



Pharmacy Manager

Getting Started Guide - England

Version 1.0

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Logging in to Pharmacy Manager



Logging into Pharmacy Manager (Wales) (0:57)


To log in to **Pharmacy Manager**:

1. From your computer, either:

-

Double click **Pharmacy Manager**  on your desktop, or

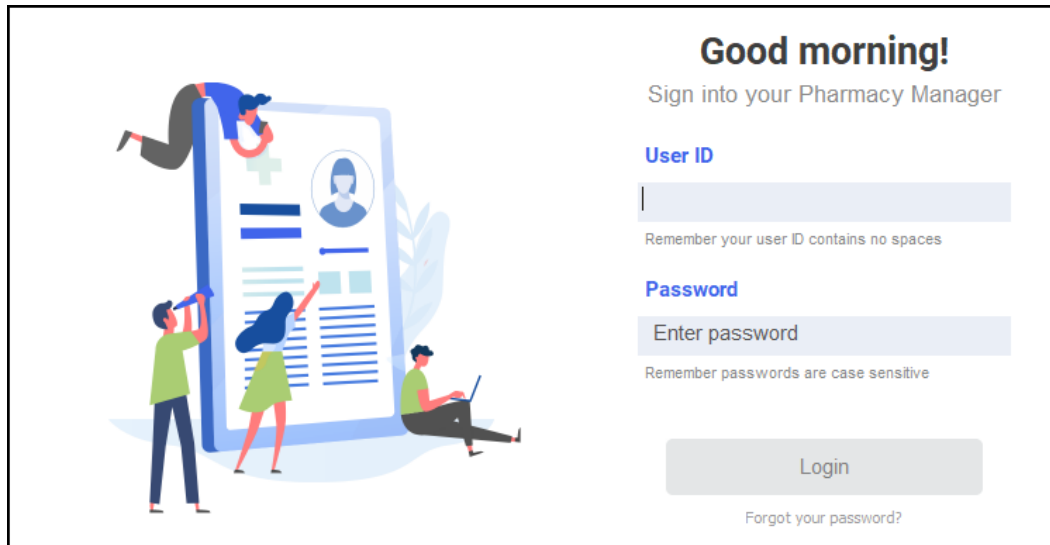
-

Select **Windows**  and then **Pharmacy Manager** from the available list of programs.

2. Depending on your country you have the following options:

England

a. The log in screen displays:



b. NHS Smartcards are used for logging in to **Pharmacy Manager** in England, this provides access to both **Pharmacy Manager** and the Electronic Prescription Service (EPS).



Note - Your NHS Smartcard must be linked to your **Pharmacy Manager** account.

a. Insert your Smartcard into the reader and enter your passcode:

terms and conditions.' At the bottom right are 'Cancel' and 'OK' buttons." data-bbox="270 559 882 822"/>

b. Select **OK** to proceed.

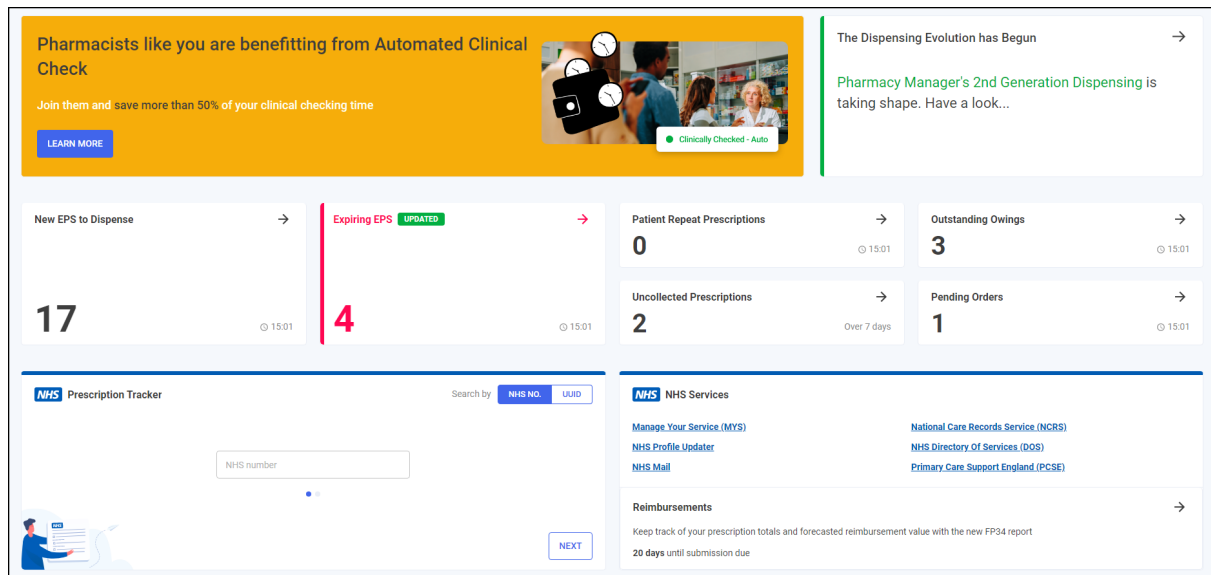
c. Enter your **User ID** and **Password**.

d. Select **Login** .

The **Pharmacy Manager Dashboard** displays.

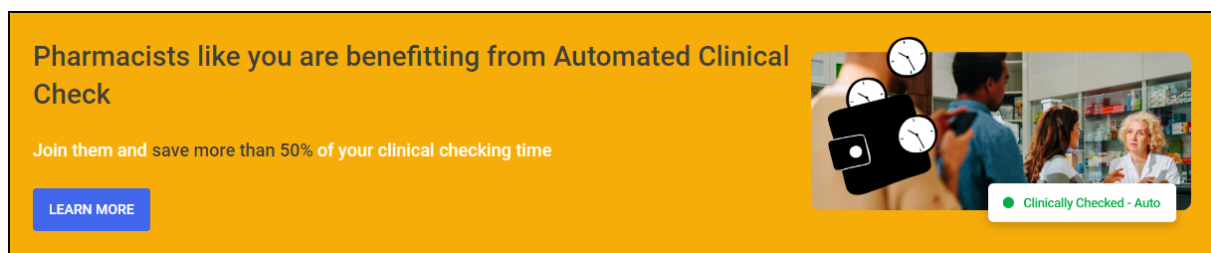
Navigating the Pharmacy Manager Dashboard (England)

When you log into **Pharmacy Manager**, the **Pharmacy Manager Intelligent Dashboard** displays:



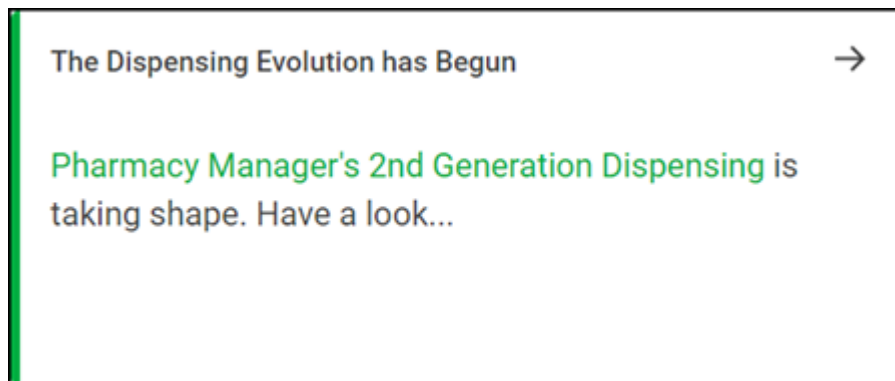
The dashboard displays dynamic tiles, giving you a real time overview of your pharmacy workload. The Dashboard consists of the following files:

Pharmacists like you are benefitting from Automated Clinical Check



Are you seeing the time savings from the latest dispensing features? See [Dispensing Best Practice](#) for more information on setting up **Pharmacy Manager** and our recommended dispensing process.

The Dispensing Evolution has Begun



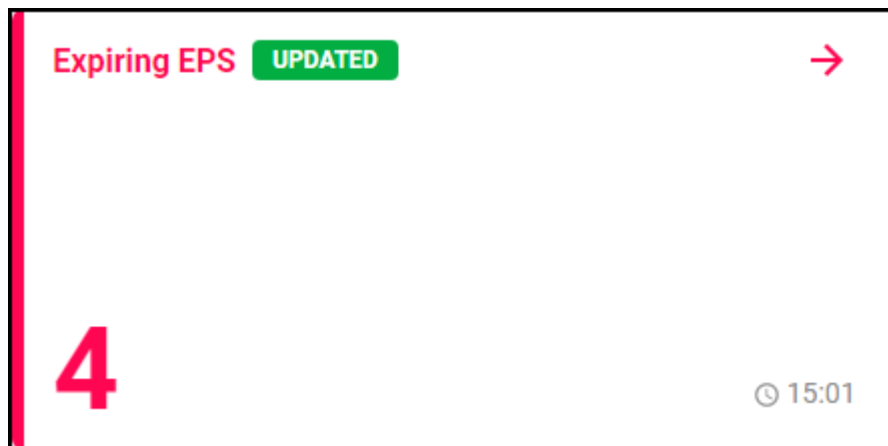
We have introduced a **Prescriptions** screen for English users only to view and manage their **New EPS to Dispense** prescriptions in **Pharmacy Manager**. Select the tile to view the **Prescriptions** screen.

New EPS to Dispense



The **New EPS to Dispense** tile displays how many Electronic Prescription Service (EPS) items are awaiting dispensing.

Expiring EPS

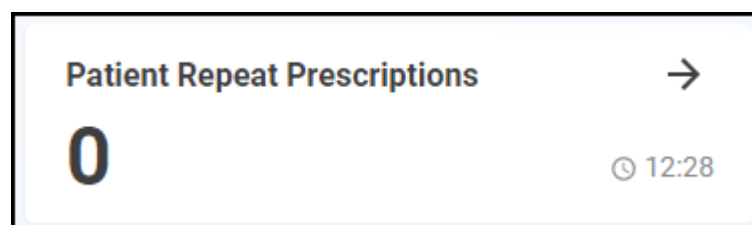


The **Expiring EPS** tile displays the number of prescriptions due to expire.

- The tile displays in **Red** if you have prescriptions due to expire within the next seven days
- The tile displays in **Amber** if you have prescriptions due to expire within the next 8 to 21 days

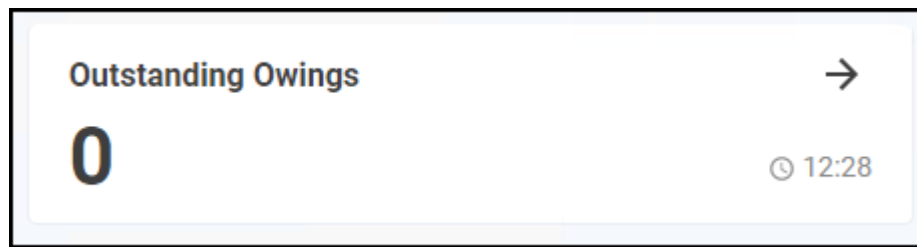
Select the tile to open the **eMessages** screen with an **Expiring EPS** filter applied to view all prescriptions due to expire in the next 28 days.

Patient Repeat Prescriptions



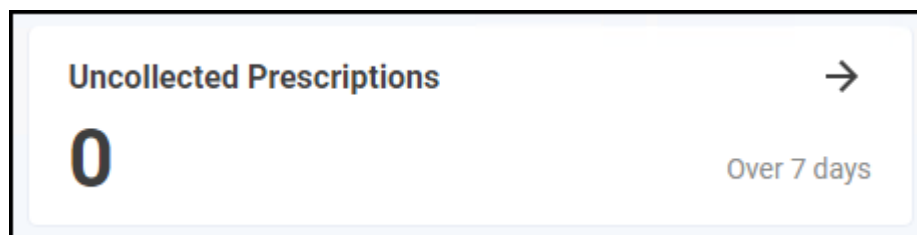
The **Repeat Prescriptions** tile displays the number of patients with repeat prescriptions due to be dispensed over the next seven days. Select the tile to display your **Repeats** screen.

Outstanding Owings



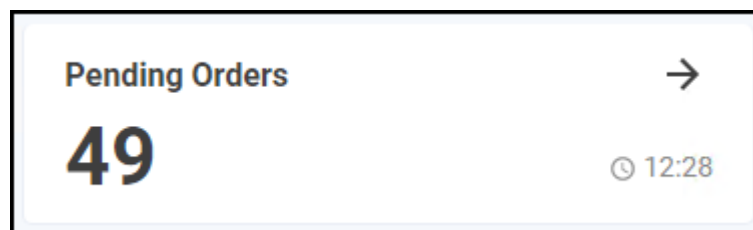
The **Owings** tile displays the number of items owing, select the tile to display your **Owings** screen.

Uncollected Prescriptions



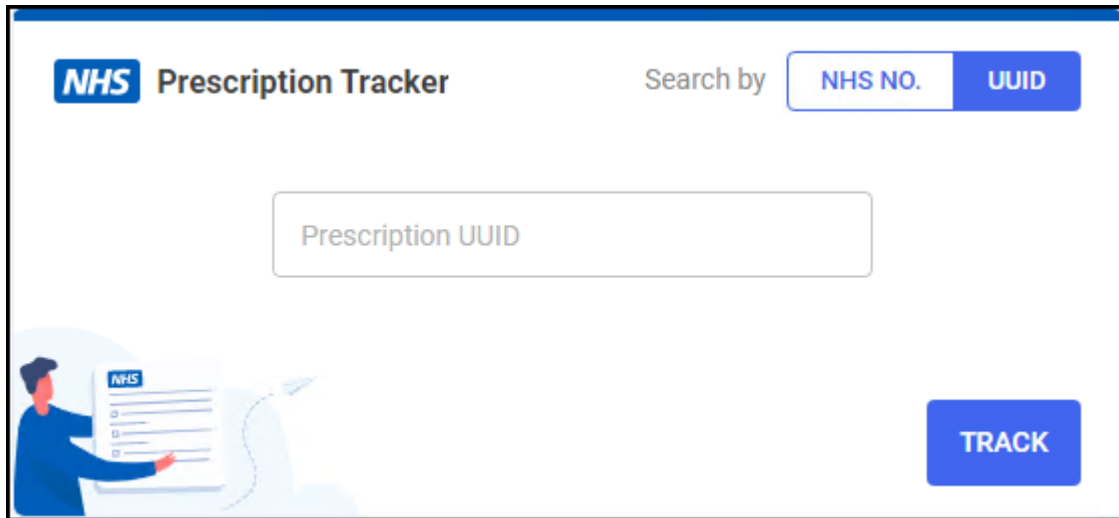
The **Uncollected prescriptions** tile displays the number of dispensed prescriptions which have been ready for collection for more than seven days. Select the tile to display your **eMessages** screen with the **Show messages that require collection/Over 7 days** filter applied.

Pending Orders



The **Pending Orders** tile displays the number of items on outstanding orders, select the tile to display your **Ordering** screen.

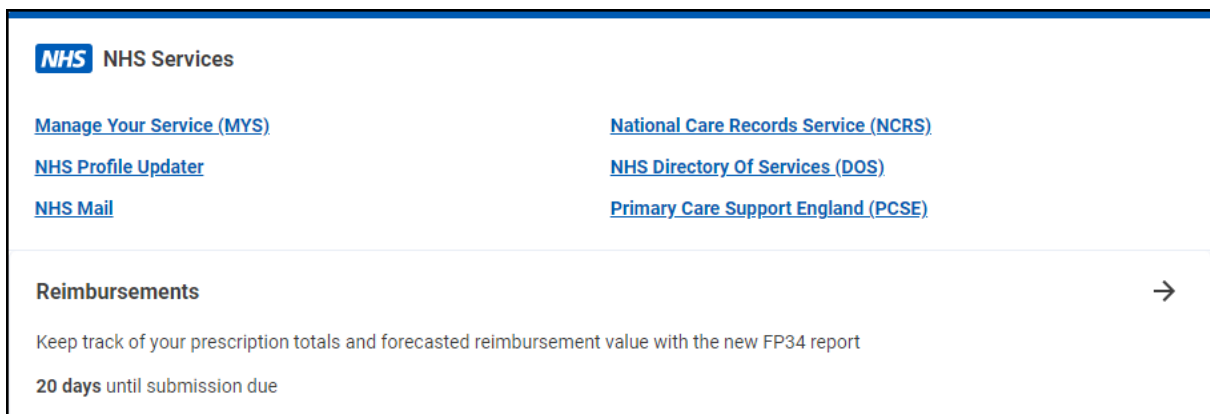
NHS Prescription Tracker



The screenshot shows the NHS Prescription Tracker interface. At the top left is the NHS logo followed by the text 'Prescription Tracker'. To the right, under 'Search by', there are two buttons: 'NHS NO.' and 'UUID'. Below this is a large text input field labeled 'Prescription UUID'. In the bottom left corner, there is an illustration of a person in a blue uniform holding a document. In the bottom right corner, there is a blue button labeled 'TRACK'.

The **NHS Prescription Tracker** allows you to view a prescription's status on the **NHS Spine**.

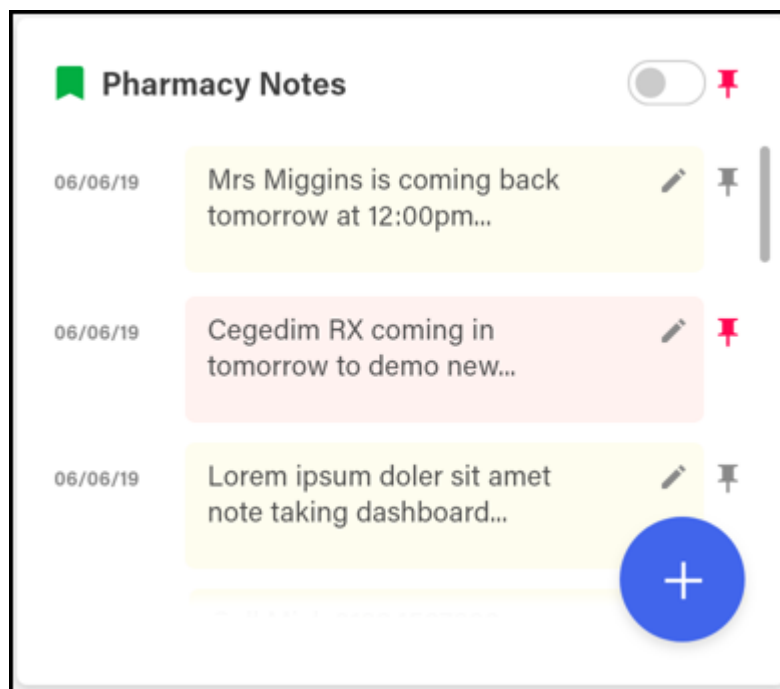
NHS Services



The screenshot shows the NHS Services interface. At the top left is the NHS logo followed by the text 'NHS Services'. Below this, there are two columns of links: 'Manage Your Service (MYS)', 'NHS Profile Updater', 'NHS Mail' on the left, and 'National Care Records Service (NCRS)', 'NHS Directory Of Services (DOS)', 'Primary Care Support England (PCSE)' on the right. At the bottom, there is a section titled 'Reimbursements' with a right-pointing arrow. Below this title, it says 'Keep track of your prescription totals and forecasted reimbursement value with the new FP34 report' and '20 days until submission due'.

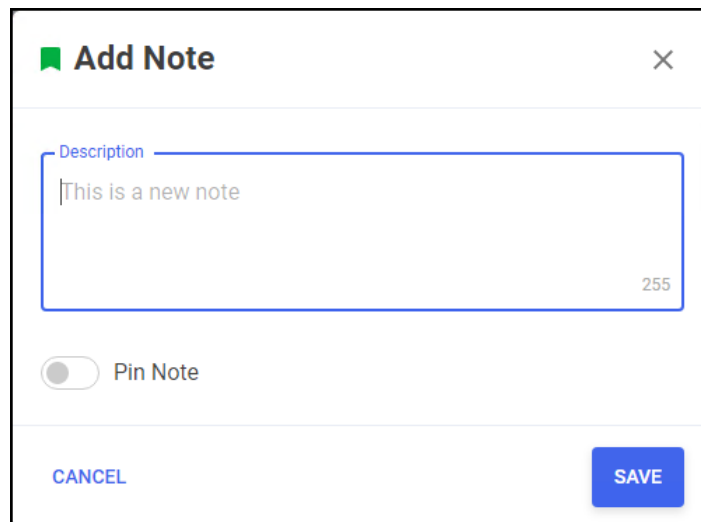
The NHS Services tile allows you to access a variety of NHS services and the **Reimbursements** module.

Pharmacy Notes




The **Pharmacy Notes** tile enables all staff members to add, edit or delete a note on the dashboard. Any staff member with **Pharmacy Manager** access can:

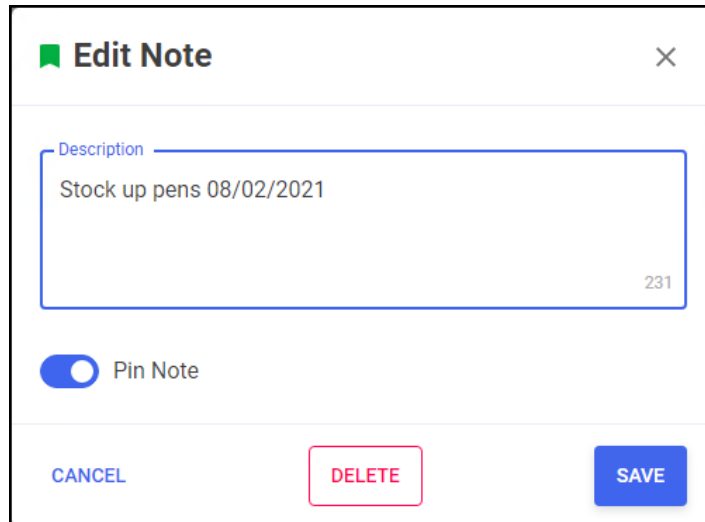
- **Add** - Select **Add** , the **Add Note** screen displays:



Enter your note, select **Pin Note**  **Pin Note** to pin the note to the list, if required, and then select **SAVE** .


- **View Pinned Pharmacy Notes Only** - Select the **Pin** toggle  to view pinned notes only.


- **Edit or Delete** - Select **Edit**  to display the **Edit Note** screen:



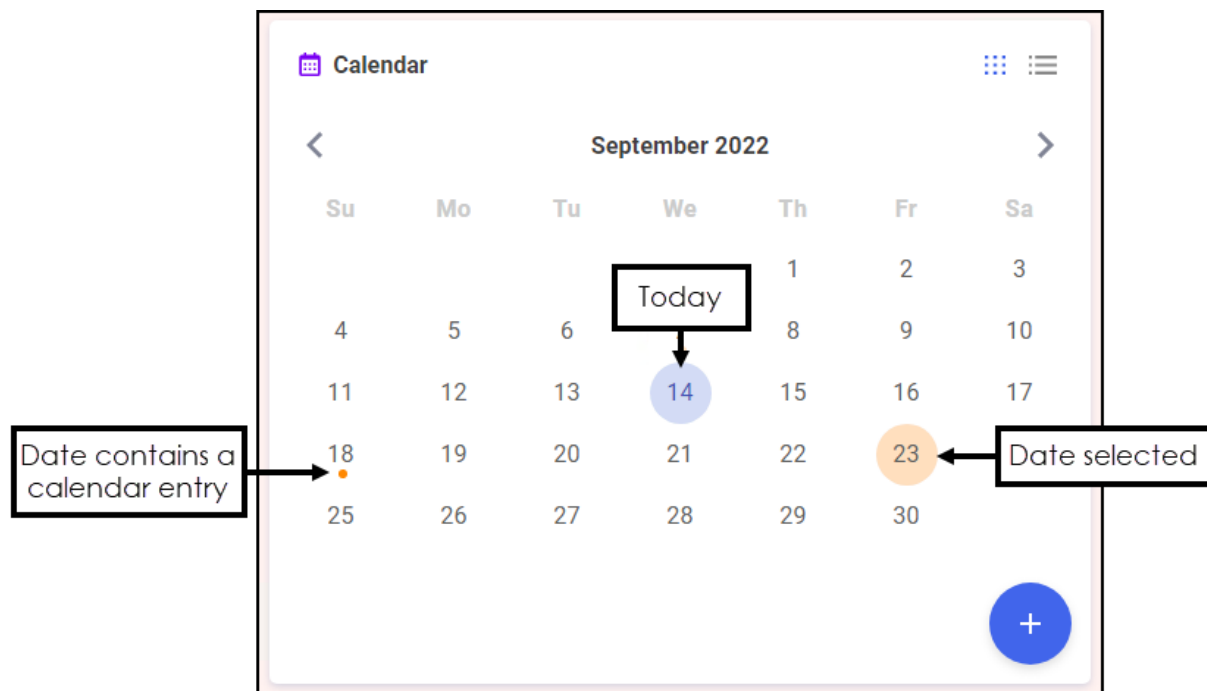
The **Edit Note** screen displays a text area for the note description, currently containing "Stock up pens 08/02/2021". Below the text area is a **Pin Note** toggle switch, which is currently turned on. At the bottom of the screen are three buttons: **CANCEL**, **DELETE**, and **SAVE**.

Either:







- Edit the **Note** as required and select **SAVE** , or,
- Select **DELETE**  to delete the note.

 **Note - Pharmacy Notes** can be seen by all **Pharmacy Manager** users.

Calendar




The **Calendar** tile provides you with a pharmacy wide diary. This can be used for appointments and reminders, any member of staff with **Pharmacy Manager** access can:




- **Add** - Highlight a date, select **Add** , complete the details as required and select **SAVE** .
- **View** - Select the date required and select **Options** , any appointments and reminders for that day display. Select the item required to view the details.
- **Edit - View** an item and then select **EDIT**  and update as required.
- **Delete** - To delete a calendar entry, **View** it, select **EDIT**  and then select **DELETE** .



Note - Calendar items can be seen by all **Pharmacy Manager** users.

Fridge Temperatures


Fridge Temperatures
[VIEW MORE](#)

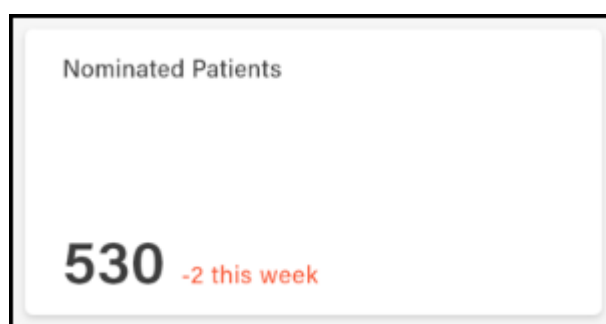
Date	Fridge	Temp°C	Min°C	Max°C	
10/02/2020 9:35	Samsung Fridge	3	1	3.2	
11/02/2020 14:48	Samsung Fridge	2.1	1.5	4.3	
11/02/2020 14:47	Samsung Fridge	2	1.5	4	

+

The **Fridge Temperatures** tile displays:

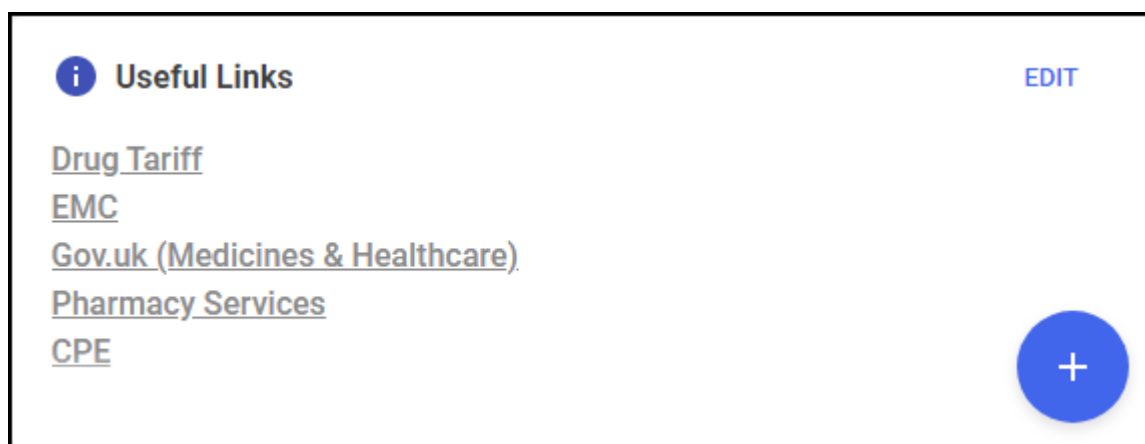
- **Temp°C** - The current temperature for any fridges selected.
- **Min°C** - The minimum temperature of any fridges selected on a given day.
- **Max°C** - The maximum temperature of any fridges selected on a given day.

Nominated Patients (England Only)



The **Nominated Patients** tile displays your current number of nominated patients as per the weekly statistics published by [NHS Digital](#) and whether that number has increased or decreased since the last update.

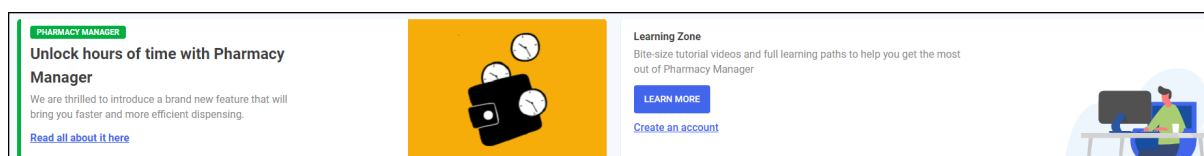
Useful Links



The **Useful Links** tile, managed by your pharmacy, displays links to websites you use. You can add, edit, delete and re-order links as required.

Pharmacy Manager Tile

The tiles at the bottom of the **Dashboard** offer the following information.



- **Pharmacy Manager** - View information direct from the **Pharmacy Manager** software team.

Searching for a Patient

To search for a patient in **Pharmacy Manager**:

1. From the **Patient search** bar, enter all or part of the patient name, for example:




- The first name and last name, for example, Billy Black
- The last name, followed by the initial, for example, Black B
- Any part of the surname or first name, for example, Bil Bla

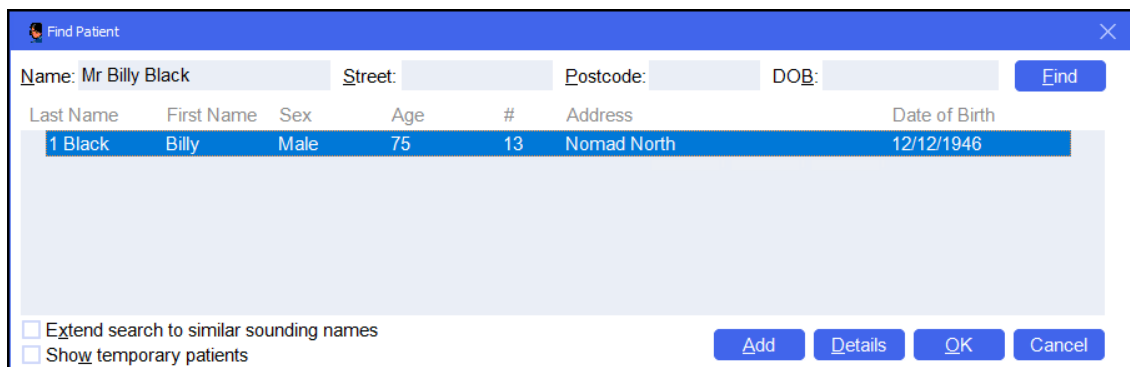


Training Tip - You can also search for a patient by entering their NHS/CHI number prefixed by #, for example, #0123456789.



Training Tip - Leave **Patient** blank to search by address or date of birth.

1. Press **Enter** on your keyboard or select **Search**  and the **Find Patient** screen displays with a list of all available patients that match your criteria:




Last Name	First Name	Sex	Age	#	Address	Date of Birth
1 Black	Billy	Male	75	13	Nomad North	12/12/1946

☐ Extend search to similar sounding names
☐ Show temporary patients

Add Details OK Cancel



Training Tip - You can also search by **Street**, **Postcode** and **DOB**. Tick **Extend search to similar sounding names** to display similar names.

 **Note** - If the patient does not exist in **Pharmacy Manager**, the name you entered displays in red. Select **Add** to create a new patient record.

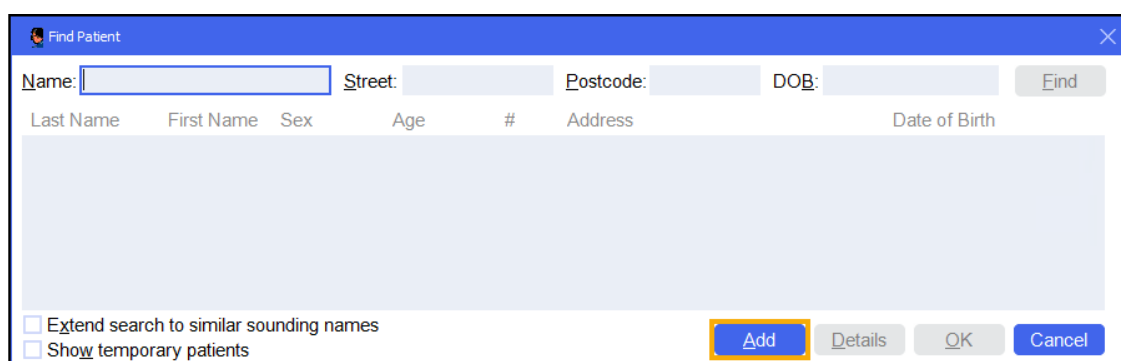
Adding a New Patient

If a patient does not exist in **Pharmacy Manager**, you can create a new patient record. To add a new patient:

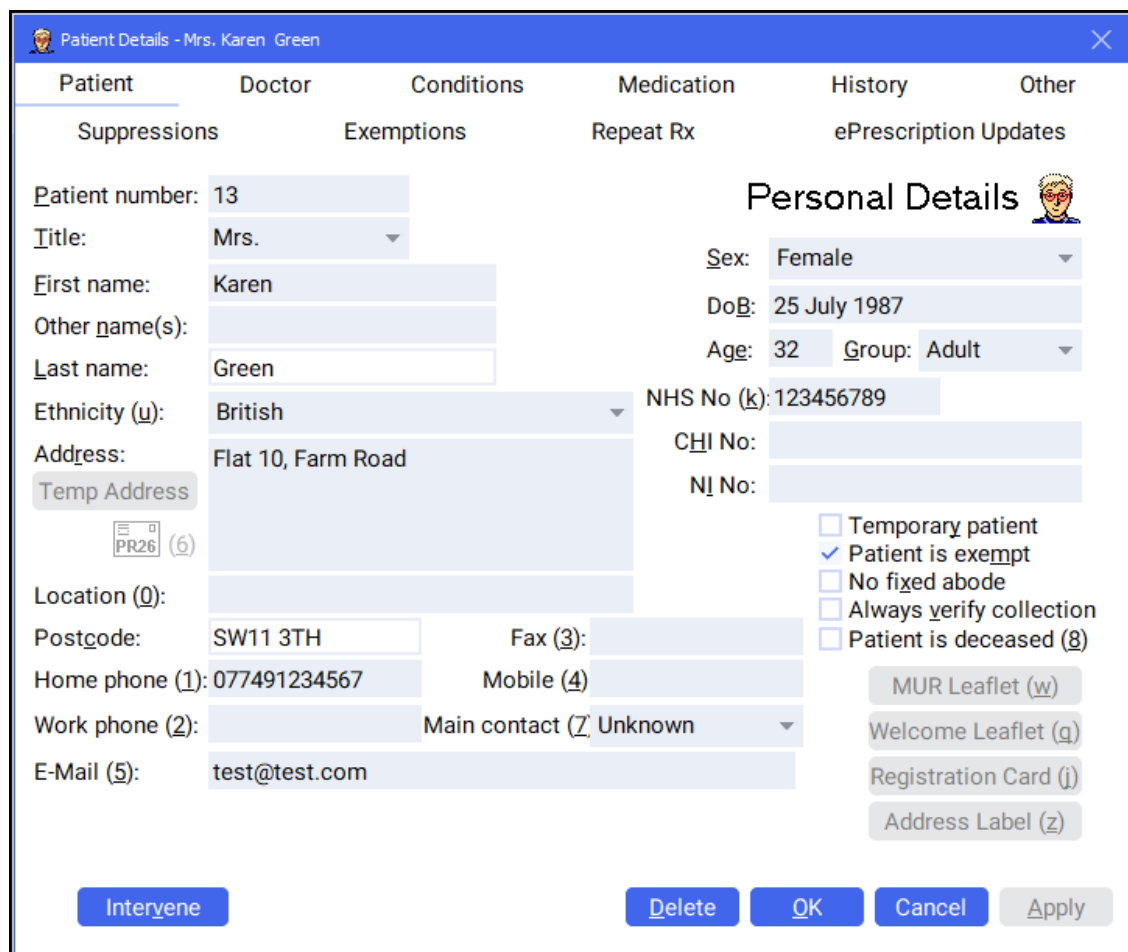
1. From **Pharmacy Manager**, select **Patient** and press **Enter** on your keyboard:



2. The **Find Patient** screen displays, select **Add** :



3. The **Patient Details** screen displays, complete as required:



PatientDetails - Mrs. Karen Green

Suppressions **Exemptions** **Repeat Rx** **ePrescription Updates**

Personal Details

Patient number: 13

Title: Mrs.

First name: Karen

Other name(s):

Last name: Green

Ethnicity (u): British

Address: Flat 10, Farm Road

Temp Address

Location (0):

Postcode: SW11 3TH

Home phone (1): 077491234567

Work phone (2):

E-Mail (5): test@test.com

Sex: Female

DoB: 25 July 1987

Age: 32

Group: Adult

NHS No (k): 123456789

CHI No:

NI No:

☐ Temporary patient

☒ Patient is exempt

☐ No fixed abode

☐ Always verify collection

☐ Patient is deceased (8)

MUR Leaflet (w)

Welcome Leaflet (q)

Registration Card (j)

Address Label (z)

Intervene Delete OK Cancel Apply



Training Tip - Use the **Other** tab to add patient notes as required.

4. Select **OK** to save and return to the **Find Patient** screen.

Adding a Temporary Patient

To add a temporary patient, place a tick next to **Temporary patient** on the **Patient Details - Patient** screen:

Personal Details

Sex: Female

DoB:

Age: Group: Adult

NHS No (k): Nominations

CHI No:

NI No:

☒ **Temporary patient** ☐ App User

☐ Patient is exempt

☐ No fixed abode

☐ Always verify collection

☐ Patient is deceased (g)

To change a temporary patient to a permanent patient, simply remove the tick next to **Temporary patient** on the **Patient Details - Patient** screen.


Finding a Temporary Patient

To include temporary patients on the **Find Patient** screen, simply place a tick next to **Show temporary patients**:

Find Patient

✕

Name: Miss Rhiannon Whiteley
Street:
Postcode:
DOB:
Find

Last Name	First Name	Sex	Age	#	Address	Date of Birth
 1 Whiteley	Rhiannon	Female	36	18	Bridgend	01/01/1986

☐ Extend search to similar sounding names

Add
Details
OK
Cancel





Note - The system records all dispensing details for temporary patients and therefore reports include temporary patient information. Temporary patients display on reports with an asterisk * next to their name.

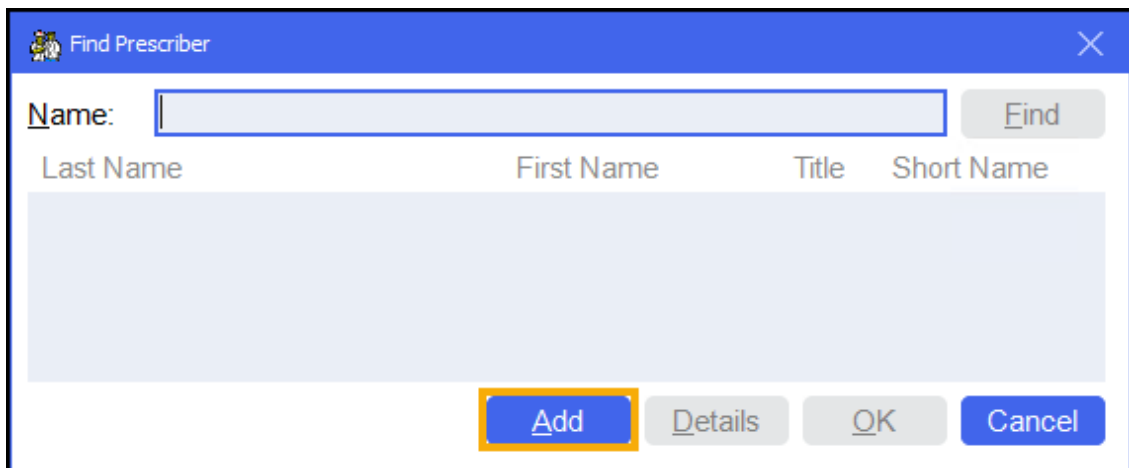
Adding a New Prescriber

A prescriber is those authorised to issue prescriptions, for example, doctors, nurses and vets. To add a new prescriber:

1. From either:

- The **Dispensary**  screen - With a patient selected, enter the clinician's surname (full or partial) and press **Enter** on your keyboard, or
- From the **Pharmacy Manager Toolbar**, select **Tools - Inquiry - Prescriber**.

2. The **Find Prescriber** screen displays, select **Add** .



The screenshot shows the 'Find Prescriber' window. It has a title bar with a close button. Below the title bar is a search field labeled 'Name:' with a 'Find' button to its right. Underneath the search field is a table with four columns: 'Last Name', 'First Name', 'Title', and 'Short Name'. The table body is currently empty. At the bottom of the window, there are four buttons: 'Add' (highlighted with an orange border), 'Details', 'OK', and 'Cancel'.

3. The **Prescriber Details** screen displays:

Complete as appropriate:

- **Title**
- **First name**
- **Last name**

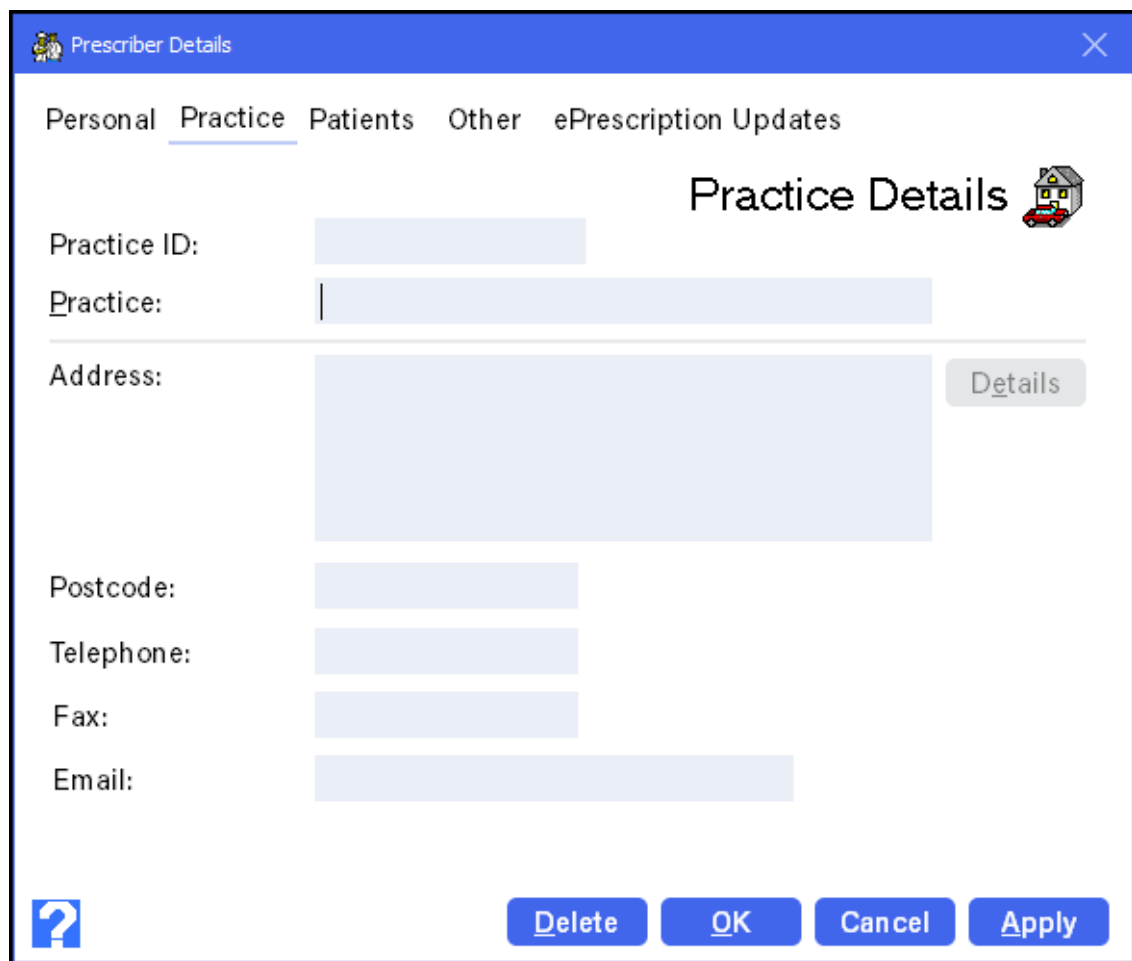
- **Type** - Select the prescriber type from the list. If the prescriber type is not listed for example **Pharmacist Independent Prescriber** you can select **Other (Please specify)**, an additional text box activates, manually enter the prescriber type.



Training Tip - For example, for a pharmacist independent prescriber or paramedic independent prescriber select **Other** and enter **Pharmacist Independent Prescriber** or **Paramedic Independent Prescriber**.


- **NHS/Registration No**
- **Telephone**
- **Fax**
- **Email**
- **Prescriber can prescribe EPS R2 supplies** - Tick to enable (England only).
- **Frequently Used** - Tick to enable.

4. Select the **Practice** tab:



Prescriber Details

Personal Practice Patients Other ePrescription Updates

Practice Details 

Practice ID:

Practice:


Address: [Details](#)

Postcode:

Telephone:

Fax:

Email:

 [Delete](#) [OK](#) [Cancel](#) [Apply](#)

Complete as appropriate:

- **Practice ID**
- **Practice**
- **Address**
- **Postcode** - The postcode must be in the correct format, for example, AB12 3CD.
- **Telephone**
- **Fax**
- **Email**

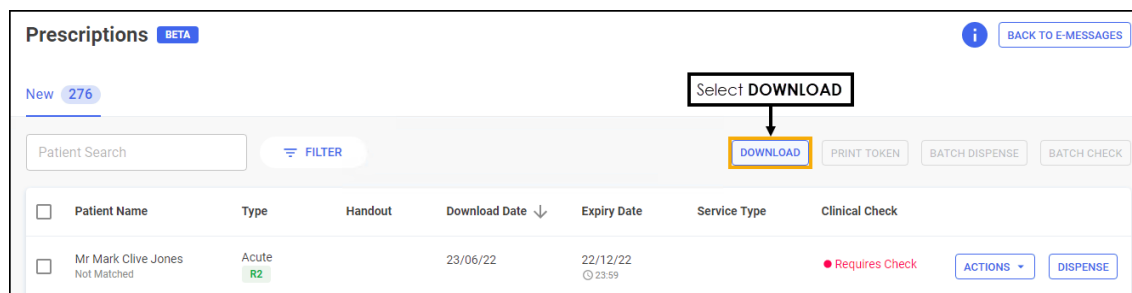
5. Select **OK**  to add the prescriber.

Downloading Prescriptions (England)

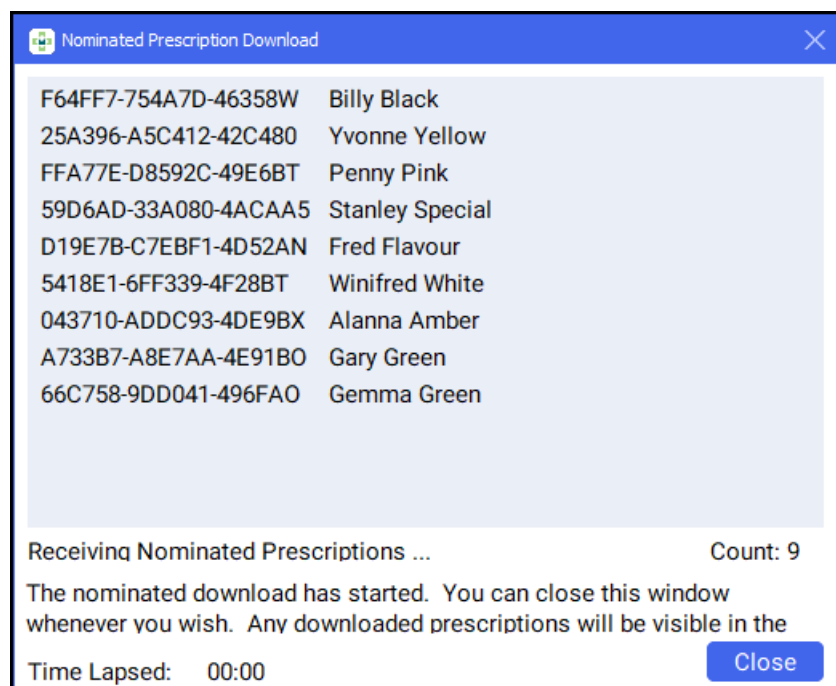
Nominated prescriptions automatically download overnight however ad hoc requests can be made throughout the day as required.

To download nominated prescriptions from the **NHS Spine** on the **Prescriptions - New** screen:

1. From the **Prescriptions - New** screen, select **DOWNLOAD**



2. The **Nominated Prescription Download** screen displays.



All nominated prescriptions download from the **NHS Spine**.



Training Tip - You can close the window and the download continues in the background.

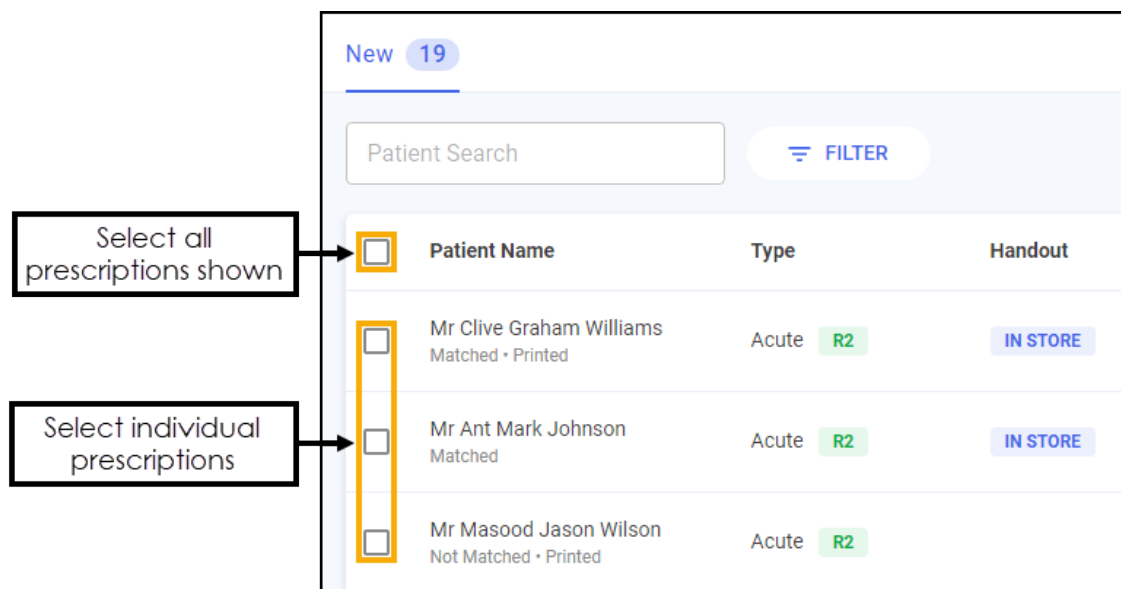


See [Scanning Prescriptions \(England\)](#) for details on manually requesting a single prescription.

Printing Dispensing Tokens (England)

To print dispensing tokens from the **Prescriptions - New** screen:

1. Select the prescription(s) to dispense, either select individually or select the column to select all.



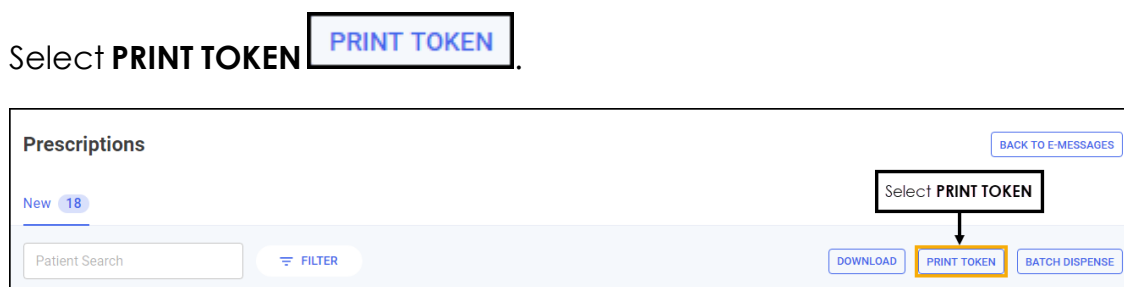
The screenshot shows the 'New' screen with 19 prescriptions. The table has columns: Patient Name, Type, and Handout. The first three rows are visible:

Patient Name	Type	Handout
Mr Clive Graham Williams Matched • Printed	Acute R2	IN STORE
Mr Ant Mark Johnson Matched	Acute R2	IN STORE
Mr Masood Jason Wilson Not Matched • Printed	Acute R2	



You can search, sort and filter the prescriptions.

2. Select **PRINT TOKEN**



The screenshot shows the 'Prescriptions' screen with 18 prescriptions. The 'PRINT TOKEN' button is highlighted with a box and an arrow pointing to it from the text 'Select PRINT TOKEN'.



Note - You only print dispensing tokens for EPS R2 prescription types.

After printing the dispensing token, **Printed** displays underneath the patient's name.

New 18

FILTER

<input type="checkbox"/>	Patient Name	Type
<input type="checkbox"/>	Mr Clive Graham Williams Matched Printed	Acute R2

Dispensing New Prescriptions (England)

Prescriptions can be dispensed either individually or as a prescription grouping from the **Prescriptions - New** screen.

Selecting an Individual Prescription to Dispense

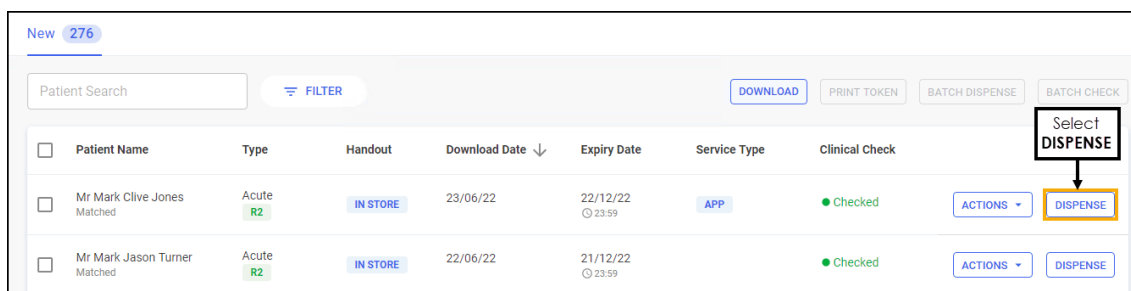
To dispense an individual prescription:

1. Identify the prescription to dispense.



You can search, sort and filter the prescriptions.

2. Select **DISPENSE**  to the right of the prescription.



New 276								<input type="text" value="Patient Search"/> <input type="button" value="FILTER"/> <input type="button" value="DOWNLOAD"/> <input type="button" value="PRINT TOKEN"/> <input type="button" value="BATCH DISPENSE"/> <input type="button" value="BATCH CHECK"/>			
<input type="checkbox"/>	Patient Name	Type	Handout	Download Date ↓	Expiry Date	Service Type	Clinical Check				
<input type="checkbox"/>	Mr Mark Clive Jones Matched	Acute R2	IN STORE	23/06/22	22/12/22 ⌚ 23:59	APP	● Checked	ACTIONS ▾	<div> <div>Select DISPENSE</div> <div>DISPENSE</div> </div>		
<input type="checkbox"/>	Mr Mark Jason Turner Matched	Acute R2	IN STORE	22/06/22	21/12/22 ⌚ 23:59		● Checked	ACTIONS ▾	DISPENSE		




Training Tip - You do not need to select the prescription to dispense individually.

3. The **Dispensary** screen displays, dispense as normal, see [Dispensing an Electronic Prescription](#).




Note - If enabled, **Fast Labelling** automatically populates the following information: **Patient**, **Prescriber**, **Written As**, **Quantity** and **Directions**. See [Fast Labelling](#) in the **Pharmacy Manager Help Centre** for details.

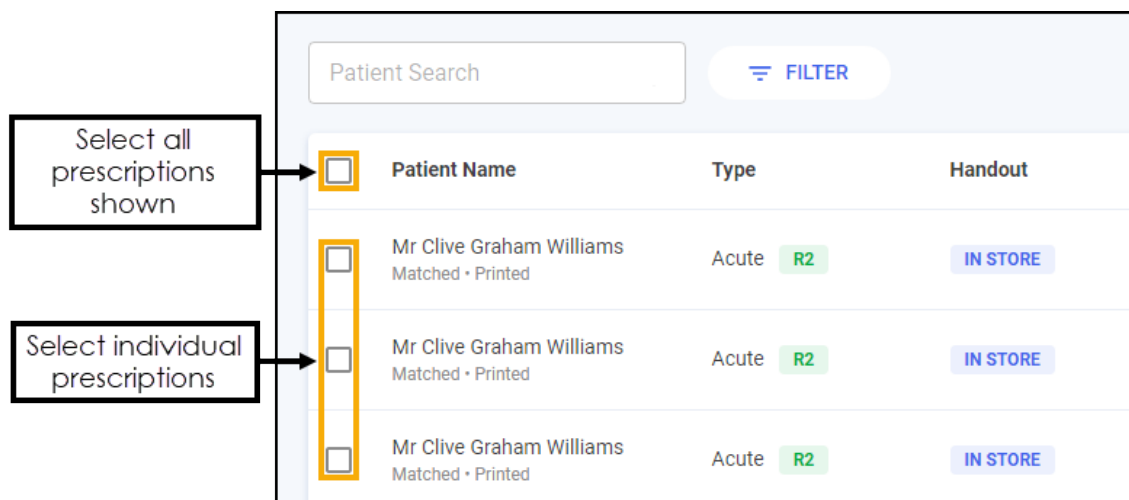
 **Note** - If the prescriptions have been clinically checked upfront, the warnings are pre-confirmed on the **Dispensary** screen. However if anything is changed during the dispensing process, such as selecting a different item with a different dm+d code, an additional warning may display that needs to be confirmed before continuing.

Selecting a Group of Prescriptions to Dispense

To group dispense prescriptions:

 **Note** - You can only group dispense prescriptions for patients that are either fully or partially matched to the same patient record.

1. Select the prescriptions to dispense, either individually or chose the column to select all.



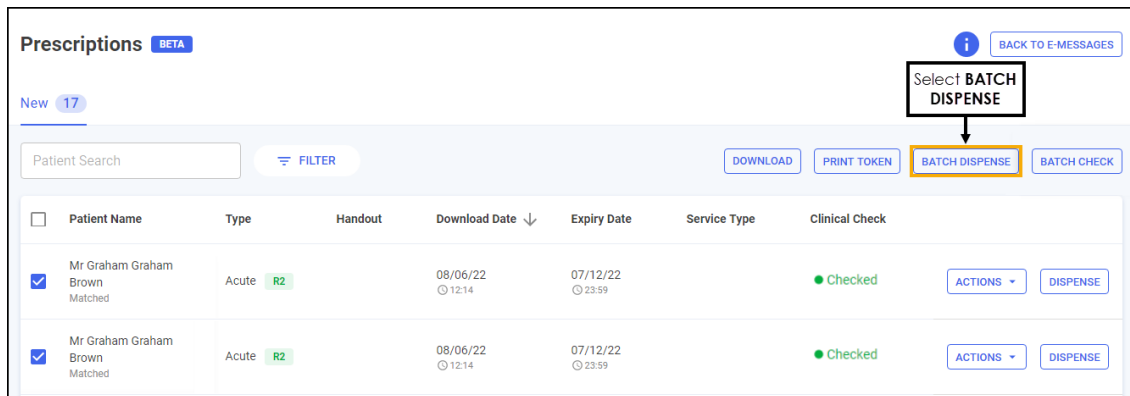
Select all prescriptions shown

Select individual prescriptions


	Patient Name	Type	Handout
<input type="checkbox"/>	Mr Clive Graham Williams Matched • Printed	Acute R2	IN STORE
<input type="checkbox"/>	Mr Clive Graham Williams Matched • Printed	Acute R2	IN STORE
<input type="checkbox"/>	Mr Clive Graham Williams Matched • Printed	Acute R2	IN STORE


 You can search, sort and filter the prescriptions.

2. Select **BATCH DISPENSE** BATCH DISPENSE.




- The **Dispensary** screen displays, dispense as normal, see [Dispensing an Electronic Prescription](#).

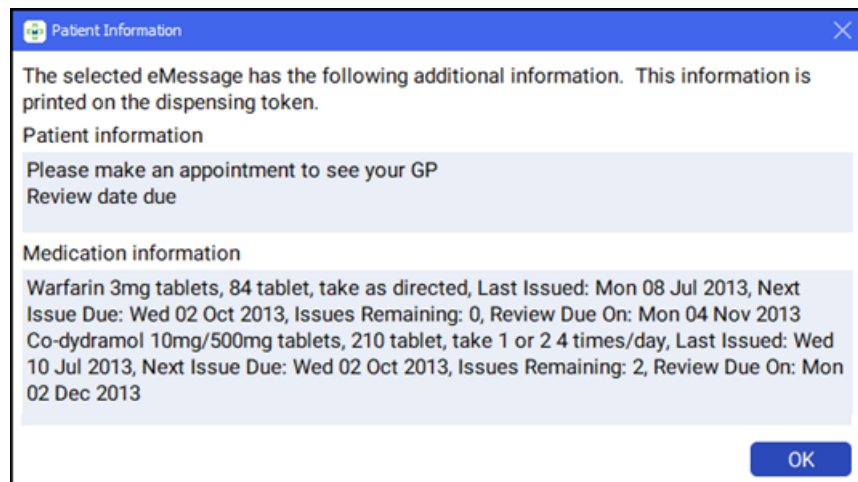
 **Note** - If enabled, **Fast Labelling** automatically populates the following information: **Patient, Prescriber, Written As, Quantity** and **Directions**. See [Fast Labelling](#) in the **Pharmacy Manager Help Centre** for details.

 **Note** - If the prescriptions have been clinically checked upfront, the warnings are pre-confirmed on the **Dispensary** screen. However if anything is changed during the dispensing process, such as selecting a different item with a different dm+d code, an additional warning may display that needs to be confirmed before continuing.

Dispensing an Electronic Prescription

From the **Dispensary** screen:

1. The **Patient Information** screen displays, showing any notes added by the GP. Select **OK**  to proceed.



Patient Information

The selected eMessage has the following additional information. This information is printed on the dispensing token.

Patient information

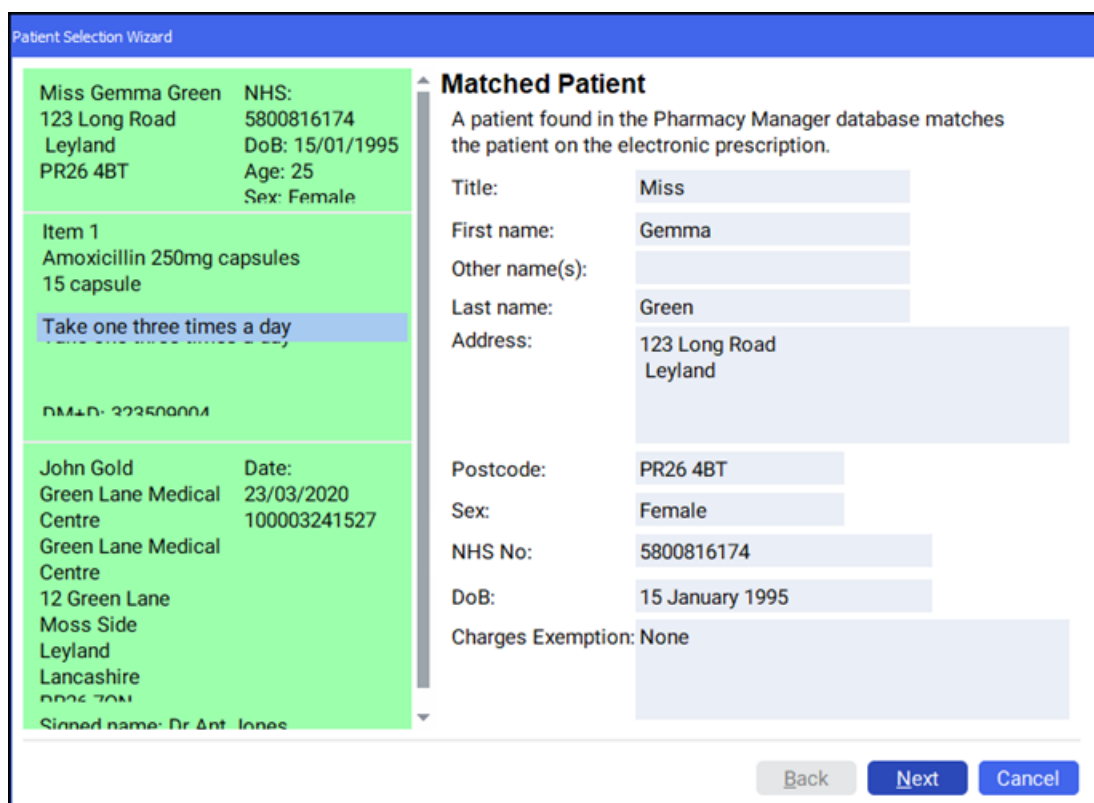
Please make an appointment to see your GP
Review date due

Medication information

Warfarin 3mg tablets, 84 tablet, take as directed, Last Issued: Mon 08 Jul 2013, Next Issue Due: Wed 02 Oct 2013, Issues Remaining: 0, Review Due On: Mon 04 Nov 2013
Co-dydramol 10mg/500mg tablets, 210 tablet, take 1 or 2 4 times/day, Last Issued: Wed 10 Jul 2013, Next Issue Due: Wed 02 Oct 2013, Issues Remaining: 2, Review Due On: Mon 02 Dec 2013

OK

2. The **Patient Selection Wizard** displays. This confirms that the patient matches an existing **Pharmacy Manager** patient.



Patient Selection Wizard

Miss Gemma Green 123 Long Road Leyland PR26 4BT	NHS: 5800816174 DoB: 15/01/1995 Age: 25 Sex: Female
--	---

Item 1
Amoxicillin 250mg capsules
15 capsule
Take one three times a day

DM4D: 323500004



John Gold
Green Lane Medical
Centre
Green Lane Medical
Centre
12 Green Lane
Moss Side
Leyland
Lancashire
PR26 70H
Signed name: Dr Ant Jones

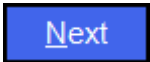

Matched Patient

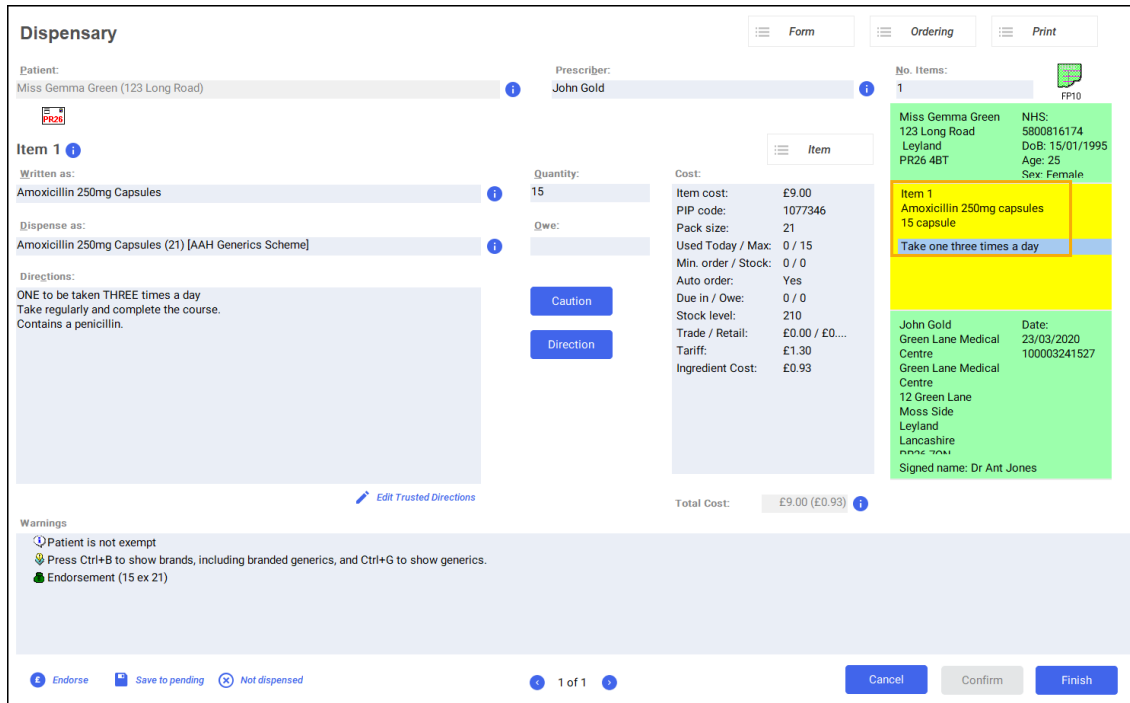
A patient found in the Pharmacy Manager database matches the patient on the electronic prescription.

Title: Miss
First name: Gemma
Other name(s):
Last name: Green
Address: 123 Long Road
Leyland
Postcode: PR26 4BT
Sex: Female
NHS No: 5800816174
DoB: 15 January 1995
Charges Exemption: None

Back **Next** **Cancel**

 **Note** - If no patient is found, you can easily add them at this stage, simply select **New Patient** .

3. Select **Next**  and then select **Finish** . The **Dispensary** screen displays with the patient, prescriber and number of items pre-populated from the electronic prescription.



The screenshot shows the 'Dispensary' screen in Pharmacy Manager. It displays patient information (Miss Gemma Green), prescriber information (John Gold), and item details (Amoxicillin 250mg Capsules). The screen includes fields for 'Written as', 'Dispense as', 'Quantity', 'Directions', and 'Warnings'. There are also buttons for 'Caution', 'Direction', 'Endorse', 'Save to pending', 'Not dispensed', 'Cancel', 'Confirm', and 'Finish'. The total cost is shown as £9.00 (£0.93).



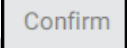


Note - If enabled, **Fast Labelling** automatically populates the following information: **Patient**, **Prescriber**, **Written As**, **Quantity** and **Directions**. See [Fast Labelling](#) in the **Pharmacy Manager Help Centre** for details.

4. Complete as follows to dispense an item:
- **Written as** - Select **Enter** to search for the prescribed item. The **Written as** field populates with the item details, for example, Amoxicillin 250mg capsules.
 - **Dispense as** - Populates automatically with the dispensed item, for example, Amoxicillin 250mg Capsules 21 AAH Generics Scheme.
 - **Quantity** - Populates automatically, check to ensure it is correct.

- **Directions** - Enter the directions provided on the prescription, for example, enter 'One to be taken Daily' or enter the appropriate dosage code, for 'One to be taken Daily' enter '1 d '.



Training Tip - Note the space after the 1 and the d.

- **Warnings** - If **Warnings** display, you must select **Confirm** .
 - **Owe** - Enter the quantity owed if appropriate.
5. If the prescription contains multiple items, select **Finish Item**  and repeat the process outlined in **Step 4**.
6. Select **Finish** . The item labels print.

Endorsing an Electronic Prescription

To ensure that your pharmacy is reimbursed correctly, **Pharmacy Manager** records endorsements onto electronic prescriptions to confirm the exact items that have been dispensed to a patient.



Training Tip - You can set the **Endorsing** screen to automatically display once you complete a prescription, see [Setting Up User Details](#) in the **Pharmacy Manager Help Centre** for details.

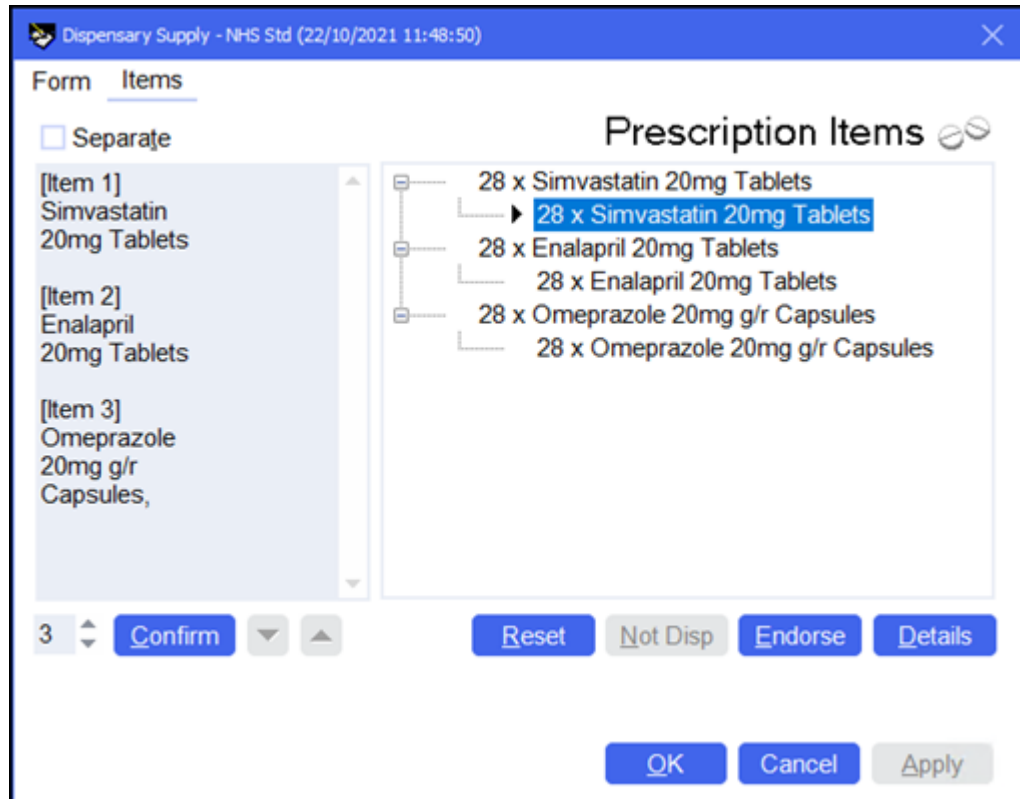


See [Endorsement Guidance for Oral Liquid Methadone](#) in the **Pharmacy Manager Help Centre** for details on Package Dose fees.




See [Dispensing Special Items](#) in the **Pharmacy Manager Help Centre** for details on dispensing and endorsing special items.

1. Once a prescription is complete, providing you have set the **Endorsement printing** option to **Always** in **User Details**, the **Dispensary Supply** screen displays.


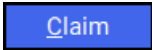



2. To apply additional endorsements:
 - a. Highlight the item on the right-hand pane and select **Endorse**.

 **Note** - You must select the second item line otherwise the **Endorse** option is not available.

- b. The **Optional Endorsements** screen displays, tick the appropriate additional endorsements and enter any information required.
 - c. Select **OK**.

3. Select **Confirm**.

 **Note** - Welsh pharmacies will have the option to **Claim**  or select **Send Claim Later** and then select **Print** .

Confirming Collection

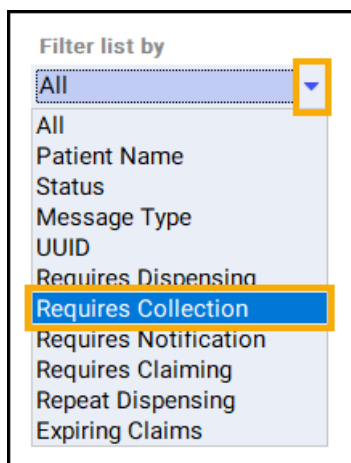
Once a prescription has been dispensed and handed to the patient, it should be marked as 'collected' within **Pharmacy Manager**. Marking a prescription as collected automatically sends a **Dispense Notification** to the **NHS Spine**.

To mark a prescription as collected:

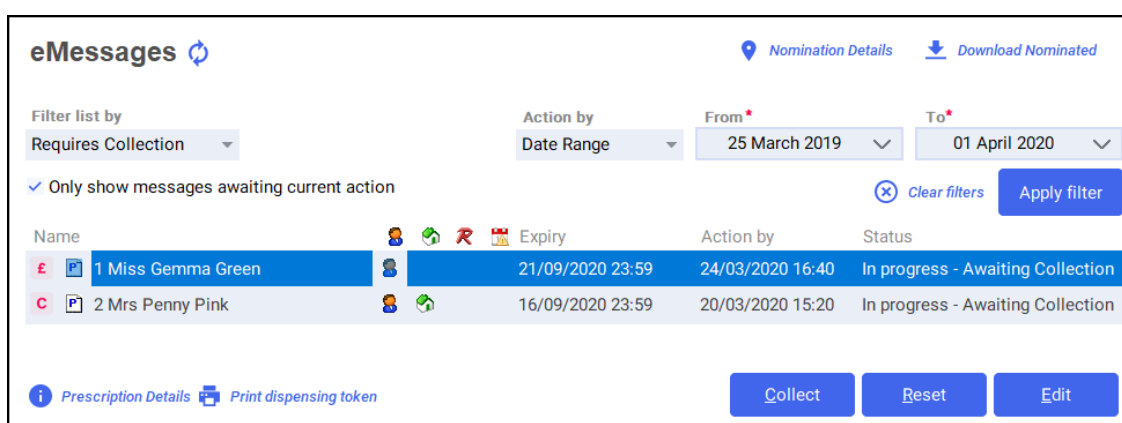
1. From the **Pharmacy Manager Side Navigation Bar** select **eMessages** .


The **eMessages** screen displays.

2. From **Filter list by**, select the **Requires Collection** filter.



3. Highlight the required prescription and select **Collect** .



eMessages 

[Nomination Details](#) [Download Nominated](#)

Filter list by: **Requires Collection**

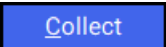
Action by: **Date Range** From: **25 March 2019** To: **01 April 2020**

☒ Only show messages awaiting current action [Clear filters](#) [Apply filter](#)

Name	Expiry	Action by	Status
1 Miss Gemma Green	21/09/2020 23:59	24/03/2020 16:40	In progress - Awaiting Collection
2 Mrs Penny Pink	16/09/2020 23:59	20/03/2020 15:20	In progress - Awaiting Collection

[Prescription Details](#) [Print dispensing token](#) [Collect](#) [Reset](#) [Edit](#)



Training Tip - To mark multiple prescriptions as collected, press and hold **Ctrl** on your keyboard, highlight each prescription and select **Collect** .

4. The prescription is marked as *collected* and a dispensing notification is sent to the **NHS Spine**.
5. The status of the prescription changes to **Ready to Claim**.

eMessages

[Nomination Details](#)
[Download Nominated](#)

Filter list by
Requires Collection

Action by
Date Range

From*
25 March 2019

To*
01 April 2020

☒ Only show messages awaiting current action

Clear filters
Apply filter

Name		Expiry	Action by	Status
1 Miss Gemma Green		21/09/2020 23:59	24/03/2020 16:40	Ready to claim
2 Mrs Penny Pink		16/09/2020 23:59	20/03/2020 15:20	In progress - Awaiting Collection

Prescription Details
Print dispensing token


Collect
Reset
Edit

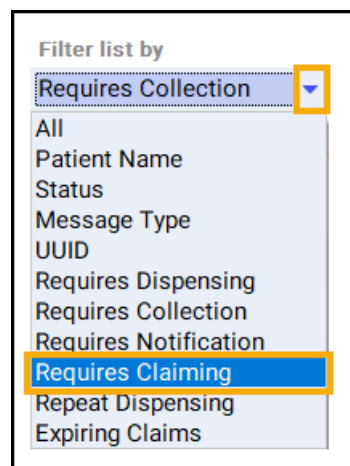
Claiming Prescriptions

Each prescription dispensed to a patient must be sent for remuneration and reimbursement.

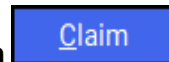



Training Tip - We recommend that you submit prescription claims on a regular basis to avoid missing out on payment, you could use the **Pharmacy Manager Calendar** to remind you.


1. From the **Pharmacy Manager Side Navigation Bar** select **eMessages** .
The **eMessages** screen displays.
2. From **Filter list by**, select the **Requires Claiming** filter.




3. Highlight the required prescription and select **Claim**





eMessages 



Filter list by **Requires Claiming** 

✓ Only show messages awaiting current action

Action by **Date Range** From* **select a date** To* **18 November 2020** 

 Clear filters  Apply filter

Name	Expiry	Action by	Status	Message Type	Printed	Location
Miss Gemma Green	10/05/...	08/10/2020 12:59	Notify comple...	Nominated P...		

 Prescription Details  Print dispensing token

Reset **Edit** **Claim**



Training Tip - To claim for multiple prescriptions, press and hold **Ctrl** on your keyboard, highlight multiple prescriptions and select **Claim**.

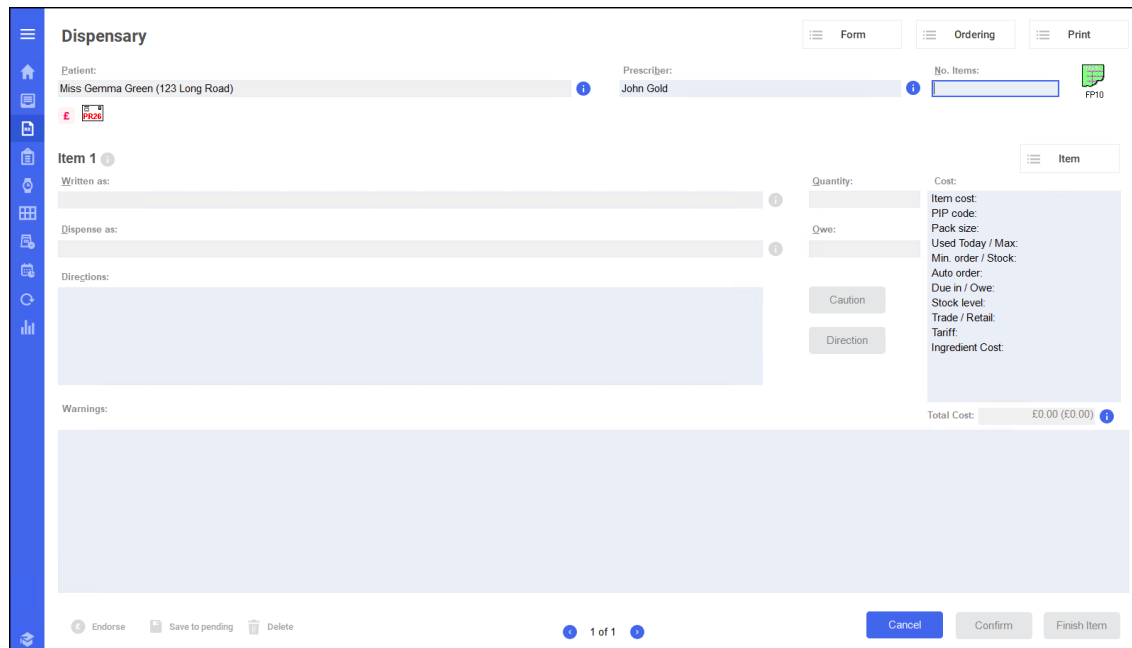
4. The claimed prescription(s) clear from the screen.

Dispensing a Paper Prescription

To dispense a paper prescription:

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

The **Dispensary** screen displays:

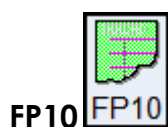


The screenshot shows the 'Dispensary' screen in the Pharmacy Manager application. The interface includes a side navigation bar on the left with various icons. The main area is divided into several sections:

- Patient:** A text field containing 'Miss Gemma Green (123 Long Road)'.
- Prescriber:** A text field containing 'John Gold'.
- No. Items:** A numeric input field.
- Item 1:** A section for adding items, with fields for 'Written as:', 'Dispense as:', and 'Directions:'. It also includes a 'Warnings:' section at the bottom.
- Quantity:** A numeric input field.
- Cost:** A section containing various cost-related fields like 'Item cost:', 'PIP code:', 'Pack size:', 'Used Today / Max:', 'Min. order / Stock:', 'Auto order:', 'Due in / Owe:', 'Stock level:', 'Trade / Retail:', 'Tariff:', and 'Ingredient Cost:'. It also shows a 'Total Cost:' at the bottom right.
- Buttons:** At the bottom, there are buttons for 'Endorse', 'Save to pending', 'Delete', 'Cancel', 'Confirm', and 'Finish Item'.

2. Complete the following sections:
 - **Patient** - Enter all or part of the patient name and press **Enter** on your keyboard.
 - **Prescriber** - Enter all or part of the prescriber's name and press **Enter** on your keyboard.
3. Enter the number of items in **No Items** and press **Enter** on your keyboard.

4. The prescription default is FP10 in England, to change this, double click



, and select from the prescription types offered.



Note - In Wales the default is WP10 and in Scotland the default is GP10, double click to change as required.

5. In **Written as**, enter all or part of the item name and press **Enter** on your keyboard. For example, if you are searching for Paracetamol 500mg tablets enter:
- PARA - To display all items beginning with PARA display.
 - PARA 500 - To display all items beginning with PARA with a strength of 500 display.
 - PARA 500 TAB - To display all items beginning with PARA with a strength of 500 in tablet form display.
6. Select the appropriate item and pack size from the list of medications offered.



Training Tip - To change to a generic medication, press **Ctrl + G** on your keyboard and select from the list offered, or to change brand press **Ctrl + B** on your keyboard and select from the list offered. To bring up a list of different pack sizes press **Ctrl + C** on your keyboard.


7. In **Quantity**, enter the prescribed quantity and press **Enter** on your keyboard. You can enter quantity in various ways, for example:
- **28** - Prints one label with a quantity of 28.
 - **2p** - Prints two labels, each for a single pack quantity.
 - **60,20,20** - Prints separate labels for each of the specified quantities.
 - **30x4** - Prints four labels of a quantity of 30.

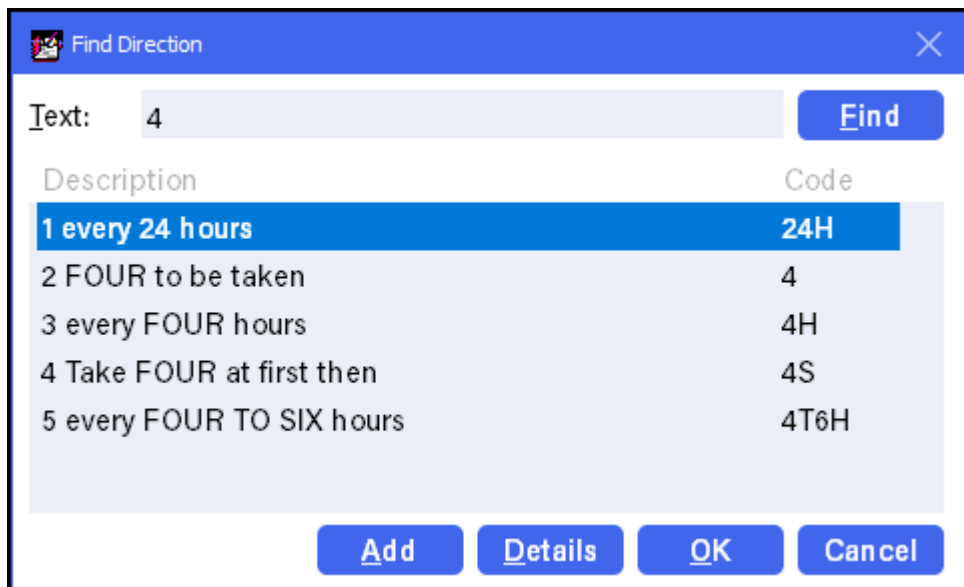
8. In **Directions**, enter the directions to print on the label. To enter directions, either:

- Enter the directions in full, or
- Use the pre-defined dose codes, for example, for 'One to be taken Daily' enter '1 d'.



Training Tip - Note the space after the 1 and the d.

- Select **Direction**  and the **Find Direction** screen displays, enter part of the description required and select **Find**. Select the direction required and select **OK**:



The 'Find Direction' dialog box has a title bar with a close button. It contains a 'Text:' input field with the value '4' and a 'Find' button. Below the input field is a table with two columns: 'Description' and 'Code'. The table lists five options, with the first one highlighted in blue. At the bottom of the dialog are four buttons: 'Add', 'Details', 'OK', and 'Cancel'.



Description	Code
1 every 24 hours	24H
2 FOUR to be taken	4
3 every FOUR hours	4H
4 Take FOUR at first then	4S
5 every FOUR TO SIX hours	4T6H

9. Select **Finish Item** to add the next item, or **Finish** if this is the final item.





You can now endorse the prescription, or save it to endorse later.

Item labels and, if configured, bag labels print for the items prescribed. To print extra labels from the **Dispensary** screen:

- **Additional item labels** - Select **Print**  - **Extra Label**, enter the number required and select **OK**.
- **Additional bag labels** - Select **Print**  - **Bag Label**.

Additional Useful Options

- **Patient Note** - If there is a note on the patient record, **Patient Note**  displays. To view the note, hover over the icon or double click on it.
- **Cancel** - Select to cancel any record of this prescription.
- **Save to pending** - Select to save the current prescription as **Pending**  to allow a dispenser to return to it later.
- **Reprint a label** - From **Patient**




A search bar with a dropdown menu labeled 'Patient' and a search icon.

find the patient required. Select the **History** tab, highlight the item required and select **Reprint**.

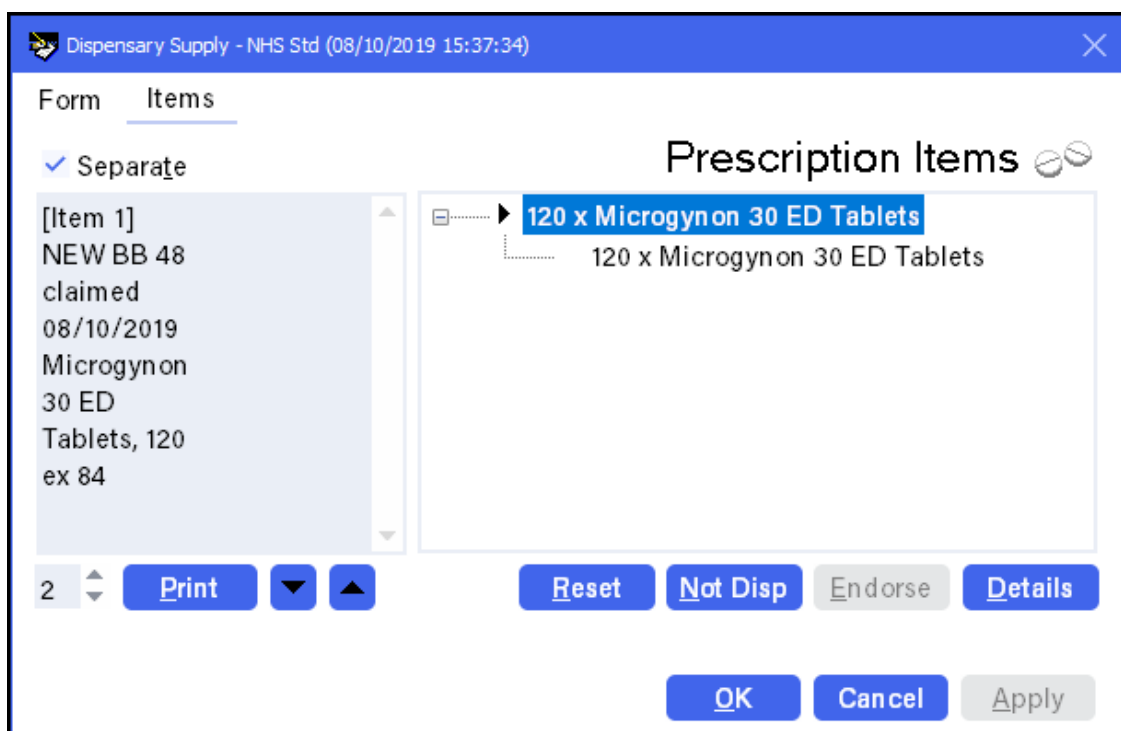
-
-  After dispensing you can view the **Order Summary** screen.
-

Endorsing a Paper Prescription


Pharmacy Manager can print or record any endorsements onto a prescription to confirm the exact items dispensed to a patient. This ensures your pharmacy is reimbursed correctly.

 **Note** - You can set the **Endorsing** screen to automatically display once a prescription is completed.

1. Once a prescription is complete, providing you have set the **Endorsement printing** option to **Always** in **User Details**, the **Dispensary Supply** screen displays:



2. To apply additional endorsements:
 - a. Select the item from the right-hand side and select **Endorse**.


 **Note** - You must select the second item line otherwise the **Endorse** option is not available.

- b. The **Optional Endorsements** screen displays, tick the appropriate additional endorsements and enter any information required.
 - c. Select **OK**.
3. Insert the paper prescription into the endorsement printer and select **Print**

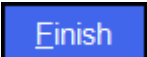


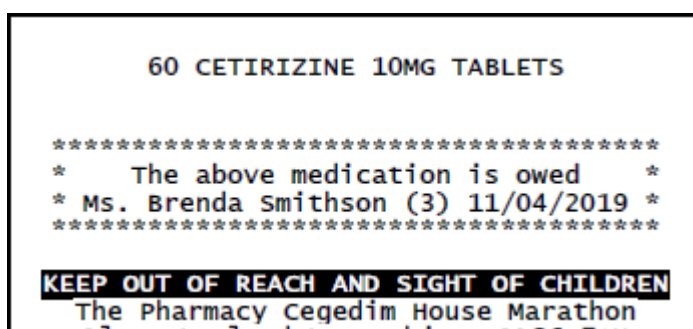
Creating an Owing


There may be occasions when a prescription can only be partially dispensed, for example, if you have insufficient stock.

 **Note** - You create an **Owing** during the dispensing of an item. The method of creating an owing depends on whether you are using a stock control method.

To create an **Owing**:


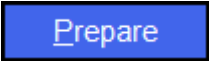
1. Dispense the prescription in the usual way, completing the patient, prescriber and item details.
2. If you select **Stock Check While Labelling** from **Pharmacy Details - Ordering - Stock Control**, **Pharmacy Manager** automatically populates the quantity owed in **Owe**. If you do not select you need to enter the **Owe** quantity each time.
3. Complete the prescription in the usual way, and select **Finish** . An **Owings** label(s) prints:

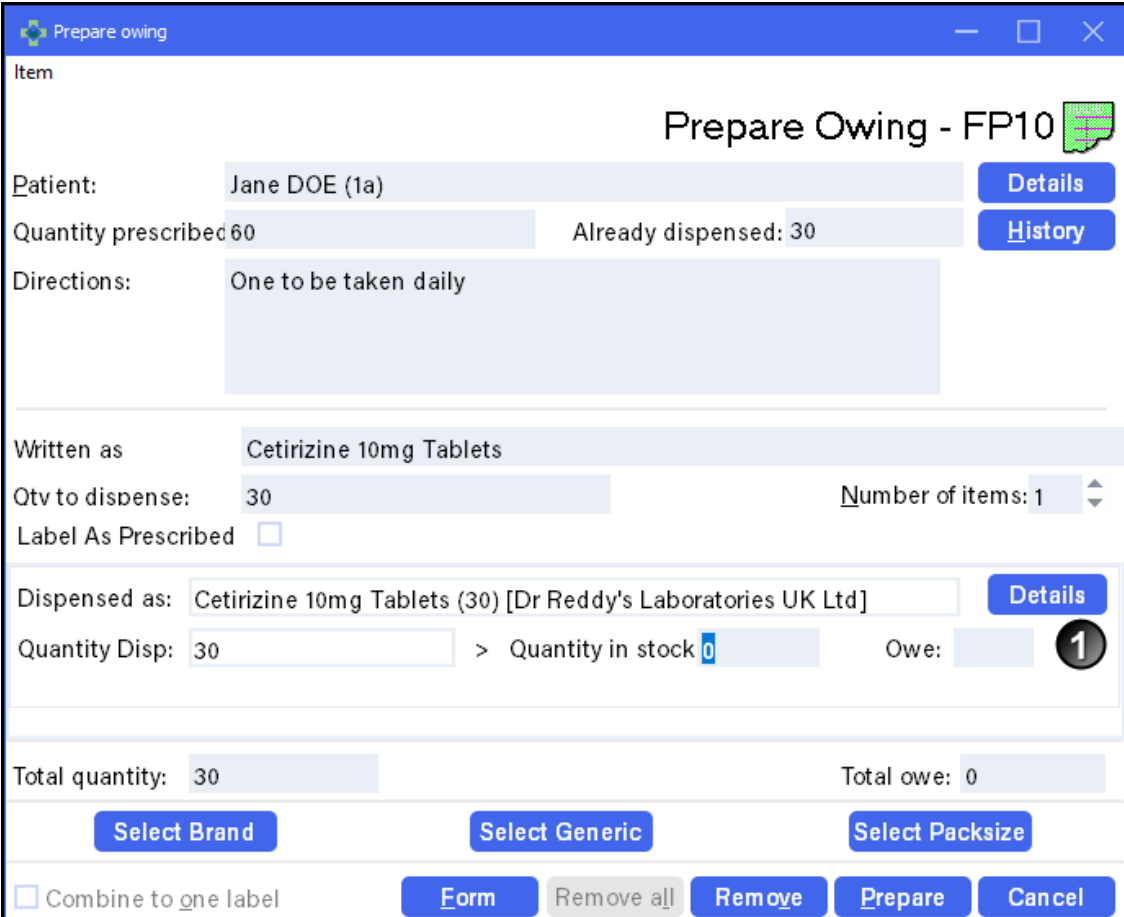


 **Note** - The number of labels that print is set in **Pharmacy Details**.

Fulfilling an Owing


To fulfil an owing:

1. From the **Pharmacy Manager Side Navigation Bar** select **Owings** .
2. Optionally, select **Date** and set a date range to display.
3. Highlight the appropriate **Owing** and select **Prepare** .
4. The **Prepare owing** screen displays, complete as required:
 - **Dispensed as** - Update if required.
 - **Quantity Disp** - Update to partially dispense the item(s).
 - **Owe** - If required, use to create a further owing:



Prepare owing

Item

Prepare Owing - FP10 

Patient: Jane DOE (1a) [Details](#)

Quantity prescribed 60 Already dispensed: 30 [History](#)

Directions: One to be taken daily

Written as Cetirizine 10mg Tablets

Otv to dispense: 30 Number of items: 1

Label As Prescribed ☐

Dispensed as: Cetirizine 10mg Tablets (30) [Dr Reddy's Laboratories UK Ltd] [Details](#)

Quantity Disp: 30 > Quantity in stock 0 Owe: **1**


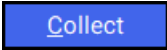

Total quantity: 30 Total owe: 0


[Select Brand](#) [Select Generic](#) [Select Packsize](#)

☐ Combine to one label [Form](#) [Remove all](#) [Remove](#) [Prepare](#) [Cancel](#)

5. Select **Prepare**  to print the item and any further owing label (s).

When a Patient Collects Their Medication

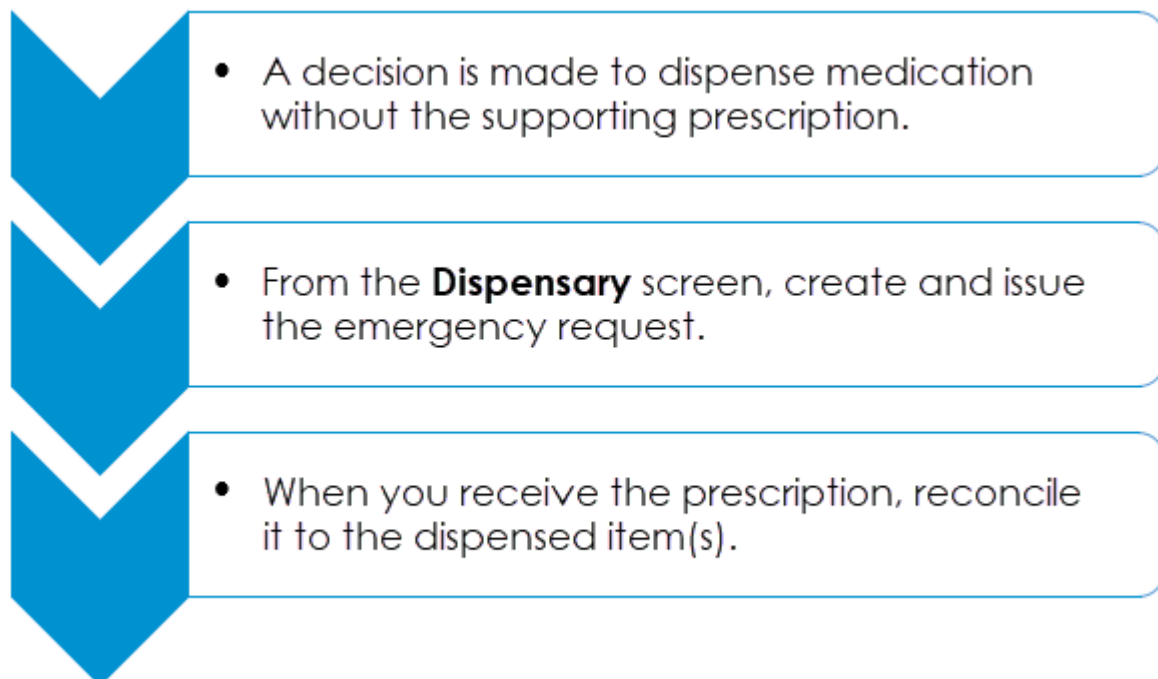
- When a patient collects their owed medication, from **Owings** , highlight the owing and select **Collect** .
- If a patient does not collect a prepared owing, simply select **Remove**  to return the item to stock.

 **Note** - A patient owing displays on the **Owings** screen until marked as collected or removed.

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



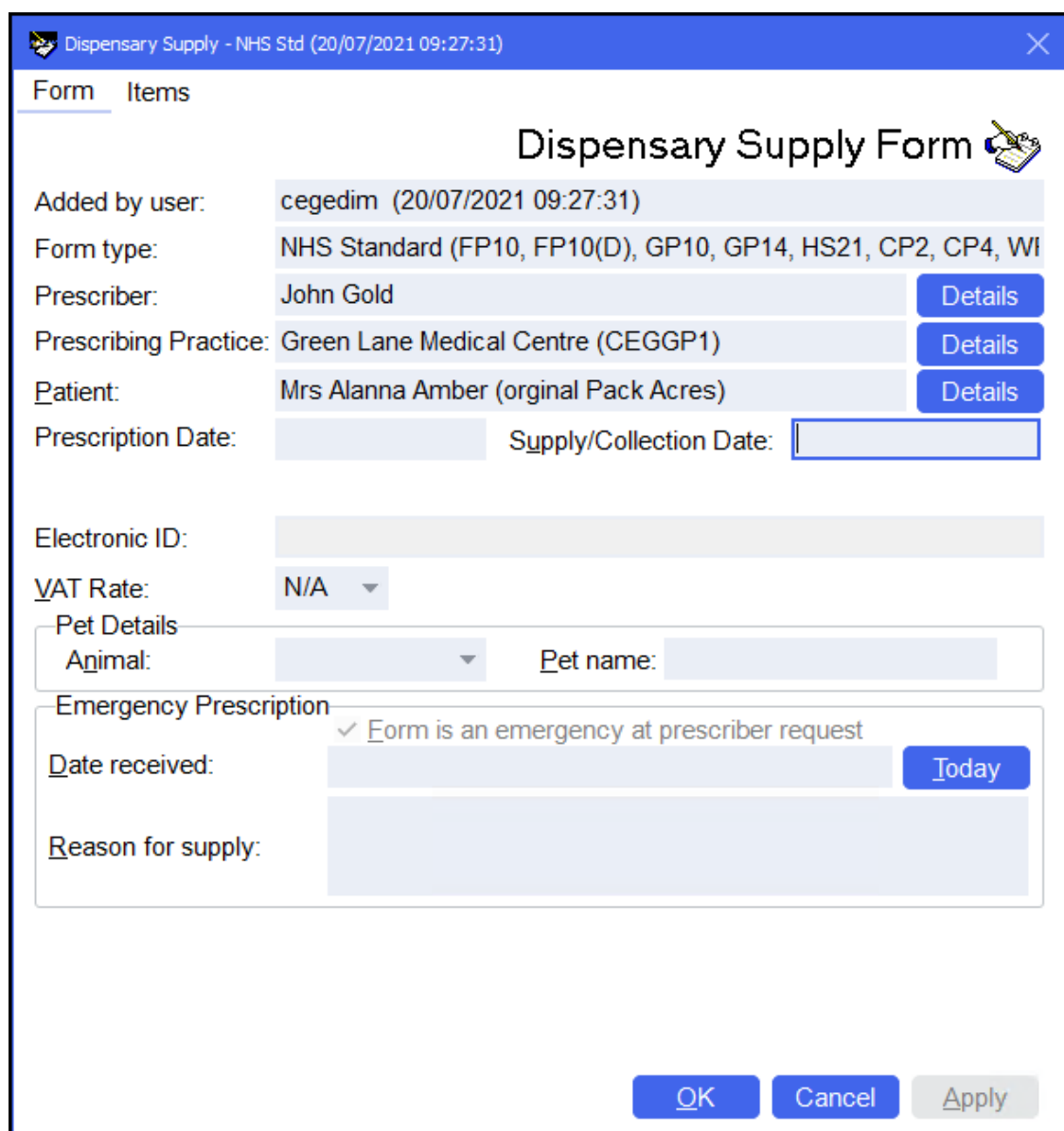
Creating an Emergency Request

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.

Form

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



Dispensary Supply - NHS Std (20/07/2021 09:27:31)

Form Items

Dispensary Supply Form

Added by user: cegedim (20/07/2021 09:27:31)

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](#)

Patient: Mrs Alanna Amber (original Pack Acres) [Details](#)

Prescription Date: Supply/Collection Date:

Electronic ID:

VAT Rate: N/A

Pet Details

Animal: Pet name:

Emergency Prescription

✓ Form is an emergency at prescriber request

Date received: [Today](#)

Reason for supply:

[OK](#) [Cancel](#) [Apply](#)

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



Note - Do not enter any dates until you receive the prescription from the prescriber.

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

Dispensary

Patient:
Mrs Alanna Amber (Original Pack Acres)

Prescriber:
John Gold

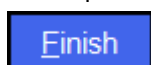
£
PR26


Item 1

EMERGENCY REQUEST

Written as:
Simvastatin 20mg Tablets

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

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

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:

Reconciling Electronic Prescriptions

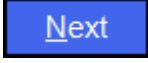
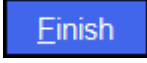
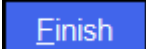
To reconcile an electronic prescription:

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)

<p>Mrs Alanna Amber Original Pack Acres</p> <p>NHS: 3606062176 DoB: 02/04/1992 Age: 29 Sex: Female</p> <hr/> <p>Item 1 Salbutamol 100micrograms/dose inhaler CFC free 200 dose</p> <p>Inhale one or two doses when required</p> <hr/> <p>DM+D: 320139002</p> <hr/> <p>Item 2 Beclometasone 100micrograms/dose inhaler CFC free 200 dose</p> <p>Inhale one dose twice a day</p> <hr/> <p>DM+D: 408063002</p>	<p>Emergency Requests</p> <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														

Back Next Cancel



5. Select **Next**  and then select **Finish** .
6. Complete the dispensing process in the usual way and select **Finish** .



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

Reconciling Paper Prescriptions

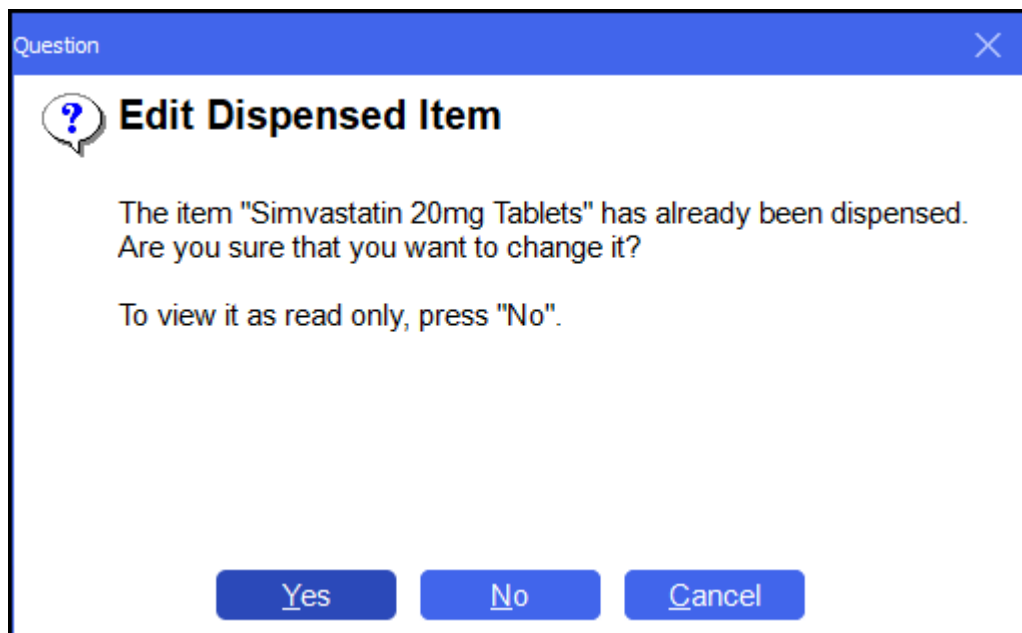
To reconcile a paper prescription:

1. From the **Pharmacy Manager Side Navigation Bar** select **Pending** .
2. Locate the emergency request and select **Edit** .



Remember – To filter the **Pending** screen, select **Show pendings with status** and then **Emergency awaiting receipt**.


3. The **Edit Dispensed Item** message displays, select **Yes** .



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

Dispensary

Patient: Mrs Alanna Amber (Original Pack Acres) Prescriber: John Gold


£ 

Item 1 EMERGENCY REQUEST

Written as: Simvastatin 20mg Tablets

Dispense as: Simvastatin 20mg Tablets (28) [Somex Pharma]

Select **Edit Emergency Request**

 Edit Emergency Request

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

Dispensary Supply - NHS Std (20/07/2021 13:42:07) ✕

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, WI)

Prescriber: John Gold Details

Prescribing Practice: Green Lane Medical Centre (CEGGP1) Details

Patient: Mrs Alanna Amber (original Pack Acres) Details

Prescription Date: Supply/Collection Date:

Electronic ID:

VAT Rate: N/A ▾

Pet Details

Animal: Pet name:

Emergency Prescription

✓ Form is an emergency at prescriber request

Date received: 20 July 2021 Today

Reason for supply:

Update with
Date received

6. Select **OK** .

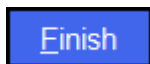
7. Update the quantity or directions if required.



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 are providing 10 to make up the prescription total.

8. Discard the first label that prints, this is for the emergency request.

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

.

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

Instalment Dispensing

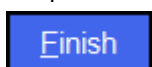
Pharmacy Manager allows you to manage prescriptions dispensed in instalments, calculating the splits between instalments and printing the labels with the correct dates in a single run. When calculating the split quantities, **Pharmacy Manager** can consider non-working days such as Sundays and public holidays.

When dealing with certain drug classes, for example, controlled drugs, you may need to dispense a prescription using instalments.

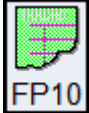
i Important - In **England** and **Wales** you can only dispense Instalments from a paper prescription. In **Scotland** you can dispense Instalments from paper and AMS electronic prescriptions.


To dispense a prescription in instalments:


1. Dispense the prescription in the usual way, but do not select **Finish**




2. For paper prescriptions make sure **Form Type** displays the correct form

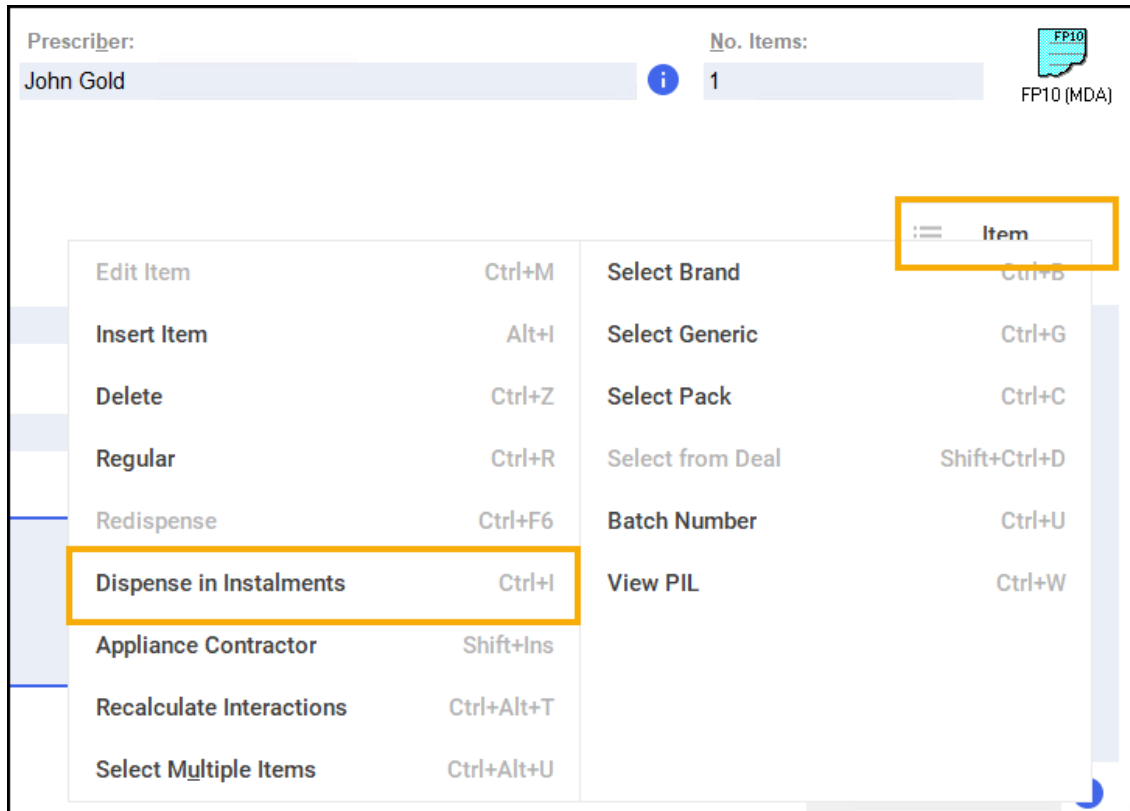
type. Double click on the current form type, for example, **FP10**  to change it.

 **Note** - In **England** you will need to select a form type of **FP10 (MDA)**.

 **Note** - In **Scotland**, instalment dispensing is not limited to addict prescriptions therefore you can dispense under the form type of **GP10**, **GP10 (P)**, **GP10 (N)**, **GP10 (NMP)** and **HBP**.

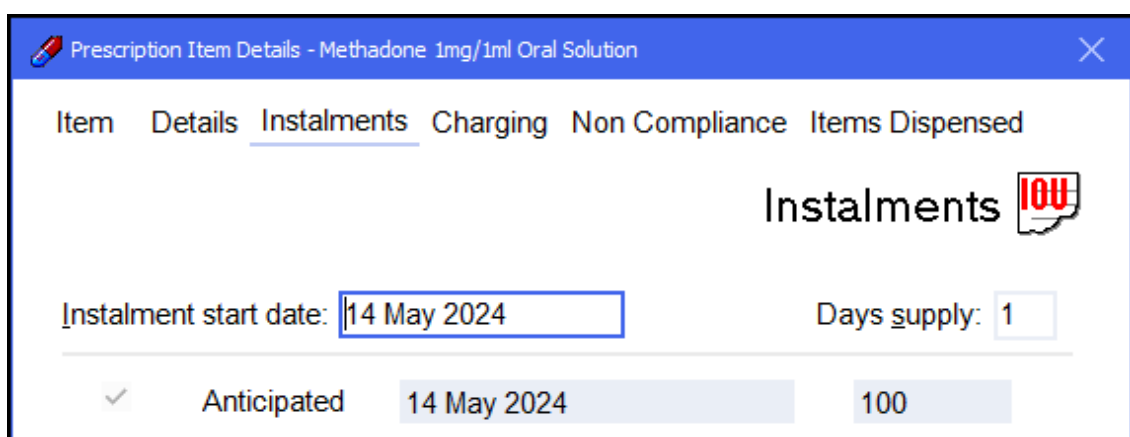
 **Note** - In **Wales** you will need to select a form type of **WP10HP (AD)**.

- From **Item**, select **Dispense in Instalments** or press **Ctrl + I** on your keyboard:



The screenshot shows the Pharmacy Manager interface. At the top, the 'Prescriber' is 'John Gold' and 'No. Items' is '1'. A blue information icon is next to the 'No. Items' field. On the right, there is a small icon for 'FP10 (MDA)'. The 'Item' menu is open, showing various options. The 'Dispense in Instalments' option is highlighted with an orange box. The keyboard shortcut 'Ctrl+I' is shown next to it. Other options in the menu include 'Edit Item' (Ctrl+M), 'Insert Item' (Alt+I), 'Delete' (Ctrl+Z), 'Regular' (Ctrl+R), 'Redisperse' (Ctrl+F6), 'Appliance Contractor' (Shift+Ins), 'Recalculate Interactions' (Ctrl+Alt+T), 'Select Multiple Items' (Ctrl+Alt+U), 'Select Brand' (Ctrl+B), 'Select Generic' (Ctrl+G), 'Select Pack' (Ctrl+C), 'Select from Deal' (Shift+Ctrl+D), 'Batch Number' (Ctrl+U), and 'View PIL' (Ctrl+W).

- The **Prescription Item Details - Instalments** tab displays. Complete as outlined below:



The screenshot shows the 'Prescription Item Details - Methadone 1mg/1ml Oral Solution' window. The 'Instalments' tab is selected. The window has a blue header bar with the title and a close button. Below the header, there are tabs for 'Item', 'Details', 'Instalments', 'Charging', 'Non Compliance', and 'Items Dispensed'. The 'Instalments' tab is active, showing the text 'Instalments' and a red '100' icon. Below this, there are two input fields: 'Instalment start date:' with the value '14 May 2024' and 'Days supply:' with the value '1'. At the bottom, there is a table with three columns: a checkbox, 'Anticipated', and a date. The first row has a checked checkbox, the word 'Anticipated', and the date '14 May 2024'. To the right of the table, there is a text box with the value '100'.

- **Instalment start date** - Defaults to today's date, if you do not want the instalments to start today, update as required.



Training Tip - The **Instalment start date** cannot be before today's date.

- **Days supply** - Enter the number of days supply you want to issue press **Enter** on your keyboard.



Note - In **England** and **Wales** the maximum supply is **14** days. In **Scotland** the maximum supply is **84** days.

5. **Pharmacy Manager** automatically calculates the date each instalment should be given and the appropriate quantity based on the pharmacy opening days:

Prescription Item Details - Methadone 1mg/1ml Oral Solution

Item
Details
Instalments
Charging
Non Compliance
Items Dispensed


Instalments
100

Instalment start date: 18 March 2022
Days supply: 14

✓	Anticipated	18 March 2022	100
✓	Anticipated	19 March 2022	200
✓	Anticipated	21 March 2022	100
✓	Anticipated	22 March 2022	100
✓	Anticipated	23 March 2022	100
✓	Anticipated	24 March 2022	100
✓	Anticipated	25 March 2022	100
✓	Anticipated	26 March 2022	200

Days:
M
Tu
W
Th
F
Sa
~~Su~~
Shortfall : 0

Details
OK
Cancel


 **Note** - Calculations are based on the pharmacy's opening hours set in **Tools - System Settings - Pharmacy Details - Pharmacy - Opening Times**. In the above example the pharmacy does not open on a Sunday so **Pharmacy Manager** schedules two instalments on a Saturday.

- Check the instalment schedule, if your pharmacy closes on additional days or the patient cannot attend on a certain day each week, go to the **Days** option and select the relevant day. The day selected displays in red with a line through it and the instalment schedule updates accordingly:

☒ Anticipated
 26 March 2022
 200

Days: M Tu W Th F Sa ~~Su~~
 Shortfall : 0

Set instalment collection days
 Details
 OK
 Cancel

 **Note** - Any changes made here only apply to this item, they do not affect the default settings.

- b. Should you need to manually remove an individual day from the schedule, for example the pharmacy closes on a bank holiday, remove the tick from the instalment line and the instalment schedule updates accordingly:

Instalment start date: 18 March 2022
 Days supply: 14


<input checked="" type="checkbox"/>	Anticipated	18 March 2022	100
<input checked="" type="checkbox"/>	Anticipated	19 March 2022	200
<input checked="" type="checkbox"/>	Anticipated	21 March 2022	100
<input checked="" type="checkbox"/>	Anticipated	22 March 2022	200
<input type="checkbox"/>	No Supply	23 March 2022	0
<input checked="" type="checkbox"/>	Anticipated	24 March 2022	100
<input checked="" type="checkbox"/>	Anticipated	25 March 2022	100
<input checked="" type="checkbox"/>	Anticipated	26 March 2022	200


Supply from the 23rd is added to the 22nd

- c. In the above example, two instalments are to be dispensed on one label. If two labels are required, enter the appropriate quantity separating with a comma, for example, '100,100', to produce two labels of 100. Similarly you can enter '100x2':

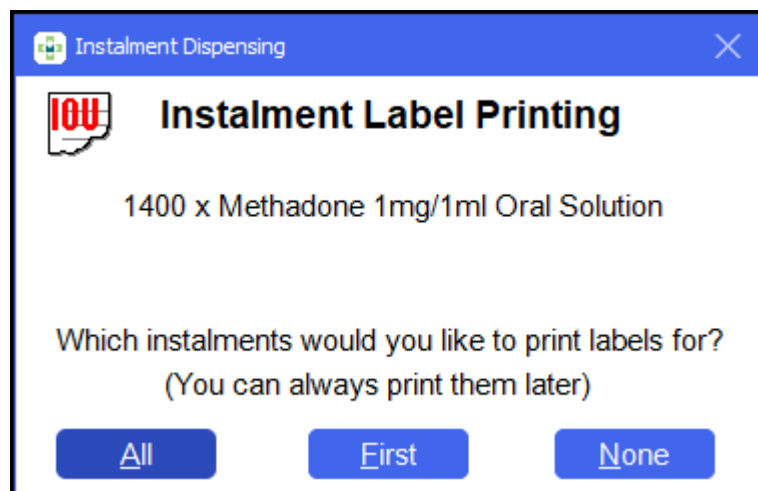
Instalment start date:		18 March 2022		Days supply:	14
<input checked="" type="checkbox"/>	Anticipated	18 March 2022	100		
<input checked="" type="checkbox"/>	Anticipated	19 March 2022	100,100		
<input checked="" type="checkbox"/>	Anticipated	21 March 2022	100		
<input checked="" type="checkbox"/>	Anticipated	22 March 2022	100x2		
<input type="checkbox"/>	No Supply	23 March 2022	0		

6. Select **OK**  to confirm the instalment schedule.

 **Note** - If you have any quantity remaining, **OK** is inactive and the quantity missing displays in **Shortfall**. You must check the dosages and amend as needed.

 **Training Tip** - Should you need to edit the instalment schedule prior to dispensing you can select **Instalment Schedule** from the **Dispensary** screen.

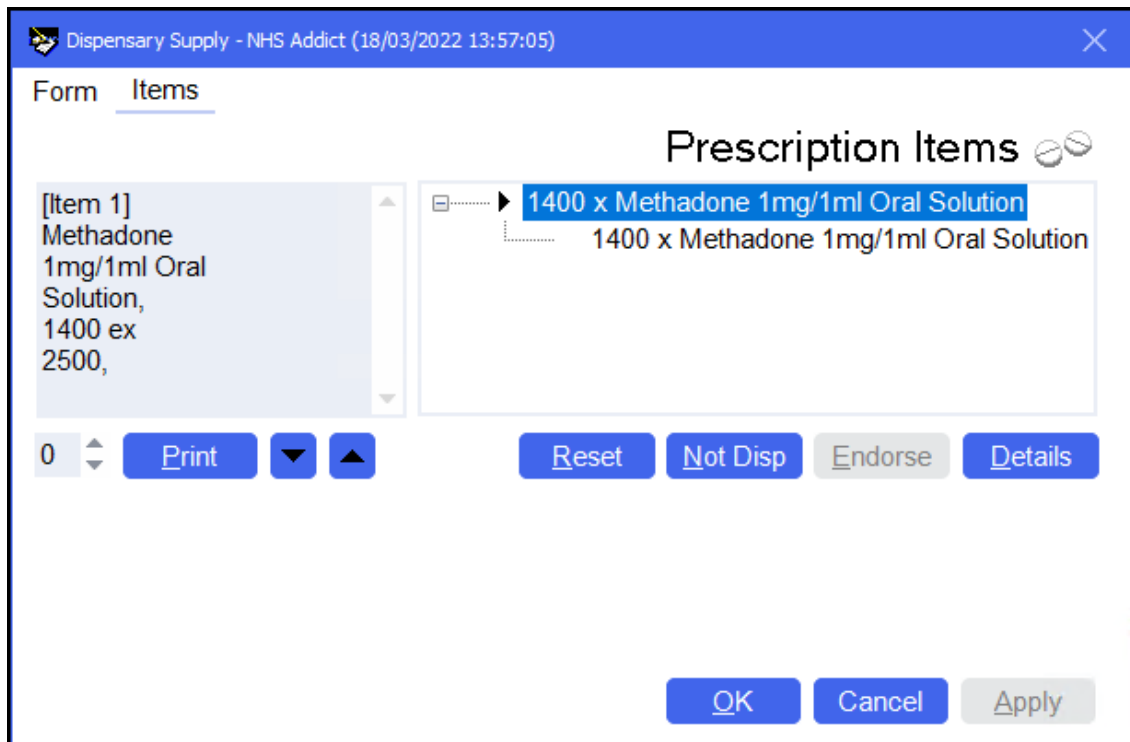
7. Select **Finish**  to complete the dispense.
8. The **Instalment Label Printing** screen displays, select from:



The screen displays the following information:

- Window title: Instalment Dispensing
- Icon: 100
- Section: Instalment Label Printing
- Text: 1400 x Methadone 1mg/1ml Oral Solution
- Text: Which instalments would you like to print labels for? (You can always print them later)
- Buttons: All, First, None

- **All** - Select to print all instalment labels.
 - **First** - Select to print the first instalment label only.
 - **None** - Select to print no instalment labels.
9. If configured, the **Endorsement** screen displays. Select **OK** to defer endorsing until the patient collects all:



The prescription displays on the **Pending** screen with the status **Not endorsed** until endorsed at the end of the instalment schedule. Each instalment displays on the **Instalments** screen.

Please note:

- When editing a prescription where no instalments are prepared or collected, you need to re-enter the instalment schedule before finishing the dispense.
- You are unable to edit an instalment where some instalments have been prepared or collected, however you can view the instalment details in read-only mode.

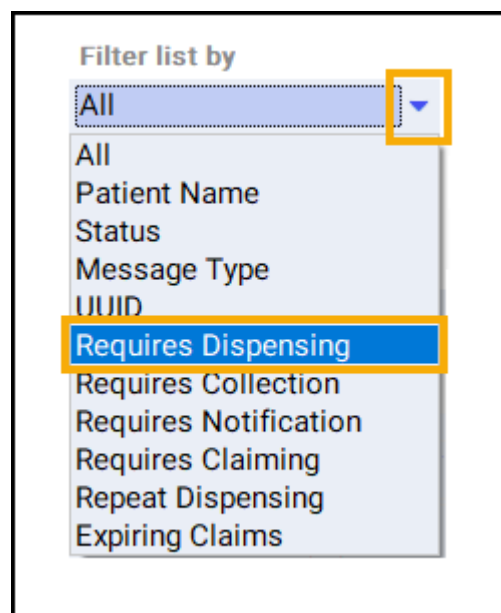
Dispensing from a Patient's History

Previously dispensed items for a patient are recorded in the patient's history. To save time when dispensing, items in the patient's history can be matched to items on a prescription:







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

The **eMessages** screen displays.

2. From **Filter list by**, select the **Requires Dispensing** filter:



3. Highlight the appropriate prescription and select **Dispense**:

Name				 Expiry	Action by	Status
 1 Mr Gary Green				23/09/2020 23:59	24/03/2020 16:41	New - Ready to dispense
						<div>Return</div> <div>Dispense</div>

- The **Patient Medication History** displays with the current prescription displaying on the left and the patient's medication history displaying on the right:

Patient Selection Wizard - Mr Gary Green (11 Short Lane, Leyland, PR26 1AP)

Mr Gary Green 11 Short Lane Leyland PR26 1AP	NHS: 6215667544 DoB: 25/03/1968 Age: 52 Sex: Male
---	---

Item 1

Simvastatin 20mg tablets
28 tablet

Take one at night

Item 2

Enalapril 20mg tablets
28 tablet

Take one each morning

Item 3

Omeprazole 20mg gastro-resistant

Patient Medication History

Select any patient medication history that you wish to repeat from

Description	#	Last Dispensed	Qty
Enalapril 20mg Tablets ONE to be taken at NIGHT	1	19/03/2020 15:...	28
Omeprazole 20mg g/r Capsules ONE to be taken in the MORNING Swallow whole. Do not chew or	1	19/03/2020 15:...	28
Simvastatin 20mg Tablets ONE to be taken at NIGHT Avoid consumption of grapefruit during	1	19/03/2020 15:...	28

☐ Don't show me expanded directions
☐ Don't show this page again

Back Finish Cancel

5. Highlight the matching items from the **Patient Medication History** and

select **Next** 

Patient Selection Wizard - Mr Gary Green (11 Short Lane, Leyland, PR26 1AP)

Mr Gary Green
11 Short Lane
Leyland
PR26 1AP

NHS:
6215667544
DoB: 25/03/1968
Age: 52
Sex: Male

Item 1
Simvastatin 20mg tablets
28 tablet

Take one at night

Item 2
Enalapril 20mg tablets
28 tablet

Take one each morning

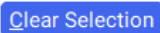
Item 3
Omeprazole 20mg gastro-resistant

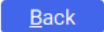
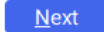
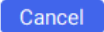
Patient Medication History

Select any patient medication history that you wish to repeat from

Description	#	Last Dispensed	Qty
Enalapril 20mg Tablets ONE to be taken at NIGHT	1	19/03/2020 15:...	28
Omeprazole 20mg g/r Capsules ONE to be taken in the MORNING Swallow whole. Do not chew or	1	19/03/2020 15:...	28
Simvastatin 20mg Tablets ONE to be taken at NIGHT Avoid consumption of grapefruit during	1	19/03/2020 15:...	28

☐ Don't show me expanded directions
☐ Don't show this page again





Note - To select multiple items, press and hold **Ctrl** on your keyboard and select each of the required items. In the example above, all items on the prescription can be dispensed from the patient's medication history.

6. The **Match Repeat Items** screen displays. Select the appropriate **Repeat item** from the list for each **Electronic Prescription Item** and then select

Finish 

Match Repeat Items

You will need to confirm the items you wish to match by specifying the order of the items relative to the electronic prescription. Click on the row of the item you want to repeat and select the repeat item from the drop-down list.

Electronic Prescription Item	Repeat Item
Simvastatin 20mg tablets (31999)	Simvastatin 20mg Tablets
Enalapril 20mg tablets (31885500)	Enalapril 20mg Tablets
Omeprazole 20mg gastro-resistance capsules	Omeprazole 20mg g/r Capsule

[Back](#)

Finish

Cancel

- The **Dispensary** screen displays. The **Written as** and **Dispense as** populate from the patient's history. Continue to dispense the prescription in the usual way.

Dispensary		Form	Ordering	Print
Patient: Mr Gary Green (11 Short Lane)		Prescriber: John Gold	No. Items: 3	
Item 1		Item		
Written as:	Quantity:	Cost:		
Simvastatin 20mg Tablets	28	Item cost: £9.00 PIP code: 1120997 Pack size: 28 Used Today / Max: 0 / 84 Min. order / Stock: 280 / 2800 Auto order: Yes Due in / Owe: 2800 / 0 Stock level: 0 Trade / Retail: £0.00 / £0.... Tariff: £0.90 Ingredient Cost: £0.90		
Dispense as:	Owe:			
Simvastatin 20mg Tablets (28) [Milpharm Ltd]				
Directions:	Caution			
ONE to be taken at NIGHT Avoid consumption of grapefruit during treatment with this medicine.	Direction			
Total Cost: £27.00 (£4.15)				
Warnings				
Patient is exempt Press Ctrl+B to show brands, including branded generics, and Ctrl+G to show generics. General Counselling: Advise patient to promptly report unexplained muscle pain, tenderness or weakness. Avoid Grapefruit product				
<div>Endorse Save to pending Not dispensed</div> <div>< 1 of 3 ></div>				

Adding Items to an Order

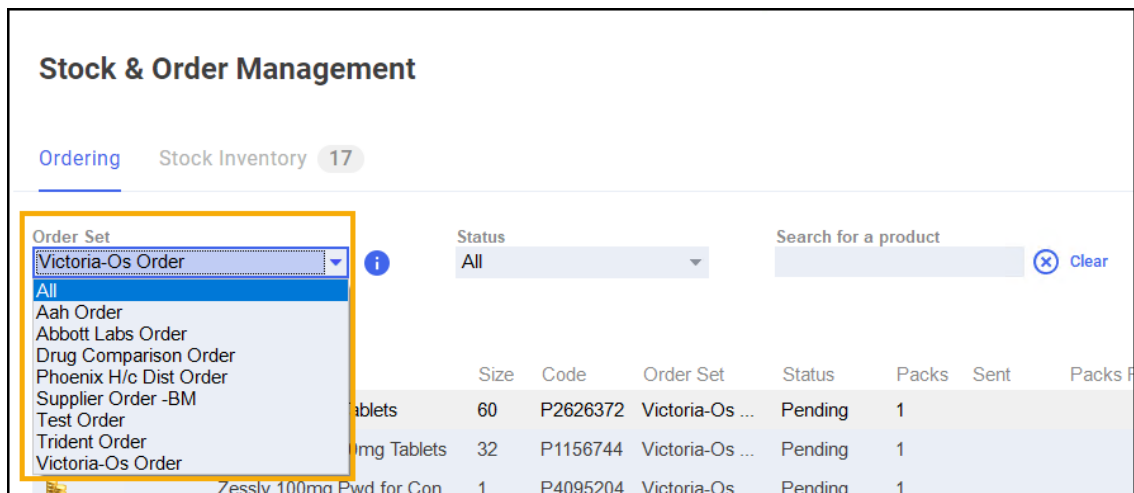
To add items to an order:

1. From the **Pharmacy Manager Side Navigation Bar** select **Stock & Ordering**



. Select the **Ordering** tab.

2. From **Order Set**, select the order set you wish to order from:



Stock & Order Management


Ordering Stock Inventory 17

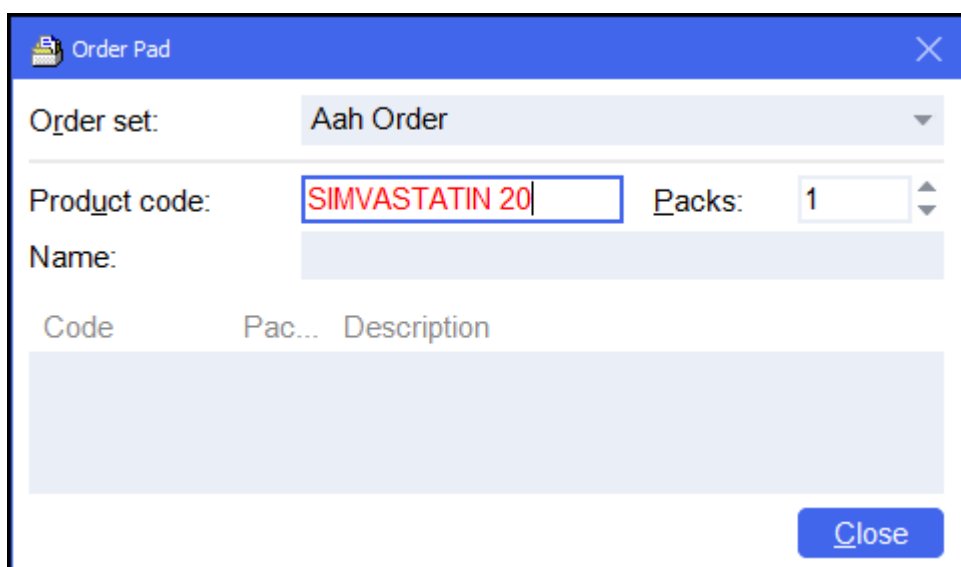
Order Set: Victoria-Os Order (selected)

Status: All

Search for a product: Clear

	Size	Code	Order Set	Status	Packs	Sent	Packs F
tablets	60	P2626372	Victoria-Os ...	Pending	1		
mg Tablets	32	P1156744	Victoria-Os ...	Pending	1		
Zessly 100mg Pwd for Con...	1	P4095204	Victoria-Os ...	Pending	1		

3. Select **Order pad**  **Order pad** and the **Order Pad** screen displays. Enter the **Product code**, for example, SIMVASTATIN 20, and press **Enter** on your keyboard:



Order Pad


Order set: Aah Order

Product code: Packs:

Name:

Code	Pac...	Description

4. The **Find Product** screen displays. Highlight the desired product and select **OK** .

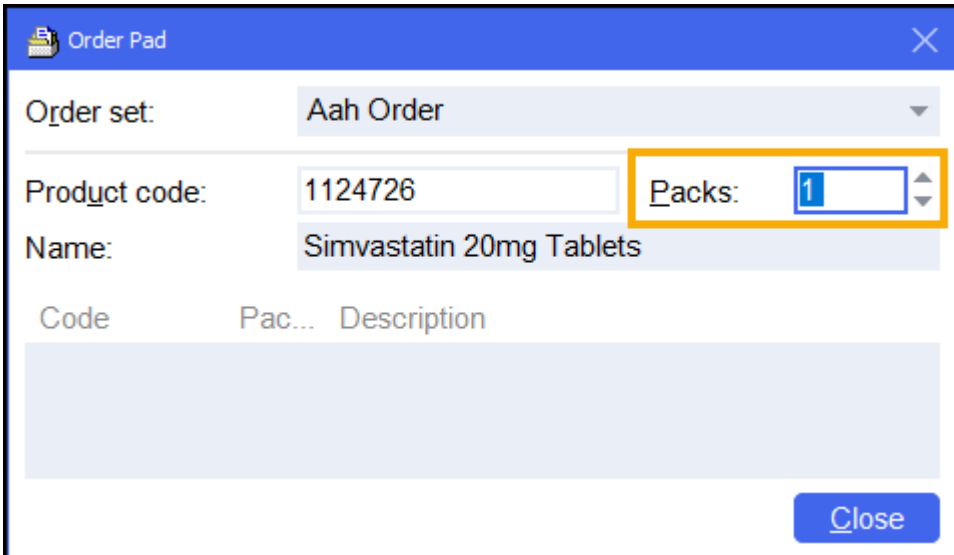


The **Find Product** screen shows a search for "Simvastatin 10mg Tablets". The results table is as follows:

Description	Code	Pack Si...	In Sto...	Price	Price/100	Expires
1 Simvastatin 10mg Tablets		28	0	£0.00	£0.00	
2 Simvastatin 10mg Tablets		500	0	£0.00	£0.00	
3 Simvastatin 20mg Tablets		28	0	£0.00	£0.00	
4 Simvastatin 20mg Tablets		500	0	£0.00	£0.00	
5 Simvastatin 20mg/5ml Oral Suspensi...		150	0	£0.00	£0.00	
6 Simvastatin 40mg Tablets		28	0	£0.00	£0.00	
7 Simvastatin 40mg Tablets		500	0	£0.00	£0.00	
8 Simvastatin 40mg/5ml Oral Suspensi...		150	0	£0.00	£0.00	
9 Simvastatin 80mg Tablets		28	0	£0.00	£0.00	
A Simvastatin/Ezetimibe 20/10mg Table...		28	0	N/A	N/A	
B Simvastatin/Ezetimibe 40/10mg Table...		28	0	N/A	N/A	
C Simvastatin/Ezetimibe 80/10mg Table...		28	0	N/A	N/A	

At the bottom, the **Tariff Price** is £1.15. The **OK** button is highlighted.

5. The **Order Pad** screen displays. Enter the number of **Packs** required and press **Enter** on your keyboard:



The **Order Pad** screen shows the following details:

- Order set:** Aah Order
- Product code:** 1124726
- Packs:** 1 (highlighted)
- Name:** Simvastatin 20mg Tablets

Below the details is a table with columns: **Code**, **Pac...**, and **Description**. The **Close** button is at the bottom right.

6. Select **Close**  and the item is placed on order.

Sending an Order

After you have checked through your orders, you must send the order through to the wholesaler. To send an order:

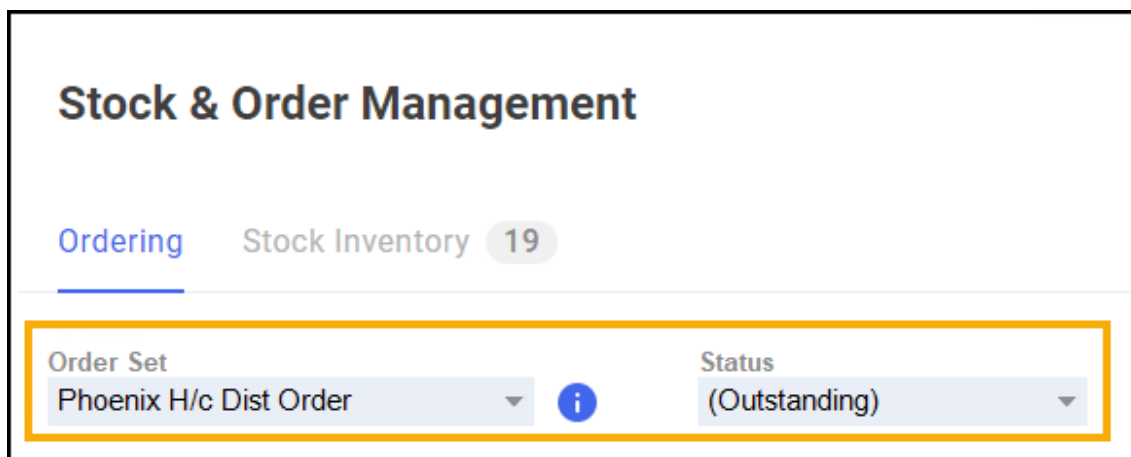
1. From the **Pharmacy Manager Side Navigation Bar** select **Stock & Ordering**



Select the **Ordering** tab.

2. From **Order Set**, select the order set required.

3. From **Status**, select **Outstanding** to include all pending and previously rejected orders:



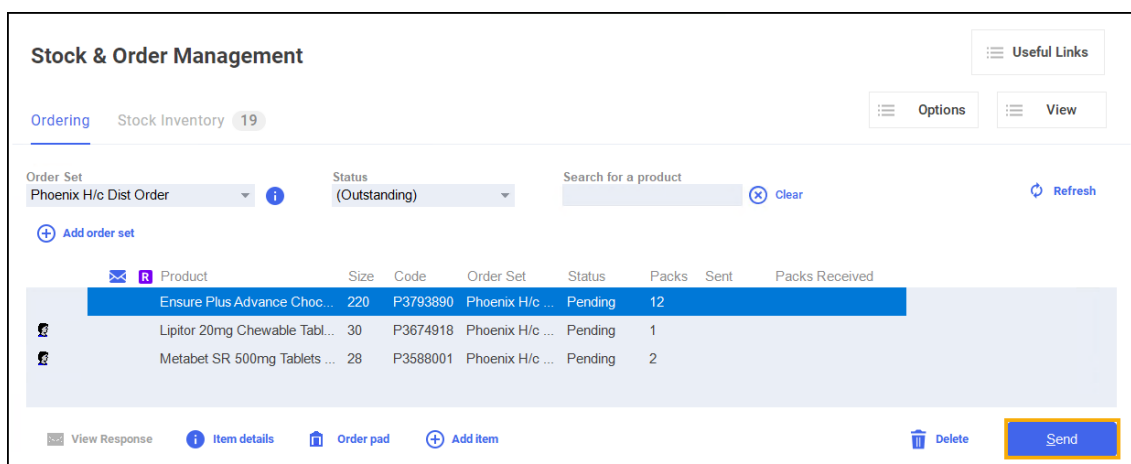
Stock & Order Management

Ordering Stock Inventory 19

Order Set: Phoenix H/c Dist Order

Status: (Outstanding)

4. Select **Send**:



Stock & Order Management

Ordering Stock Inventory 19

Order Set: Phoenix H/c Dist Order

Status: (Outstanding)

Search for a product: [Clear]

Refresh

+ Add order set

Product	Size	Code	Order Set	Status	Packs	Sent	Packs Received
Ensure Plus Advance Choc...	220	P3793890	Phoenix H/c ...	Pending	12		
Lipitor 20mg Chewable Tabl...	30	P3674918	Phoenix H/c ...	Pending	1		
Metabet SR 500mg Tablets ...	28	P3588001	Phoenix H/c ...	Pending	2		

View Response Item details Order pad Add item Delete Send

5. A question 'Do you want to send all orders for order set "Order set name" now?' displays, select **Yes** to send all items on the selected order set:

