

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:

- 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 _____ - Supply screen displays:

- Emergency Request and the Dispensary

bispensary Supply - NHS	Std (20/07/2021 09:27:31)	
Form Items		
	Dispensary Supply Fo	rm 📎
Added by user:	cegedim (20/07/2021 09:27:31)	Ĩ
Form type:	NHS Standard (FP10, FP10(D), GP10, GP14, HS21, CP2	, CP4, WI
Prescriber:	John Gold	Details
Prescribing Practice	Green Lane Medical Centre (CEGGP1)	Details
<u>P</u> atient:	Mrs Alanna Amber (orginal Pack Acres)	Details
Prescription Date:	Supply/Collection Date:	
Electronic ID:		
VAT Rate:	N/A 📼	
Pet Details	▼ Pet name:	
Emergency Presci	ription	
Data reasived:	 Eorm is an emergency at prescriber request 	-
Date received.		loday
Reason for supply:		
	<u>O</u> K Cancel	Apply

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

Dispensary			
Patient:			Prescriber:
Mrs Alanna Amber (Orginal Pack Acres)		0	John Gold
E PR26			
ltem 1 🕦	EMERGENCY REQUEST		
Written as:			
Simvastatin 20mg Tablets			

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	•			
Include not endorsed		Chatura	Course	Data
Prescription Information		Status	Source	Date
Mrs Alanna Amber (Orgina	al 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:

Mrs Alanna Amber Orginal Pack Acres	NHS: 3606062176 DoB: 02/04/1992 Age: 29	Î	Emergency Requests Emergency Request Item Ibuprofen 400mg Tablets	Electronic Prescription Item
Item 1 Salbutamol 100micro, CFC free 200 dose Inhale one or two dose DM+D: 320139002 Item 2 Beclometasone 100m inhaler CFC free 200 dose Inhale one dose twice DM+D: 408063002	Sex: Female grams/dose inhaler es when required iicrograms/dose a day			Unmatched Item Salbutamol 100micrograms/d Beclometasone 100micrograr Cetirizine 10mg tablets Ibuprofen 400mg tablets
				<u>B</u> ack <u>N</u> ext Ca



6. Complete the dispensing process in the usual way and select **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:

1. From the Pharmacy Manager Side Navigation Bar select Pending

Edit

2. Locate the emergency request and select Edit

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

3. The Edit Dispensed Item prompt displays, select Yes



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

Dispensary			
Patient:			Prescri <u>b</u> er:
Mrs Alanna Amber (Orginal Pack Acres)		0	John Gold
£ PR26			
Itom 1	ENERGENCY REQUEST		
	EMERGENCY REQUEST		Select Edit
Written as:	EMERGENCY REQUEST		Select Edit Emergency Request
Written as: Simvastatin 20mg Tablets			Select Edit Emergency Request
Written as: Simvastatin 20mg Tablets	EMERGENC Y REQUEST		Select Edit Emergency Request



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

Form Items	
	Dispensary Supply Form 🇞
Added by user:	cegedim (20/07/2021 13:42:07)
Form type:	NHS Standard (FP10, FP10(D), GP10, GP14, HS21, CP2, CP4, V
Prescriber:	John Gold Details
Prescribing Practice:	Green Lane Medical Centre (CEGGP1) Details
Patient:	Mrs Alanna Amber (orginal Pack Acres) Details
Prescription Date:	Supply/Collection Date:
Electronic ID:	
VAT Rate:	N/A 👻
Pet Details	 Bet name:
Emergency Prescr	intion
	 Form is an emergency at prescriber request
Date received:	20 July 2021 Ioday
Reason for supply:	<u>Î</u>
	Update with Date received
	OK Capaol Apply

- 6. Select **OK**
- 7. 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.

- 8. Discard the first label printed as this is for the previous quantity supplied as an emergency request.
- 9. Complete the dispensing process in the usual way and select **Finish**
- 10. 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**:

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

📫 Pharmacy D	Details							X
Pharmacy	Licence	Dispensing	Charging	Checking	Products	Ordering	Product Rules	Events
EPS	Sc	anner	Patient Sel	ection Wizard	F	≀epeat Rx	Leaflet P	rinting
Electronic	c Messaginç	g Respo	nsible Pharn	nacist	Realtime E	3ackup	Medication Se	ervices
Patient A	lerts	Keystroke Re	duction	Security	eMA	٨R	FMD D	elivery
Printing E	indorsing C)efaults					Dispensing] 88
Default die	spensing for	m: FP10	-					
Default L	abel Informa	ation						
Internal pr	roduct direct	tions: To be	e taken as dii	rected.				
External p	product direct	otions: To be	e used as dir	ected.				
Bag label	te <u>x</u> t:	Than need	k you for you more explar	ir prescription. nation, please	. If you ask.			
Update ca Opt-in t Opt-ou Opt-ou	aution when <u>t</u> o all ıt <u>f</u> ully ıt <u>M</u> DS but c	repeat dispens	sing ry tab	Private	Prescriptio able <u>P</u> rivate	n Register Prescriptio	ın Register	
						<u>о</u> к	Cancel	<u>A</u> pply

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

For more details see <u>Pharmacy Details - Dispensing tab</u> 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**:

=	Reports		≡ View
f	Category All Show data exp	orts D Show audit reports	New Report
B	Name	Description	*
	Individual Intervention Report Intervention Report Intervention Statistics Report Low/Dead/Excess Stock Medicines Use Review Report NESO Products Report NHS Totals (PP34) NHC Totals (PP34) Nen Complemene OAP Patent list Oditen Owed Products Owings Patent Details Report	Report on a specific intervention for a chosen patient Report on Interventions with chosen criteria Statistics report on interventions made in a chosen period List products with selected stock levels Report on MURs with chosen criteria Statistics report on Message Dynamics activity for a chos Lak NCSD products with chosen criteria Produce FP34 Report between chosen date range List all patients who have been non-compliant List patients who have Cean non-compliant List the most of hen owed products List the most of hen owed products List owings between a chosen date range	
	Patient History Patient Report Personal List Changes Report Personal List Changes Report Presenter Report Presenter Report Product Report Product Usage Report Stock Adjustments Stopp Ruparate Report Top N Usage Report Top N Usage Point Report Point Rep	Produce a patient's medication history List patients with chosen criteria Report on Personal List Amendments Patients who may be due an MUR List prescribers with chosen criteria Dispension supply throughput, with time ranges showing r Report on terms dispersed by private prescriptions List products with chosen criteria Report on Repark R.P. Patients Report on Repark R.P. Patients Responsible Pharmacist activity report Prescribed item throughput, totaled by NHS & Private Pr Report on manual stock adjustments Report on selected products usage	Select Run
3	Report details	region of metris added by User	w Run

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

🖶 Run	Report "Private Prescription Register			×
Filter	S			
Filte	er	Value		
	Date range filter Patient filter Prescription Type filter Prescriber filter VAT Type filter Select output destination Reverse chronological o	(Not defined) (Not defined) (Not defined) (Not defined) (Not defined) (Not defined)		
			<u>0</u> K	Cancel

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

📳 Date Range Filter		×
This filters on records or amended between	that have been created the dates entered.	I
Start date:		
End date:		
	<u>O</u> K Cano	el

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



	युक्त Patient Filter	×
	Patient:	Eind
	<u>_</u> K	Cancel
C	a. Enter the patient's name and select Find	nd
/	Note - You can only select one patient at a time	•
k	b. The Find Patient screen displays, select the rec	quired patient
C	c. Select OK	
C	d. Select OK	



Prescription Type filter

Private Private Vet Sale to Public		
Vet Sale Emergency Supply Midwife Sale Ship's Master Sale		
Vet Prof. Sale		

- a. <u>Tick the prescription types to include in the report.</u> Select All
- $\underline{All} \text{ or None } \underline{None} \text{ to bulk select or deselect as required.}$

Prescriber filter

🖶 Prescriber Filte	er'		×
Prescriber:			Find
		<u>0</u> K	Cancel
			Cancel

- b. The Find Prescriber screen displays, select the required prescriber.
- c. Select **OK** <u>OK</u>. d. Select **OK** <u>OK</u>.



VAT Type filter

📳 VAT Type Fi	lter		×
VAT <u>t</u> ype:	Exempt Inclusive		~
		<u>0</u> K	Cancel

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

Category	VAT Exempt	Including VAT
Private prescription	~	
Private CD prescription	\checkmark	
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

🖶 Choose Report Output	\times
<u>P</u> rint/Preview	
Save to report directory	
Send to <u>N</u> etwork Manager	
<u>O</u> K Can	cel

- 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.



Reverse chronological order

- a. Place a tick next to **Reverse chronological order** to reverse the output order.
- 5. Select OK

. The Private Prescri	ption Register	report dis	plays:
	phon Register	TOPOIT OIS	prays.

			Filvale Fil	scrip	tion R	kegiste	r		
		Ceg	edim Pharmacy	, Cege	dim Ho	use, PR	26 7 Q N		
Dispensed of Patient filter Prescriber f VAT type fil Prescription	ate range filter From: : lter: er: type filter:	01/01/2022 To All All All All All	23/03/2022						
Patient: Miss Address: 123	Gemma Green .ong Road, Leyland						Phone Numb Post Code:	er: 07777 PR26	777777 4BT
Prescription Date 17/02/2022	Prescription Received Date 18/02/2022	Prescription Type Emergency Request by Prescriber	Prescriber Name John Gold	Preso Refer 1000	riber Pr ence Ac 13241 Gi Pl	rescriber ddress reen Lane Me R26 7QN	dical , Centre, 12 Green Lane, Moss :	Side, Leyla	and, Lancashi
Reference	Prescribed	Presc/(Owe Qty)	Dispensed Item	Disp Qty	Supply Date	ltem Iteration	Dosage & Direction	ltem Price	VAT Status
Number			Amoxicillin 250mg	15	12/01/202	12 1 of 1	ONE to be taken THREE times a day Take regularly and complete the	N/A	N/A
Number 20220112-002	Amoxicillin 250mg Capsules	15	Capsules				course. Contains a penicillin.		
Patient: N/A Address: N/A	Amoxicillin 250mg Capsules	15	Capsules				Contains a penicillin. Phone Numb Post Code:	er: N/A N/A	
Patient: N/A Address: N/A Prescription Date 03/02/2022	Amoxicilin 250mg Capsules Prescription Received Date N/A	Prescription Type Prof. Sale	Capsules Prescriber Name Dr. Number Ten	Preso Refer N/A	riber Pr ence Ac N	rescriber ddress /A	course Contains a penicillin. Phone Numb Post Code:	er: N/A N/A	



See <u>Saving</u>, <u>Viewing and Sending Reports</u> 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	Prescribed	Presc	Dispensed	Disp	Item	Dosage &	ltem	VAT
Number	Item	Qty	Item	Qty	Iteration	Direction	Price	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 yyyymmddnnn 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 <u>Private</u> <u>Prescription Register Reference Numbers</u> 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	ltem Iteration	Dosage & Direction	ltem 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.