



Pharmacy Manager

Electronic Prescriptions - England

Version 1.0

02 June 2025

Copyright © 2025 Cegedim Rx

All Rights Reserved

No part of this document may be photocopied, reproduced, stored in a retrieval system or transmitted in any form or by any means, whether electronic, mechanical, or otherwise, without the prior written permission of **Cegedim Rx**.

No warranty of accuracy is given concerning the contents of the information contained in this publication. To the extent permitted by law, no liability (including liability to any person by reason of negligence) will be accepted by **Cegedim Rx**, its subsidiaries or employees for any direct or indirect loss or damage caused by omissions from or inaccuracies in this document.

Cegedim Rx reserves the right to change without notice the contents of this publication and the software to which it relates.

Product and company names herein may be the trademarks of their respective owners.

Registered name: **Cegedim Rx**. Registered number: 02855109

Registered address: Building 2, Buckshaw Station Approach, Buckshaw Village, Chorley, PR7 7NR

Website: <https://cegedimrx.co.uk/>

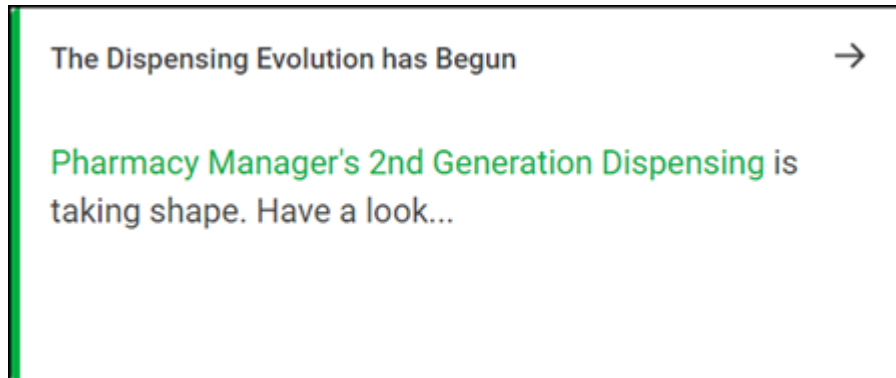
Table of Contents

Table of Contents	2
Accessing New Prescriptions (England)	4
Viewing New Prescriptions (England)	5
Prescriptions Table	5
Individual Prescriptions	7
Prescriptions Options	8
Searching for, Sorting and Filtering New Prescriptions (England)	10
Searching for a Patient's Prescription	10
Sorting Prescriptions	11
Filtering Prescriptions	11
Scanning Prescriptions (England)	16
Scanning a Barcode	16
How to manually enter a barcode	17
Downloading Prescriptions (England)	18
Matching Patients (England)	20
Clinical Check - Manual (England)	22
Manual Clinical Check Patient History	33
Printing Dispensing Tokens after a Manual Clinical Check	33
Restricting Clinical Check to Pharmacists only	35
England only	35
Resetting a Clinically Checked Prescription (England)	38
Reset Clinical Check Patient History	39
Clinical Check - Automated (England)	40
Automated Clinical Check Frequently Asked Questions	41

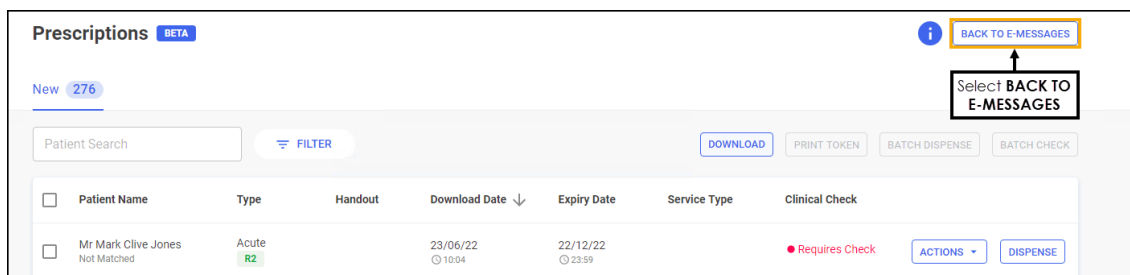
Automated Clinical Check Patient History	44
Printing Dispensing Tokens after an Automated Clinical Check	45
Printing Dispensing Tokens (England)	47
Dispensing New Prescriptions (England)	49
Selecting an Individual Prescription to Dispense	49
Selecting a Group of Prescriptions to Dispense	50
Dispensing an Electronic Prescription	51
Fast Labelling	55
What is Fast Labelling?	55
Fast Labelling Frequently Asked Questions	55
Enabling Fast Labelling	56
Dispensing an Electronic Prescription	59
Endorsing an Electronic Prescription	64
Confirming Collection	66
Claiming Prescriptions	68

Accessing New Prescriptions (England)

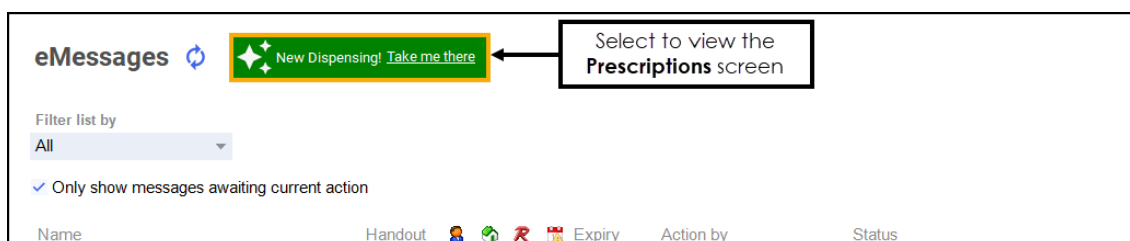
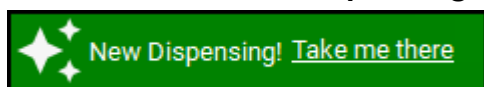
To access the **Prescriptions - New** screen from the **Pharmacy Manager Dashboard**, select **The Dispensing Evolution has Begun** tile.



- To access the existing **eMessages** screen from the **Prescriptions - New** screen select **BACK TO E-MESSAGES** .



- To return to the **Prescriptions - New** screen, from the existing **eMessages** screen, select **New Dispensing! Take me there**



-
- ➔ See [Viewing New Prescriptions \(England\) on the next page](#) for details.
-

Viewing New Prescriptions (England)

The **Prescriptions - New** screen displays all new EPS prescriptions that are ready to dispense and require action. You can easily search, sort and filter the prescriptions to manage your workload effectively, see [Searching for, Sorting and Filtering New Prescriptions \(England\) on page 10](#) for details.



Note - You need to use the original **eMessages** screen for all prescriptions that do not have a status of **NEW**. To return to the existing **eMessages** screen, select **BACK TO E-MESSAGES**

[BACK TO E-MESSAGES](#)

Prescriptions Table

Select all prescriptions shown

<input type="checkbox"/>	Patient Name	Type	Handout	Download Date ↓	Expiry Date	Service Type	Clinical Check	
<input type="checkbox"/>	Mr Mark Clive Jones Not Matched	Acute R2		23/06/22	22/12/22 ⌚ 23:59		● Requires Check	ACTIONS ▾ DISPENSE
<input type="checkbox"/>	Mr Mark Jason Turner Matched	Acute R2	IN STORE	22/06/22	21/12/22 ⌚ 23:59		● Checked	ACTIONS ▾ DISPENSE
<input type="checkbox"/>	Mr Dave Paul Bloggs Matched	Acute R2	IN STORE	22/06/22	21/12/22 ⌚ 23:59	APP MDS	● Requires Check	ACTIONS ▾ DISPENSE

The table displays a list of patients with the following columns:

- **Select All** - Use to select all prescriptions on the page.
- **Patient Name** - Displays the patient's name on the prescription. Additional information displays below the patient's name:
 - **Matched Status** - If the prescription is matched to an existing patient record, the status displays either **Matched** or **Partial Match**. If there is no match the status displays **Not Matched**.
 - **Dispensing Token - Printed** displays below **Patient Name** if a dispensing token has been printed.

- **Type** - Displays the type of prescription, whether it is **Acute**, **Repeat** or **Repeat Dispensing**. Additional information displays underneath:
 - **Prescription Release Version** - Displays the prescription release version, either **R1** or **R2**.
 - **Controlled Drug Schedule** - Displays the controlled drug schedule, for example, **CD 4**.
- **Handout** - Displays either **IN STORE**, **DELIVERY** or **ROBOT**, according to the handout method selected on the patient's record (if any).
- **Download Date** - Displays the date and time the prescription downloaded.
- **Expiry Date** - Displays the prescription expiry date and time:
 - Prescriptions that are due to expire in the next 7-21 days display the number of days in amber.

Handout	Download Date	Expiry Date ↓	Service Type
	15/03/22	14/09/22 21 Days	
	10/03/22	09/09/22 16 Days	

- Prescriptions that are due to expire in the next 7 days or have already expired display in red.

Handout	Download Date	Expiry Date ↑	Service Type
IN STORE	01/03/22	28/03/22 Expired	APP
	01/03/22	28/08/22 4 Days	

- **Service Type** - Displays any relevant services that the patient uses, for example, **APP** or **MDS**.
- **Clinical Check** - Displays the clinical check status, either **Requires Check** or **Checked**.

Individual Prescriptions

<input type="checkbox"/>	Patient Name	Type	Handout	Downloaded ↓	Expiry	Service Type	Clinical Check	
<input type="checkbox"/>	Mr Simon Mark Jackson Matched	Acute R2	IN STORE	17/01/2023 ⌚ 11:30:17	16/07/2023 ⌚ 23:59:59		● Requires Check	ACTIONS DISPENSE
<input type="checkbox"/>	Mr Simon Mark Jackson Not Matched	Acute R2		17/01/2023 ⌚ 11:29:37	16/07/2023 ⌚ 23:59:59		● Requires Check	DISPENSE
<input type="checkbox"/>	Mr Clive Simon Phillips Not Matched	Acute R2		17/01/2023 ⌚ 11:28:54	16/07/2023 ⌚ 23:59:59		● Requires Check	DISPENSE

View Prescription Details
Clinically Check
Return to Spine
View Patient Record

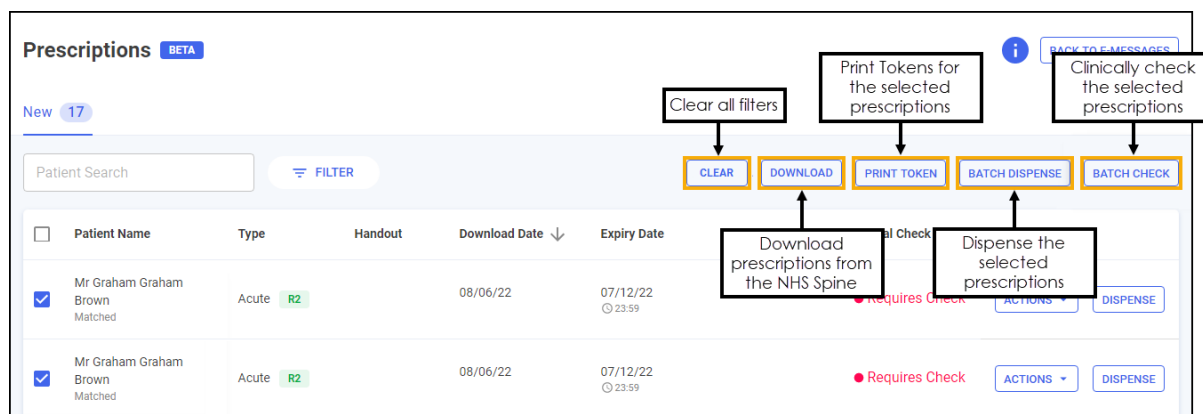
For each individual prescription you have the following options:

- **ACTIONS:**
 - **View Prescription Details** - Select to view the prescription, this opens the **eMessage Details** screen, see [eMessage Details Screen](#) for details.
 - **Clinically Check** - Select to clinically check the prescription, this opens the **Clinical Check** screen, see [Clinical Check - Manual \(England\) on page 22](#) for details.
 - **Reset Clinical Check** - Clinically checked prescriptions only, select to reset the prescription, this reverts the status from **Checked** to **Requires Check**. See [Resetting a Clinically Checked Prescription \(England\) on page 38](#) for details.
 - **Return to Spine** - Select to return the prescription to the **NHS Spine**.
 - **View Patient Record** - Matched patients only, select to open the **Patient Details** screen.
- **DISPENSE** - Dispense the individual prescription, see [Dispensing New Prescriptions \(England\) on page 49](#) for details.



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

Prescriptions Options



The screenshot shows the 'Prescriptions' page with a table of prescriptions. Callouts point to the following actions:

- CLEAR**: Clear all filters.
- DOWNLOAD**: Download prescriptions from the NHS Spine.
- PRINT TOKEN**: Print Tokens for the selected prescriptions.
- BATCH DISPENSE**: Dispense the selected prescriptions.
- BATCH CHECK**: Clinically check the selected prescriptions.

<input type="checkbox"/>	Patient Name	Type	Handout	Download Date ↓	Expiry Date	Actions
<input checked="" type="checkbox"/>	Mr Graham Graham Brown Matched	Acute	R2	08/06/22	07/12/22 ⌚ 23:59	Requires Check ACTIONS DISPENSE
<input checked="" type="checkbox"/>	Mr Graham Graham Brown Matched	Acute	R2	08/06/22	07/12/22 ⌚ 23:59	Requires Check ACTIONS DISPENSE

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

- **CLEAR** - Select to clear all filters.
- **DOWNLOAD** - Select to download nominated prescriptions, see [Downloading Prescriptions \(England\) on page 18](#) for details.
- **PRINT TOKEN** - Select to print the dispensing token, see [Printing Dispensing Tokens \(England\) on page 47](#) for details.



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

- **BATCH DISPENSE** - Select to dispense as a prescription grouping, see [Dispensing New Prescriptions \(England\) on page 49](#) for details.



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

- **BATCH CHECK** - Select to clinically check multiple prescriptions for the same patient, see [Clinical Check - Manual \(England\) on page 22](#) for

details.



Training Tip - This is only enabled when one or more prescription(s) are selected for the same patient.

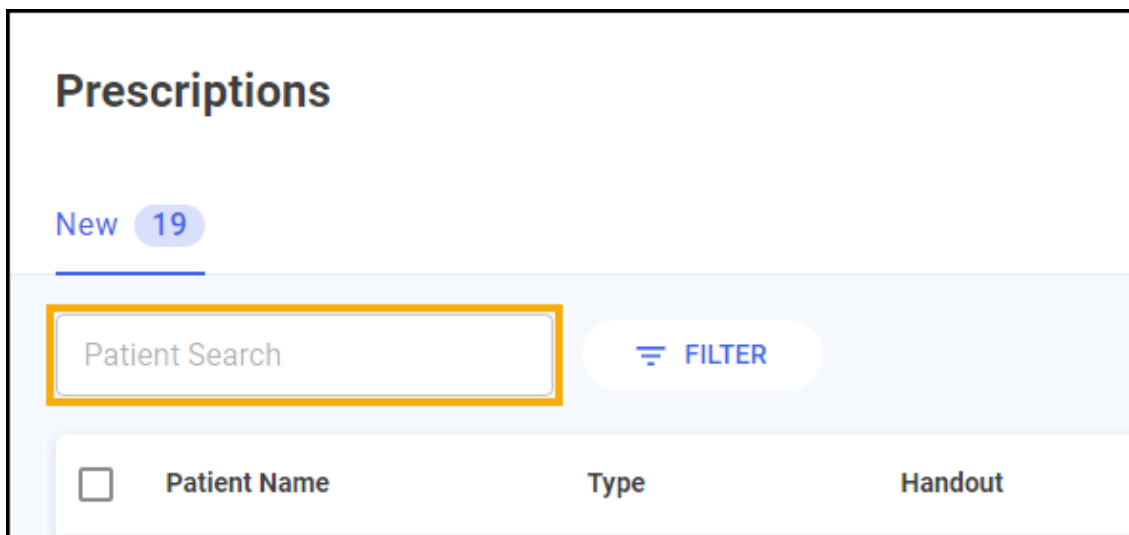
Searching for, Sorting and Filtering New Prescriptions (England)

To help manage your workload you can search for a patient's prescription or filter the prescriptions, for example, to display only Delivery prescriptions or prescriptions that are due to expire.

Searching for a Patient's Prescription

To search for a prescription:

1. From the **Prescriptions - New** screen, in **Patient Search** enter a name.



<input type="checkbox"/>	Patient Name	Type	Handout
--------------------------	--------------	------	---------

You can search for a patient using the following criteria:

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



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

- Partial First Name and partial Surname with a space, for example **Pa Turn**.

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



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

- The patient list automatically updates when you start typing. Select **Close**



to clear the search.

Sorting Prescriptions

Prescriptions sort by newest first by default, to manually sort the prescriptions then simply select the column header to sort ascending **Download Date** ↑ or descending **Download Date** ↓.

Prescriptions BETA BACK TO E-MESSAGES

New 17

Patient Search FILTER DOWNLOAD PRINT TOKEN BATCH DISPENSE BATCH CHECK

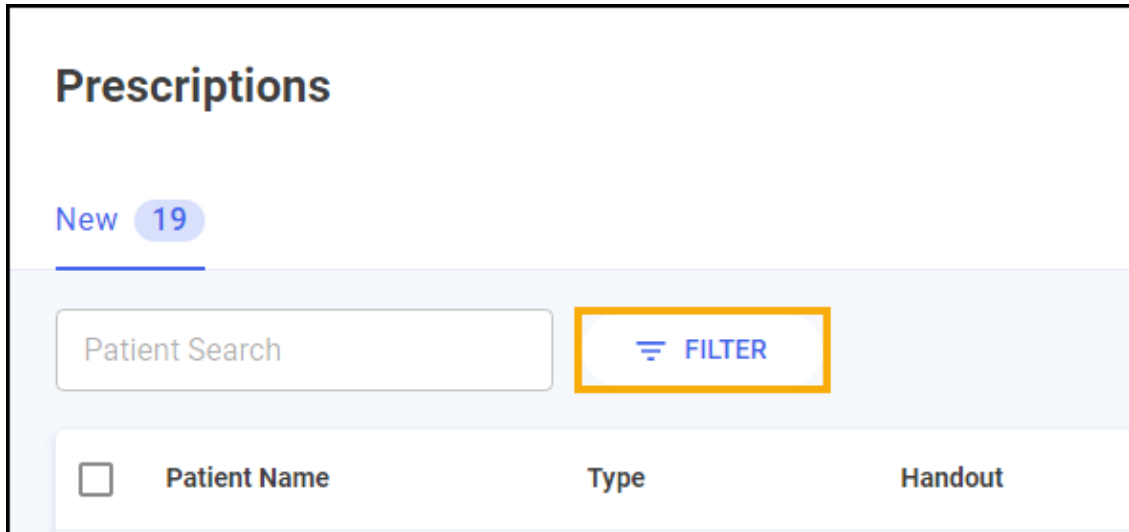
Select column header to sort by **Download Date**

<input type="checkbox"/>	Patient Name	Type	Handout	Download Date ↓	Expiry Date	Service Type	Clinical Check
<input checked="" type="checkbox"/>	Mr Graham Graham Brown Matched	Acute R2	08/06/22	07/12/22 ⌚ 23:59			● Checked ACTIONS DISPENSE
<input checked="" type="checkbox"/>	Mr Graham Graham Brown Matched	Acute R2	08/06/22	07/12/22 ⌚ 23:59			● Checked ACTIONS DISPENSE

Filtering Prescriptions


To filter the prescriptions:

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



Prescriptions

New 19

Patient Search  **FILTER**

<input type="checkbox"/>	Patient Name	Type	Handout
--------------------------	--------------	------	---------

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

Filter options

PRINT TOKEN

BATCH DISPENSE

Clinical Check

● Checked	ACTIONS ▾
● Checked	ACTIONS ▾
● Requires Check	ACTIONS ▾
● Requires Check	ACTIONS ▾
● Checked	ACTIONS ▾
● Checked	ACTIONS ▾
● Checked	ACTIONS ▾
● Requires Check	ACTIONS ▾
● Requires Check	ACTIONS ▾

Filters

NO SAVED FILTERS ▾

Token Not Printed

Token Printed

Handout

☐ Delivery
 ☐ In Store
 ☐ Robot

Services

☐ None
 ☐ MDS
 ☐ App

Prescription Type

☐ Acute
 ☐ Repeat
 ☐ Repeat Dispensing

Matched Patients

SAVE FILTERS

CLEAR ALL

APPLY



- **Token Not Printed** - Select to view prescriptions where the dispensing token is yet to be printed.
- **Token Printed** - Select to view prescriptions where the dispensing token has been printed.
- **Handout:**
 - **Delivery**
 - **In Store**
 - **Robot**
- **Services:**
 - **None**
 - **MDS**
 - **App**
- **Prescription Type:**
 - **Acute**
 - **Repeat**
 - **Repeat Dispensing**
- **Matched Patients:**
 - **Matched**
 - **Partial Match**
 - **Not Matched**
- **Clinical Check:**
 - **Requires Check** - Prescriptions that have not been clinically checked yet.
 - **Checked** - Prescriptions that have been manually clinically

checked.

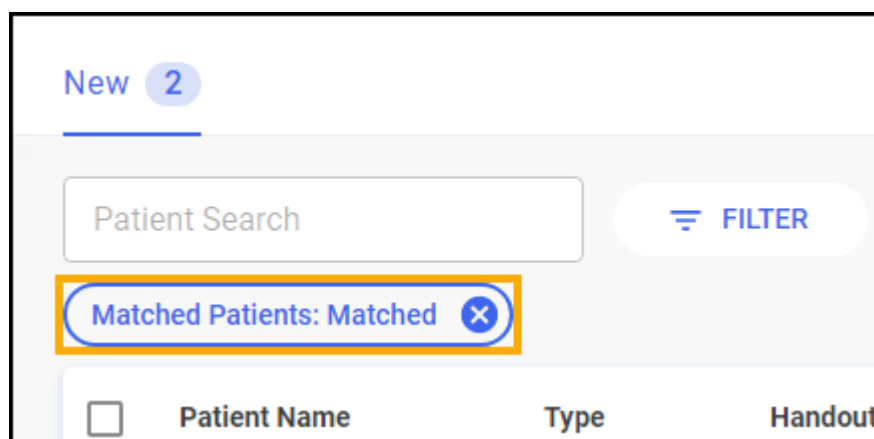
- **Auto Checked** - Prescriptions that have been automatically clinically checked.
- **Expiry Date** - Set the **From** and/or **To** dates.
- **Download Date** - Set the **From** and/or **To** dates.



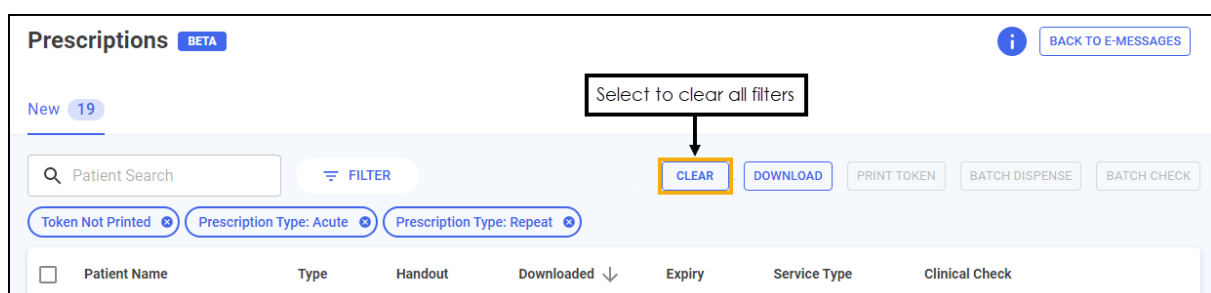
Note - You can select multiple filters.

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

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



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



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

Scanning Prescriptions (England)

Prescriptions can be scanned with a barcode scanner or if no scanner is available you can manually enter the prescription **Universally Unique Identifier (UUID)**.

Scanning a Barcode

To scan a barcode:

- If you scan a prescription that has not been downloaded to **Pharmacy Manager**, the prescription downloads from the **NHS Spine** and displays on the prescription list.

New 29

Search FILTER DOWNLOAD PRINT TOKEN BATCH DISPENSE BATCH CHECK

<input type="checkbox"/>	Patient Name	Type	Handout	Downloaded ↓	Expiry	Service Type	Clinical Check	
<input type="checkbox"/>	Ms Francine Criddle Matched	RD (3 of 3) R2	IN STORE	22/11/2022 ⌚ 18:14:06	21/11/2023 ⌚ 23:59:59		● Requires Check	ACTIONS DISPENSE
<input type="checkbox"/>	Mr Grier Tolly Pache Not Matched	Acute R2		22/11/2022 ⌚ 17:48:30	21/05/2023 ⌚ 23:59:59		● Requires Check	ACTIONS DISPENSE
<input type="checkbox"/>	Mr Alva Stanborough Matched	RD (1 of 6) R2	IN STORE	22/11/2022 ⌚ 17:48:29	21/05/2023 ⌚ 23:59:59		● Requires Check	ACTIONS DISPENSE



Note - If the list is sorted the prescription displays in the list according to the sort criteria.

- If you scan a prescription that is already downloaded, **Pharmacy Manager** filters the prescription list by the scanned UUID number, the appropriate prescription displays and is selected.


New 1

Search FILTER CLEAR DOWNLOAD PRINT TOKEN BATCH DISPENSE BATCH CHECK

UUID: 6226F6-C81007-00001M

<input checked="" type="checkbox"/>	Patient Name	Type	Handout	Downloaded ↓	Expiry	Service Type	Clinical Check	
<input checked="" type="checkbox"/>	Mr Grier Tolly Pache Matched	Acute R2	IN STORE	22/11/2022 ⌚ 17:48:30	21/05/2023 ⌚ 23:59:59		● Requires Check	ACTIONS DISPENSE

1 - 1 of 1 Rows per page: 10

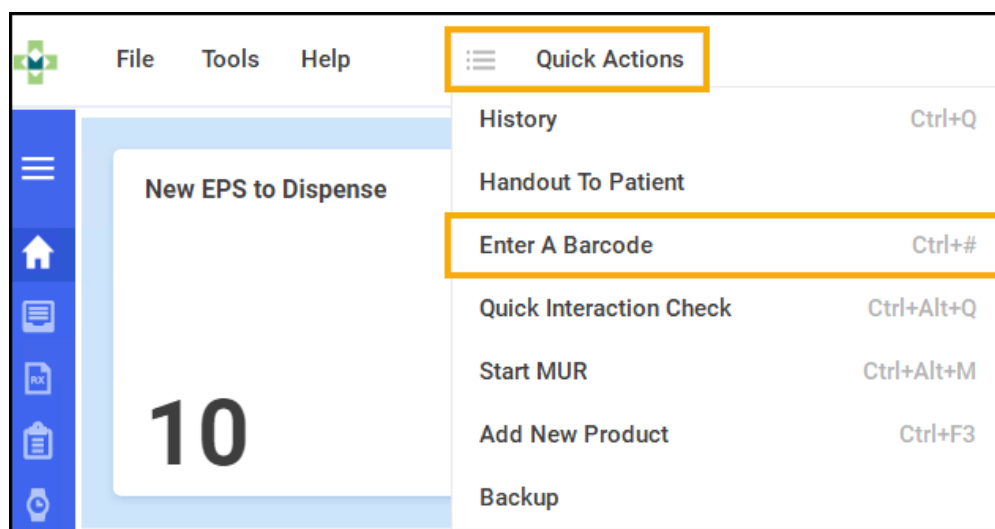
 **Note** - Scan the prescription again to start dispensing but be aware an upfront clinical check may not have taken place.


How to manually enter a barcode

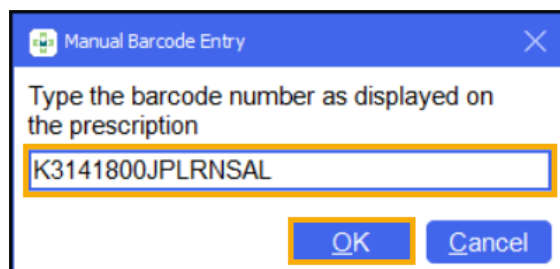
If scanning the barcode of a prescription is not an option, for example, if no scanner is available, you can manually enter the barcode.

To manually enter a barcode:

1. From the **Pharmacy Manager Toolbar**, select **Quick Actions - Enter A Barcode**:



2. The **Manual Barcode Entry** screen displays. Enter the barcode number from the prescription and select **OK** :

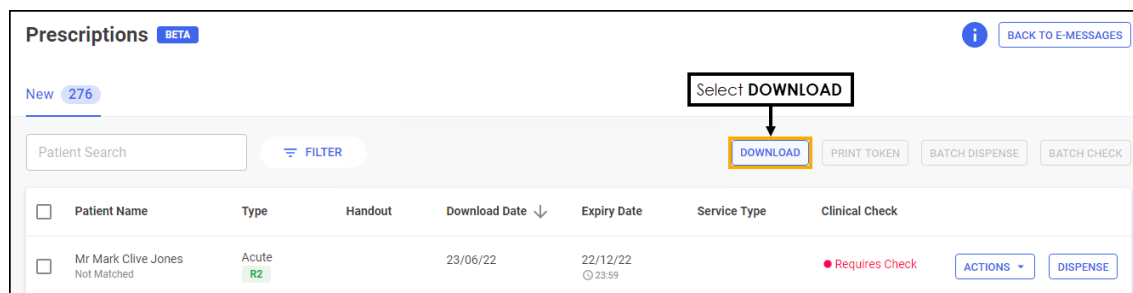


Downloading Prescriptions (England)

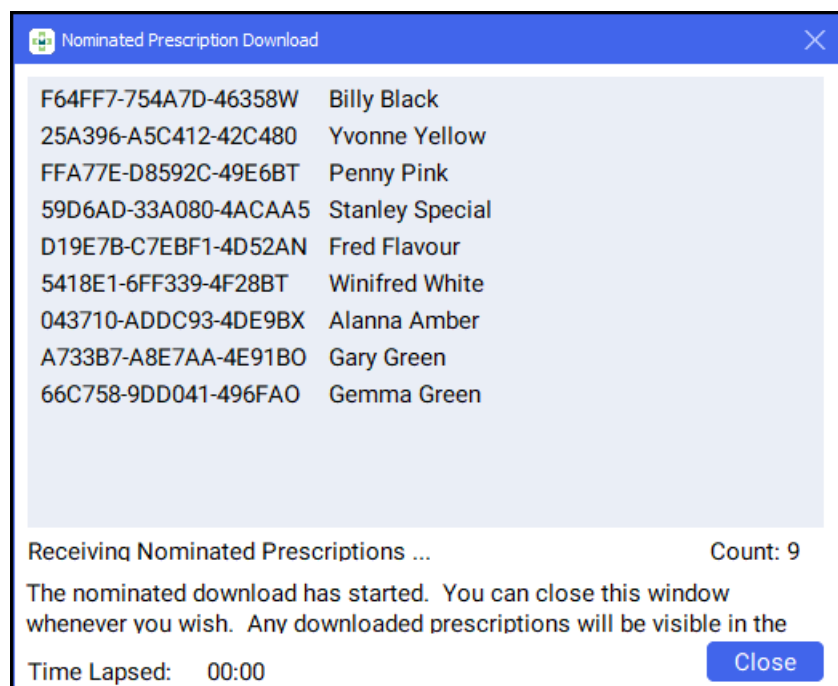
Nominated prescriptions automatically download overnight however ad hoc requests can be made throughout the day as required.

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 \(England\) on page 16](#) for details on manually requesting a single prescription.

Matching Patients (England)

Some prescriptions display as **Partial Match** or **Not Matched**, you can dispense an unmatched prescription in the usual way.

To match a prescription to a patient from the **Prescriptions - New** screen:

1. To the right of the unmatched prescription, select **ACTIONS** and then **View Prescription Details**.

<input type="checkbox"/>	Patient Name	Type	Handout	Downloaded ↓	Expiry	Service Type	Clinical Check	
<input type="checkbox"/>	Mr Simon Mark Jackson Matched	Acute R2	IN STORE	17/01/2023 @ 11:30:17	16/07/2023 @ 23:59:59		Requires Check	ACTIONS DISPENSE
<input type="checkbox"/>	Mr Simon Mark Jackson Not Matched	Acute R2		17/01/2023 @ 11:29:37	16/07/2023 @ 23:59:59		Requires	View Prescription Details Clinically Check Return to Spine DISPENSE
<input type="checkbox"/>	Mr Clive Simon Phillips Not Matched	Acute R2		17/01/2023 @ 11:28:54	16/07/2023 @ 23:59:59		Requires	View Patient Record DISPENSE

2. The **eMessage Details** screen displays, select the **Find Local Patient** tab.

MR LEIGH LATTER

25 LILAC AVENUE

GARDEN VILLAGE

HULL

HU8 8PU

NHS: 9446366909

DoB: 02/11/1988

Age: 32

Sex: Male

Item 1

Cefradine 250mg capsules

20 capsule

As Directed

DM+D: 323944009

Item 2

Cetirizine 10mg tablets

30 tablet

As Directed

DM+D: 320818006

Item 3

Furosemide 20mg tablets

250 tablet

As Directed

eMessage Record Data Additional Details **Find Local Patient**

Name: Mr Leigh Latter

Find

Street:

Postcode:

Name

NHS No.

DOB

Sex

☐ Include first initial matches
☐ Include temporary patients
☐ Include similar sounding names

Select

New Patient

Details

OK

Cancel

Apply

3. Use the search criteria and select **Find** to find a patient that is already registered at the pharmacy or select **New Patient** to create a new patient.

➔ See [Finding an Existing Patient](#) for details on searching for an existing local patient, or for details on adding a new patient, see [Adding a New Patient](#).

4. Select **OK** .

Clinical Check - Manual (England)

A patient's prescription can be clinically checked upfront, pre-confirming the prescription prior to dispensing. When dispensing the prescription, warnings, contraindications and interactions are confirmed allowing you to quickly finish the dispense and print the labels.

i Important - Clinical Check can be restricted to **Pharmacists** only, see [Restricting Clinical Check to Pharmacists only on page 35](#) and [Adding a User](#) for details.

You can dispense a prescription without clinically checking it upfront, in this case the warnings are confirmed during the dispensing process.

Note - Warnings may display if the directions, quantity or item are changed during the dispensing process, these must be confirmed before continuing.

To perform a clinical check on prescriptions:

1. You can check an individual prescription or multiple prescriptions for the same patient, either:
 - From the **Prescriptions - New** screen, select **ACTIONS - Clinically Check** next to the prescription you want to check.

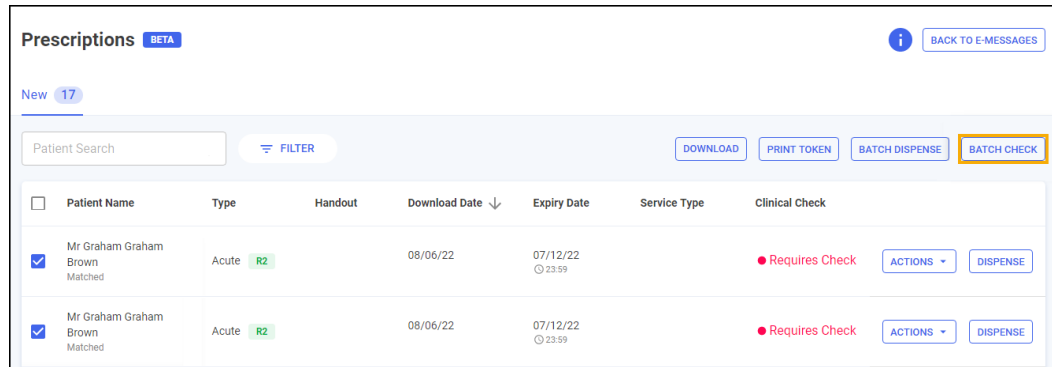
<input type="checkbox"/>	Patient Name	Type	Handout	Downloaded ↓	Expiry	Service Type	Clinical Check
<input type="checkbox"/>	Mr Simon Mark Jackson Matched	Acute R2	IN STORE	17/01/2023 ⌚ 11:30:17	16/07/2023 ⌚ 23:59:59		● Requires Check ACTIONS DISPENSE
<input type="checkbox"/>	Mr Simon Mark Jackson Not Matched	Acute R2		17/01/2023 ⌚ 11:29:37	16/07/2023 ⌚ 23:59:59		● Requires Clinically Check DISPENSE
<input type="checkbox"/>	Mr Clive Simon Phillips Not Matched	Acute R2		17/01/2023 ⌚ 11:28:54	16/07/2023 ⌚ 23:59:59		● Requires Return to Spine DISPENSE
							View Patient Record



Training Tip - You do not need to select a patient to select this option.

- From the **Prescriptions - New** screen, highlight one or more prescriptions for the same patient and then select **BATCH CHECK**

BATCH CHECK



Prescriptions **BETA** BACK TO E-MESSAGES

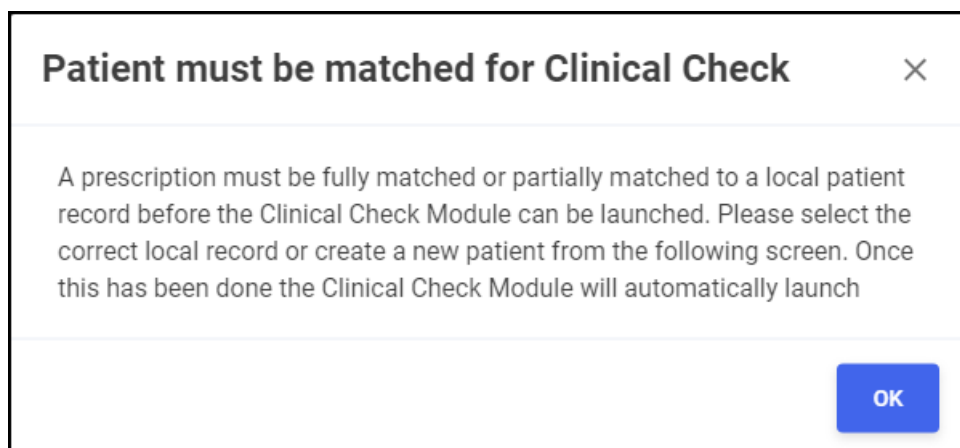
New 17

Patient Search FILTER DOWNLOAD PRINT TOKEN BATCH DISPENSE **BATCH CHECK**

<input type="checkbox"/>	Patient Name	Type	Handout	Download Date ↓	Expiry Date	Service Type	Clinical Check
<input checked="" type="checkbox"/>	Mr Graham Graham Brown Matched	Acute R2		08/06/22	07/12/22 ⌚ 23:59		● Requires Check ACTIONS DISPENSE
<input checked="" type="checkbox"/>	Mr Graham Graham Brown Matched	Acute R2		08/06/22	07/12/22 ⌚ 23:59		● Requires Check ACTIONS DISPENSE

- If the patient is unmatched or partially matched a warning displays. This depends on the option selected:


Clinically Check - Unmatched Patient



Patient must be matched for Clinical Check ×

A prescription must be fully matched or partially matched to a local patient record before the Clinical Check Module can be launched. Please select the correct local record or create a new patient from the following screen. Once this has been done the Clinical Check Module will automatically launch

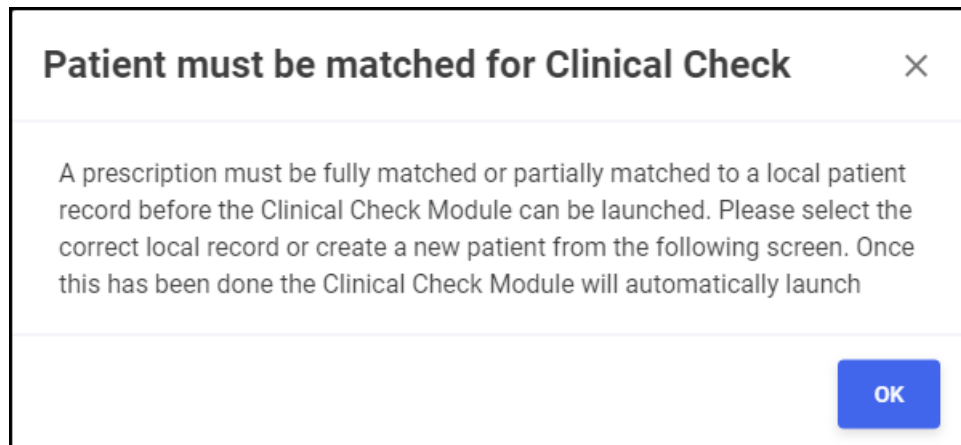
OK

Select **OK**  to open the **eMessage Details - Find Local Patient** screen and search for a patient, see [Matching Patients \(England\) on page 20](#) for details. The clinical check continues after matching the patient record.



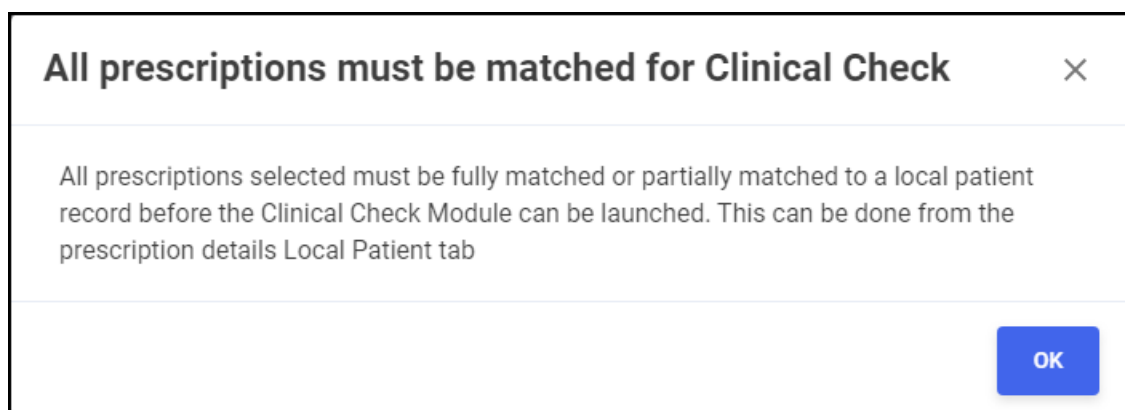
Note - If you do not match the patient you are redirected to the **Prescriptions** screen.


Clinically Check - Partially Matched Patient



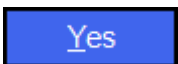
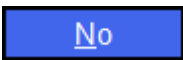
Select **OK**  to open the **eMessage Details** screen and search for a patient, see [Matching Patients \(England\) on page 20](#) for details. The clinical check continues after matching the patient record.

Batch Check



The batch of prescriptions you have selected includes an unmatched or partially matched patient, select **OK**  to return to the **Prescriptions** screen and match the patient, see [Matching Patients \(England\) on page 20](#) for details.

- If there are other prescriptions for this patient with a status of **Requires Check**, you are prompted 'There are other prescriptions for this patient that require checking, would you like to load them as a batch check?'

Select **Yes**  to add these to a batch clinical check, or select **No**  to continue with the selected prescriptions.

Batch Clinical Check

×

There are other prescriptions for this patient that require checking, would you like to load them as a batch check?

NO
YES

4. The **Prescription Details** screen displays all the prescribed items for the patient, including the GP directions and label cautions.

Clinical Check

QUIT CLINICAL CHECK

Gary Green VIEW PROFILE

Date Of Birth	NHS No.	Gender	Address
25/03/1968	6215667544	Male	11 Short Lane, Leyland, PR26 1AP

NEW ITEM

24 Ibuprofen 400mg Tablets

Directions

Prescribed Directions
Take one tablet three times a day when required

Label Directions
Take one tablet three times a day when required

Cautions
Take with or just after food, or a meal.

EDIT ITEM

NEW ITEM

28 Omeprazole 20mg g/r Capsules

Directions

Prescribed Directions
Take one each morning

Label Directions
Take ONE each MORNING

Cautions
Avoid indigestion remedies for 2 hrs before and 2 hrs after this medicine. Swallow whole. Do not chew or crush.

EDIT ITEM

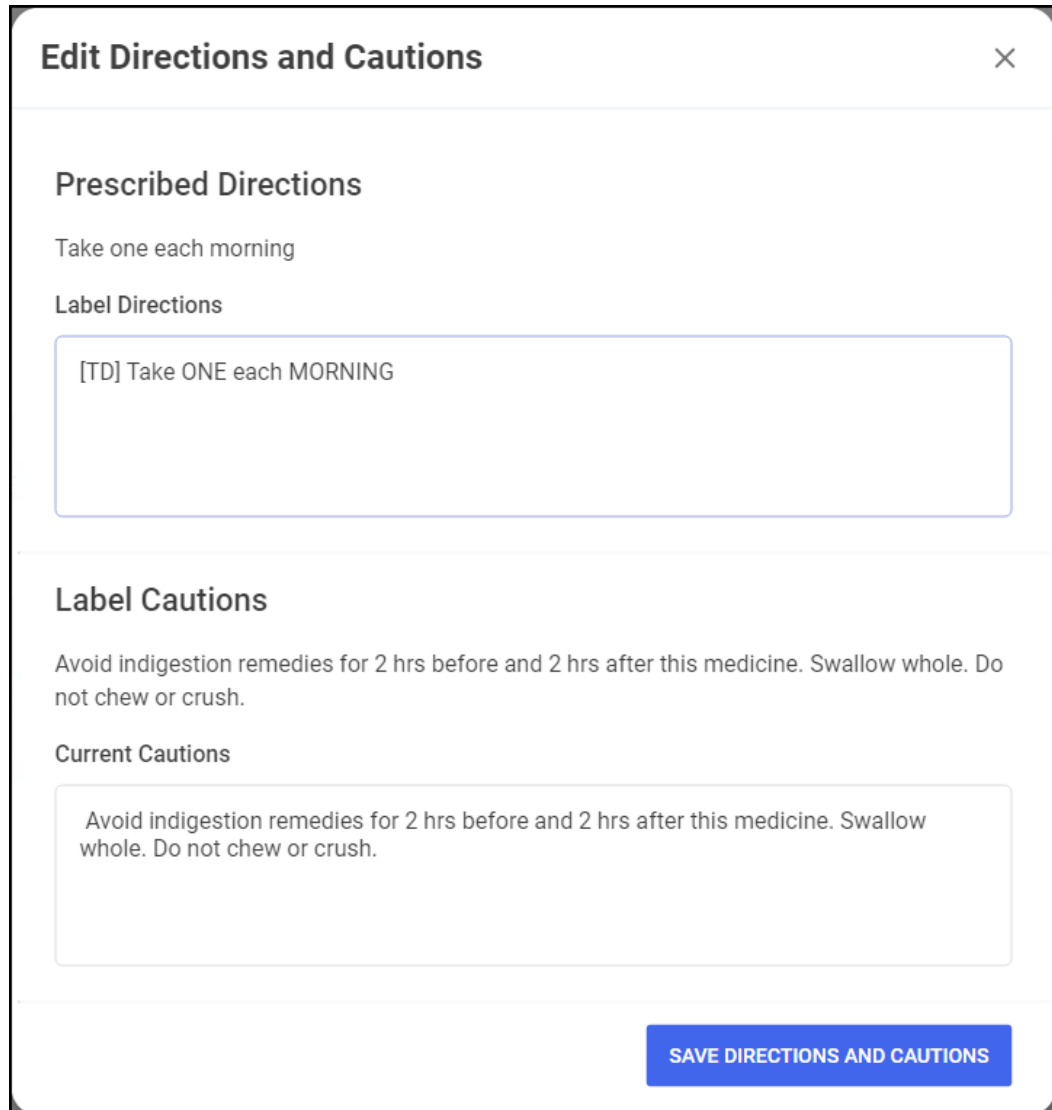
PROCEED TO WARNINGS


Check the details are correct and if required you can do the following:

Edit the Directions and Cautions

Select **EDIT ITEM** EDIT ITEM to edit the **Directions** and **Cautions**, the **Edit Directions and Cautions** screen displays:

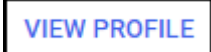
- a. From the **Edit Directions and Cautions** screen, **Prescribed Directions** and **Label Cautions** reflect the details on the prescription.



- b. Enter new directions in **Label Directions** where required.
- c. Enter new cautions in **Current Cautions** where required.
- d. Select **SAVE DIRECTIONS AND CAUTIONS**  to update the directions and cautions.

Edited directions and cautions display on the **Dispensary** screen.

View the Patient's Profile

Select **VIEW PROFILE**  to view a patient's profile.

Clinical Check

QUIT CLINICAL CHECK

Penny Pink

VIEW PROFILE

Select to view the patient's profile

Date Of Birth

NHS No.

Gender

Address

02/04/1945

1126158777

Female

Original Pack Acres

The patient's profile is split into the following tabs:

- Medication** - The patient's full medication history displays.

Patient Profile

QUIT CLINICAL CHECK

< Back

Penny Pink

Date Of Birth

NHS No.

Gender

Address

02/04/1945

1126158777

Female

Original Pack Acres

Medication

Conditions & Sensitivities

Clinical Check History

Medication

Medication	Quantity	No of Times Dispensed	Last Dispensed ↓	Directions
Simvastatin 10mg Tablets	28	1	17/05/24	ONE to be taken at NIGHT Avoid consumption of grapefruit during treatment with this medicine.

< >

1 - 1 of 1

Rows Per Page: 10

- Conditions & Sensitivities** - All conditions and other sensitivities in the patient's record display.

Patient Profile

QUIT CLINICAL CHECK

< Back

Penny Pink

Date Of Birth

NHS No.

Gender

Address

02/04/1945

1126158777

Female

Original Pack Acres

Medication

Conditions & Sensitivities

Clinical Check History

Angina

Diabetes

Sensitivities

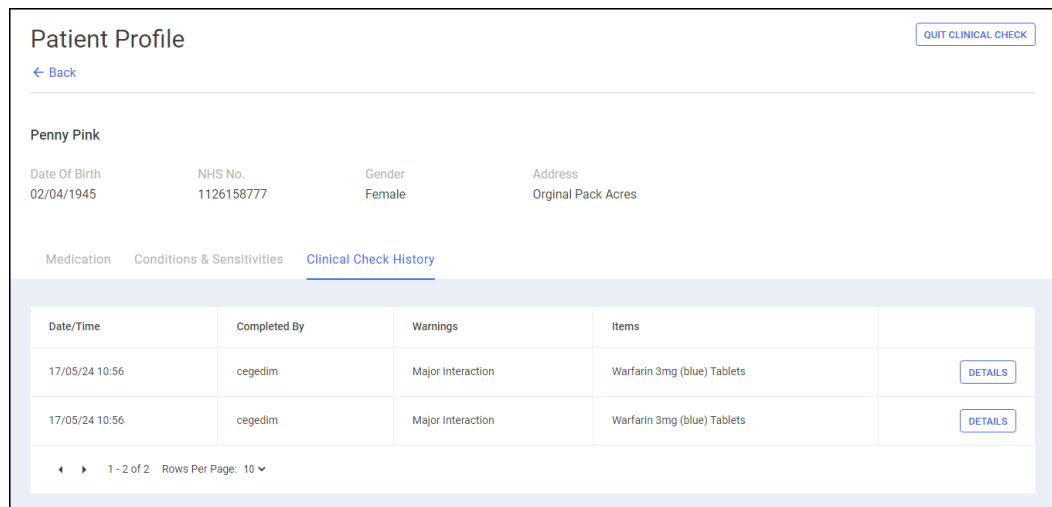
Allergen	Allergic to product family?	Comment
Amoxicillin 250mg Capsules	<div>✓</div> Systemic Penicillins/Beta-Lactams INCLUDING Cephalosporins	Noted May 2024 with hospital discharge medication

< >

1 - 0 of 0

Rows Per Page: 10

- **Clinical Check History** - Displays previous **Clinical Checks** carried out for the patient.



Patient Profile QUIT CLINICAL CHECK

[← Back](#)

Penny Pink

Date Of Birth: 02/04/1945 NHS No.: 1126158777 Gender: Female Address: Orginal Pack Acres

Medication Conditions & Sensitivities **Clinical Check History**

Date/Time	Completed By	Warnings	Items	
17/05/24 10:56	cegedim	Major Interaction	Warfarin 3mg (blue) Tablets	DETAILS
17/05/24 10:56	cegedim	Major Interaction	Warfarin 3mg (blue) Tablets	DETAILS

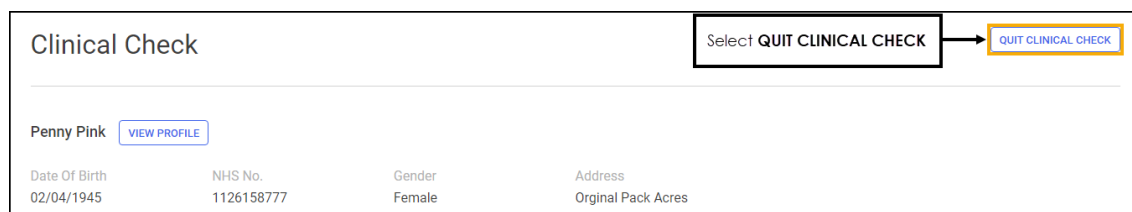
1 - 2 of 2 Rows Per Page: 10

The screen displays the following:

- **Date/Time** - The date and time of the check.
- **Completed By** - Who was logged in when the check was completed.
- **Warnings** - Type of warning.
- **Items** - The items on the prescription.

Abandon the clinical check

Select **QUIT CLINICAL CHECK** QUIT CLINICAL CHECK to abandon the clinical check.



Clinical Check Select **QUIT CLINICAL CHECK** QUIT CLINICAL CHECK

Penny Pink [VIEW PROFILE](#)

Date Of Birth: 02/04/1945 NHS No.: 1126158777 Gender: Female Address: Orginal Pack Acres

5. Select **PROCEED TO WARNINGS** PROCEED TO WARNINGS to continue to the **Warnings** screen.
6. The **Warnings** screen displays.

OVERVIEW

There are 2 major warnings and 28 potential warnings

Major Warnings ▾

Select to view either Major Warnings or Potential Warnings

NEEDS CHECKING

Major Interaction

[View Interaction Details](#)

Warfarin 3mg (blue) Tablets PREScribed

Aspirin 75mg g/r Tablets PREScribed

MARK AS CHECKED

BACK TO PRESCRIPTION DETAILS

NEEDS CHECKING

Major Interaction

[View Interaction Details](#)

Warfarin 3mg (blue) Tablets PREScribed

Simvastatin 10mg Tablets HISTORICAL
17/05/24

MARK AS CHECKED

CONFIRM ALL COMPLETE CHECK

Select to view interaction details

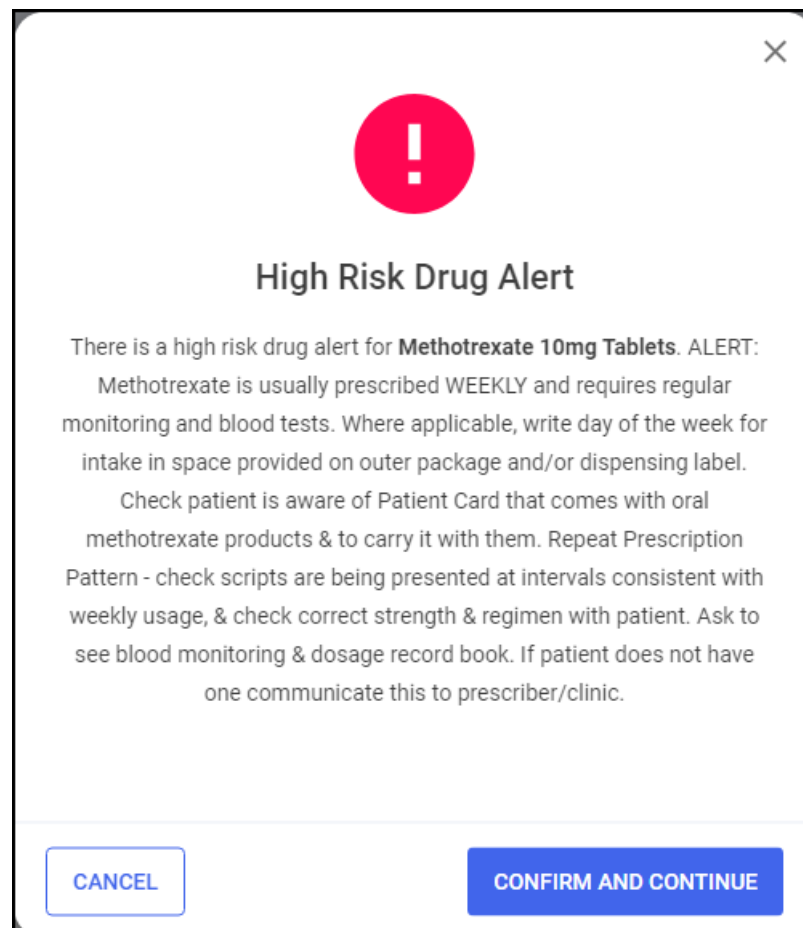
Major Warnings display as default, select **Potential Warnings** from the list to review all warnings.

Select **View Interaction Details** [View Interaction Details](#) to view further details on the warning.



Note - Potential Warnings only display if **Patient does not have the condition** is selected on the **Interactions & Contraindications** section of the **Pharmacy Details - Checking** tab. See [Pharmacy Details - Checking tab](#) for details.

- For a **High Risk Drug Alert Major Warning** you must view and confirm the prescription warning from the **High Risk Drug Alert** screen, select **CONFIRM AND CONTINUE** CONFIRM AND CONTINUE.



8. All **Major Warnings** must be confirmed before you can proceed. To confirm a **Major Warning** select **MARK AS CHECKED** **MARK AS CHECKED** or press **F11** on your keyboard.

NEEDS CHECKING

Major Interaction

[View Interaction Details](#)

Warfarin 3mg (blue) Tablets	PRESCRIBED
Simvastatin 10mg Tablets	HISTORICAL
17/05/24	

MARK AS CHECKED

Select to mark the major interaction as checked

The status changes to **Checked**.

CHECKED

Major Interaction

[View Interaction Details](#)

Warfarin 3mg (blue) Tablets	PRESCRIBED
Aspirin 75mg g/r Tablets	PRESCRIBED

MARK AS UNCHECKED

- To confirm all **Major Warnings** at the same time, select **CONFIRM ALL**

CONFIRM ALL

or press **Ctrl + F11** on your keyboard.

OVERVIEW

There are **2 major warnings** and **28 potential warnings**

Major Warnings ▾

NEEDS CHECKING

Major Interaction
[View Interaction Details](#)

Warfarin 3mg (blue) Tablets **PRESCRIBED**

Aspirin 75mg g/r Tablets **PRESCRIBED**

MARK AS CHECKED

BACK TO PRESCRIPTION DETAILS

NEEDS CHECKING

Major Interaction
[View Interaction Details](#)

Warfarin 3mg (blue) Tablets **PRESCRIBED**

Simvastatin 10mg Tablets **HISTORICAL**
17/05/24

MARK AS CHECKED

Select to confirm all **Major Warnings**

CONFIRM ALL **COMPLETE CHECK**

10. Once all warnings are confirmed select **COMPLETE CHECK**

COMPLETE CHECK

or press **F12** on your keyboard.

11. **Pharmacy Manager** returns to the **Prescriptions - New** screen and the **Clinical Check** column updates to display the prescription(s) as **Checked**.

<input type="checkbox"/>	Patient Name	Type	Handout	Download Date ▾	Expiry Date	Service Type	Clinical Check	
<input type="checkbox"/>	Mr Clive Paul Turner Matched	RD (1 of 3)	R2	28/04/22	27/10/22 ⌚ 23:59		● Checked	ACTIONS ▾ DISPENSE
<input type="checkbox"/>	Mr Simon Clive Brown Matched	Acute	R2	28/04/22	27/10/22 ⌚ 23:59		● Checked	ACTIONS ▾ DISPENSE
<input type="checkbox"/>	Mr Jason Paul Phillips Matched	Acute	R2	28/04/22	27/10/22 ⌚ 23:59		● Checked	ACTIONS ▾ DISPENSE



Note - You can dispense a prescription that has not been clinically checked, however you need to confirm any warnings during the dispensing process.

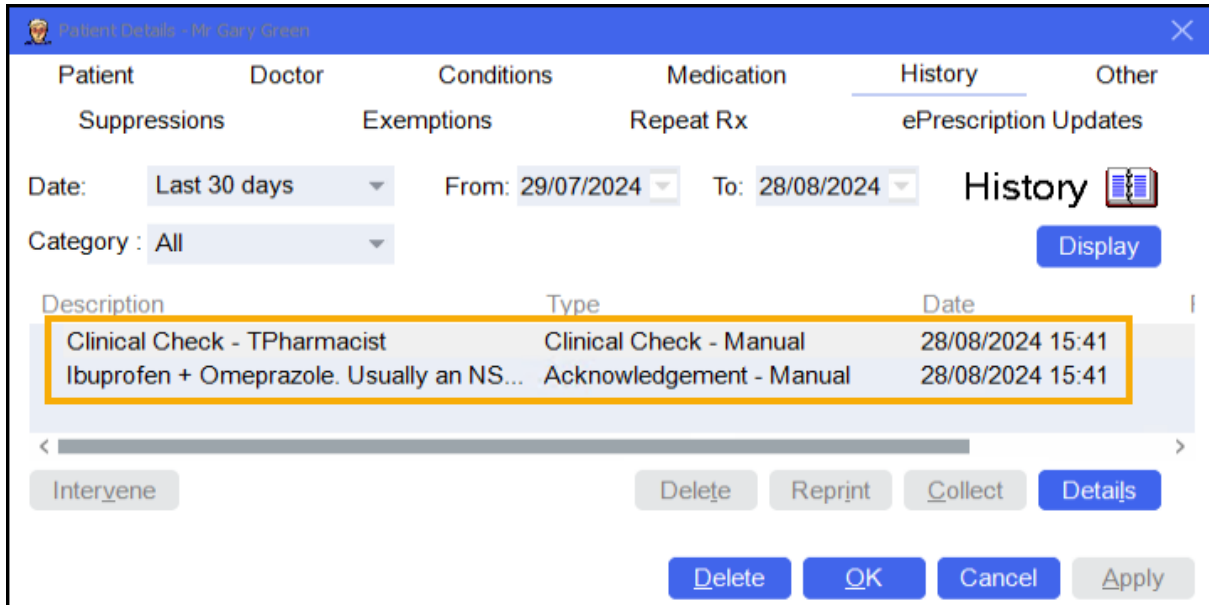
If **Prevent editing of directions** is enabled in **Pharmacy Details**, and once you have performed a clinical check, you will be unable to edit the directions. In order to edit the directions, you must reset the clinical check first.



See [Pharmacy Details - Checking](#) and [Resetting a Clinically Checked Prescription \(England\)](#) on page 38 for details.

Manual Clinical Check Patient History


When prescriptions are manually clinically checked the following displays in the patient's history.



Patient Details - Mr Gary Green

Patient Doctor Conditions Medication **History** Other

Suppressions Exemptions Repeat Rx ePrescription Updates

Date: Last 30 days From: 29/07/2024 To: 28/08/2024 **History** 

Category : All **Display**

Description	Type	Date
Clinical Check - TPharmacist	Clinical Check - Manual	28/08/2024 15:41
Ibuprofen + Omeprazole. Usually an NS...	Acknowledgement - Manual	28/08/2024 15:41

< >

Intervene Delete Reprint Collect **Details**

Delete OK Cancel Apply

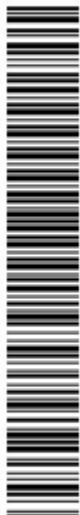
- **Clinical Check - Manual** - The **Description** displays **Clinical Check** and the username of the logged in user.
- **Acknowledgement - Manual** - Only displays if acknowledgements were made during the **Clinical Check** process. **Description** states the details of the confirmed warning.

Printing Dispensing Tokens after a Manual Clinical Check

If a dispensing token is printed after a manual clinical check has taken place, and clinical checking is restricted to a user with a role of **Pharmacist**, the pharmacist's initials, registration number and the date of the check display on the dispensing token.

Pharmacy	36y 9m	ALVA STANBOROUGH
Address		123 DANSOM LANE NORTH HULL
	08/12/1985	
PR26 7QN		
FLL14		HU8 7RP
07/10/2022		9446366771

Page 1 of 1

Furosemide 40mg tablets (28 tablet)		 5E7F8E-C81007-00001+
As Directed		

X		
X		
X		
X		
X		
X		
X		
X		
X		
X		
X		
X		
X		
X		

CA PR86858
 07/10/2022
 12%* @123

	07/10/2022
MAIZIE BHOWMIK	3410772
13 VERNON STREET DERBY DERBYSHIRE 01332332812 GREATER DERBY PCT	DE1 1FW 5EX

➔ See [Restricting Clinical Check to Pharmacists only on the next page](#) for details.

Restricting Clinical Check to Pharmacists only

To restrict a clinical check to a Pharmacist only:

1. From the **Pharmacy Manager Toolbar**, select **System Settings - Pharmacy Details** and select the **Checking** tab.
2. In **Clinical Check Module** place a tick next to **Only allow pharmacist role access?**:

Clinical Check Module	
<input checked="" type="checkbox"/> Only allow pharmacist role access?	<input type="checkbox"/> Prevent editing of directions

The **Clinical Check Module** is now only accessible to users with a job role of **Pharmacist** set in **Tools - User Settings - User Account Management**.

➔ See [Adding a User](#) for details on how to set up individual user accounts to ensure the information displayed on the dispensing token is accurate.

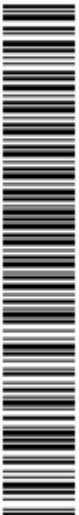
England only

If a dispensing token is printed after a manual clinical check has taken place, the pharmacists initials, registration number and the date of the check display on the dispensing token:

Pharmacy	36y 9m	ALVA STANBOROUGH
Address		123 DANSOM LANE NORTH HULL
	08/12/1985	
PR26 7QN		
FLL14		HU8 7RP
07/10/2022		9446366771

Page 1 of 1

Furosemide 40mg tablets (28 tablet)
As Directed


5E7F8E-C81007-00001+

CA PR86858
 07/10/2022

DASH CHINA
 12%" @123

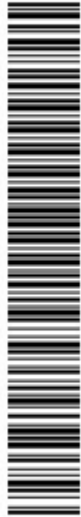
07/10/2022

MAIZIE BHOWMIK	3410772
13 VERNON STREET	
DERBY	
DERBYSIRE	DE1 1FW
01332332812	
GREATER DERBY PCT	5EX

If a dispensing token is printed after an automated clinical check has taken place, **Checked - Auto** and the date of the check display on the dispensing token:

Pharmacy	36y 9m	ALVA STANBOROUGH
Address		123 DANSOM LANE NORTH HULL
	08/12/1985	
PR26 7QN		HU8 7RP
FLL14		9446366771
07/10/2022		

Page 1 of 1

Furosemide 40mg tablets (28 tablet)		 SE7F8E-C81007-00001+
As Directed		

X		
X		
X		
X		
X		
X		
X		
X		
X		
X		
X		
X		
X		
X		

Checked - Auto	
26/09/2023	
CABL	CHK
DISP	PRIN

07/10/2022

MAIZIE BHOWMIK	3410772
13 VERNON STREET	
DERBY	
DERBYSHIRE	DE1 1FW
01332332812	
GREATER DERBY PCT	5EX



Training Tip - An audit grid can be printed below the clinical check details, see [Audit Grid](#) for more information.

Resetting a Clinically Checked Prescription (England)

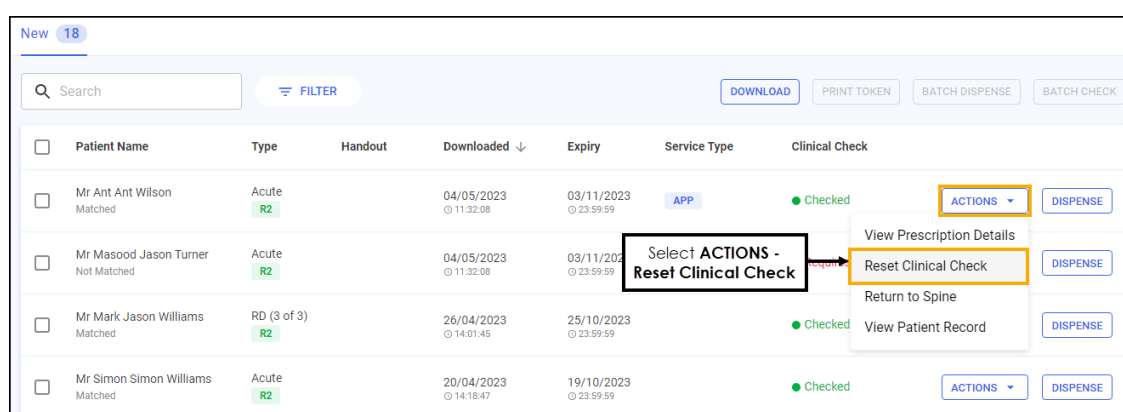
You may wish to reset the clinical check on a new prescription. This resets the status to **Requires Check** and clears the patient's history of any acknowledgements recorded during the clinical check.

To reset a clinical check on a prescription:


1. From the **Prescriptions - New** screen, locate the prescription you want to reset.

➔ See [Searching for, Sorting and Filtering New Prescriptions \(England\)](#) on page 10 for details.

2. Select **ACTIONS - Reset Clinical Check**.



<input type="checkbox"/>	Patient Name	Type	Handout	Downloaded ↓	Expiry	Service Type	Clinical Check	
<input type="checkbox"/>	Mr Ant Ant Wilson Matched	Acute R2		04/05/2023 ⌚ 11:32:08	03/11/2023 ⌚ 23:59:59	APP	Checked	<div> <div>ACTIONS</div> <div>DISPENSE</div> </div>
<input type="checkbox"/>	Mr Masood Jason Turner Not Matched	Acute R2		04/05/2023 ⌚ 11:32:08	03/11/2023 ⌚ 23:59:59		Checked	<div> <div> <div>Select ACTIONS - Reset Clinical Check</div> <div> <div>View Prescription Details</div> <div>Reset Clinical Check</div> <div>Return to Spine</div> <div>View Patient Record</div> </div> </div> <div>DISPENSE</div> </div>
<input type="checkbox"/>	Mr Mark Jason Williams Matched	RD (3 of 3) R2		26/04/2023 ⌚ 14:01:45	25/10/2023 ⌚ 23:59:59		Checked	<div> <div>DISPENSE</div> </div>
<input type="checkbox"/>	Mr Simon Simon Williams Matched	Acute R2		20/04/2023 ⌚ 14:18:47	19/10/2023 ⌚ 23:59:59		Checked	<div> <div> <div>ACTIONS</div> <div>DISPENSE</div> </div> </div>

 **Note - Reset Clinical Check** is only available for prescriptions with a status of **Checked**.

The clinical check is removed from the patient's history and the status of the prescription reverts to **Requires Check**.

New 18

Search FILTER DOWNLOAD PRINT TOKEN BATCH DISPENSE BATCH CHECK

<input type="checkbox"/>	Patient Name	Type	Handout	Downloaded ↓	Expiry	Service Type	Clinical Check	
<input type="checkbox"/>	Mr Ant Ant Wilson Matched	Acute R2		04/05/2023 11:32:08	03/11/2023 23:59:59	APP	Requires Check	ACTIONS DISPENSE
<input type="checkbox"/>	Mr Masood Jason Turner Not Matched	Acute R2		04/05/2023 11:32:08	03/11/2023 23:59:59		Requires Check	ACTIONS DISPENSE
<input type="checkbox"/>	Mr Mark Jason Williams Matched	RD (3 of 3) R2		26/04/2023 14:01:45	25/10/2023 23:59:59		Checked	ACTIONS DISPENSE



Note - If an automated clinically checked prescription is reset, it must be manually checked before dispensing.

Reset Clinical Check Patient History

When a clinical check is reset an entry of **Clinical Check - Reset** displays in the patient's history.

Patient Details - Mr Gary Green

Patient Doctor Conditions Medication History Other

Suppressions Exemptions Repeat Rx ePrescription Updates

Date: Last 30 days From: 26/08/2024 To: 25/09/2024 History

Category: All Display

Description	Type	Date	Pha
Clinical Check - TPharmacist	Clinical Check - Reset	25/09/2024 17:16	
Clinical Check - AUser	Clinical Check - Manual	25/09/2024 17:15	

History entry

Clinical Check Info - Reset

A Clinical Check was reset by user TPharmacist on 25/09/2024 17:16:51 for prescription 83B00E-71CA85-41A484

Items:
Ibuprofen 400mg tablets
Omeprazole 20mg gastro-resistant capsules

Entry details

OK

Delete OK Cancel Apply

The **Description** states **Clinical Check** and the username of the logged in user.

Clinical Check - Automated (England)


A patient's electronic prescription can be automatically clinically checked, pre-confirming any warnings, contraindications and interactions upfront, allowing you to quickly finish the dispense and print the labels.

 To enable **Automated Clinical Check**, see [Pharmacy Details - Automated Clinical Check](#) for details.

Once **Automated Clinical Check** is enabled, if you download a prescription where:

- The patient is fully matched to a local patient,
- The medication on the prescription has been previously manually clinically checked in the time-frame set in **Automated Clinical Check Activation**,
- The directions, quantity and cautions have not changed since the last manual check,
- There are no new major or minor warnings.

The prescription displays a status of **Checked - Auto**.

Prescriptions BETA							 BACK TO E-MESSAGES
New 288							
<input type="text" value="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	Downloaded ↓	Expiry	Service Type	Clinical Check
<input type="checkbox"/>	Mr Jason Dave Bloggs Matched	Acute R2	IN STORE	21/07/2023 ⌚ 14:45:16	17/01/2024 ⌚ 23:59:59		● Checked - Auto
<input type="checkbox"/>	Mr Jason Dave Bloggs Matched	Acute R2	IN STORE	21/07/2023 ⌚ 14:42:08	17/01/2024 ⌚ 23:59:59		● Requires Check
<input type="checkbox"/>	Mr Jason Dave Bloggs Matched	Acute R2	IN STORE	21/07/2023 ⌚ 14:39:20	17/01/2024 ⌚ 23:59:59		● Checked - Auto



Training Tip - You can still manually clinically check a prescription with the status of **Checked - Auto**.

However, if you download a prescription where:

- The patient is unmatched,
- The patient has not had the items on the prescription before,
- There are new major or minor alerts,
- There is a change to the DM+D code of the prescribed item,
- There has been a change in the prescribed directions or prescribed quantity,
- The previous prescription has not been manually clinically checked in the time-frame set in **Automated Clinical Check Activation**, or
- The prescription contains a controlled drug,

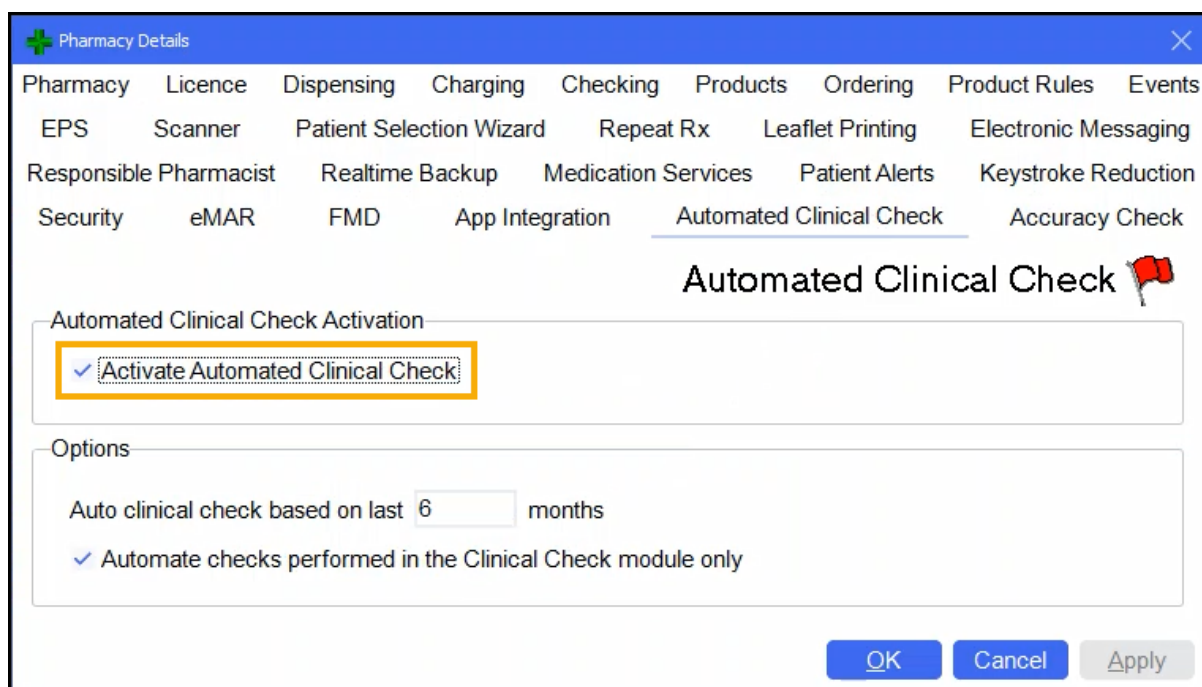
The prescription displays a status of **Requires Check** and a manual clinical check is required.

Prescriptions BETA							BACK TO E-MESSAGES
New 288							
<input type="text" value="Search"/>	FILTER	DOWNLOAD	PRINT TOKEN	BATCH DISPENSE	BATCH CHECK		
<input type="checkbox"/>	Patient Name	Type	Handout	Downloaded ↓	Expiry	Service Type	Clinical Check
<input type="checkbox"/>	Mr Jason Dave Bloggs Matched	Acute R2	IN STORE	21/07/2023 ⌚ 14:45:16	17/01/2024 ⌚ 23:59:59		● Checked - Auto
<input type="checkbox"/>	Mr Jason Dave Bloggs Matched	Acute R2	IN STORE	21/07/2023 ⌚ 14:42:08	17/01/2024 ⌚ 23:59:59		● Requires Check
<input type="checkbox"/>	Mr Jason Dave Bloggs Matched	Acute R2	IN STORE	21/07/2023 ⌚ 14:39:20	17/01/2024 ⌚ 23:59:59		● Checked - Auto

Automated Clinical Check Frequently Asked Questions

How do I turn Automated Clinical Check on and off?

The configuration setting for Auto Clinical Check is in **Tools - System Setting - Pharmacy Details - Automated Clinical Check**.



➔ See [Pharmacy Details - Automated Clinical Check](#) for details.

When does the auto clinical check take place?

Auto clinical check takes place when a prescription is downloaded. The **Pharmacy Manager** business intelligence engine analyses the contents of the prescription message to determine whether it can be auto checked or not.

Where can I view the auto checked prescriptions in Pharmacy Manager?

The clinical check status displays on the **New Prescriptions** screen. This is accessed either from the dashboard **Dispensing Evolution has Begun** tile, or from the **eMessages** screen, select **New Dispensing - Take me there**. Auto checked prescriptions display with a status of **Checked - Auto**, meaning that the dispenser can begin labelling straight away, allowing the pharmacist to focus on prescriptions with a status of **Requires Check**. You can quickly filter for auto checked prescriptions on the **New Prescriptions** screen.

➔ See [Searching for, Sorting and Filtering New Prescriptions \(England\) on page 10](#), [Searching for, Sorting and Filtering New Prescriptions \(Scotland\)](#) or [Searching for, Sorting and Filtering New Prescriptions \(Wales\)](#) for details.


Does the token print if a prescription if it has been auto checked?

If you have the standalone **Clinical Check** module restricted to pharmacist access, when tokens are printed, any prescriptions that have been auto clinical checked print with **Checked - Auto** on them. These can be separated from those requiring a clinical check in order to begin labelling.

➔ See [Restricting Clinical Check to Pharmacists only on page 35](#) for details.

What's the logic behind auto clinical check?

If a prescription has been manually checked within the past six months and there has been no change to the patient record (new conditions, sensitivities, allergies), the item, quantity or directions prescribed, then **Pharmacy Manager** marks the prescription as auto clinical checked.

 **Note** - You can change the time frame from the default six months in **Pharmacy Details - Automated Clinical Check**. See [Pharmacy Details - Automated Clinical Check](#) for details.

Can you reset an auto clinical check?


Yes, if an auto check has taken place and you feel that a prescription needs manually checking, then on the **New Prescriptions** screen, select **Actions** next to the relevant prescription and then select **Reset Clinical Check**. The prescription reverts back to a status of **Requires Check** and you can perform a manual clinical check.

➔ See [Resetting a Clinically Checked Prescription \(England\) on page 38](#), [Resetting a Clinically Checked Prescription \(Scotland\)](#) or [Resetting a Clinically Checked Prescription \(Wales\)](#) for details.

Can Controlled Drugs or high-risk medication be auto clinically checked?

Prescriptions containing Schedule 2 or 3 Controlled Drugs or high-risk medication are never automatically clinically checked. Manual checks must always be performed for these items.

Does the auto clinical check work with Fast Labelling?

Yes, absolutely. The auto clinical check feature is designed to work with the recent dispensing innovations such as Fast Labelling. When a prescription has been auto checked, then on the dispensing page all the warnings and interactions are pre-confirmed, Fast Labelling pre-populates the items, directions and quantity, meaning that all the dispenser needs to do is select **Finish**  to print the labels if they are happy to proceed.

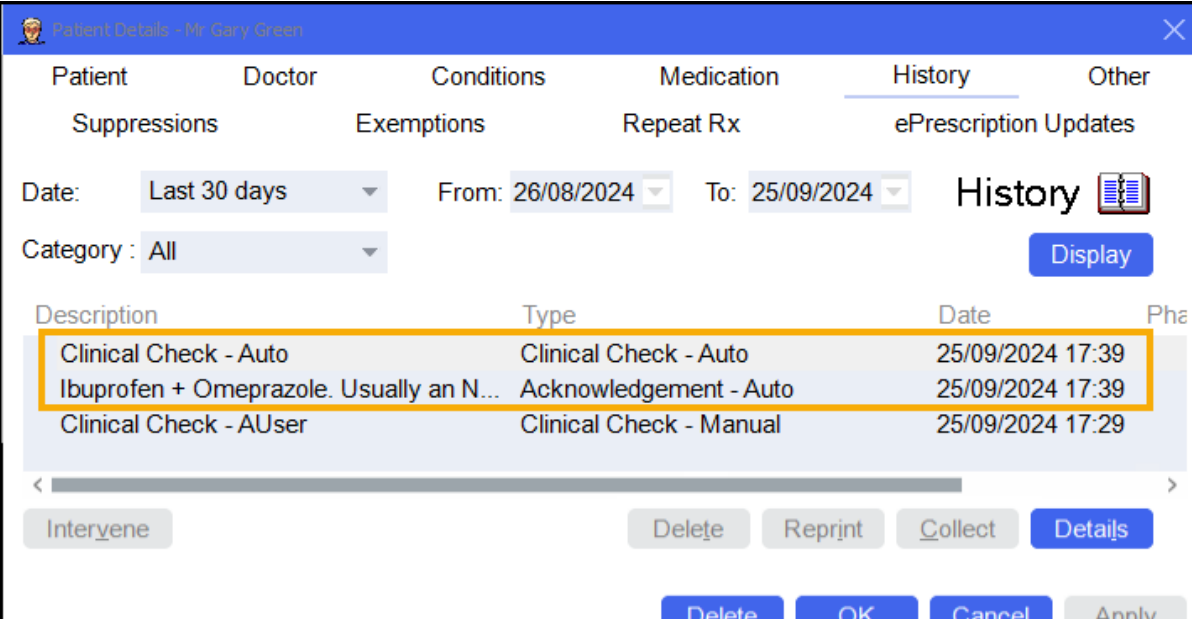
Can you increase the frequency of mandatory manual clinical checks?

Yes, to increase the frequency of manual checks for eligible auto check prescriptions from once every six months, go to **Tools - System Settings - Pharmacy Details - Automated Clinical Check**, and change **Auto clinical check based on last n months** where n is the necessary frequency. The frequency can be set between one and six months.

 See [Pharmacy Details - Automated Clinical Check](#) for details.


Automated Clinical Check Patient History

When prescriptions are automatically clinically checked an entry of **Clinical Check - Auto** displays in the patient's history:



Patient Details - Mr Gary Green

Suppressions **Exemptions** **Repeat Rx** **History** **Other**

Date: **Last 30 days** From: **26/08/2024** To: **25/09/2024** **History**  **Display**

Category: **All**

Description	Type	Date	Pha
Clinical Check - Auto	Clinical Check - Auto	25/09/2024 17:39	
Ibuprofen + Omeprazole. Usually an N...	Acknowledgement - Auto	25/09/2024 17:39	
Clinical Check - AUser	Clinical Check - Manual	25/09/2024 17:29	

Intervene **Delete** **Reprint** **Collect** **Details**

Delete **OK** **Cancel** **Apply**

- **Clinical Check - Auto** - The **Description** displays **Clinical Check - Auto**.
- **Acknowledgement - Auto** - Displays when the system has automatically acknowledged warnings that were previously manually acknowledged. **Description** states the details of the warning.

Printing Dispensing Tokens after an Automated Clinical Check


If a dispensing token is printed after an automated clinical check has taken place, and clinical checking is restricted to a user with a role of **Pharmacist**, **Checked - Auto** and the date of the check display on the dispensing token.

Pharmacy	36y 9m	ALVA STANBOROUGH
Address		123 DANSOM LANE NORTH HULL
	08/12/1985	
PR26 7QN		
FLL14		HU8 7RP
07/10/2022		9446366771

Page 1 of 1

Furosemide 40mg tablets (28 tablet)	
As Directed	

X
X
X
X
X
X
X
X
X
X
X
X
X
X
X
X
X
X
X
X
X
X
X



5E7F8E-C81007-00001+

Checked - Auto
 26/09/2023

LABL	CREA
DISP	PRIN

07/10/2022

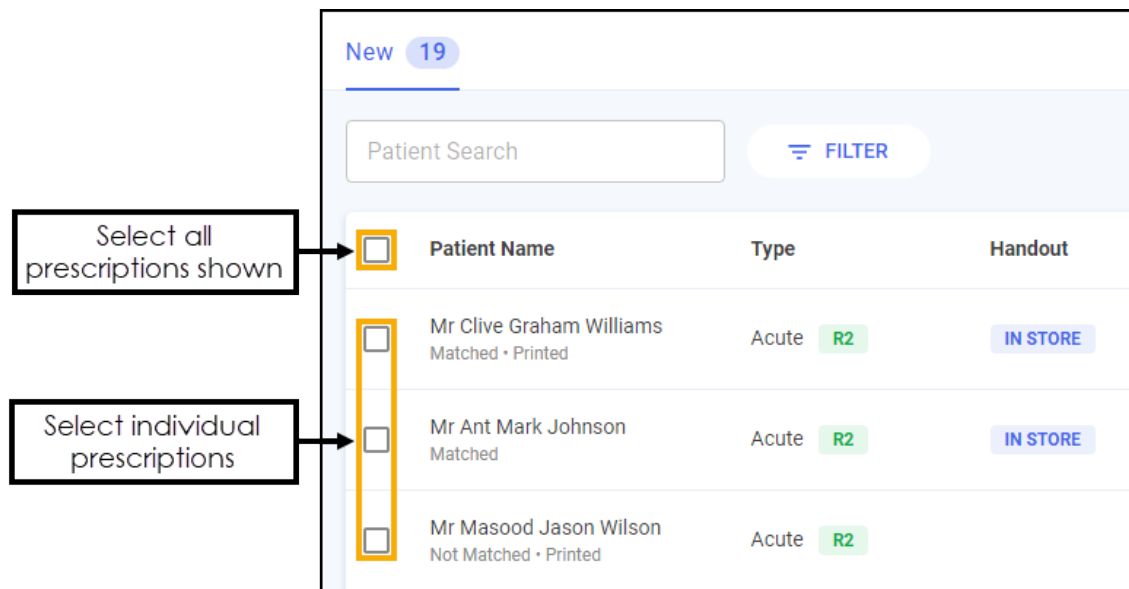
MAIZIE BHOWMIK	3410772
13 VERNON STREET DERBY DERBYSHIRE 01332332812 GREATER DERBY PCT	DE1 1FW 5EX

➔ See [Restricting Clinical Check to Pharmacists only on page 35](#) for details.

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.



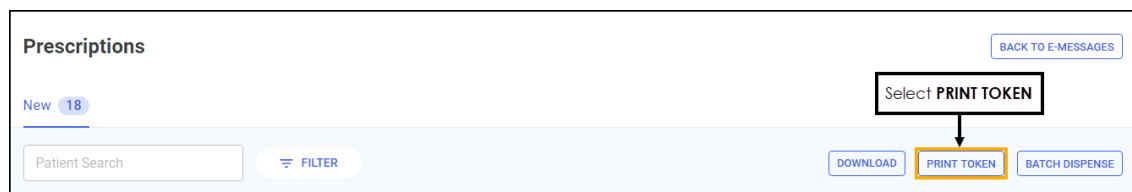
The screenshot shows the 'New' screen with 19 prescriptions. A table lists patient names, types, and handout status. Annotations point to the selection checkboxes:

- Select all prescriptions shown:** Points to the top checkbox in the selection column.
- Select individual prescriptions:** Points to the checkboxes for individual patients.

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

Buttons: BACK TO E-MESSAGES, DOWNLOAD, **PRINT TOKEN**, BATCH DISPENSE

 **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

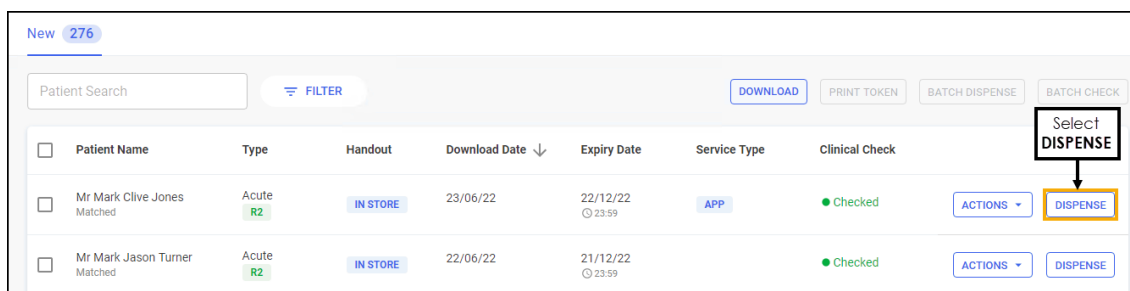
To dispense an individual prescription:

1. Identify the prescription to dispense.



You can search, sort and filter the prescriptions.

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



<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 ▾ DISPENSE
<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.

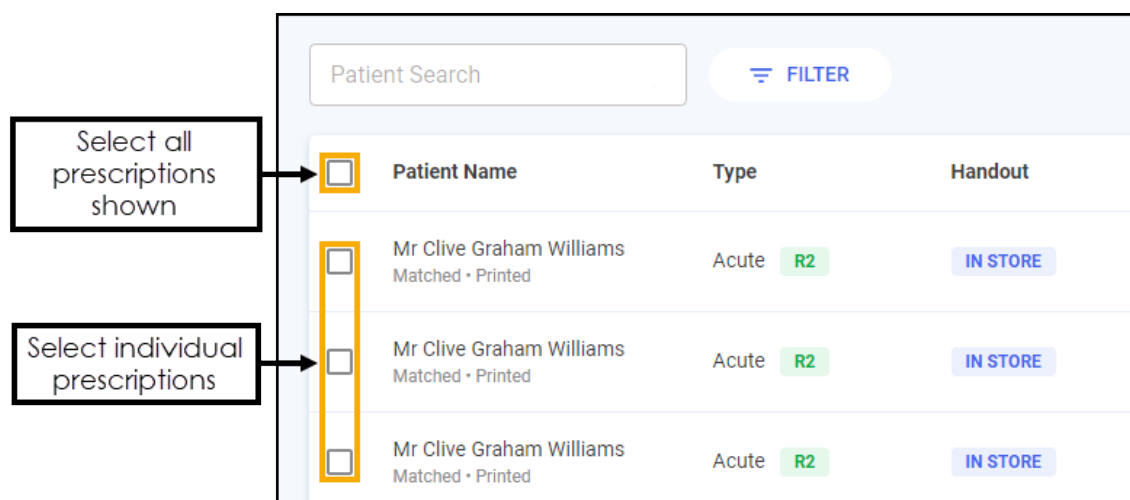
 **Note** - If the prescriptions have been clinically checked upfront, the warnings are pre-confirmed on the **Dispensary** screen. However if anything is changed during the dispensing process, such as selecting a different item with a different dm+d code, an additional warning may display that needs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



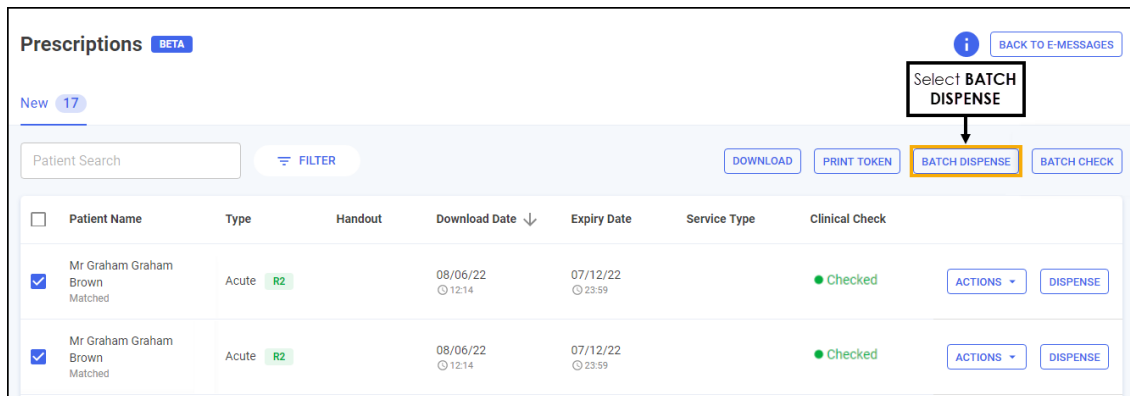
Select all prescriptions shown

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](#).

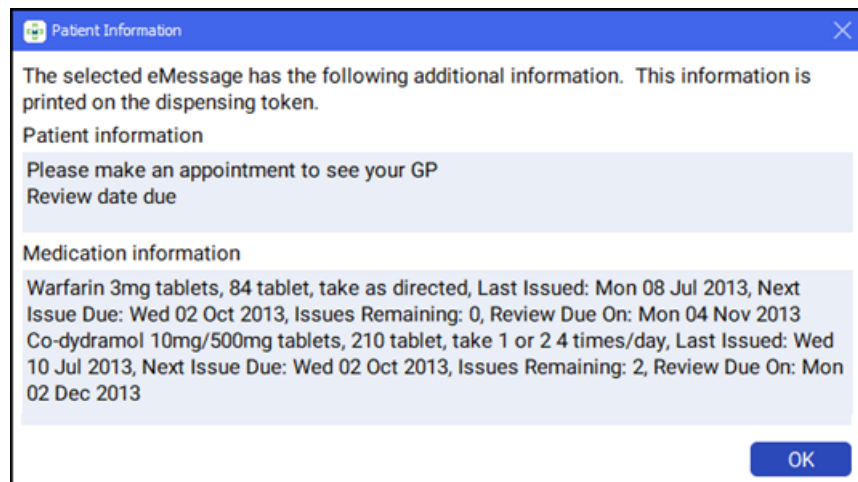
 **Note** - If enabled, **Fast Labelling** automatically populates the following information: **Patient, Prescriber, Written As, Quantity** and **Directions**. See [Fast Labelling](#) in the **Pharmacy Manager Help Centre** for details.

 **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

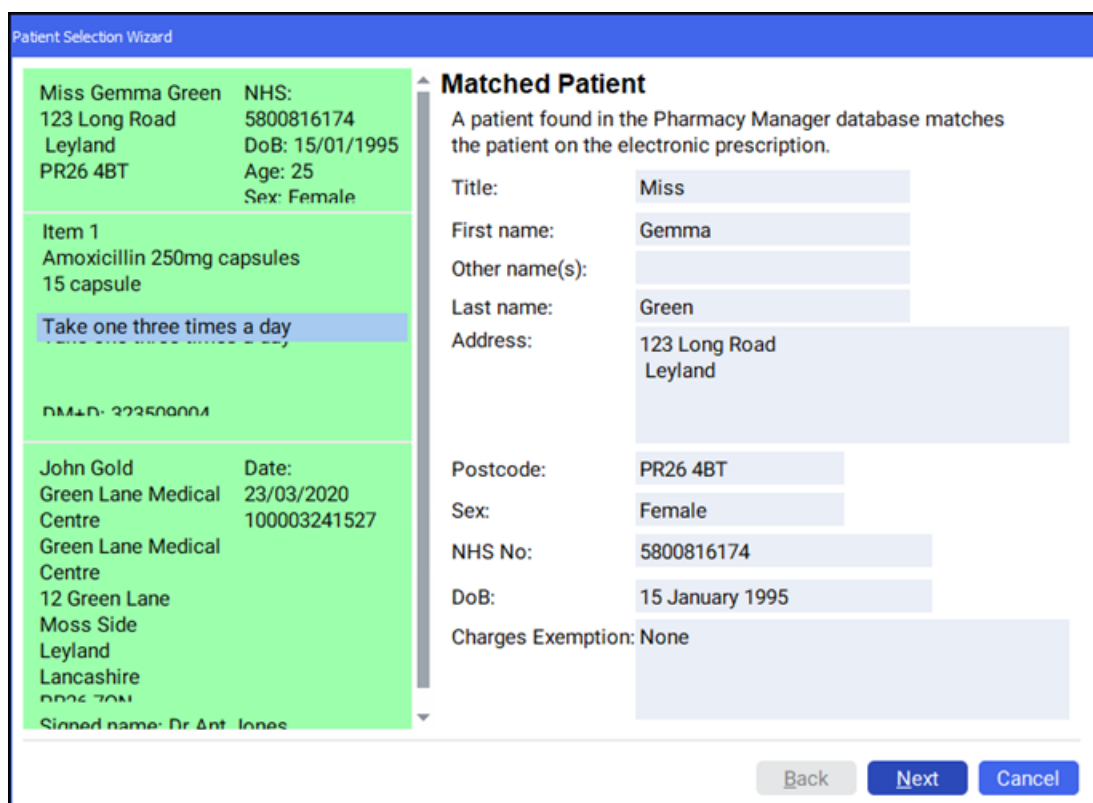
Please make an appointment to see your GP
Review date due

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


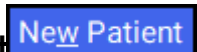
Miss Gemma Green 123 Long Road Leyland PR26 4BT	NHS: 5800816174 DoB: 15/01/1995 Age: 25 Sex: Female
--	--

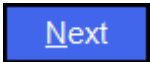

Item 1
Amoxicillin 250mg capsules
15 capsule
Take one three times a day

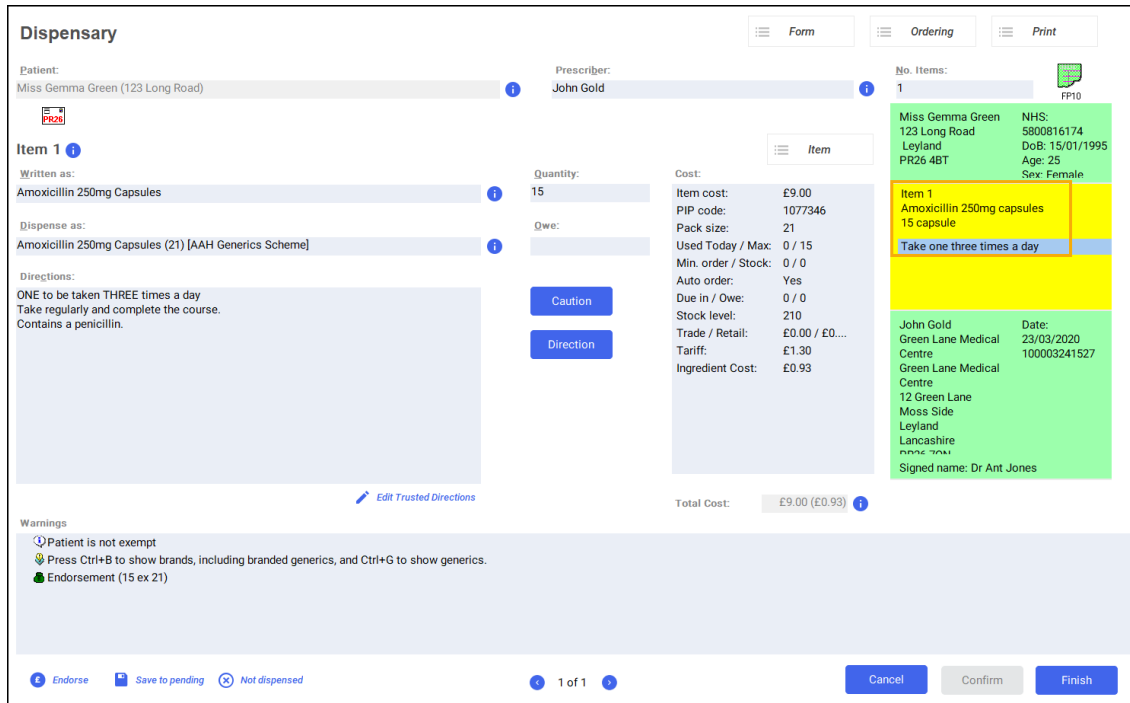
Matched Patient
A patient found in the Pharmacy Manager database matches the patient on the electronic prescription.

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'. It also shows a 'Total Cost' of £9.00 and a 'Signed name' of Dr Ant Jones. The interface includes buttons for 'Endorse', 'Save to pending', 'Not dispensed', 'Cancel', 'Confirm', and 'Finish'.



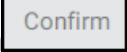
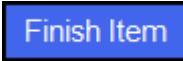

Note - If enabled, **Fast Labelling** automatically populates the following information: **Patient**, **Prescriber**, **Written As**, **Quantity** and **Directions**. See [Fast Labelling](#) in the **Pharmacy Manager Help Centre** for details.

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.

Fast Labelling

What is Fast Labelling?

Fast Labelling pre-populates the patient, product, directions and quantity from an electronic prescription on the **Dispensary** screen. This allows for labels to be produced quickly and easily with minimal input.



Note - Fast Labelling is not currently available for Monitored Dosage System or Medicines: Care & Review (MCR) patients.

Fast Labelling Frequently Asked Questions

What is the Fast Labelling Logic?

The Fast Labelling logic is:

- The Patient, Prescriber and Institution on a prescription must all fully match a local record.
- The prescription cannot contain items that are virtual generics.

If both of the above criteria are met, the system automatically selects an item based on the following logic:

- Has the patient had the items before in the last six months? If so, auto populate them with the last dispensed items.
- If not, has ANY patient had the items in the last six months? If so, auto populate the last dispensed for item ANY patient.
- If not, select the first matching DM+D item.

Will every script Fast Label?

The rate at which prescriptions are fast labelled depends mostly on whether prescriptions are matched to a local record. Pharmacies with lots of regular patients can see up to 80-85% of prescriptions fast labelled. Pharmacies who add extra details in the address fields, which can affect the matching process, or those with a high patient turnover, may see lower numbers.

Where has the Patient Medication History screen gone?

The **Patient Medication History** screen no longer displays when a prescription is fast labelled because the item and directions are populated as part of the fast labelling functionality. Fast Labelling eliminates the need for repeating from history.

Why isn't the Quantity auto populating?

In **Tools - System Settings - Pharmacy Details - Electronic Messaging**, enable **Quantity Matching**.

Also select **Print one label per pack** for both **Labelling for multiple packs** and **Labelling for single pack size**.

 See [Pharmacy Details - Electronic Messaging](#) for details.

Why are Directions incorrect from a GP prescription?

If the directions are completed in shorthand by the GP, they are auto populated in shorthand. This isn't ideal, however Trusted Directions addresses this. You can link the shorthand directions to whatever it is you'd like to display instead, and from then on, any time those particular shorthand directions are received on a prescription the trusted directions automatically apply. Although this takes time to setup, it provides longer term benefits. Alternatively, you can clinically check prescriptions up front and set the directions during that process. If you require specific directions for specific patients, these need to be updated on an adhoc basis.

 See [What are Trusted Directions?](#) for details.

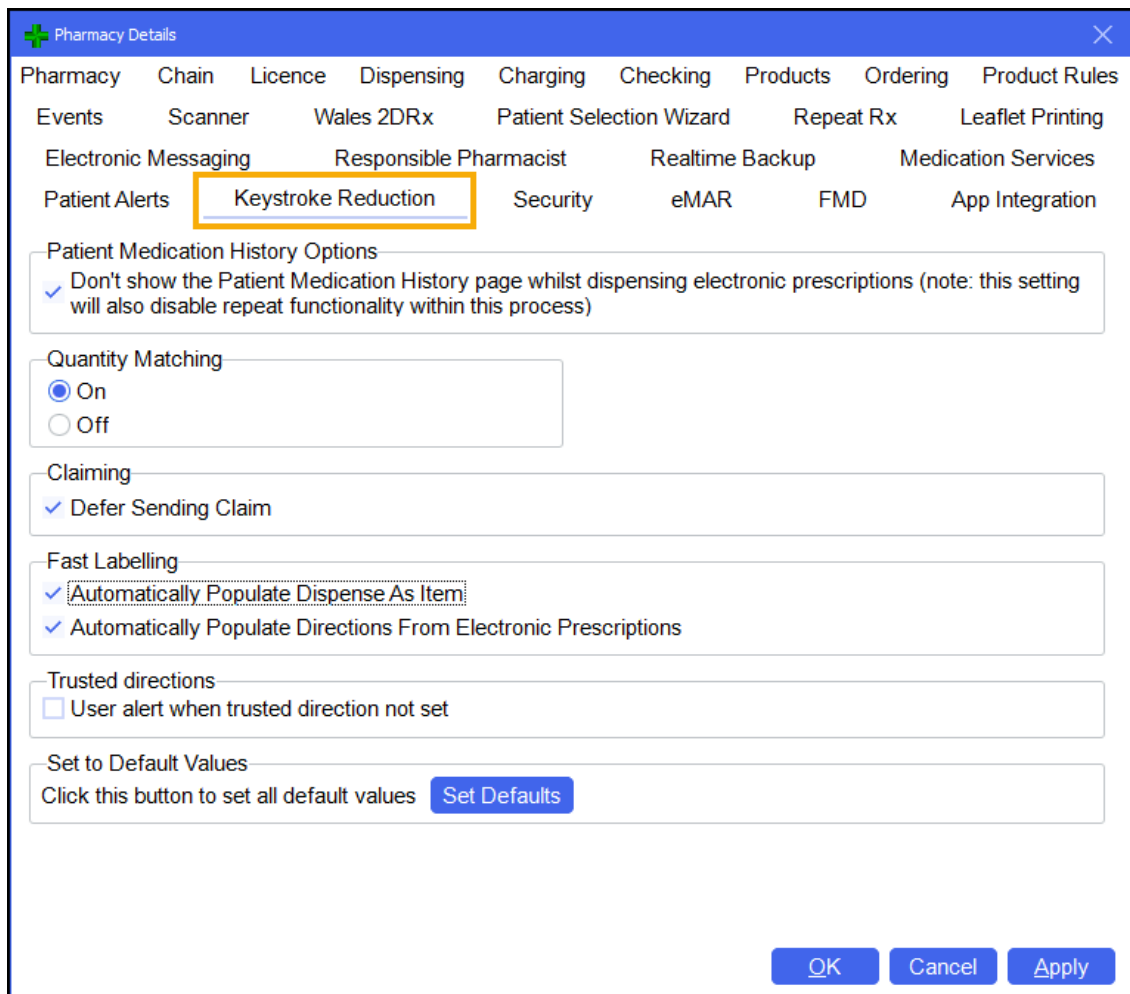
Why does the special container assistance no longer display?

Special container assistance prompts are not currently compatible with Fast Labelling.

Enabling Fast Labelling

To enable **Fast Labelling**:

1. From the **Pharmacy Manager Toolbar**, select **Tools - System Settings - Pharmacy Details** and then select the **Keystroke Reduction** tab:

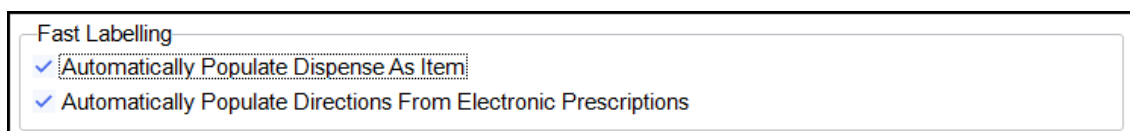


The screenshot shows the 'Pharmacy Details' window with the 'Keystroke Reduction' tab highlighted. The window contains several sections of settings:

- Patient Medication History Options:** A checkbox labeled 'Don't show the Patient Medication History page whilst dispensing electronic prescriptions (note: this setting will also disable repeat functionality within this process)' is checked.
- Quantity Matching:** Radio buttons for 'On' (selected) and 'Off'.
- Claiming:** A checkbox labeled 'Defer Sending Claim' is checked.
- Fast Labelling:** Two checkboxes are checked: 'Automatically Populate Dispense As Item' and 'Automatically Populate Directions From Electronic Prescriptions'.
- Trusted directions:** A checkbox labeled 'User alert when trusted direction not set' is unchecked.
- Set to Default Values:** A button labeled 'Set Defaults' is present.

At the bottom right, there are buttons for 'OK', 'Cancel', and 'Apply'.

2. From **Fast Labelling** you have the following options:



This close-up shows the 'Fast Labelling' section with two checked options:

- ☒ **Automatically Populate Dispense As Item**
- ☒ **Automatically Populate Directions From Electronic Prescriptions**

- **Automatically Populate Dispense As Item** - Tick to enabled. If enabled, when you dispense a prescription, providing that the:
 - **Patient** is matched to an existing patient,
 - **Prescriber** is matched to an existing prescriber,
 - **Institution** is matched to an existing institution, and

- The medication on the prescription has been dispensed to the patient in the last 6 months.

The following automatically populates on the **Dispensary** screen:

- **Patient**
- **Prescriber**
- **Written as** - Populates with the details from the last time it was dispensed.
- **Quantity**
- **Automatically Populate Directions From Electronic Prescriptions** - Tick to enable. If enabled, when you dispense a prescription the directions from the electronic prescription automatically populate on the **Dispensary** screen.



Important - If this is ticked, dosage checking for electronic prescriptions is not possible.




Note - If there is a trusted direction set up for the direction on the prescription the trusted direction takes precedence.



Note - Not applicable for prescriptions dispensed in the older version of our MDS module.

Dispensing an Electronic Prescription


To dispense an electronic prescription, from the **Pharmacy Manager Dashboard**:








 **Note** - Pharmacies can select **The Dispensing Evolution has begun** from the **Dashboard** to view new EPS prescriptions ready to dispense on the **Prescriptions** screen, see [Accessing New Prescriptions \(England\) on page 4](#) for details.

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

The **eMessages**  screen displays.

2. Highlight the required patient and select **Dispense** .

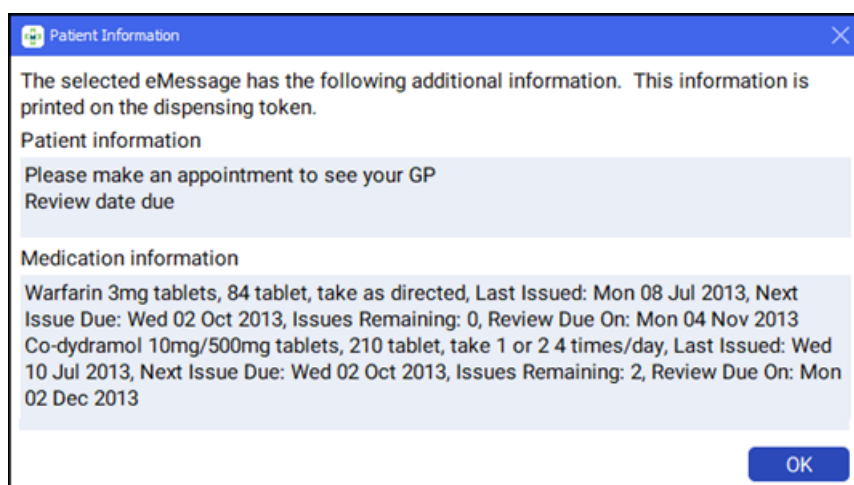
Name	Expiry	Action by	Status
 1 Ms Gemma Green	23/09/2020 23:59	24/03/2020 16:41	New - Ready to dispense
		Return	Dispense

Name	Handout	Scanned Date	Status	Message Type
1 WP10SS - Paul Taylor (264 Test Road, PR4 5YB)		07/08/2022 15:02	In Progress - Awa...	Prescription
2 WP10SS (Repeat: 1 of 19) - Paul Taylor (264 Test Road, PR4 5YB)		07/08/2022 15:01	View Only	CD Batch Repe...
3 WP10SS - Paul Taylor (264 Test Road, PR4 5YB)		07/08/2022 15:01	View Only	GP Authorising ...
4 WP10SS (Repeat: 2 of 6) - Hans Moleman (Springfield Retirement Castle...		07/08/2022 15:00	New	Batch Repeat (...)
5 WP10SS (Repeat: 1 of 6) - Hans Moleman (Springfield Retirement Castle...		07/08/2022 15:00	New	Batch Repeat (...)
6 WP10SS - Jenson Button (Button House, PR26 7QN)		07/08/2022 14:59	New	Prescription
7 WP10SS - Lewis Carl Hamilton (Hamilton House, PR26 7QN)		07/08/2022 14:59	New	Prescription
Prescription Details		Delete Dispense		



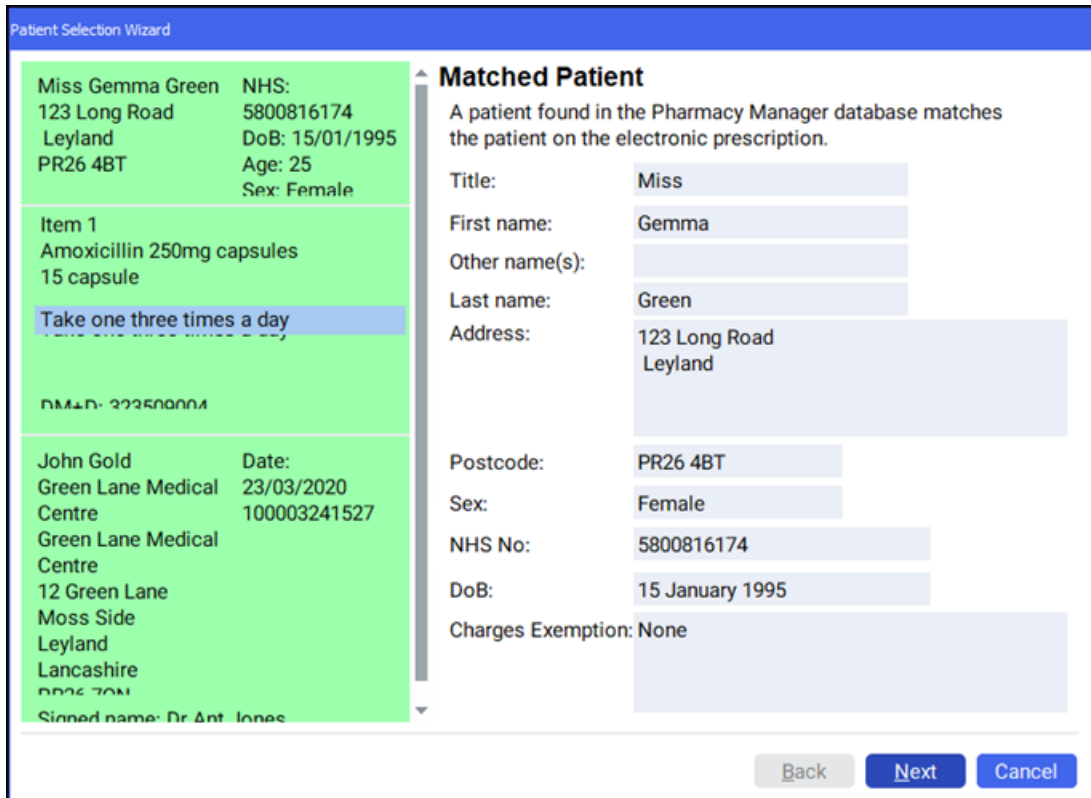
Training Tip - You can scan the prescription to highlight the correct patient/prescription.

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



Note - At this point, users in Scotland will see the **Prescriber Notes** screen, if any notes from the prescriber exist on the prescription.

4. 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 70XU
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** [New Patient](#).

5. Select **Next** [Next](#) and then select **Finish** [Finish](#). The **Dispensary** screen displays with the patient, prescriber and number of items pre-populated from the electronic prescription:

6. Complete as follows to dispense an item:

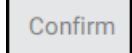
- **Written as** - Select **Enter** to search for the prescribed item. The **Written as** field populates with the item details, for example, Amoxicillin 250mg capsules.
- **Dispense as** - Populates automatically with the dispensed item, for example, Amoxicillin 250mg Capsules 21 AAH Generics Scheme.
- **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 '.

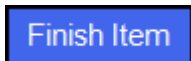


Training Tip - Note the space after the 1 and the d.



See [Setting Up Trusted Directions](#) for details.

- **Warnings** - If **Warnings** display, you must select **Confirm** .
- **Owe** - Enter the quantity owed if appropriate.

7. If the prescription contains multiple items, select **Finish Item**  and repeat the process outlined in **Step 6**.

8. Select **Finish**  and the item and bag labels print.



After dispensing you can view the **Order Summary** screen, see [Order Summary](#) for details.

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.

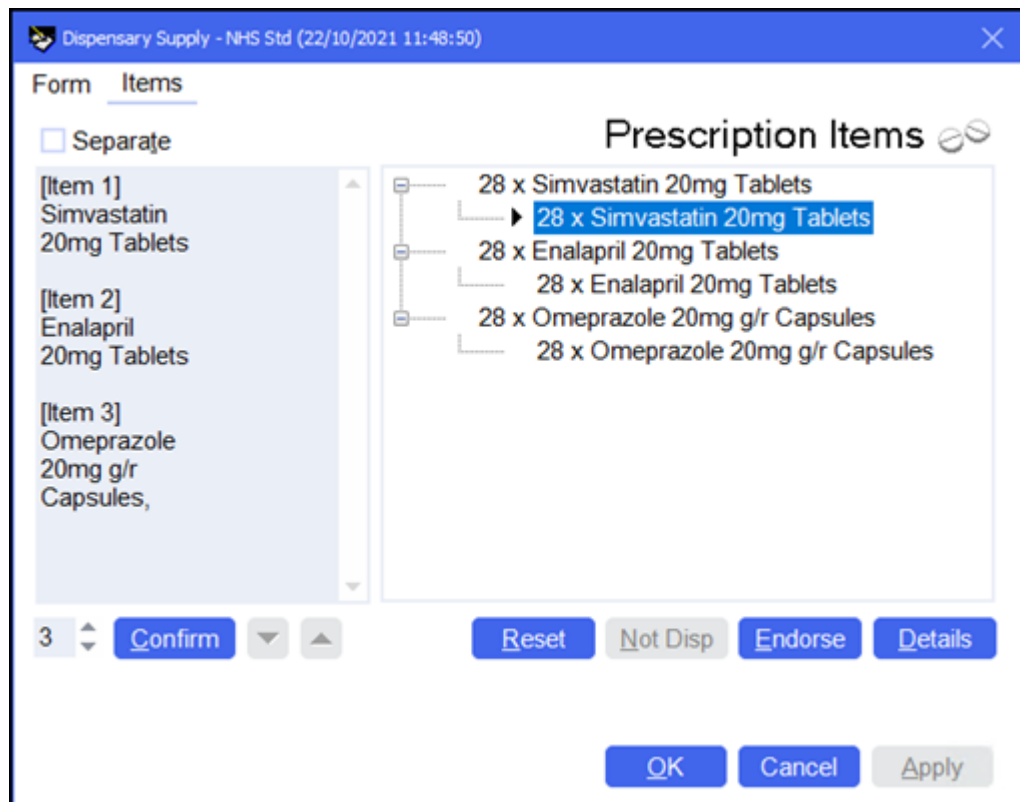


See [Endorsement Guidance for Oral Liquid Methadone](#) in the **Pharmacy Manager Help Centre** for details on Package Dose fees.




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.


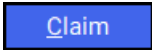



2. To apply additional endorsements:
 - a. Highlight the item on the right-hand pane and select **Endorse**.

 **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

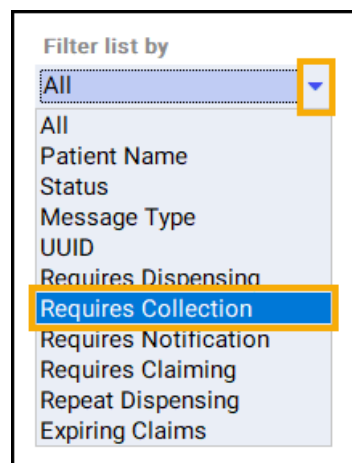
Once a prescription has been dispensed and handed to the patient, it should be marked as 'collected' within **Pharmacy Manager**. Marking a prescription as collected automatically sends a **Dispense Notification** to the **NHS Spine**.

To mark a prescription as collected:

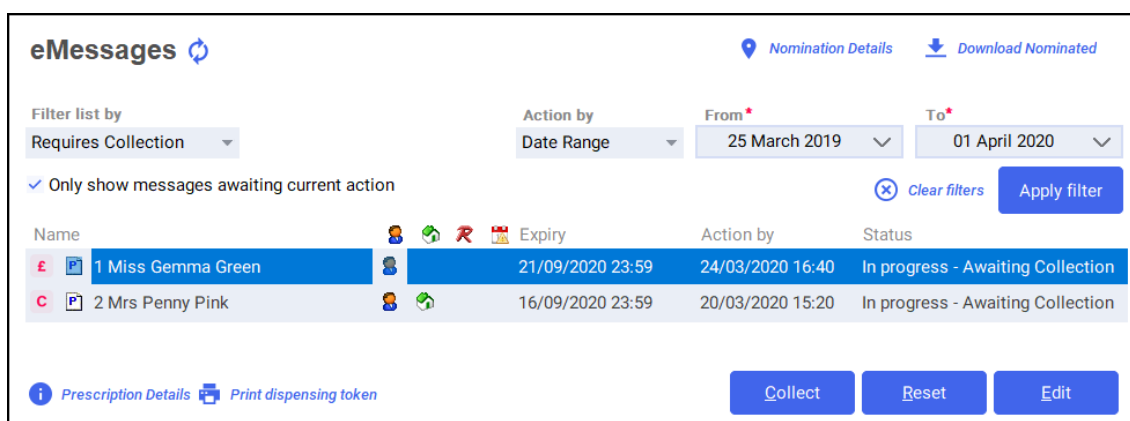
1. From the **Pharmacy Manager Side Navigation Bar** select **eMessages** .


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

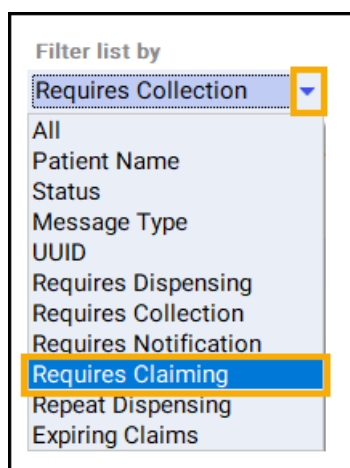
Claiming Prescriptions

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.






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



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**.

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