

Patient Facing Application Integration

Pharmacy Manager provides the functionality to integrate with various patient facing applications (apps) in England. Once integration is activated, providing the patient is registered in **Pharmacy Manager**, they can request repeat items and receive dispensing stage notifications through their chosen app. This can reduce the communication workload for your pharmacy.

 **Note** - The dispensing process in **Pharmacy Manager** does not change, the patient's chosen app seamlessly integrates with **Pharmacy Manager**.

How does it work?

- First you need to set up **Pharmacy Manager** to integrate with a patient app, see [Setting up Pharmacy Manager for Patient App Integration](#) on page **2** for more details.
- Patients using the app select the pharmacy they want to receive their prescriptions from. This sends a registration request to **Pharmacy Manager** where they either automatically match to an existing patient record, or a new registration request is triggered. Once this is done the patient can start to receive notifications. See [Checking for New App Requests](#) on page **3** for more details.

 **Important** - It is essential to check the **Message Centre** for new application requests often and before dispensing prescriptions as you may receive a prescription for a potential app user. If a prescription is dispensed before the patient registration is completed, the patient does not receive any notifications.

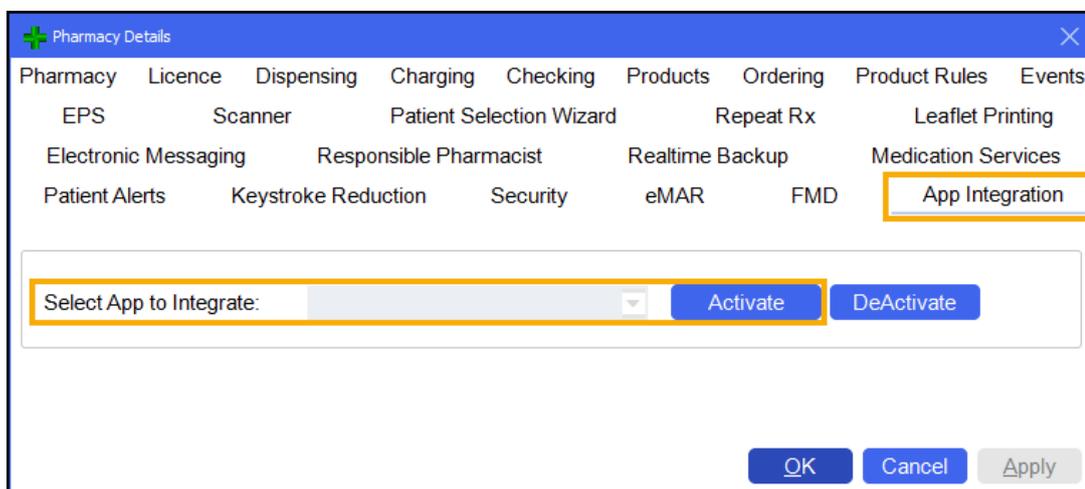
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- When you receive a prescription for a registered patient, and throughout the dispensing process, the patient receives notifications via their app. See [Patient Notifications](#) on page **11** for more details.
 - Patients can also request repeat prescription items through the app, the request is sent to their GP for approval. Once approved and uploaded to the NHS Spine you can download and process the prescription as normal.

 **Note** - If a patient deactivates their app account an update is sent to **Pharmacy Manager**, the patient is no longer flagged as an **App User** in **Pharmacy Manager** and they do not receive any further notifications.

Setting up Pharmacy Manager for Patient App Integration

To integrate **Pharmacy Manager** with a patient app:

1. From the **Pharmacy Manager Toolbar** select **Tools - System Settings - Pharmacy Details**. Select the **App Integration** tab:



2. From **Select App to Integrate** select the application required from the list and then select **Activate** .
3. Select **OK** .

Pharmacy Manager is now set up to integrate with the app selected.

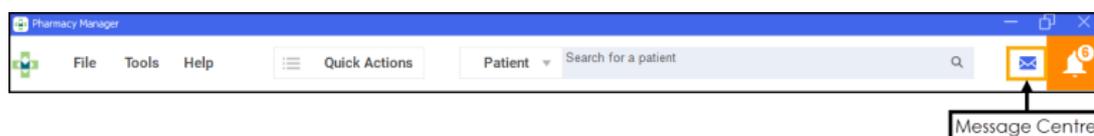
 **Important** - You can only integrate **Pharmacy Manager** with one patient app at a time.

Checking for New App Requests

i Important - It is essential to check the **Message Centre** for new application requests often and before dispensing prescriptions as you may receive a prescription for a potential app user. If a prescription is dispensed before the patient registration is completed, the patient does not receive any notifications.

To check for new app requests:

1. From the **Pharmacy Manager Toolbar** select **Message Centre** :



💡 Training Tip - If **Message Centre** displays grey  there are no new app requests.

2. The **New App Requests** screen displays:

New App Requests						
Received ↓	Name	NHS Number	Gender	D.O.B	Address	Match Status
18/07/2022	Firstname3 Surname3	7977312999	Female	03/03/1983	Line1, Line2, Line3, Line4, Line5, CC3 3CC	MATCHED CONFIRM
18/07/2022	Firstname2 Surname2	4275393414	Male	02/02/1981	Line1, Line2, Line3, Line4, Line5, BB2 2BB	MATCHED CONFIRM
18/07/2022	Firstname1 Surname1	9001791204	Male	01/01/1980	Line1, Line2, Line3, Line4, Line5, AA1 1AA	MATCHED CONFIRM
15/07/2022	Firstname8 Surname8	4150579938	Female	08/08/1988	Line1, Line2, Line3, Line4, Line5, HH8 8HH	NOT MATCHED ACTIONS ↓
15/07/2022	Firstname7 Surname7	4944527357	Male	07/07/1987	Line1, Line2, Line3, Line4, Line5, GG7 7GG	NOT MATCHED ACTIONS ↓
15/07/2022	Firstname6 Surname6	5552055063	Indeterminate	06/06/1986	Line1, Line2, Line3, Line4, Line5, FF6 6FF	NOT MATCHED ACTIONS ↓
15/07/2022	Firstname5 Surname5	2761274415	Unknown	05/05/1985	Line1, Line2, Line3, Line4, Line5, EE5 5EE	NOT MATCHED ACTIONS ↓
15/07/2022	Firstname4 Surname4	3085064974	Female	04/04/1984	Line1, Line2, Line3, Line4, Line5, DD4 4DD	PARTIAL MATCH ACTIONS ↓

📝 Note - The list displays by default with the latest received requests at the top and with the **Show matched patients** filter on. If you change the sort order this is retained when you return to the **New App Requests** screen. See [Sorting and Filtering New App Requests](#) on page 6 for more details.

The list displays the patient's name, NHS number, gender, date of birth, address and their match status:

- **MATCHED** MATCHED - The registration request details match a patient record in **Pharmacy Manager**. The patient is automatically flagged as an **App User**. Select **CONFIRM** CONFIRM to clear the entry from the **New App Requests** screen.
- **PARTIAL MATCH** PARTIAL MATCH - The registration request details partially match a local record in **Pharmacy Manager**, select **ACTIONS - Find Patient** to view a list of partially matched local patients.



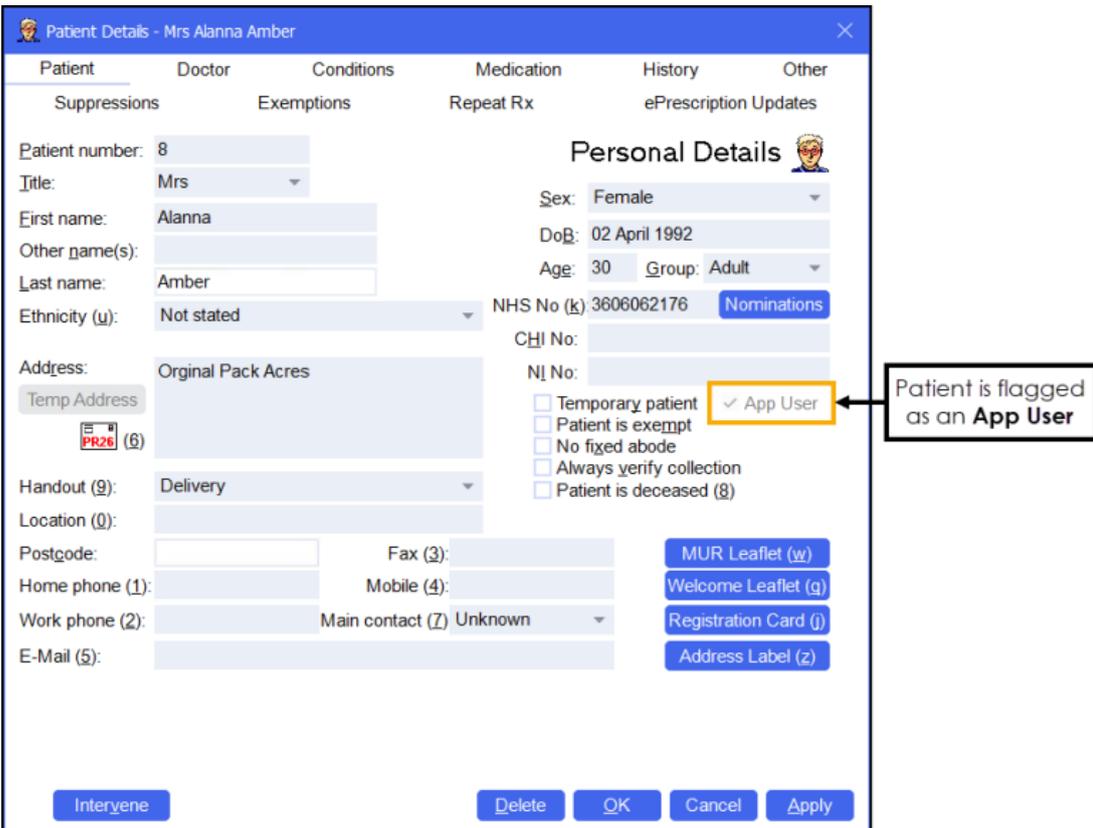
See [Partially Matched Patients](#) on page 7 for more details.

- **NOT MATCHED** NOT MATCHED - The registration request details do not match any patient record in **Pharmacy Manager**, select **ACTIONS - Find Patient** to view a list of nearest matched local patients.



See [Unmatched Patients](#) on page 8 for more details.

Matched patients are automatically flagged as an **App User** in **Patient Details**:



Patient Details - Mrs Alanna Amber

Suppressions Exemptions Repeat Rx ePrescription Updates

Personal Details

Patient number: 8 Sex: Female

Title: Mrs DoB: 02 April 1992

First name: Alanna Age: 30 Group: Adult

Other name(s): NHS No (k): 3606062176 Nominations

Last name: Amber CHI No: NI No:

Ethnicity (u): Not stated

Address: Original Pack Acres App User

Temp Address Temporary patient

Patient is exempt

No fixed abode

Always verify collection

Patient is deceased (8)

Handout (9): Delivery

Location (0):

Postcode: Fax (3): MUR Leaflet (w)

Home phone (1): Mobile (4): Welcome Leaflet (q)

Work phone (2): Main contact (Z) Unknown Registration Card (j)

E-Mail (5): Address Label (z)

Interyene Delete OK Cancel Apply

 **Note** - If a patient deactivates their app account an update is sent to **Pharmacy Manager**, the patient is no longer flagged as an **App User** in **Pharmacy Manager** and they do not receive any further notifications.

Sorting and Filtering New App Requests

You can sort and filter the **New App Requests** patient list:

- To sort the requests, simply select the column header to sort oldest to newest / A-Z  or newest to oldest / Z-A .

New App Requests

Select column header

Received ↓	Name	NHS Number	Gender	D.O.B	Address	Match Status
18/07/2022	Firstname3 Surname3	7977312999	Female	03/03/1983	Line1, Line2, Line3, Line4, Line5, CC3 3CC	MATCHED CONFIRM
18/07/2022	Firstname2 Surname2	4275393414	Male	02/02/1981	Line1, Line2, Line3, Line4, Line5, BB2 2BB	MATCHED CONFIRM

- Select **FILTER**  to display the **Filters** screen:

Filters

×

Show matched patients

Show matched patients

Show dismissed requests

Show dismissed requests

CLEAR ALL APPLY

Select from the following:

- Show matched patients** - Set to **On** as default. Select the toggle to display or hide matched patients on the **New App Requests** screen.



Training Tip - You do not need to do anything with matched patients as the system automatically matches them to a patient in **Pharmacy Manager**, they display for your information only. Set **Show matched patients** to **Off** to display items that require action only.

- Show dismissed requests** - Set to **Off** as default. Select the toggle to display or hide dismissed requests on the **New App Requests** screen.

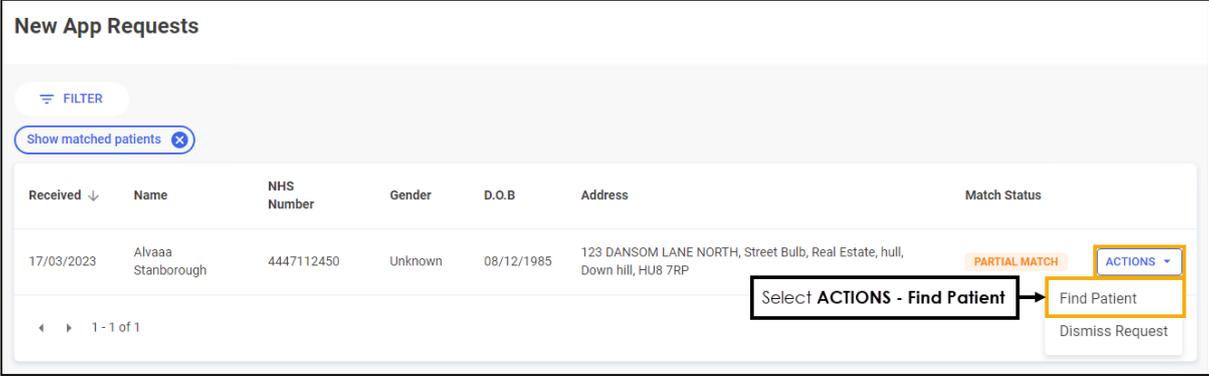


See **Dismiss Requests** on page **10** for more details.

Partially Matched Patients

To find a local patient to match with partially matched requests:

1. From the **New App Requests** screen, select **ACTIONS - Find Patient** next to a partially matched patient:



New App Requests

FILTER

Show matched patients

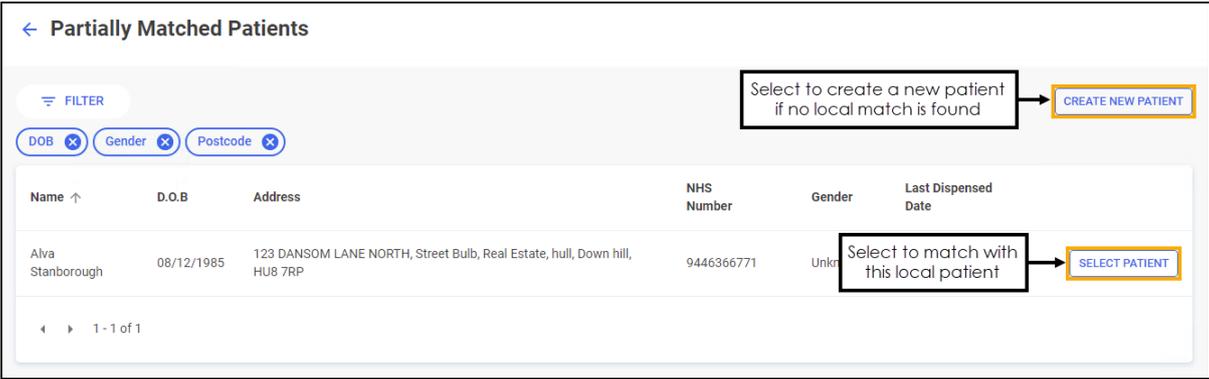
Received ↓	Name	NHS Number	Gender	D.O.B	Address	Match Status
17/03/2023	Alvaaa Stanborough	4447112450	Unknown	08/12/1985	123 DANSOM LANE NORTH, Street Bulb, Real Estate, hull, Down hill, HU8 7RP	PARTIAL MATCH

1 - 1 of 1

Select **ACTIONS - Find Patient**

Find Patient
Dismiss Request

2. The **Partially Matched Patients** screen displays a list of suggested patient records in **Pharmacy Manager**:



Partially Matched Patients

FILTER

DOB Gender Postcode

Name ↑	D.O.B	Address	NHS Number	Gender	Last Dispensed Date
Alva Stanborough	08/12/1985	123 DANSOM LANE NORTH, Street Bulb, Real Estate, hull, Down hill, HU8 7RP	9446366771	Unkn	

1 - 1 of 1

Select to create a new patient if no local match is found

CREATE NEW PATIENT

Select to match with this local patient

SELECT PATIENT

 **Note** - The filters set are the minimum information required for a partial match. Select **Close**  to remove a set filter or select **FILTER**  to add a filter.

Choose **SELECT PATIENT**  to the right of the correct local patient record.

The patient is now matched to a record in **Pharmacy Manager**.

If no suitable local record is found, select **CREATE NEW PATIENT**

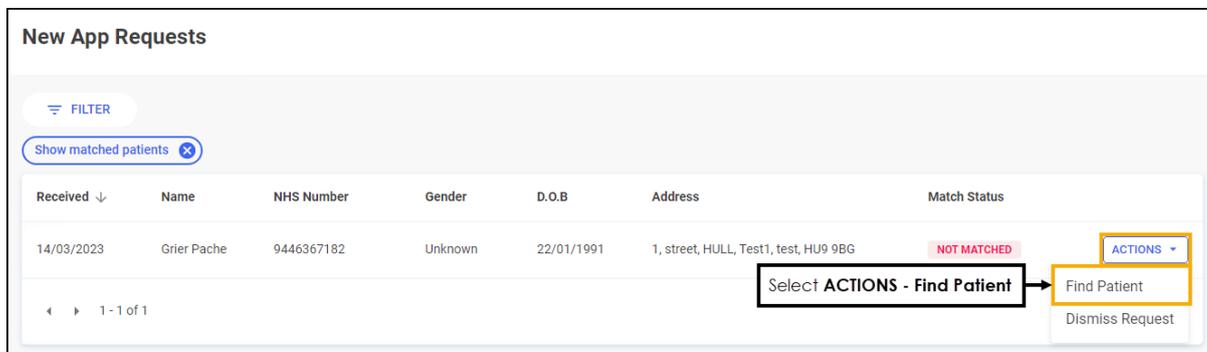
 to add a new patient.

 See **Creating a New Patient** on page 9 for more details.

Unmatched Patients

To find a local patient to match with an unmatched request:

1. From the **New App Requests** screen, select **ACTIONS - Find Patient** next to an unmatched patient:



New App Requests

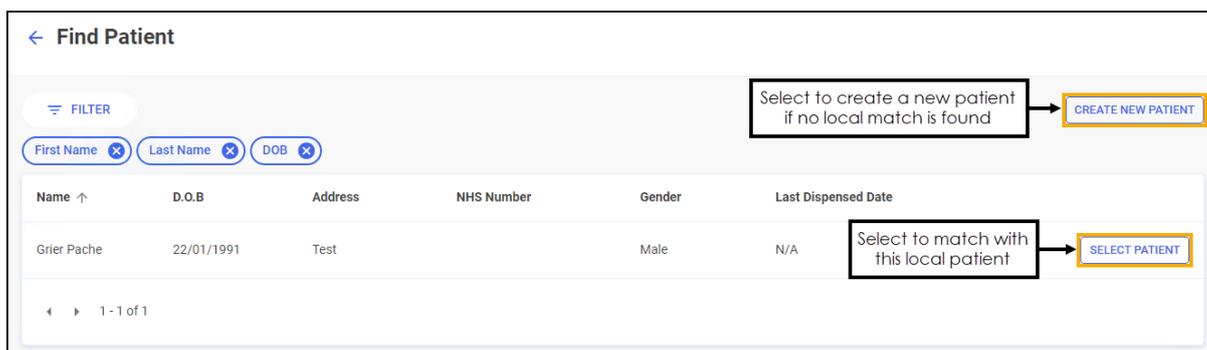
FILTER

Show matched patients

Received ↓	Name	NHS Number	Gender	D.O.B	Address	Match Status	
14/03/2023	Grier Pache	9446367182	Unknown	22/01/1991	1, street, HULL, Test1, test, HU9 9BG	NOT MATCHED	ACTIONS - Find Patient Find Patient Dismiss Request

1 - 1 of 1

2. The **Find Patient** screen displays a list of suggested patient records in **Pharmacy Manager**:



Find Patient

FILTER

First Name Last Name DOB

Name ↑	D.O.B	Address	NHS Number	Gender	Last Dispensed Date	
Grier Pache	22/01/1991	Test		Male	N/A	SELECT PATIENT

1 - 1 of 1

Note - The filters set are based on the data provided in the request to try and retrieve the nearest match from the **Pharmacy Manager** database. Select **Close**  to remove a set filter or select **FILTER**  to add a filter.

Choose **SELECT PATIENT**  to the right of the correct local patient record.

The patient is now matched to a record in **Pharmacy Manager**.

No local record may be suggested, in this case you can select

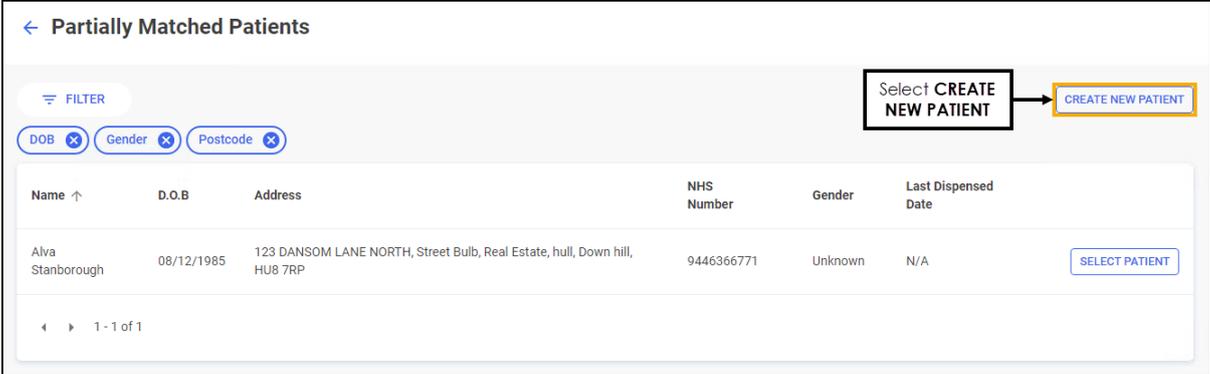
CREATE NEW PATIENT  to add a new patient.

 See **Creating a New Patient** on page 9 for more details.

Creating a New Patient

To add a new local patient:

- From either the **Partially Matched Patients** or the **Find Patient** screen, select **CREATE NEW PATIENT** :



← Partially Matched Patients

FILTER

DOB Gender Postcode

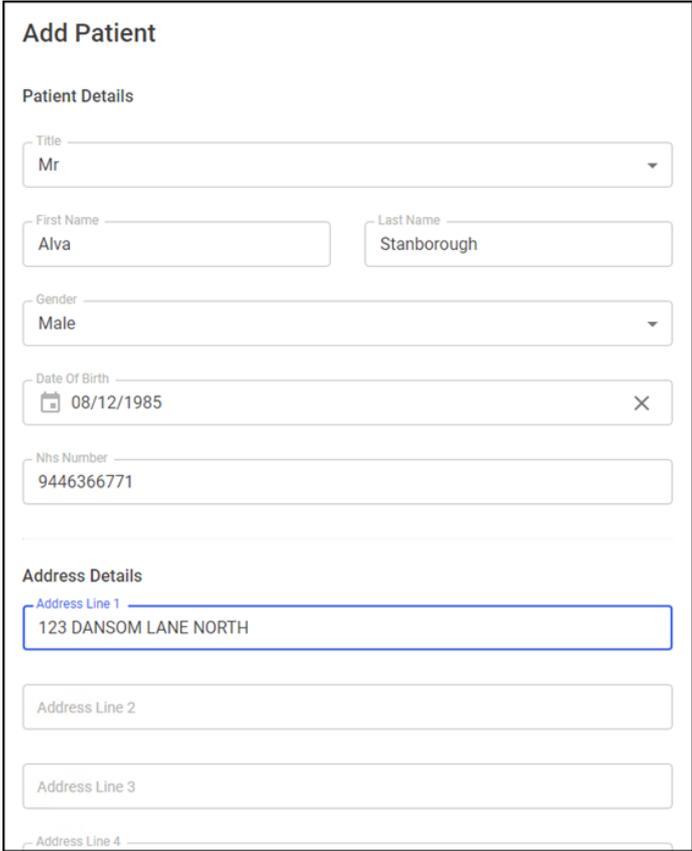
Name ↑	D.O.B	Address	NHS Number	Gender	Last Dispensed Date
Alva Stanborough	08/12/1985	123 DANSOM LANE NORTH, Street Bulb, Real Estate, hull, Down hill, HU8 7RP	9446366771	Unknown	N/A

1 - 1 of 1

Select CREATE NEW PATIENT → CREATE NEW PATIENT

SELECT PATIENT

- The **Add Patient** screen displays populated with patient data from the registration request:



Add Patient

Patient Details

Title: Mr

First Name: Alva

Last Name: Stanborough

Gender: Male

Date Of Birth: 08/12/1985

Nhs Number: 9446366771

Address Details

Address Line 1: 123 DANSOM LANE NORTH

Address Line 2:

Address Line 3:

Address Line 4:

Edit the patient data as required:

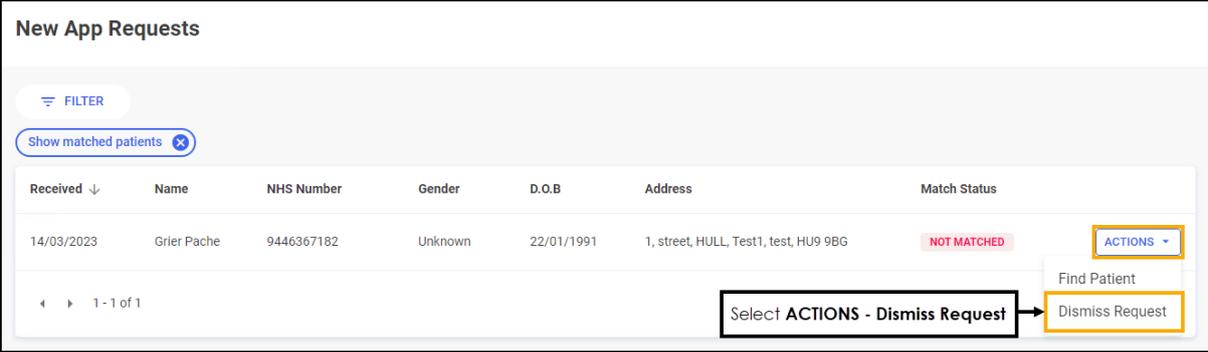
- **Patient Details:**
 - **Title** - Select from the available list.
 - **First Name**
 - **Last Name**
 - **Gender** - Select from the available list.
 - **Date of Birth** (Required) - Select **Calendar**  to open the calendar.
- **Address Details:**
 - **Address Line 1-5**
 - **Postcode**

3. Select either:

- **SAVE AND ADD**  to create a new patient record in **Pharmacy Manager**.
- **CANCEL**  to cancel the process and return to the **New App Requests** screen.

Dismiss Requests

Should you have duplicate or superfluous partially matched or unmatched requests you can easily dismiss them, simply select **ACTIONS - Dismiss Request**:



The screenshot shows the 'New App Requests' interface. At the top, there is a 'FILTER' button and a 'Show matched patients' toggle. Below is a table with columns: Received, Name, NHS Number, Gender, D.O.B, Address, and Match Status. A single row is visible with the following data: 14/03/2023, Grier Pache, 9446367182, Unknown, 22/01/1991, 1, street, HULL, Test1, test, HU9 9BG, and NOT MATCHED. To the right of the row is an 'ACTIONS' dropdown menu. A callout box points to the 'ACTIONS' dropdown with the text 'Select ACTIONS - Dismiss Request', and another callout box points to the 'Dismiss Request' option within the dropdown.

Received ↓	Name	NHS Number	Gender	D.O.B	Address	Match Status	ACTIONS
14/03/2023	Grier Pache	9446367182	Unknown	22/01/1991	1, street, HULL, Test1, test, HU9 9BG	NOT MATCHED	ACTIONS ▾ Find Patient Dismiss Request

The request is removed from the list.

 To view dismissed requests, see [Sorting and Filtering New App Requests](#) on page 6 for more details.

Patient Notifications

 **Note** - The dispensing process in **Pharmacy Manager** does not change, the patient's chosen app seamlessly integrates with **Pharmacy Manager**.

Pharmacy Manager notifies the patient at key points during the dispensing process. These are as follows:

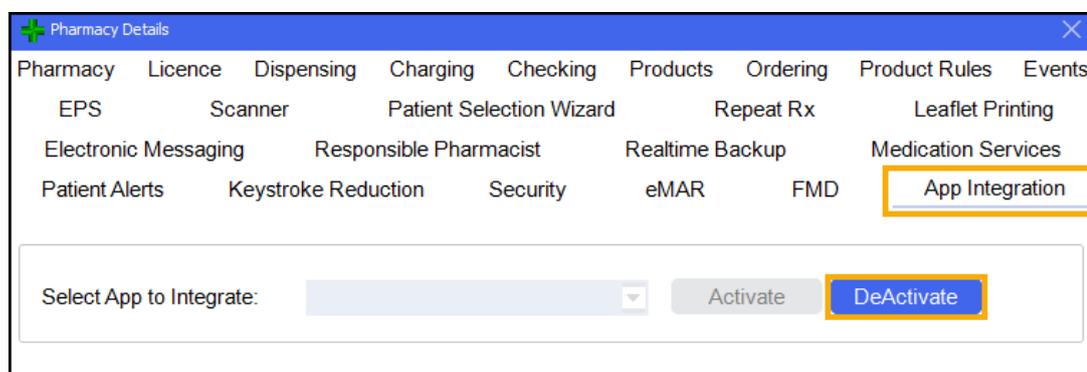
- When you download a prescription from the NHS Spine,
- When you start the dispensing process,
- When the prescription is ready to collect.

In addition, the patient is notified in case of owings or if the prescription is returned, is reset or has expired. This ensures that there is little risk of the patient arriving at the pharmacy without the medication being ready to collect.

Deactivating Patient App Integration

To disable the integration of **Pharmacy Manager** with a patient app:

1. From the **Pharmacy Manager Toolbar** select **Tools - System Settings - Pharmacy Details**. Select the **App Integration** tab:



2. Select **Deactivate** .
3. Select **OK** .

Pharmacy Manager no longer integrates with a patient app and your patients no longer receive notifications with regards to their prescriptions.