacy Manager Help Centre** for details.

The **Private Prescription Register** report displays the following totals:

- The item price for each prescribed medication item on the prescription:

| Reference Number | Prescribed Item | Presc Qty | Dispensed Item | Disp Qty | Item Iteration | Dosage & Direction | Item Price | VAT Status |
|------------------|----------------------|-----------|----------------------|----------|----------------|---|------------|------------|
| 20180510-006 | Lipitor 40mg Tablets | 84 | Lipitor 40mg Tablets | 84 | 1 of 1 | ONE to be taken at NIGHT after evening meal | £112.88 | Exempt |



Training Tip - The reference number consists of **yyyymmdd-nnn** where **yyyymmdd** is the dispense date and **nnn** is the number of the instance during that day. You can switch off the Reference Number option in **Printer Details**, see [Private Prescription Register Reference Numbers](#) in the **Pharmacy Manager Help Centre** for details.

- A total item price for the filtered report:

| Reference Number | Prescribed Item | Presc Qty | Dispensed Item | Disp Qty | Item Iteration | Dosage & Direction | Item Price | VAT Status |
|------------------|----------------------|-----------|----------------------|----------|----------------|---|--------------------------|------------|
| 20180510-006 | Lipitor 40mg Tablets | 84 | Lipitor 40mg Tablets | 84 | 1 of 1 | ONE to be taken at NIGHT after evening meal | £112.88 | Exempt |
| | | | | | | | Total Item Price: | £112.88 |



Note - If an item is fully owed, it does not appear in the private prescription register until some or all of the outstanding balance is dispensed. If an item is partially owed, the full cost displays regardless of the owing balance. When the balance is collected, it therefore displays as zero.