



Pharmacy Manager

Getting Started Guide - Scotland

Version 1.0

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Table of Contents

Table of Contents	3
Logging in to Pharmacy Manager	5
Navigating the Pharmacy Manager Dashboard	7
Searching for a Patient	16
Adding a New Patient	18
Adding a New Prescriber	21
Downloading prescriptions from the ePharmacy Store	25
Dispensing, Endorsing and Claiming an AMS prescription	27
Identifying a Successful AMS Claim	33
Creating an Owing	34
Fulfilling an Owing	35
When a Patient Collects Their Medication	36
Registering Patients for MCR	37
Dispensing a Serial (MCR) Prescription	40
Confirming the Dispensing Schedule	41
Dispensing the First Iteration of a Serial (MCR) Prescription	45
Collecting a Serial (MCR) Prescription	48
Dispensing Subsequent Iterations of a Serial (MCR) Prescription	52
MCR Dispensing Cycle Completed	55
Calculating MCR Due Date	58
Instalment Dispensing	60
Dispensing from a Patient's History	67
Recording a Pharmacy First Scotland - Standard (MAS) Consultation	71

What is a Pharmacy First Scotland - Standard (MAS) Consultation?	71
Recording a Universal Claim Framework (UCF) Consultation	76
Adding Items to an Order	84
Sending an Order	86

Logging in to Pharmacy Manager



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

To log in to **Pharmacy Manager**:

1. From your computer, either:

•

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

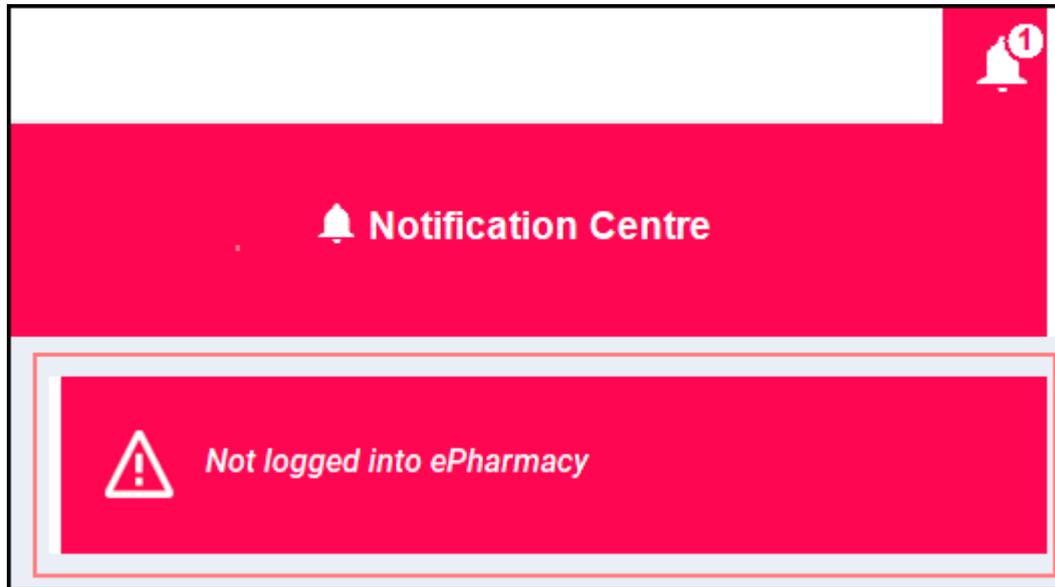
•

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

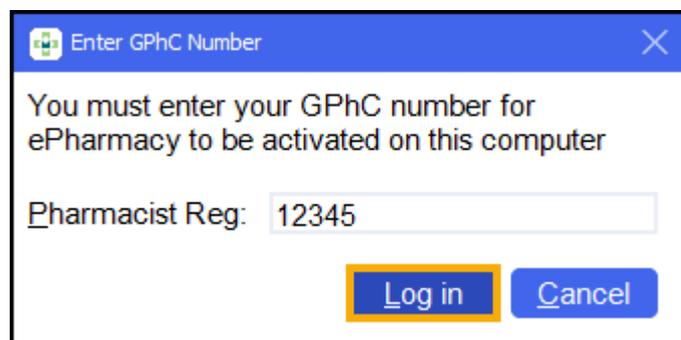
2. Depending on your country you have the following options:

Scotland

- a. The **Pharmacy Manager Notification Centre** displays. Double click the **Not logged into ePharmacy** notification:



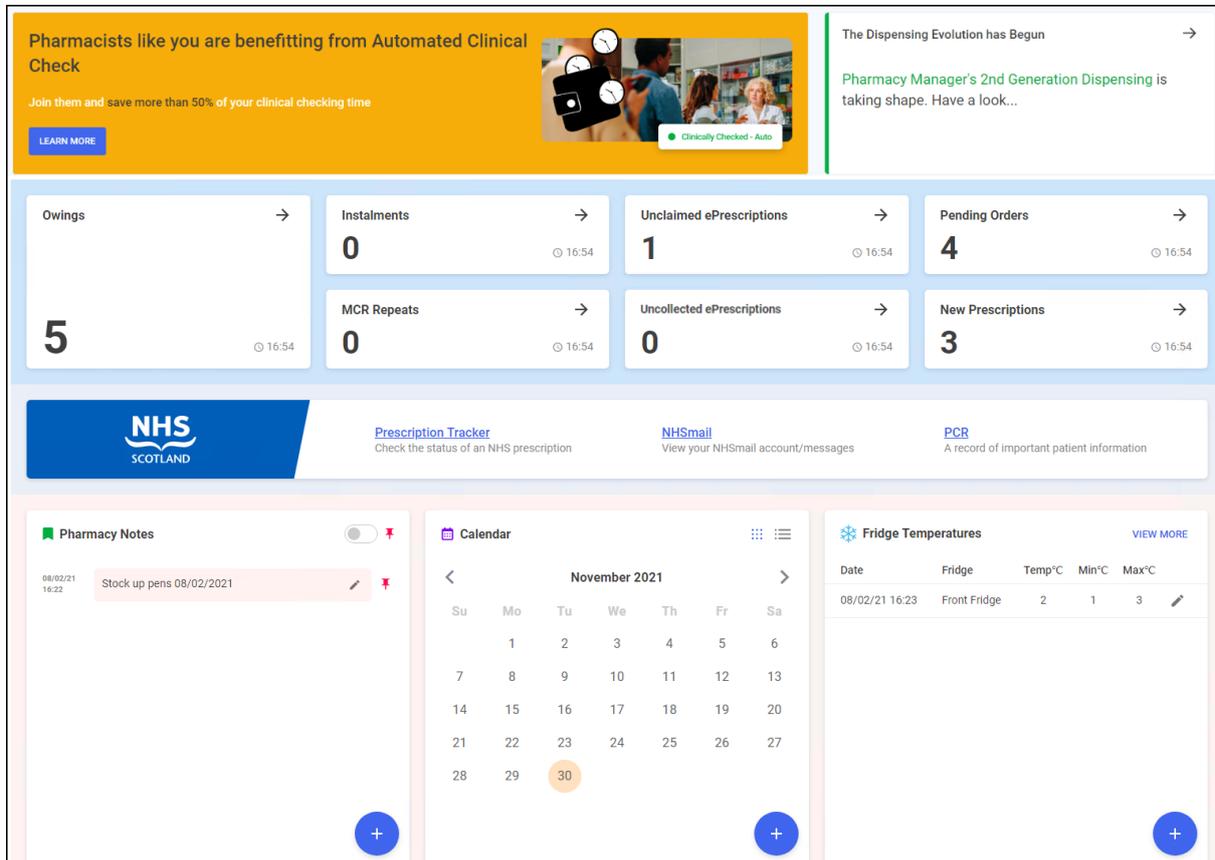
- b. The **Enter GPhC Number** screen displays. Enter the **GPhC number** of the pharmacist on duty and select **Log in** :



The **Pharmacy Manager Dashboard** displays.

Navigating the Pharmacy Manager Dashboard

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



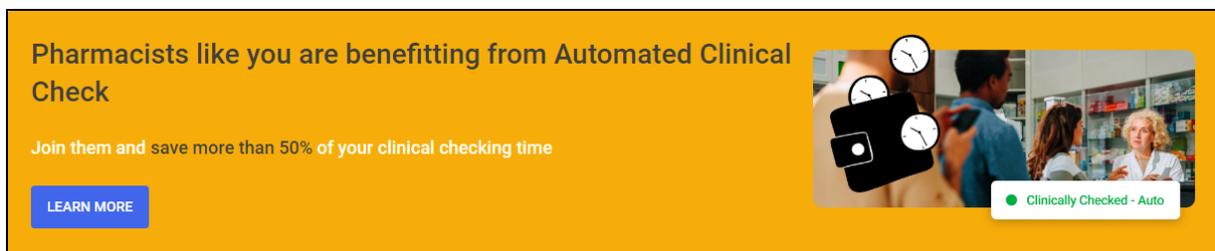
The dashboard features several key components:

- Top Banner:** A yellow banner titled "Pharmacists like you are benefitting from Automated Clinical Check" with a "LEARN MORE" button and a "Clinically Checked - Auto" status indicator.
- Right Sidebar:** A green sidebar titled "The Dispensing Evolution has Begun" with a link to "Pharmacy Manager's 2nd Generation Dispensing".
- Workload Metrics:** A grid of eight cards showing key performance indicators:
 - Owings: 5
 - Instalments: 0
 - Unclaimed ePrescriptions: 1
 - Pending Orders: 4
 - MCR Repeats: 0
 - Uncollected ePrescriptions: 0
 - New Prescriptions: 3
- NHS Services:** A blue bar with the NHS Scotland logo and links for "Prescription Tracker", "NHSmall", and "PCR".
- Operational Tools:**
 - Pharmacy Notes:** A list of notes, including "Stock up pens 08/02/2021".
 - Calendar:** A calendar for November 2021 with the 30th highlighted.
 - Fridge Temperatures:** A table showing temperature logs for a front fridge.

Date	Fridge	Temp°C	Min°C	Max°C
08/02/21 16:23	Front Fridge	2	1	3

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

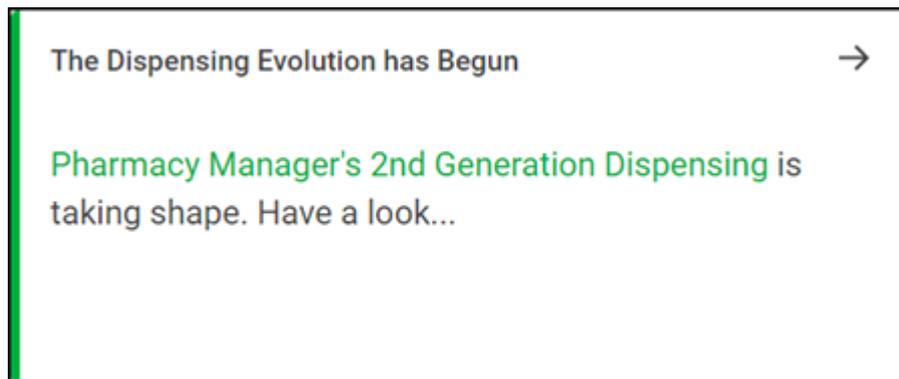
Pharmacists like you are benefitting from Automated Clinical Check



This banner highlights the benefits of the Automated Clinical Check feature, including a "LEARN MORE" button and a "Clinically Checked - Auto" status indicator.

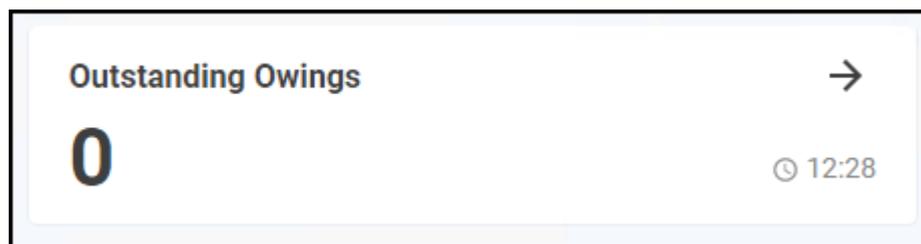
Are you seeing the time savings from the latest dispensing features? See [Dispensing Best Practice](#) for more information on setting up **Pharmacy Manager** and our recommended dispensing process.

The Dispensing Evolution has Begun



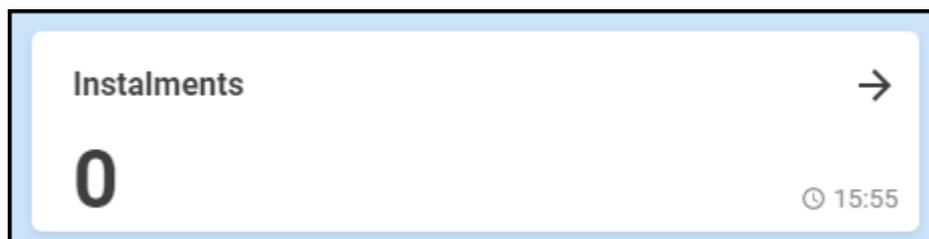
We have introduced a **Prescriptions** screen for users only to view and manage their new prescriptions in **Pharmacy Manager**. Select the tile to view the **Prescriptions** screen.

Owings



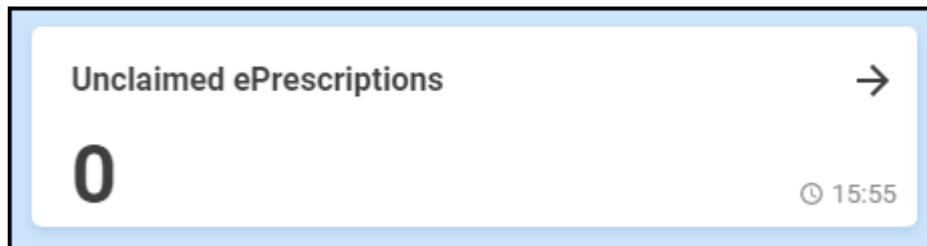
The **Owings** tile displays the number of items owing, select the tile to display your **Owings** screen.

Instalments



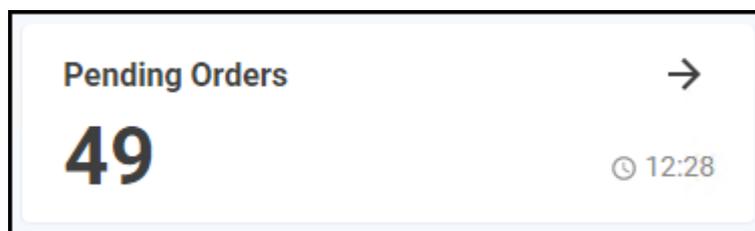
The **Instalments** tile displays the number of instalments due today, select the tile to display your **Instalments** screen.

Unclaimed ePrescriptions



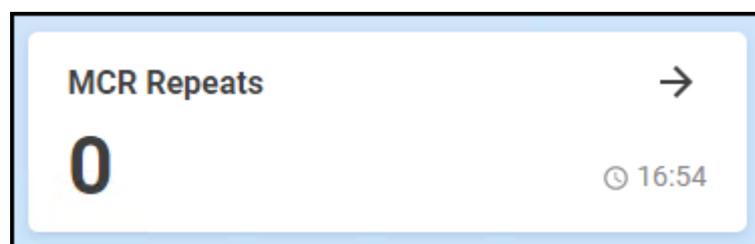
The **Unclaimed ePrescriptions** tile displays the number of dispensed prescriptions which have not been claimed. Select the tile to display your **eMessages** screen with the **All unclaimed prescriptions** filter applied.

Pending Orders



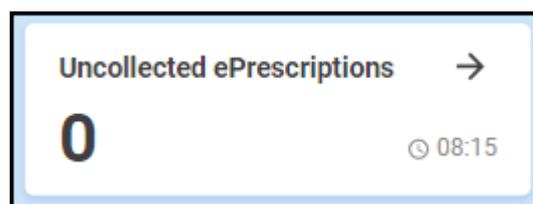
The **Pending Orders** tile displays the number of items on outstanding orders, select the tile to display your **Ordering** screen.

MCR Repeats



The **MCR Repeats** tile displays the number of Medicines: Care & Review (MCR) repeats due to be dispensed over the next week. Select the tile to show the repeats screen with a one week date filter applied.

Uncollected ePrescriptions



The **Uncollected ePrescriptions** tile displays the number of dispensed prescriptions which have not been collected. Select the tile to show the **Pending** screen with **Not collected** filter applied.

New prescriptions



The **New prescriptions** tile displays the number of prescriptions which have been scanned but not dispensed. Select the tile to show the **eMessages** screen with a **New prescriptions** filter applied.

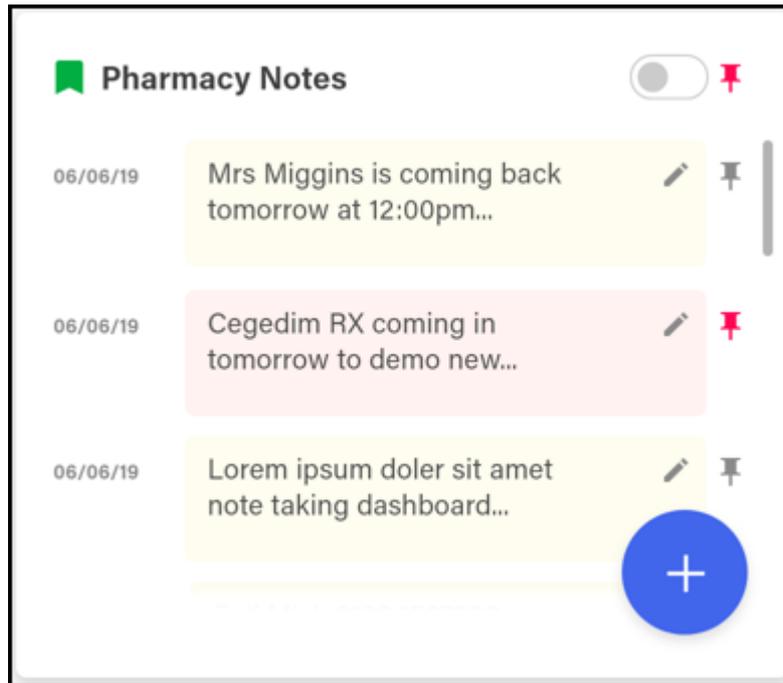
NHS Scotland



The **NHS Scotland** tile displays the following links for your convenience:

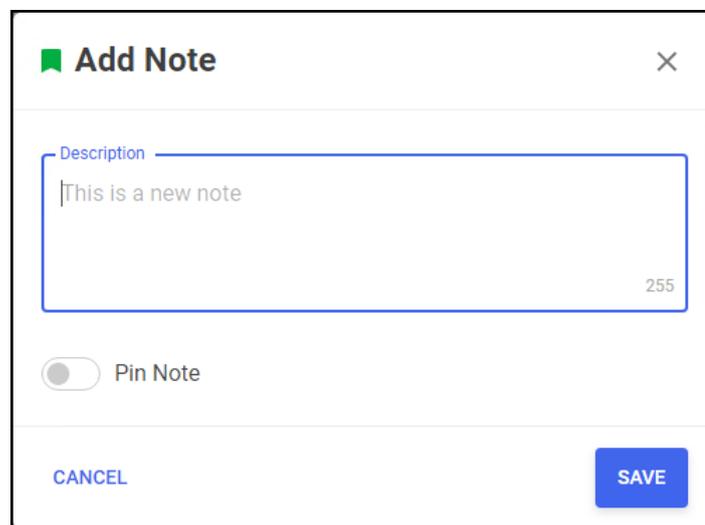
- **Prescription Tracker** - Select to look up information about an electronic prescription.
- **NHSmail** - Select to access your NHS mail log in.
- **PCR** - Select to access the Pharmacy Care Record.

Pharmacy Notes



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

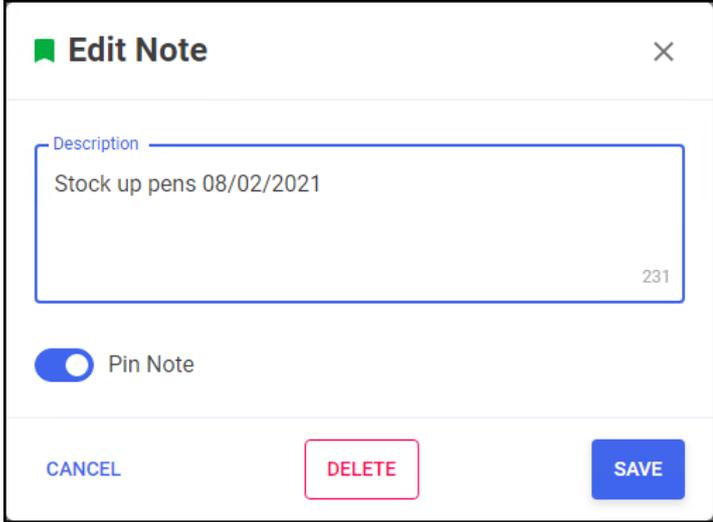
- **Add** - Select **Add** , the **Add Note** screen displays:



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

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

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

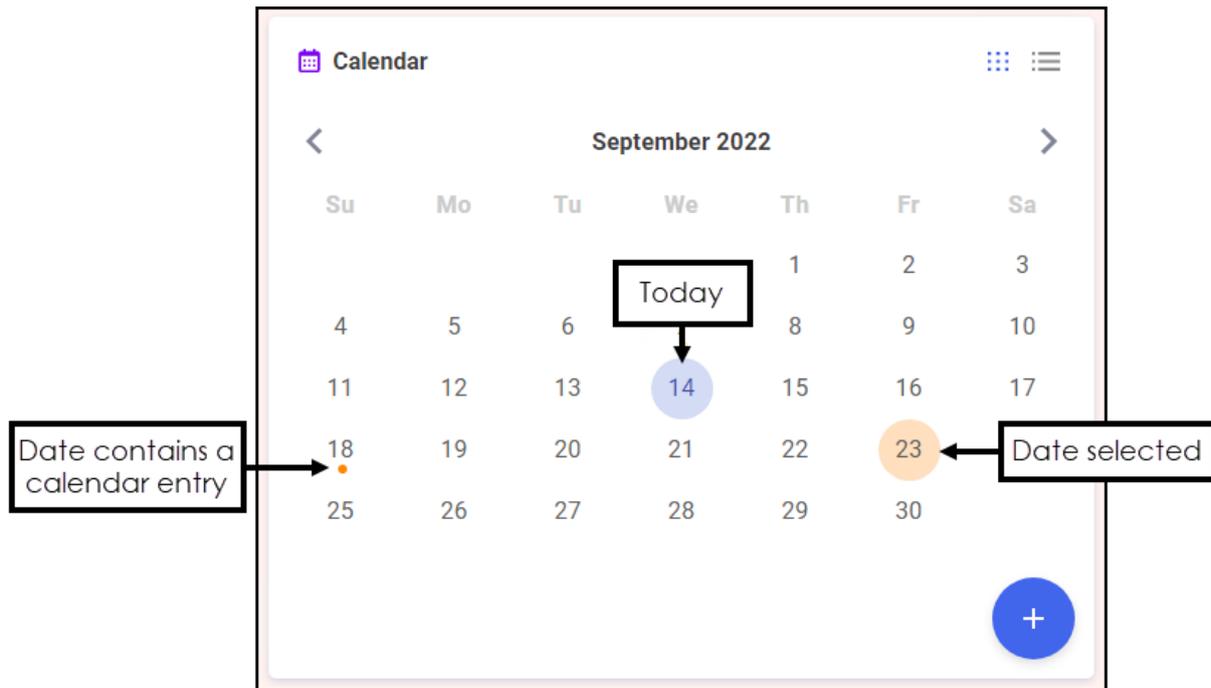


Either:

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

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

Calendar



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

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

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

Fridge Temperatures

 **Fridge Temperatures** VIEW MORE

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



The **Fridge Temperatures** tile displays:

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

Useful Links

 **Useful Links** EDIT

[Shortage Reporter](#)

[Community Pharmacy Website](#)

[EMC](#)

[Instalment Dispensing](#)

[Endorsing Guide](#)

[CPS](#)

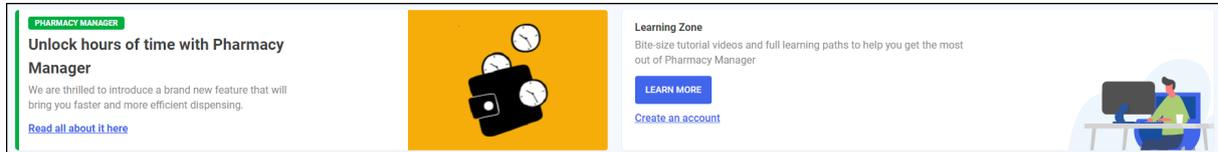


The **Useful Links** tile, managed by your pharmacy, displays links to websites you use. You can add, edit, delete and re-order links as required.

 See [Managing Useful Links](#) for details.

Pharmacy Manager Tile

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



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

Searching for a Patient

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

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



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



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



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

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



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



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

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

Adding a New Patient

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

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



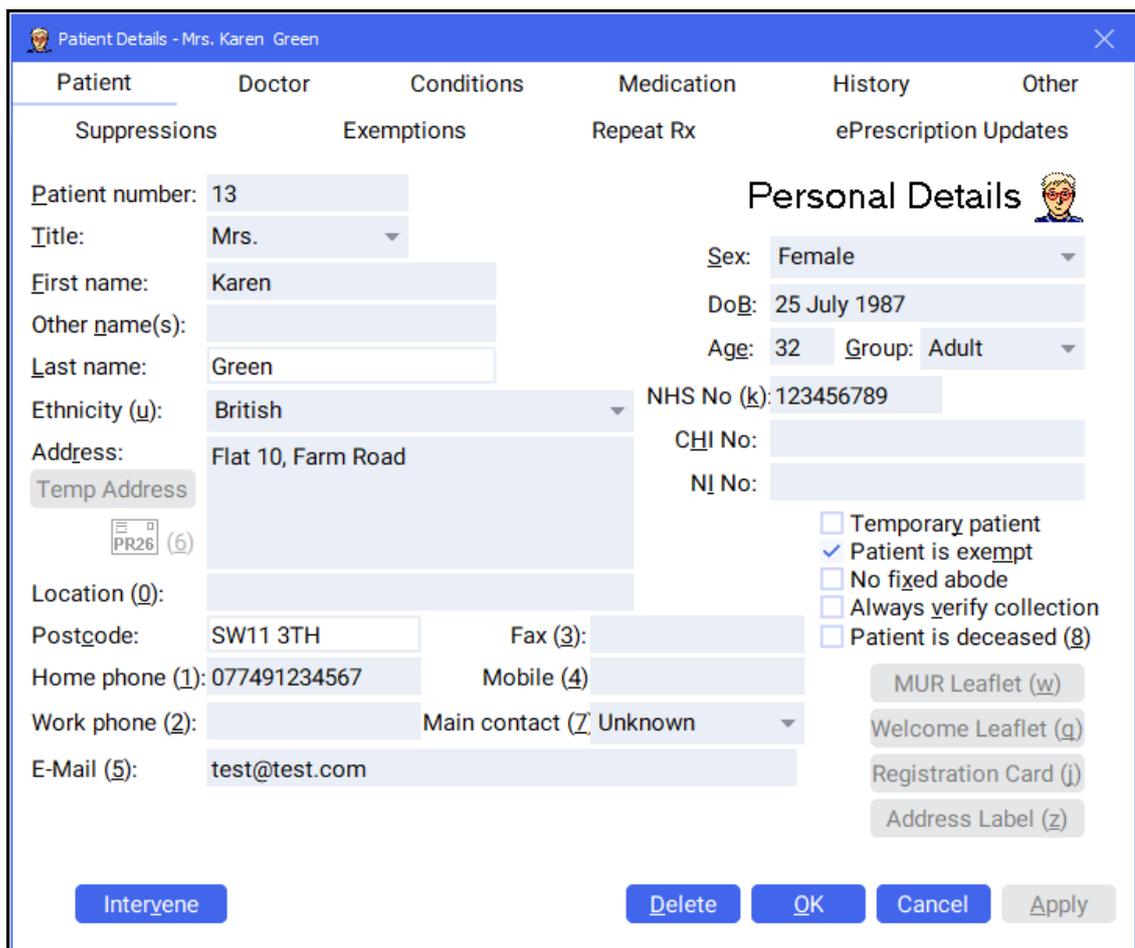
A screenshot of the Pharmacy Manager search bar. The word "Patient" is selected in a dropdown menu on the left, and a search icon is visible on the right.

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



A screenshot of the "Find Patient" dialog box. The dialog has a blue title bar and a search form with fields for Name, Street, Postcode, and DOB. Below the search form is a table with columns for Last Name, First Name, Sex, Age, #, Address, and Date of Birth. At the bottom, there are two checkboxes: "Extend search to similar sounding names" and "Show temporary patients". The "Add" button is highlighted with a yellow border.

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



Patient Details - Mrs. Karen Green

Suppressions Exemptions Repeat Rx ePrescription Updates

Personal Details 

Patient number: 13

Title: Mrs.

First name: Karen

Other name(s):

Last name: Green

Ethnicity (u): British

Address: Flat 10, Farm Road

Temp Address  (5)

Location (0):

Postcode: SW11 3TH Fax (3):

Home phone (1): 077491234567 Mobile (4):

Work phone (2): Main contact (Z): Unknown

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

NHS No (k): 123456789

CHI No:

NI No:

Temporary patient

Patient is exempt

No fixed abode

Always verify collection

Patient is deceased (8)

MUR Leaflet (w)

Welcome Leaflet (q)

Registration Card (j)

Address Label (z)

Intervene Delete OK Cancel Apply



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

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

Adding a Temporary Patient

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

Personal Details

Sex:

DoB:

Age: Group:

NHS No (k):

CHI No:

NI No:

Temporary patient App User

Patient is exempt

No fixed abode

Always verify collection

Patient is deceased (g)

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

Finding a Temporary Patient

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

Find Patient ✕

Name: Street: Postcode: DOB:

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

Extend search to similar sounding names

Show temporary patients

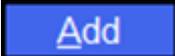
 **Note** - The system records all dispensing details for temporary patients and therefore reports include temporary patient information. Temporary patients display on reports with an asterisk * next to their name.

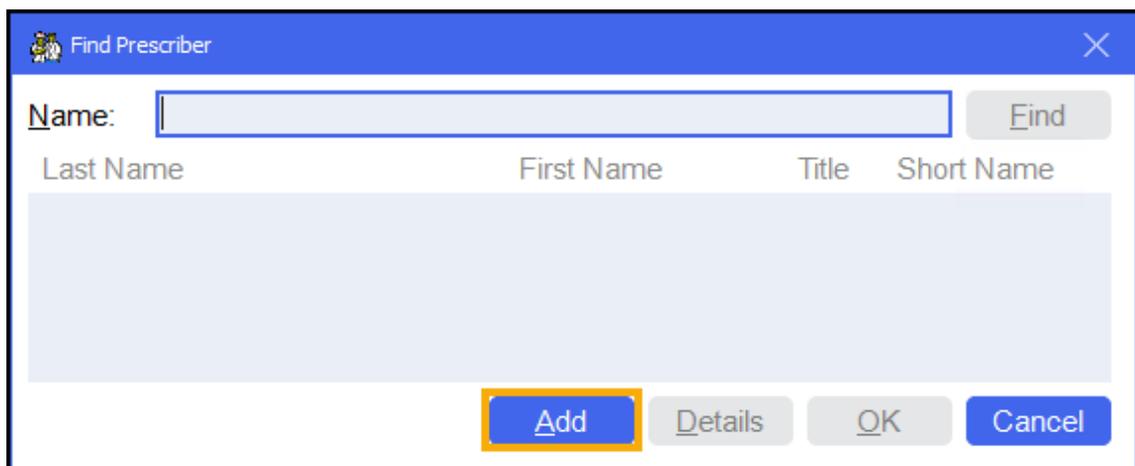
Adding a New Prescriber

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

1. From either:

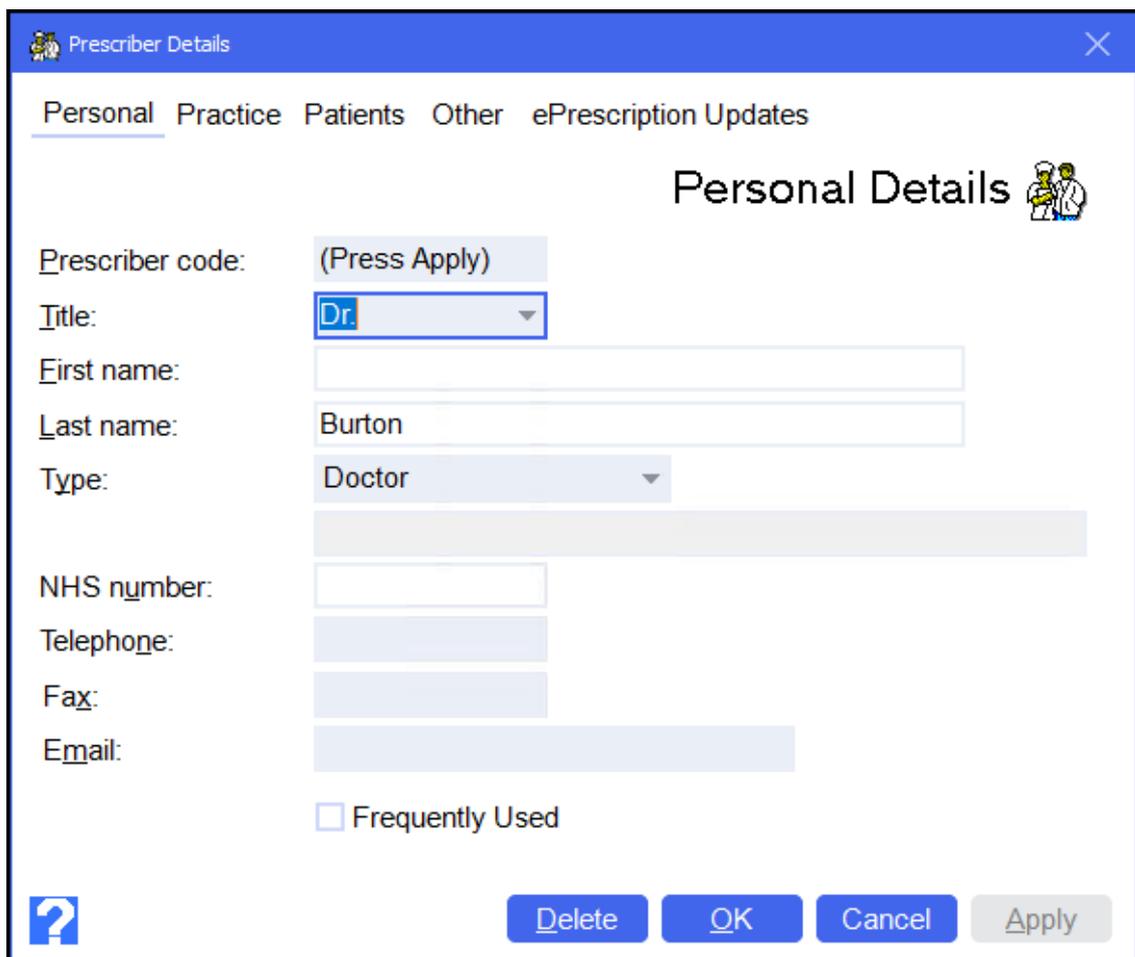
- The **Dispensary**  screen - With a patient selected, enter the clinician's surname (full or partial) and press **Enter** on your keyboard, or
- From the **Pharmacy Manager Toolbar**, select **Tools - Inquiry - Prescriber**.

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



The screenshot shows a dialog box titled "Find Prescriber" with a search field and a list of results. The search field is labeled "Name:" and has a "Find" button to its right. Below the search field is a table with columns for "Last Name", "First Name", "Title", and "Short Name". The table is currently empty. At the bottom of the dialog box, there are four buttons: "Add", "Details", "OK", and "Cancel". The "Add" button is highlighted with a yellow border.

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

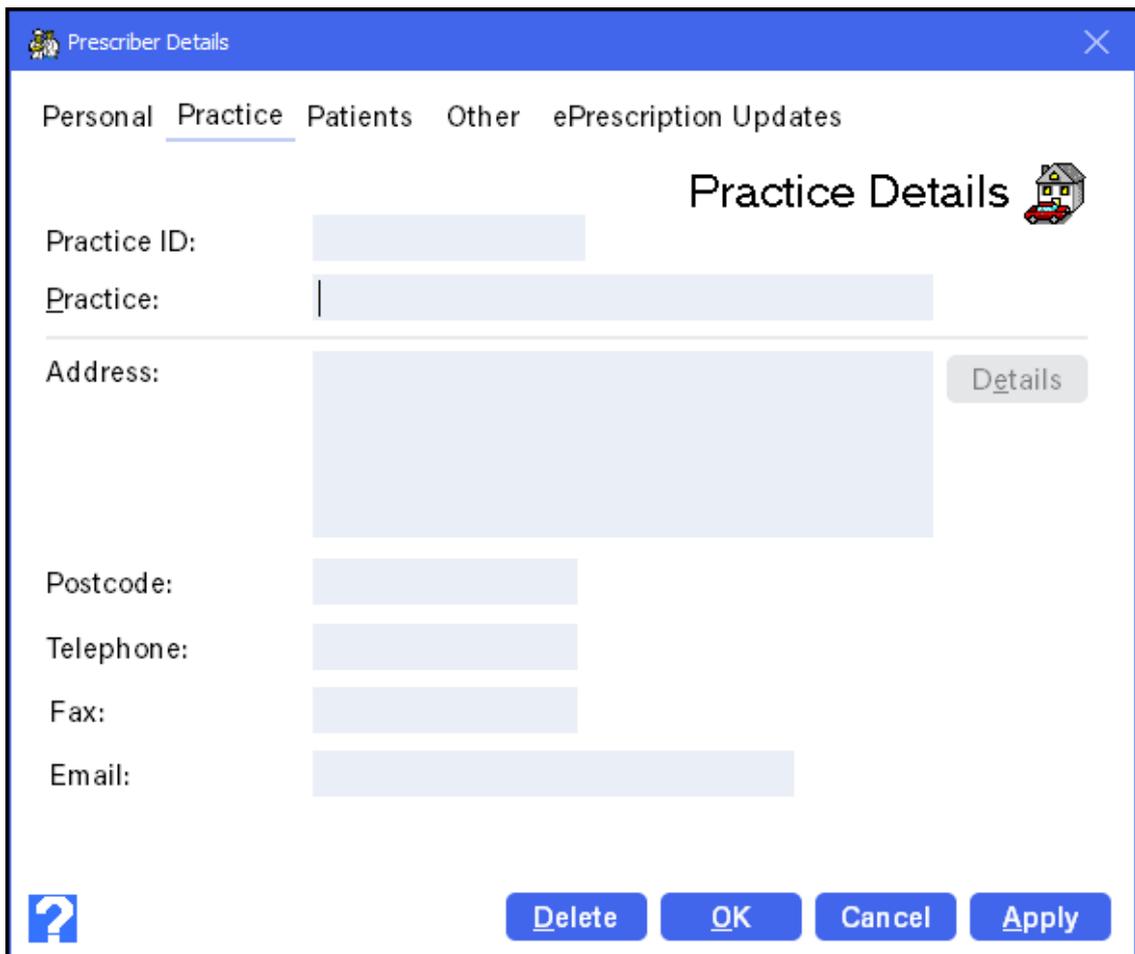


Complete as appropriate:

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

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

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



Prescriber Details

Personal Practice Patients Other ePrescription Updates

Practice Details 

Practice ID:

Practice:

Address: [Details](#)

Postcode:

Telephone:

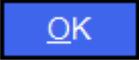
Fax:

Email:



Complete as appropriate:

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

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

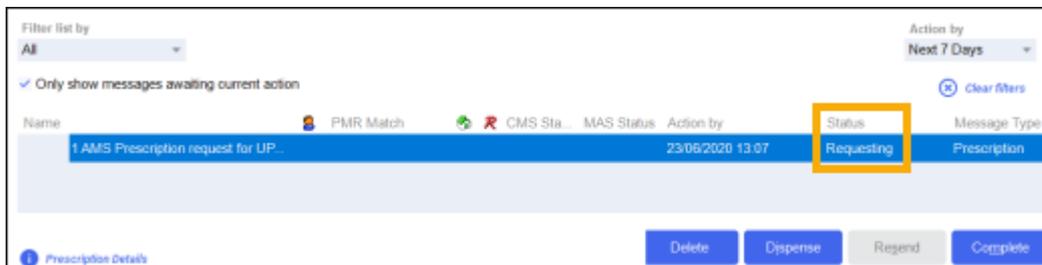
Downloading prescriptions from the ePharmacy Store

To download a prescription from the **ePharmacy Message Store (eStore)**:

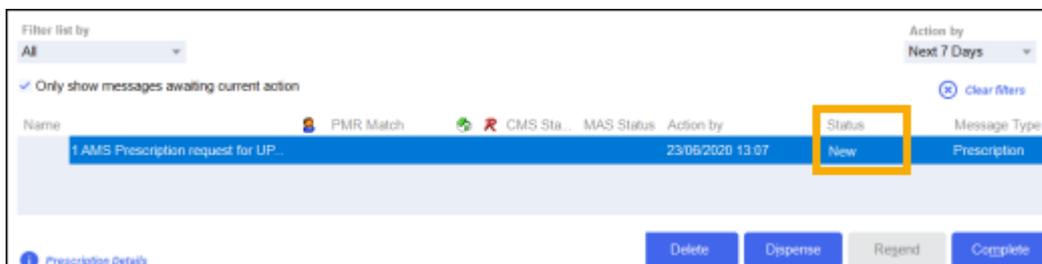
- From the **Pharmacy Manager Side Navigation Bar** select **eMessages** . The **eMessages** screen displays.
- Within **Filter list by**, select **All**:



- Scan the barcode on the prescription. The prescription downloads from the eStore.
- The status displays as **Requesting** while the prescription download is in progress:

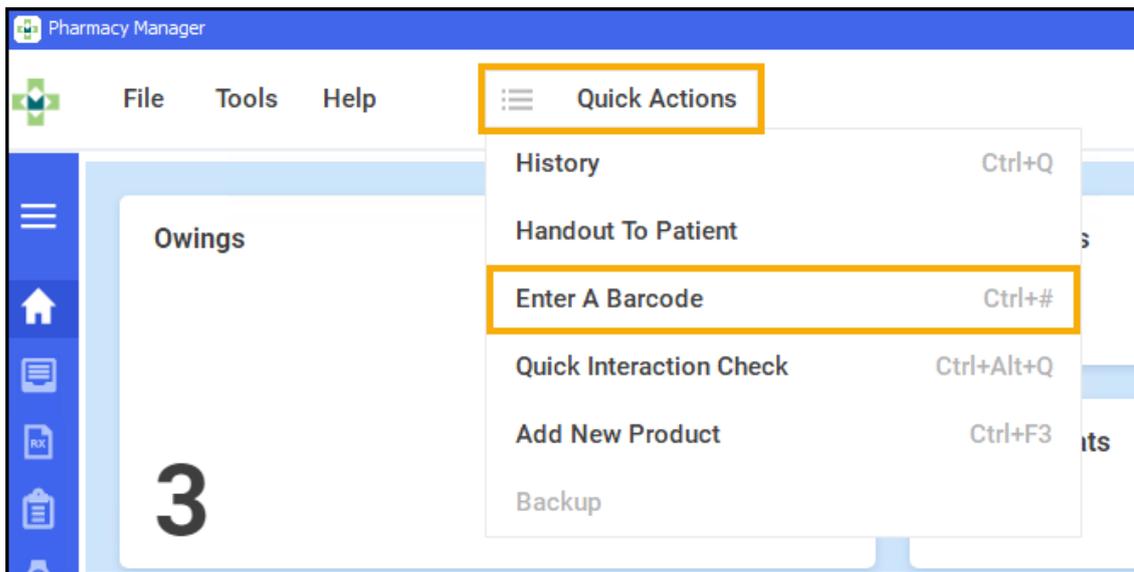


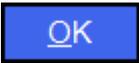
- Once the prescription download is complete, the status changes to **New**:

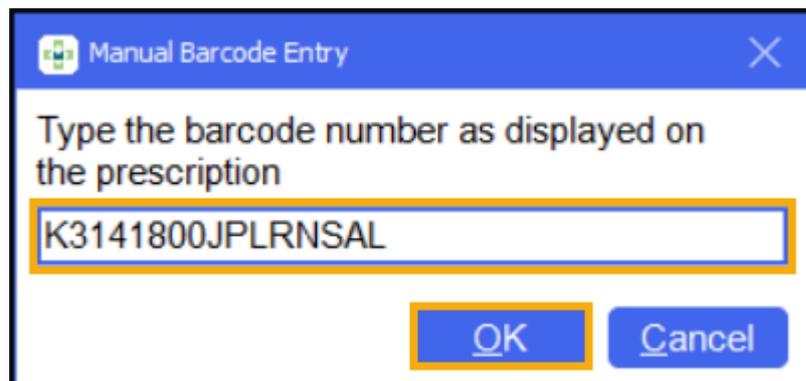


If you are unable to scan the barcode on the prescription, you can enter the barcode manually:

1. Select **Quick Actions - Enter A Barcode**:



2. The **Manual Barcode Entry** screen displays. Enter the Unique Prescription Number (UPN) number from the prescription and select **OK** :

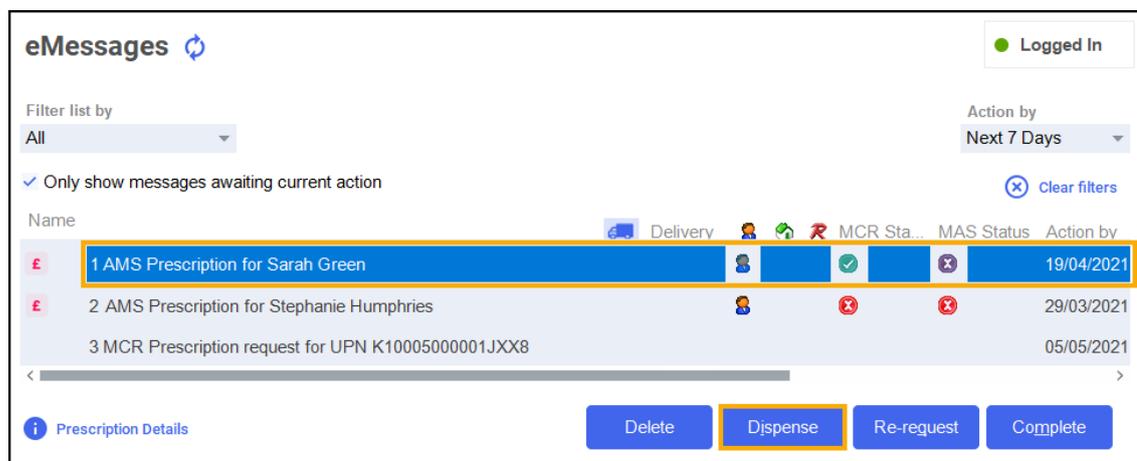


Dispensing, Endorsing and Claiming an AMS prescription

To dispense an Acute Medication Service (AMS) prescription:

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

2. Select the prescription and select **Dispense** .



3. The **Matched Patient** screen displays, confirming the patient matches a patient already in **Pharmacy Manager**. Select **Next** .

Patient Selection Wizard

<p>Mrs Sarah Green 492 Garside Avenue NewTown NW1 5TD</p> <p>CHI: 0101875681 DoB: 01/01/1987 Age: 34 Sex: Female</p>	<p>Matched Patient</p> <p>A patient found in the Pharmacy Manager database matches the patient on the electronic prescription.</p> <p>Title: Mrs</p> <p>First name: Sarah</p> <p>Other name(s):</p> <p>Last name: Green</p> <p>Address: 492 Garside Avenue NewTown</p> <p>Postcode: NW1 5TD</p> <p>Sex: Female</p> <p>CHI No: 0101875681</p> <p>DoB: 01 January 1987</p> <p>Charges Exemption: None</p>
--	--

<p>Item 1 Simvastatin 40mg tablets 28 tablet(s)</p> <p>ONE to be taken at NIGHT</p> <p>DM+D: 320000009</p>	<p>Item 2 Bendroflumethiazide 2.5mg tablets 28 tablet(s)</p> <p>ONE to be taken in the MORNING</p> <p>DM+D: 317919004</p>	<p>Item 3 Qvar 100mcg Inhaler</p>
--	---	---------------------------------------



Note - If no patient is found, you can create a new patient record by selecting **New Patient**, see [Adding a New Patient on page 18](#) for details.

- The **Patient Medication History** screen displays, showing all medication previously dispensed to the patient, from here you can repeat from history if required. Select **Finish** :

Patient Selection Wizard - Mrs Sarah Green (492 Garside Avenue, Newtown, NW1 5TD)

Mrs Sarah Green CHI: 0101875681
492 Garside Avenue DoB: 01/01/1987
NewTown Age: 34
NW1 5TD Sex: Female

Item 1
Simvastatin 40mg tablets
28 tablet(s)

ONE to be taken at NIGHT

DM+D: 320000009

Item 2
Bendroflumethiazide 2.5mg tablets
28 tablet(s)

ONE to be taken in the MORNING

DM+D: 317919004

Item 3
Qvar 100mcg Inhaler

Patient Medication History

Select any patient medication history that you wish to repeat from

Description	#	Last Dispensed	Qty
Paracetamol 500mg Caplets	1	28/04/2021 13:2...	16
To be taken as directed. Max 2 per dose, 8 in 24 hrs. Do not take			
Amoxicillin 250mg Capsules	1	19/04/2021 12:0...	21
ONE to be taken at NIGHT Take regularly and complete the course.			

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

5. The **Dispensary** screen displays:

Dispensary

Patient: Mrs Sarah Green (492 Garside Avenue) | Prescriber: Dr. David Burton | No. Items: 3 | GP10

Item 1

Written as: Simvastatin 40mg Tablets (28) [Wockhardt UK Ltd]

Quantity: 28

Cost: £0.00

Warnings:

- DM+D description mismatch between electronic message and local data
- Patient is not exempt
- Press Ctrl+B to show brands, including branded generics, and Ctrl+G to show generics.
- Endorsement (Q28)

Item

Item cost: £0.00
PIP code: 1153154
Pack size: 28
Used Today / Max: 0 / 0
Min. order / Stock: 0 / 0
Auto order: Yes
Due in / Owe: 0 / 0
Stock level: 0
Trade / Retail: £0.00 / £0.00
Tariff: £0.88
Ingredient Cost: £0.88

Total Cost: £0.00 (£0.88)

Mrs Sarah Green CHI: 0101875681
492 Garside Avenue DoB: 01/01/1987
NewTown Age: 34
NW1 5TD Sex: Female

Item 1
Simvastatin 40mg tablets
28 tablet(s)

ONE to be taken at NIGHT

DM+D: 320000009

Item 2
Bendroflumethiazide 2.5mg tablets
28 tablet(s)

ONE to be taken in the MORNING

DM+D: 317919004

Item 3
Qvar 100mcg Inhaler
200 dose(s)

ONE puff TWICE a DAY

DM+D: 3175611000001106

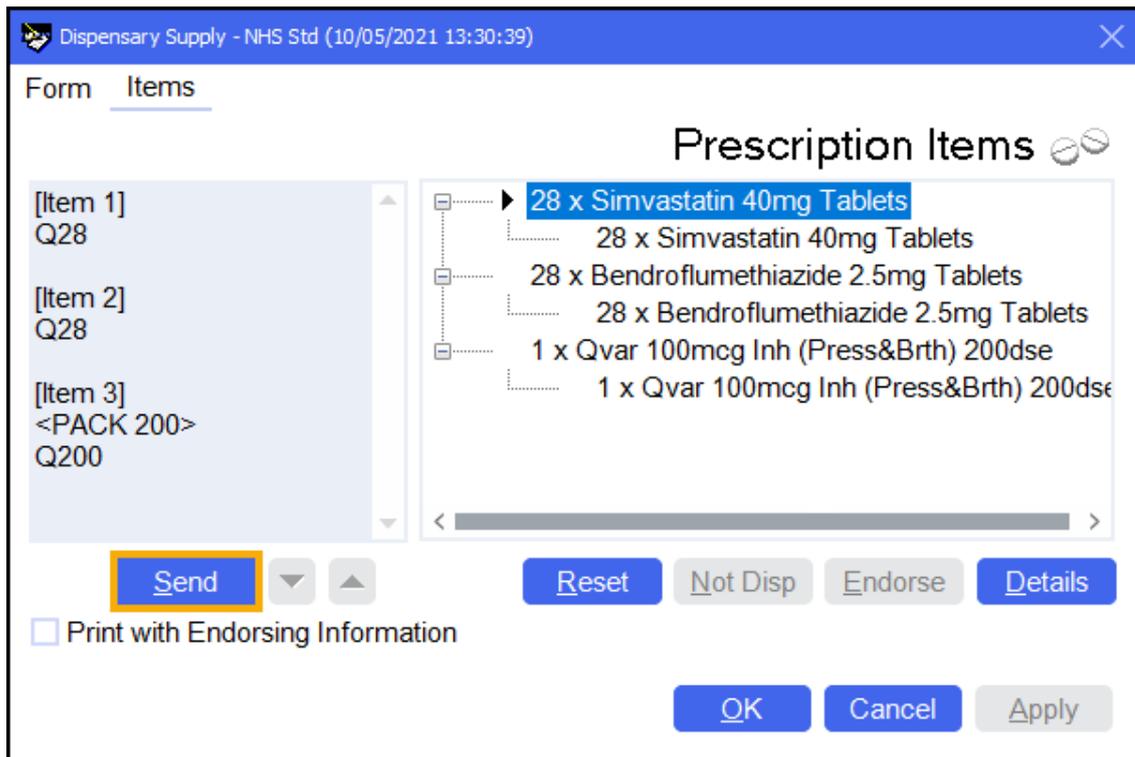
Dr David Burton Date: 19/04/2021
Paisley Surgery 3333337
Cirruss
Marshall Drive

1 of 3

 **Training Tip** – To print the prescription from the **Dispensary** screen, select **Print - Print Prescription** or press **Shift + Alt + P** on your keyboard.

Complete as follows to dispense an item:

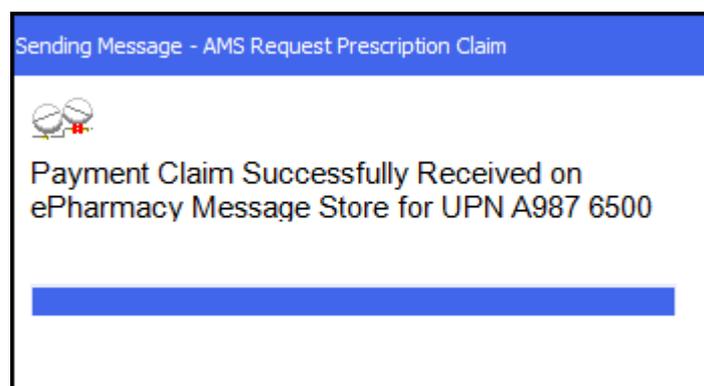
- **Written as** - Select **Enter** to search for the prescribed item. **Written as** populates with the item details, for example, Simvastatin 40mg Tablets.
 - **Dispense as** - Populates automatically with the dispensed item, for example, Simvastatin 40mg Tablets (28) [Wockhardt UK Ltd].
 - **Quantity** - Populates automatically. Check to ensure it is correct.
 - **Directions** - Enter the directions provided on the prescription, for example, type 'One to be taken at NIGHT' or enter the appropriate dosage code, '1 space N space'.
 - **Warnings** - If **Warnings** display, you must select **Confirm**.
 - **Owe** - Enter if appropriate.
6. If the prescription contains multiple items, select **Finish Item**  and repeat the process outlined in step 5.
 7. After dispensing all items, select **Finish** .
 8. The **Dispensary Supply** screen displays, select **Send**  to endorse the prescription:



 **Note** - To print the endorsement information on the prescription at this point, tick **Print with Endorsing Information**. The chosen setting is remembered for subsequent prescriptions.

 **Note** - If any information is missing from the printed endorsement please hand annotate as required. For example, where additional items or assorted flavours have been dispensed.

The claim is then automatically sent to National Services Scotland (NSS):



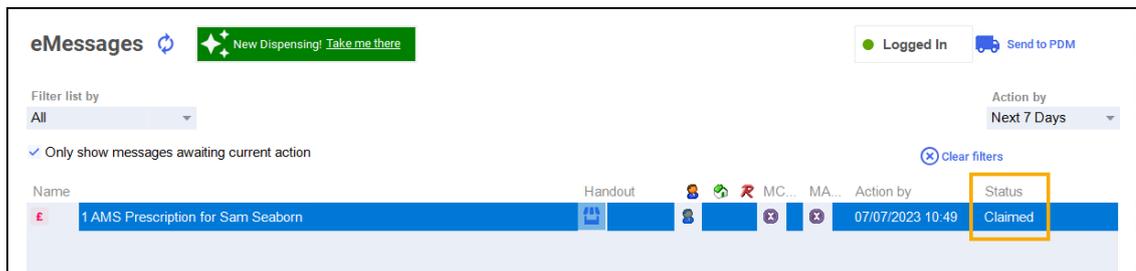
 **Training Tip** - The **Unclaimed ePrescription** tile on the **Pharmacy Manager Dashboard** displays the number of dispensed prescriptions that have not been claimed, this includes MCR and AMS.

 To check that an AMS claim has been successful, see [Identifying a Successful AMS Claim on the next page](#).

Identifying a Successful AMS Claim

To check that a claim was successfully sent and is acknowledged by the ePharmacy Message Store (eStore):

1. From the **Pharmacy Manager Side Navigation Bar** select **eMessages** .
2. Scan the barcode on the prescription to highlight the prescription. If the claim was successful the **Status** displays as **Claimed**:



 **Important** - A status of **Claiming** displays if the claim is not successfully acknowledged by the ePharmacy Message Store (eStore).

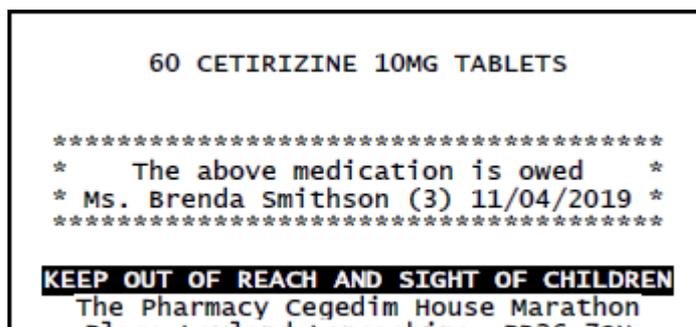
Creating an Owing

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

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

To create an **Owing**:

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

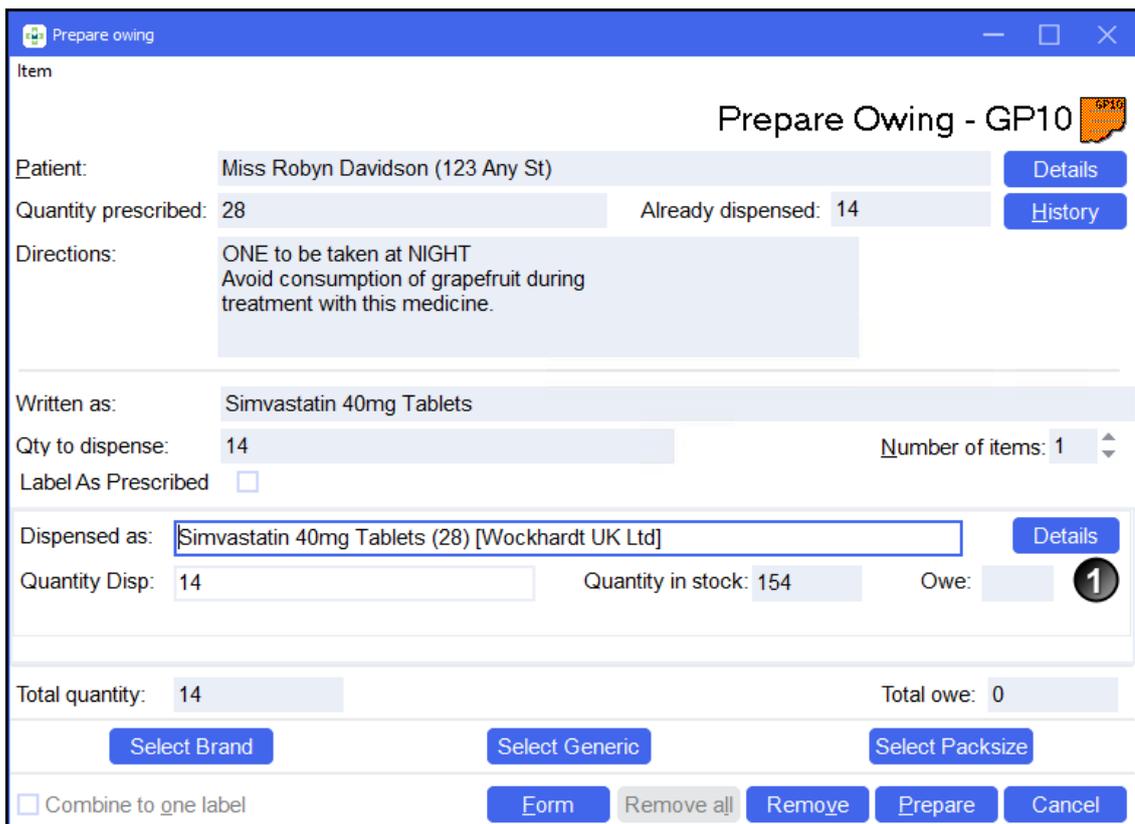


 **Note** - The number of labels that print is set in **Pharmacy Details**.

Fulfilling an Owing

To fulfil an owing:

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



Prepare owing

Item

Prepare Owing - GP10 

Patient: Miss Robyn Davidson (123 Any St) [Details](#)

Quantity prescribed: 28 Already dispensed: 14 [History](#)

Directions: ONE to be taken at NIGHT
Avoid consumption of grapefruit during treatment with this medicine.

Written as: Simvastatin 40mg Tablets

Qty to dispense: 14 Number of items: 1

Label As Prescribed

Dispensed as: Simvastatin 40mg Tablets (28) [Wockhardt UK Ltd] [Details](#)

Quantity Disp: 14 Quantity in stock: 154 Owe: 

Total quantity: 14 Total owe: 0

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

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

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

When a Patient Collects Their Medication

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

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

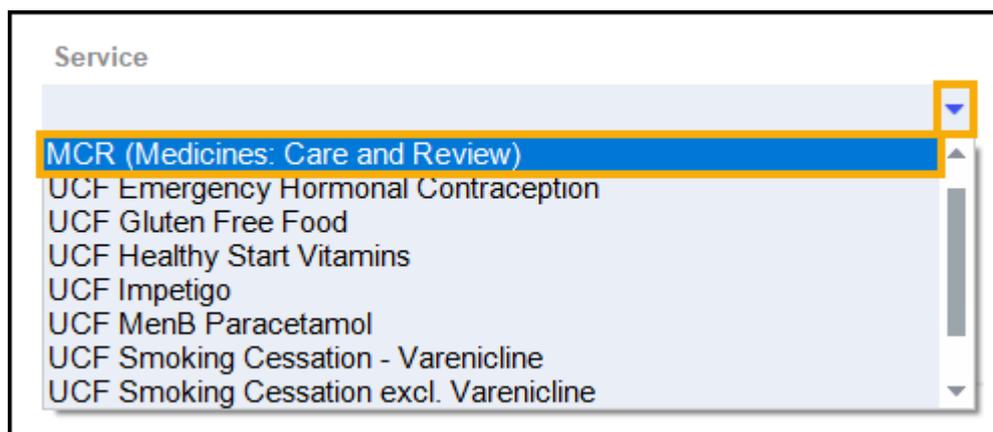
Registering Patients for MCR

The Medicines: Care & Review (MCR) also known as Chronic Medication Service (CMS) enables people with a long term illness to register with a pharmacy of their choice for pharmaceutical care.

This may include a Medication Review provided by the pharmacist and/or a serial prescription valid for 24, 48 or 56 weeks. A patient must be registered for MCR on **Pharmacy Manager** before recording the service.

To register a patient for MCR:

1. From the **Pharmacy Manager Side Navigation Bar** select **ePharmacy**  and the **ePharmacy** screen displays.
2. Select **Service - MCR (Medicines: Care and Review)**:



3. In **Patient**, enter the patient's name and select **Search** 



4. The **Find Patient** screen displays. Select the required patient and select **OK**

OK



Last Name	First Name	Sex	Age	#	Address
1 Abbott	David	Male	24	3	15 Balvenje Street

 **Note** - If the patient is not found in **Pharmacy Manager**, select **Add**  to add the patient, see [Adding a New Patient on page 18](#) for details.

5. The **Confirm patient details** screen displays. Complete as follows:
- **Qualification Rules** - Ensure the patient matches the qualifying criteria for MCR.
 - **Personal Details** - Ensure the patient's personal details are correct:

Confirm patient details

 Confirm the following details with the patient

Qualification Rules

- a) Patient is registered with a GP in Scotland
- b) Patient is NOT a temporary resident in Scotland

Personal Details

CHI Number: 2902961294

Last Name: Abbott

FirstName: David

Address: 15 Balvenie Street
Dufftown
Keith

No fixed abode

Postcode: AB55 4AB Sex: Male

Date of Birth: 29 February 1996

Warning(s)

Are the above details correct?

6. Select **Yes** .

7. Select **Register** .

8. A CP3 form prints containing all the patient registration information. The patient or their representative must sign the CP3 form.



Training Tip - See [Reprinting the last CP3 or CP4 Form.](#)

9. The registration message is then sent to the **ePharmacy Message Store**.

Dispensing a Serial (MCR) Prescription

There are 4 steps to dispensing a Serial (MCR) Prescription:

1. [Confirming the Dispensing Schedule on the next page](#)
2. [Dispensing the First Iteration of a Serial \(MCR\) Prescription on page 45](#)
3. [Collecting a Serial \(MCR\) Prescription on page 48](#)
4. [Dispensing Subsequent Iterations of a Serial \(MCR\) Prescription on page 52](#)

For more information on Serial (MCR) Prescriptions see:

- [MCR Dispensing Cycle Completed on page 55](#)
- [Calculating MCR Due Date on page 58](#)

Useful MCR Reports in **Pharmacy Manager**:

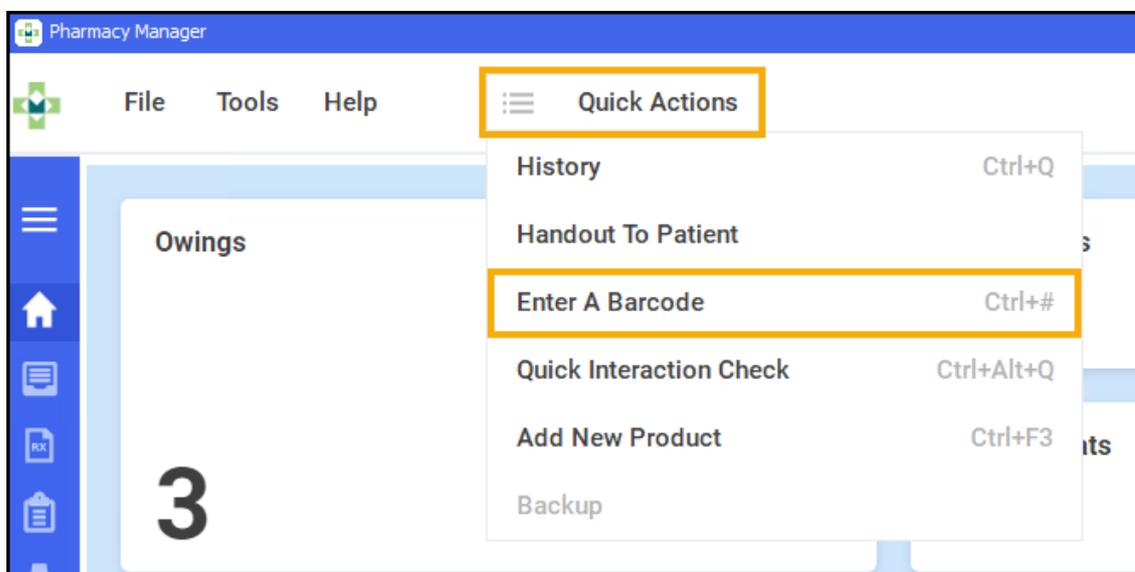
- **MCR Claim Submissions Report** - Lists patients based on the state of their claim.
- **MCR Parked Prescriptions Report** - Reports on MCR prescriptions that are parked.
- **MCR Patient Status Report** - Lists the patient's MCR registration status.
- **MCR Repeat Not Received** - Lists patients based on MCR repeat not received.
- **MCR Treatment Summary Report** - Electronic Medicines: Care and Review Treatment Summary Report.
- **Missing TSR Submissions Report** - Missing TSR Submissions Report.
- **Upcoming MCR Iterations Report** - Upcoming MCR Iterations Report.

Confirming the Dispensing Schedule

When dispensing the first iteration of a Serial (MCR) Prescription you must confirm the dispensing schedule. The dispensing schedule indicates the quantity of medication and the frequency at which it is due to be dispensed to the patient.

To confirm the dispensing schedule:

1. Scan the barcode on the Serial (MCR) Prescription, or select **Quick Actions** - **Enter A Barcode**, and enter the UPN number from the Serial (MCR) Prescription:



2. From the **Pharmacy Manager Side Navigation Bar** select **eMessages**  and the **eMessages** screen displays with the scanned/entered prescription highlighted.
3. The prescription is ready to dispense when the status changes to **New**, select **Dispense** :

eMessages 

Logged In  Send to PDM

Filter list by Service: MCR Action by Next 7 Days

Only show messages awaiting current action  Clear filters

Name	Handout	MCR Status	MAS Status	Action by	Status
1 MCR Register request for Lauren Hughes (P42)				09/09/2021 15:16	Prepared
2 MCR Register request for Garry Thompson (P39)				08/09/2021 23:36	Prepared
3 MCR Register request for Morten Petersen (P38)				08/09/2021 23:30	Prepared
4 MCR Prescription for IAN POOLE				08/09/2021	New

 Prescription Details Park Delete Dispense Re-request Complete

4. **Pharmacy Manager** checks to see if the MCR prescription has been modified by the prescriber:

Sending Message - Refresh MCR Prescription data



The electronic prescription data has not been modified.

If the prescription is cancelled a warning displays:

Warning 



Prescription(s) have been cancelled

The prescription(s) selected for dispensing has been cancelled.

For support please contact
Cegedim Rx Service Desk on 0330 303 3340.

OK

5. The **Matched Patient** screen displays. Confirm the patient's identity and select **Next** :

Patient Selection Wizard

<p>Mr IAN POOLE CHI: 2407911253 11a St Patrick Square DoB: 24/07/1991 Edinburgh Age: 30 Midlothian Sex: Male EH8 9EZ</p> <p>Medication term: 24 weeks</p> <p>Item 1 ACCOLATE tabs 20mg 336 tablet(s)</p> <p style="background-color: #e6e6fa; padding: 2px;">TAKE ONE TWICE DAILY</p> <p>DM+D: 408011000001106</p> <p>Suggested Dispensing Frequency: 4 weeks</p> <p>Medication dispensed 0/6 times</p> <p>Item 2 SALBUTAMOL mr cap 4mg 336 capsule(s)</p>	<p>Matched Patient</p> <p>A patient found in the Pharmacy Manager database matches the patient on the electronic prescription.</p> <p>Title: <input type="text" value="Mr"/></p> <p>First name: <input type="text" value="Ian"/></p> <p>Other name(s): <input type="text"/></p> <p>Last name: <input type="text" value="Poole"/></p> <p>Address: <input type="text" value="11A ST PATRICK SQUARE
EDINBURGH
MIDLOTHIAN"/></p> <p>Postcode: <input type="text" value="EH8 9EZ"/></p> <p>Sex: <input type="text" value="Male"/></p> <p>CHI No: <input type="text" value="2407911253"/></p> <p>DoB: <input type="text" value="24 July 1991"/></p> <p>Charges Exemption: <input type="text" value="None"/></p>
--	--



Training Tip - If you are unsure when you are going to dispense the first iteration of the prescription you can choose to **Park** the prescription. The prescription status changes from **New** to **Parked** and no longer displays as a **New Prescription**.

6. The **Dispensing Schedule** screen displays:

Patient Selection Wizard - Mr Ian Poole (11A ST PATRICK SQUARE, EDINBURGH, MIDLOTHIAN, EH8 9EZ)

Mr IAN POOLE 11a St Patrick Square Edinburgh Midlothian EH8 9EZ	CHI: 2407911253 DoB: 24/07/1991 Age: 30 Sex: Male	Dispensing Schedule Please select the dispensing schedule for each item of medication on the electronic prescription. The details selected below describe how often medication will be dispensed and how much will be given each time the prescription is dispensed. Once selected these details will be used to establish a dispensing schedule for this prescription.
Medication term: 24 weeks		
Item 1 ACCOLATE tabs 20mg 336 tablet(s)		ACCOLATE tabs 20mg 336 tablet(s) Dispense <input type="text" value=""/> every 28 days Total: Unknown
TAKE ONE TWICE DAILY		
DM+D: 408011000001106		
Suggested Dispensing Frequency: 4 weeks		
Medication dispensed 0/6 times		
Item 2 SALBUTAMOL mr cap 4mg 336 capsule(s)		SALBUTAMOL mr cap 4mg 336 capsule(s) Dispense 56 every 28 days Total: 336
	Proposed date of first dispensing: <input type="text"/>	
<input type="button" value="Park"/> <input type="button" value="Back"/> <input type="button" value="Finish"/> <input type="button" value="Cancel"/>		

Pharmacy Manager automatically populates the **Dispensing Schedule** for each item on the prescription based on the Medication term, quantity and dosage/directions on the serial prescription and populates **Dispense** and **Every** with the correct values. In the example of the second item above, 336 capsules of Salbutamol 4mg is prescribed over a 24 week period with the directions 'TAKE ONE TWICE DAILY', **Pharmacy Manager** calculates you should dispense 56 tablets every 28 days.

If a value is required it is highlighted with your chosen colour, in this example the **Dispense** value requires adding.

Enter the **Proposed date of first dispensing**.

7. Select **Finish** and the **Dispensary**  screen displays.

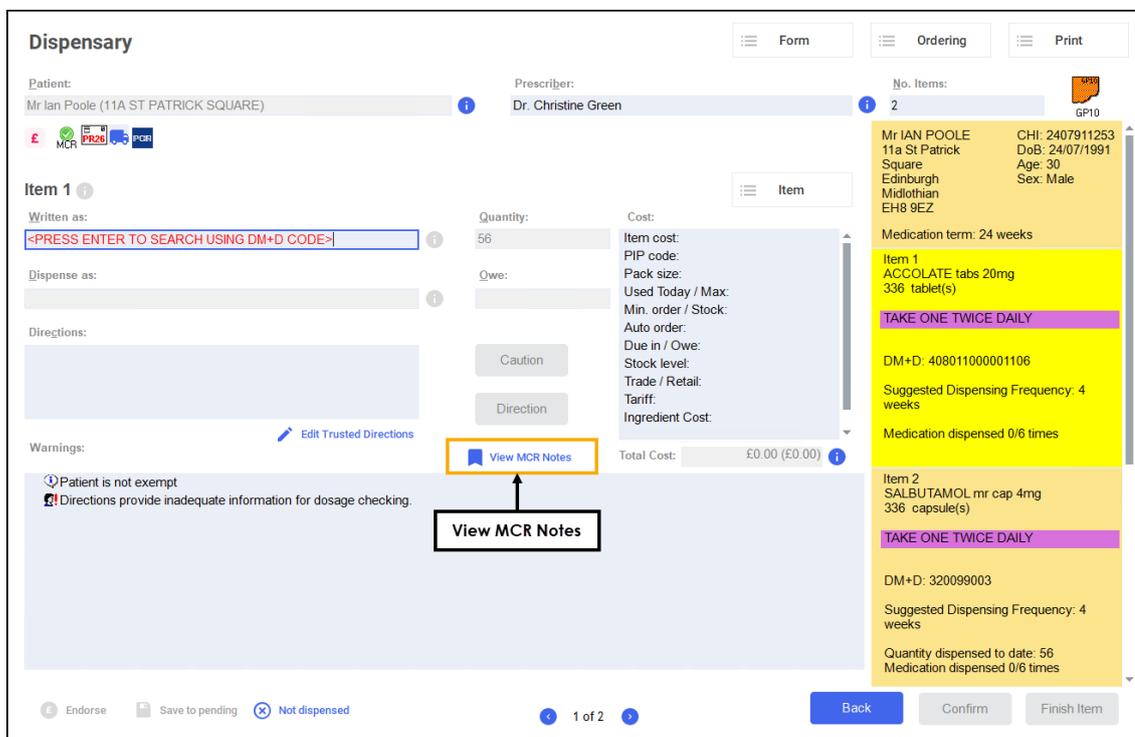
➔ Continue to dispense the first iteration of the Serial Prescription in the usual way, see [Dispensing the First Iteration of a Serial \(MCR\) Prescription on the next page](#).

Dispensing the First Iteration of a Serial (MCR) Prescription

After confirming the Dispensing Schedule, the **Dispensary**  screen displays and you can dispense the first iteration of the prescription.

➔ See [Confirming the Dispensing Schedule on page 41](#) for details.

1. From the **Dispensary**  screen, continue to dispense an item as normal, see [Dispensing an Electronic Prescription](#) for details:



The screenshot shows the 'Dispensary' interface with the following details:

- Patient:** Mr Ian Poole (11A ST PATRICK SQUARE)
- Prescriber:** Dr. Christine Green
- No. Items:** 2
- Item 1:** ACCOLATE tabs 20mg 336 tablet(s). Dispensing instructions: TAKE ONE TWICE DAILY. DM+D: 40801100001106. Suggested Dispensing Frequency: 4 weeks.
- Item 2:** SALBUTAMOL m/cap 4mg 336 capsule(s). Dispensing instructions: TAKE ONE TWICE DAILY. DM+D: 320099003. Suggested Dispensing Frequency: 4 weeks.
- Warnings:** Patient is not exempt. Directions provide inadequate information for dosage checking.
- Buttons:** 'View MCR Notes' is highlighted with a yellow box and a callout arrow pointing to a larger 'View MCR Notes' box below it.

 **Training Tip** - Any notes added into **View MCR Notes** display on the **MCR Treatment Summary Report**, see [MCR Treatment Summary Report \(TSR\)](#) for details.

 **Training Tip** - To print the prescription from the **Dispensary** screen, select **Print - Print Prescription** or press **Shift + Alt + P** on your keyboard.

2. After dispensing all items, select **Finish** .
3. The **Dispensary Supply** screen displays. Select **Confirm**  to endorse the prescription:



Dispensary Supply - NHS Std (26/10/2021 14:14:41)

Form Items

Prescription Items 

[Item 1]
<PACK 56>
Q56

[Item 2]
Q56

56 x Accolate 20mg Tablets
56 x Accolate 20mg Tablets
56 x Salbutamol 4mg Tablets
56 x Salbutamol 4mg Tablets

Confirm ▼ ▲ Reset Not Disp Endorse Details
 Hold awaiting endorsement

OK Cancel Apply

 **Note** - If you do not endorse the prescription at this point you can endorse it before or after it is collected from the **Pending** screen.

The first iteration of the Serial (MCR) Prescription is now ready for collection.

 See [Collecting a Serial \(MCR\) Prescription on the next page](#) for details.

The next iteration displays in the **Repeats** screen when the prescription is due.

 See [Dispensing Subsequent Iterations of a Serial \(MCR\) Prescription on page 52](#) for details.

Collecting a Serial (MCR) Prescription

Prior to the patient collecting their prescription, the Serial (MCR) Prescription must be set as collected in **Pharmacy Manager**.

-
- i Important** - There is now a requirement that the system checks if the prescription has been cancelled by the prescriber since the time it was dispensed, so this must be completed prior to handing out to a patient.
-

1. To collect a Serial (MCR) Prescription select the **Pending** screen, either:

- From the **Pharmacy Manager Dashboard**, select **Uncollected ePrescriptions**:

Owings → 1 ⌚ 16:02	Instalments → 0 ⌚ 12:02	Unclaimed ePrescriptions → 0 ⌚ 12:02	Pending Orders → 0 ⌚ 12:02
	MCR Repeats → 0 ⌚ 12:02	Uncollected ePrescriptions → 0 ⌚ 12:02	New Prescriptions → 76 ⌚ 12:02

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



2. The prescription displays with a status of either:

- Not collected** - The prescription is not endorsed or collected. To endorse the prescription, select **Endorse** .
- Not collected*** - The prescription is endorsed but not collected.

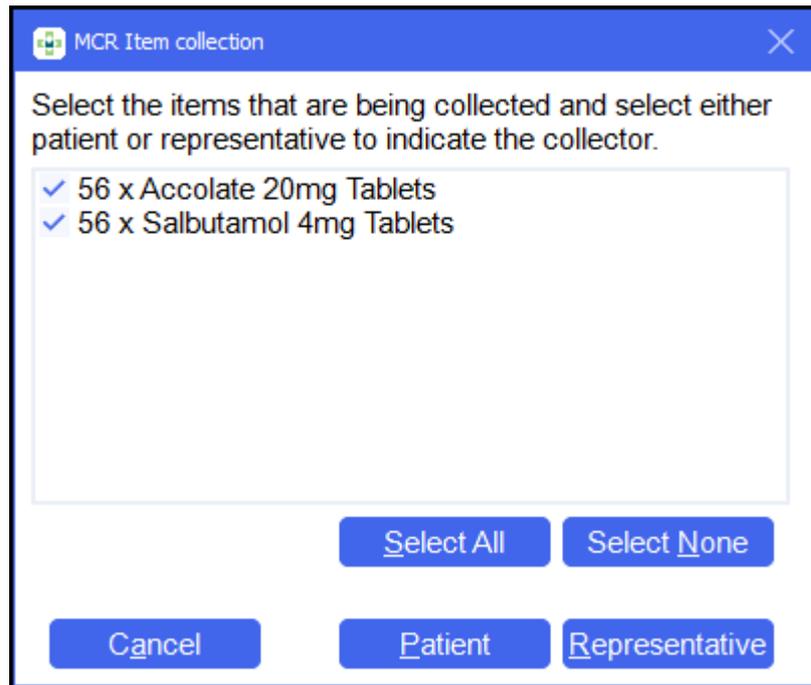
3. Select to highlight the prescription(s) and then select **Collect** .

-
- Note** - You can collect multiple prescriptions for one patient at the same time.
-

 **Note** - If you are not connected to **ePharmacy**, **Collect** is inactive.

4. The **MCR Item Collection** screen displays. Select the items being collected and then select the person collecting the prescription, for example,

Patient



MCR Item collection

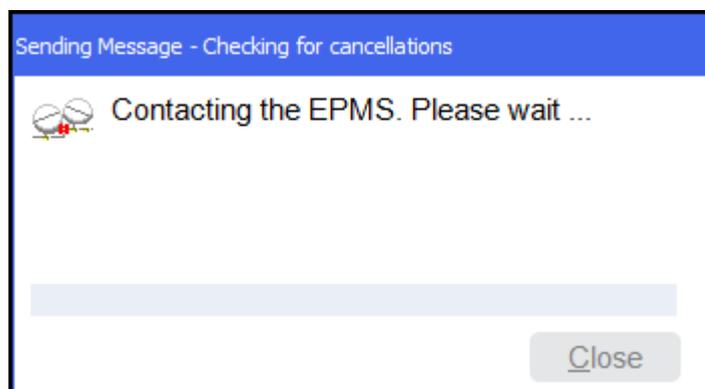
Select the items that are being collected and select either patient or representative to indicate the collector.

- ✓ 56 x Accolate 20mg Tablets
- ✓ 56 x Salbutamol 4mg Tablets

Select All Select None

Cancel Patient Representative

5. **Pharmacy Manager** checks with ePMS to see if any of the selected prescription items have been cancelled by the prescriber since dispensing:

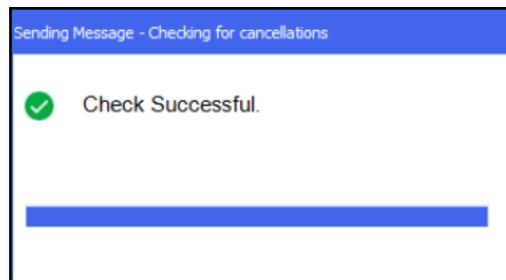


Sending Message - Checking for cancellations

 Contacting the EPMS. Please wait ...

Close

- If the check is successful and no items have been cancelled by the prescriber the response returns as successful and the selected items are marked as collected:



- If any of the prescription items have been cancelled by the prescriber or there is an error with the check, the following screen displays:

MCR Cancellation Status

Patient Name: Miss Priti Singh

 One or more of the items you have selected for collection has been cancelled, or the cancellation check has failed. If a cancellation check has failed, please make additional enquiries with the prescriber or patient before handing out. Items successfully checked and not cancelled are pre-selected. Please confirm the items you would like to continue to collect.

Item Name	Status	Description	UPN	Iteration No.
<input type="checkbox"/> 28 x Fluoxetine 20mg Capsules	Cancelled	Date/Time: 16/01/2009 10:43:22 Reason: 2 Items cancelled - different UPNs PT011 4-3 16/01/2009	K1000500001JKSHT	1 of 6
<input type="checkbox"/> 28 x Fluoxetine 20mg Capsules	Check Failed	Error acknowledgement received: Code: 3260 Description: ePharmacy: 3260 - WARNING: CMS electronic prescription ref K100 0500 001J KSKX is not available. If this condition persists please contact the ePharmacy help desk. Details: CMS Prescription not found	K1000500001JKSKX	1 of 6
<input type="checkbox"/> 5 x One Touch UltraSoft 0.4mm/28g Lancet	Check Failed	Error acknowledgement received: Code: 3260 Description: ePharmacy: 3260 - WARNING: CMS electronic prescription ref K100 0500 001J KSKX is not available. If this condition persists please contact the ePharmacy help desk. Details: CMS Prescription not found	K1000500001JKSHT	1 of 6
<input checked="" type="checkbox"/> 6 x One Touch UltraSoft 0.4mm/28g Lancet	OK	Ready for Collection	K1000500001JKSHT	1 of 6

NOTE: If you do not wish to collect any cancelled items please edit the dispensary supply marking any items as not dispensed, or endorse as not collected.

Show me Expanded Description

Prescription items are listed with a status:

- **OK** - Items are checked and are not cancelled by the prescriber. These are automatically ticked ready for you to confirm collection.
- **Cancelled** - The item has been cancelled by the prescriber.
- **Check Failed** - The check for cancellations has failed.

 **Training Tip** - To hide the expanded descriptions remove the tick from **Show me Expanded Description**.

From here you can do the following:

- Select **Cancel Collection** to cancel the whole collection process.

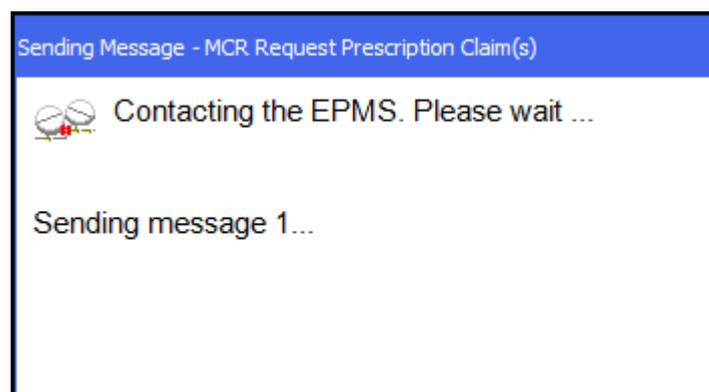
 **Note** - If you are no longer handing out this prescription item you must either edit the dispensary supply marking the item as **Not Dispersed** or endorse the item as **Not Collected**.

- Select **Confirm Selected Items** to continue with the collection of the ticked prescription items.

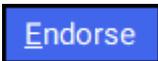
 **Important** - To continue to handout prescriptions items with a status of **Cancelled** or **Check Failed** is at your own discretion, you must select the item first. An audit trail of this displays in **Patient History**.

6. When the prescription is marked as collected:

- If the prescription is endorsed the claim is automatically sent:



- If the prescription is still not endorsed it remains on the **Pending** screen with a status of **Not endorsed**.

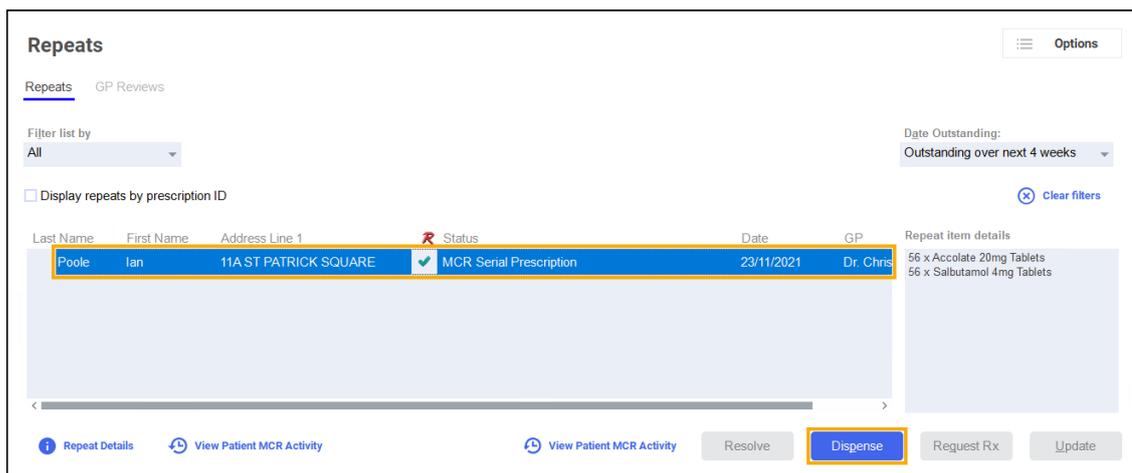
To endorse the prescription, select **Endorse** .

Dispensing Subsequent Iterations of a Serial (MCR) Prescription

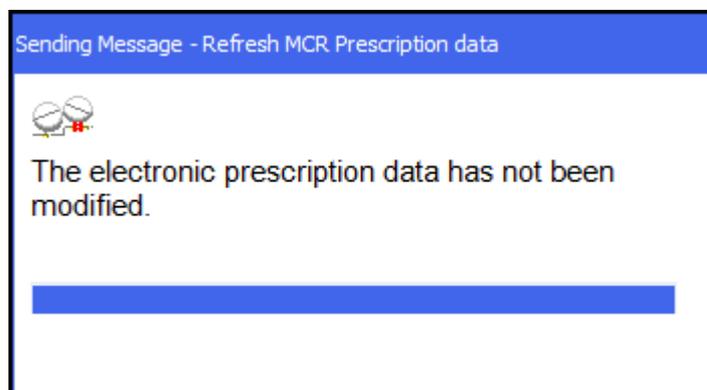
After a patient has received the first iteration of their MCR prescription, each additional iteration displays within the **Repeats**  screen when it is due to be dispensed.

To dispense subsequent iterations of a serial prescription:

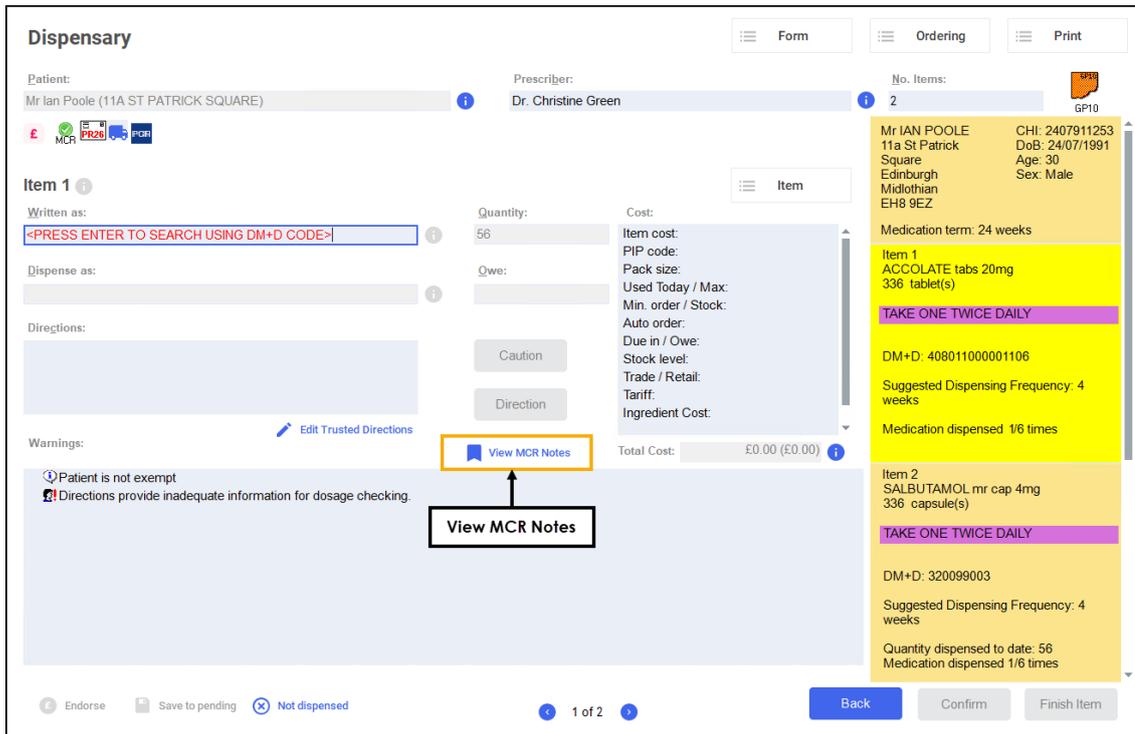
1. From the **Pharmacy Manager Side Navigation Bar** select **Repeats** .
2. Highlight the prescription and select **Dispense** .



3. **Pharmacy Manager** checks to see if the MCR prescription has been modified by the prescriber:



4. From the **Dispensary**  screen, continue to dispense an item as normal.




Training Tip - Any notes added into **View MCR Notes** display on the **MCR Treatment Summary Report**.



Training Tip - To print the prescription from the **Dispensary** screen, select **Print - Print Prescription** or press **Shift + Alt + P** on your keyboard.

5. After dispensing all items, select **Finish** .

6. The **Dispensary Supply** screen displays. Select **Confirm**  to endorse the prescription:



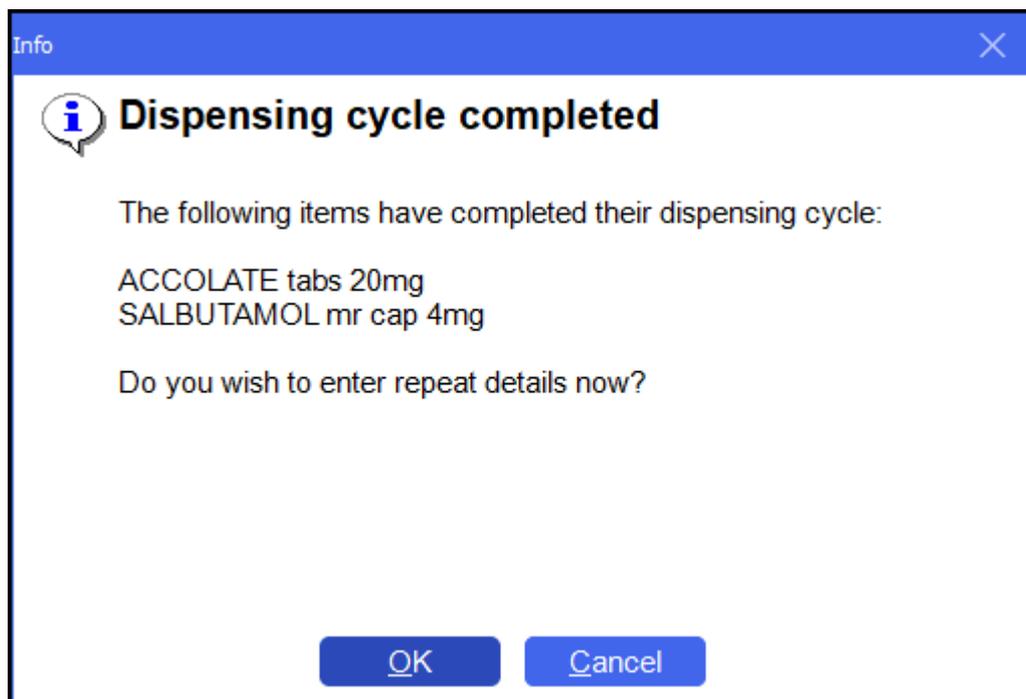
-
-  On the final dispensing of the cycle a warning displays to enter repeat details.
-

The Serial (MCR) Prescription is now ready to be collected.

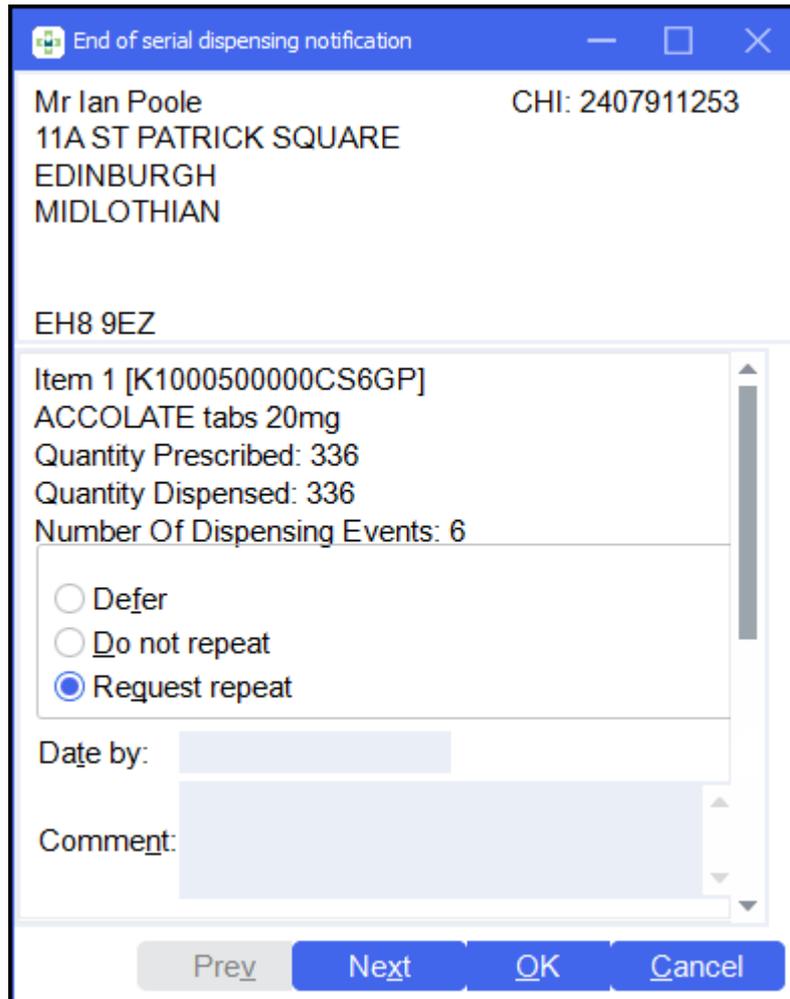
MCR Dispensing Cycle Completed

After dispensing all iterations on a serial (MCR) prescription, you can prepare the renewal request of the prescription, ready to send the MCR Treatment Summary Report (TSR) to the prescriber:

1. After dispensing and endorsing the final iteration of the prescription, the **Dispensing cycle completed** screen displays. Select **OK** :



2. The **End of serial dispensing notification** screen displays:



End of serial dispensing notification

Mr Ian Poole CHI: 2407911253
11A ST PATRICK SQUARE
EDINBURGH
MIDLOTHIAN

EH8 9EZ

Item 1 [K1000500000CS6GP]
ACCOLATE tabs 20mg
Quantity Prescribed: 336
Quantity Dispensed: 336
Number Of Dispensing Events: 6

Defer
 Do not repeat
 Request repeat

Date by:

Comment:

Prev Next OK Cancel

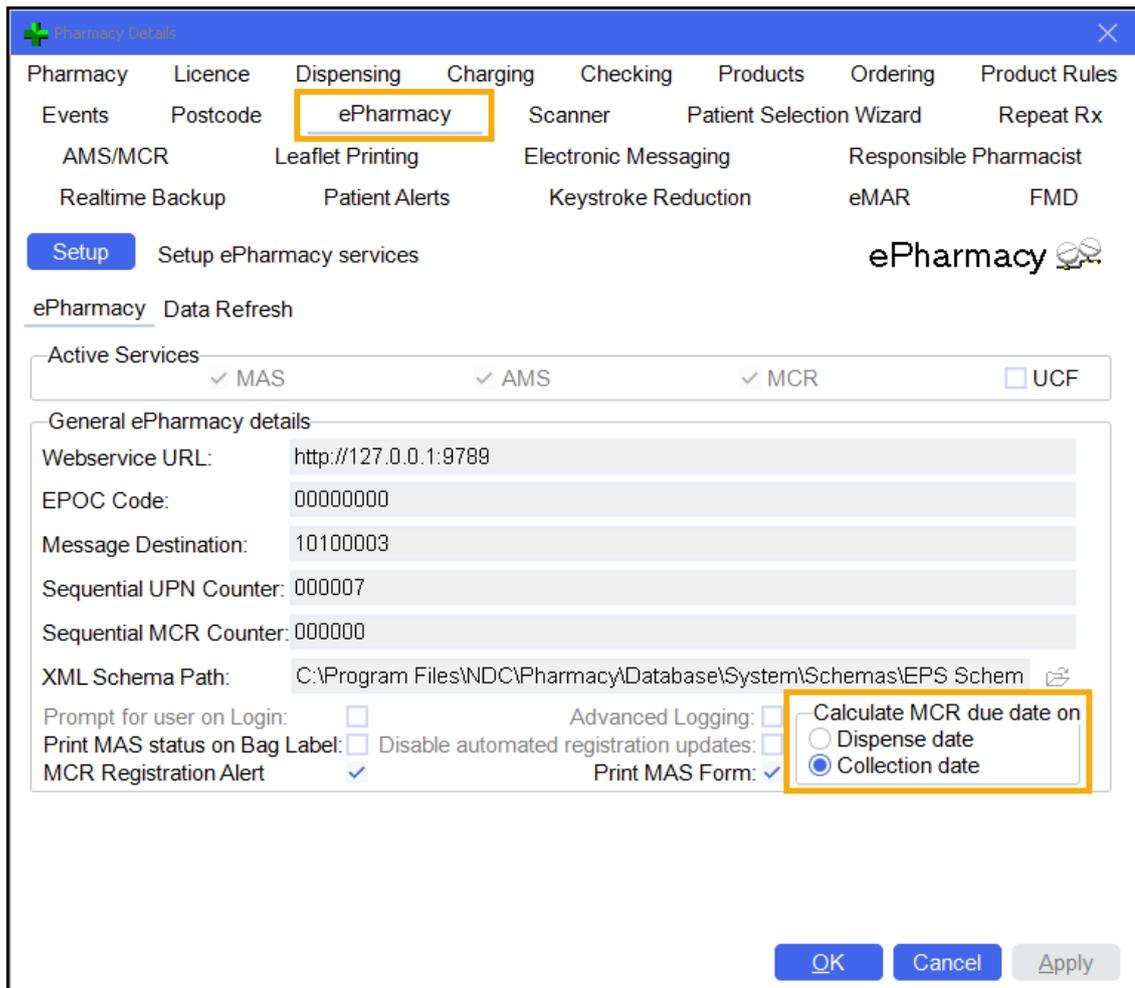
3. For the first item select either:
 - **Defer** - If you are undecided whether there needs to be a repeat requested, select **Defer**.
 - **Do not repeat** - If you do not wish to request a repeat for an item, select **Do not repeat**.
 - **Request repeat** - To request a repeat prescription.
4. Enter any comments for the prescriber.
5. Select **Next**  to move onto the second item if required. Repeat steps 3 and 4.
6. Select **OK**  once all items have been completed.

i **Important** - This **does not** send the repeat request to the prescriber, you will need to run the MCR Treatment Summary Report (TSR).

Calculating MCR Due Date

To set how **Pharmacy Manager** calculates what date the next Medicines: Care & Review (MCR) is due:

1. From the **Pharmacy Manager Toolbar**, select **Tools - System Settings - Pharmacy Details - ePharmacy**:



The screenshot shows the 'Pharmacy Details' window with the 'ePharmacy' tab selected. The 'Active Services' section includes checkboxes for MAS, AMS, MCR, and UCF, with MAS, AMS, and MCR checked. The 'General ePharmacy details' section contains several text input fields: Webservice URL (http://127.0.0.1:9789), EPOC Code (00000000), Message Destination (10100003), Sequential UPN Counter (000007), and Sequential MCR Counter (000000). The XML Schema Path is C:\Program Files\NDC\Pharmacy\Database\System\Schemas\EPS Schem. There are also checkboxes for 'Prompt for user on Login', 'Advanced Logging', 'Print MAS status on Bag Label', 'Disable automated registration updates', 'MCR Registration Alert', and 'Print MAS Form'. A specific section is highlighted with a yellow box, containing the text 'Calculate MCR due date on' with two radio button options: 'Dispense date' (unselected) and 'Collection date' (selected).

2. From the section **Calculate MCR due date on**, select the required setting:

- **Dispense date** (default) - The MCR is calculated based on the previous dispensed date.
- **Collection date** - The MCR is calculated based on the previous collected date. For prescriptions that have been dispensed but not collected, the MCR due date is calculated on the dispense date and then updates once the prescription is collected.



Note - If you change the setting it does not recalculate any previously calculated iterations.

Instalment Dispensing

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

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

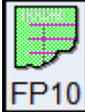
i **Important** - In **England** and **Wales** you can only dispense Instalments from a paper prescription. In **Scotland** you can dispense Instalments from paper and AMS electronic prescriptions.

To dispense a prescription in instalments:

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



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

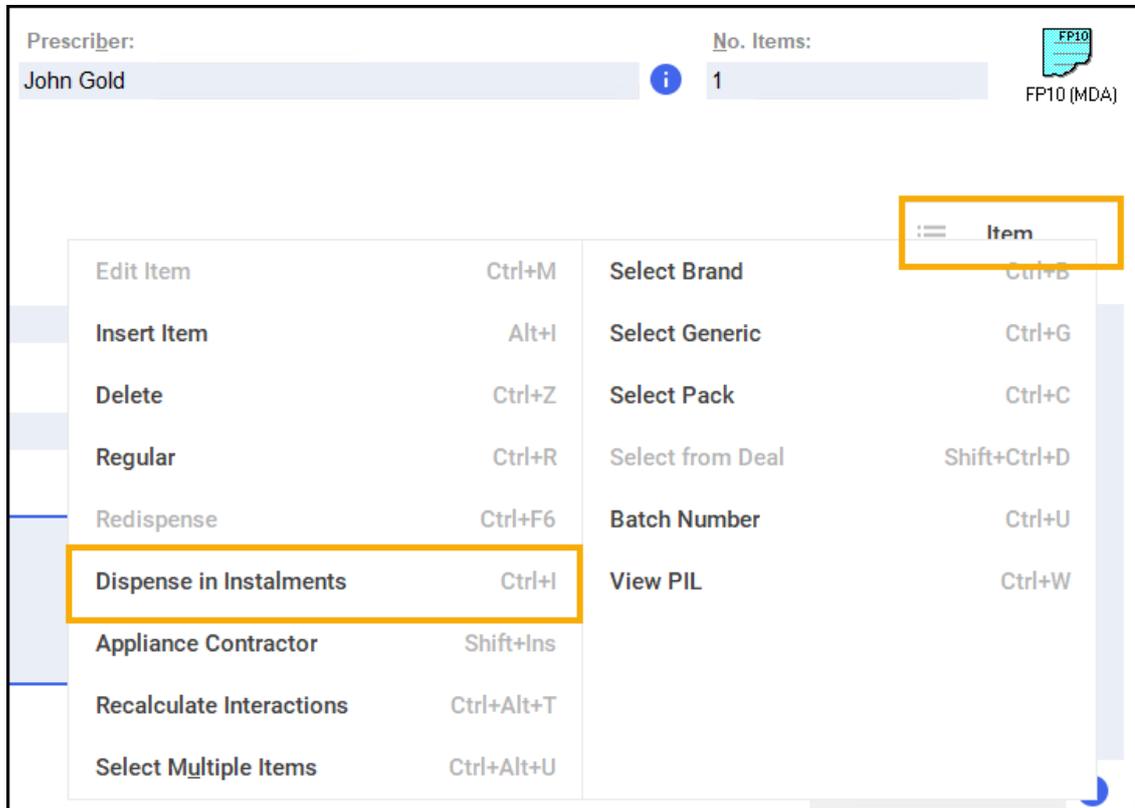
type. Double click on the current form type, for example, **FP10**  to change it.

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

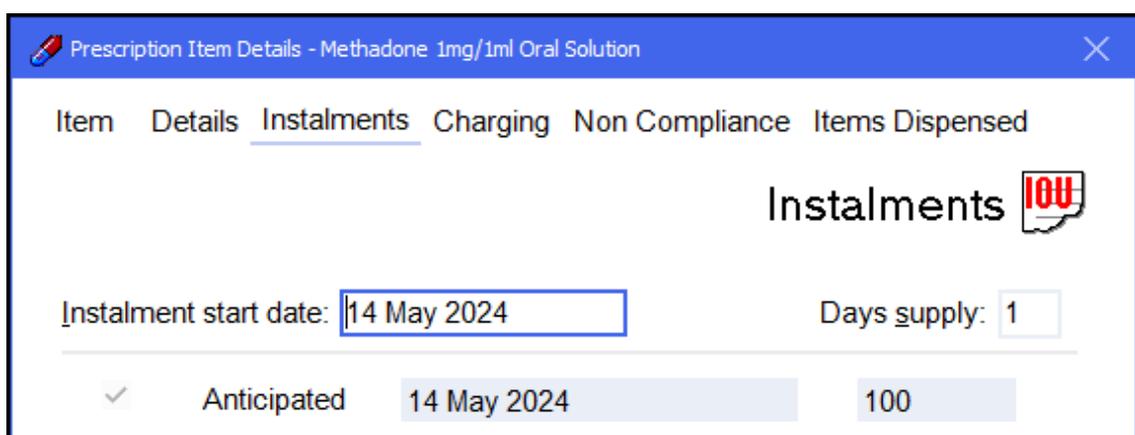
 **Note** - In **Scotland**, instalment dispensing is not limited to addict prescriptions therefore you can dispense under the form type of **GP10, GP10 (P), GP10 (N), GP10 (NMP)** and **HBP**.

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

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



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



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



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

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



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

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

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

Item
Details
Instalments
Charging
Non Compliance
Items Dispensed

Instalments

100

Instalment start date:
Days supply:

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

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

Details
OK
Cancel

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

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

Anticipated 26 March 2022 200

Days: M Tu W Th F Sa Su

Shortfall : 0

Set instalment collection days

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

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

Instalment start date: 18 March 2022 Days supply: 14

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

Supply from the 23rd is added to the 22nd

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

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

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

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

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

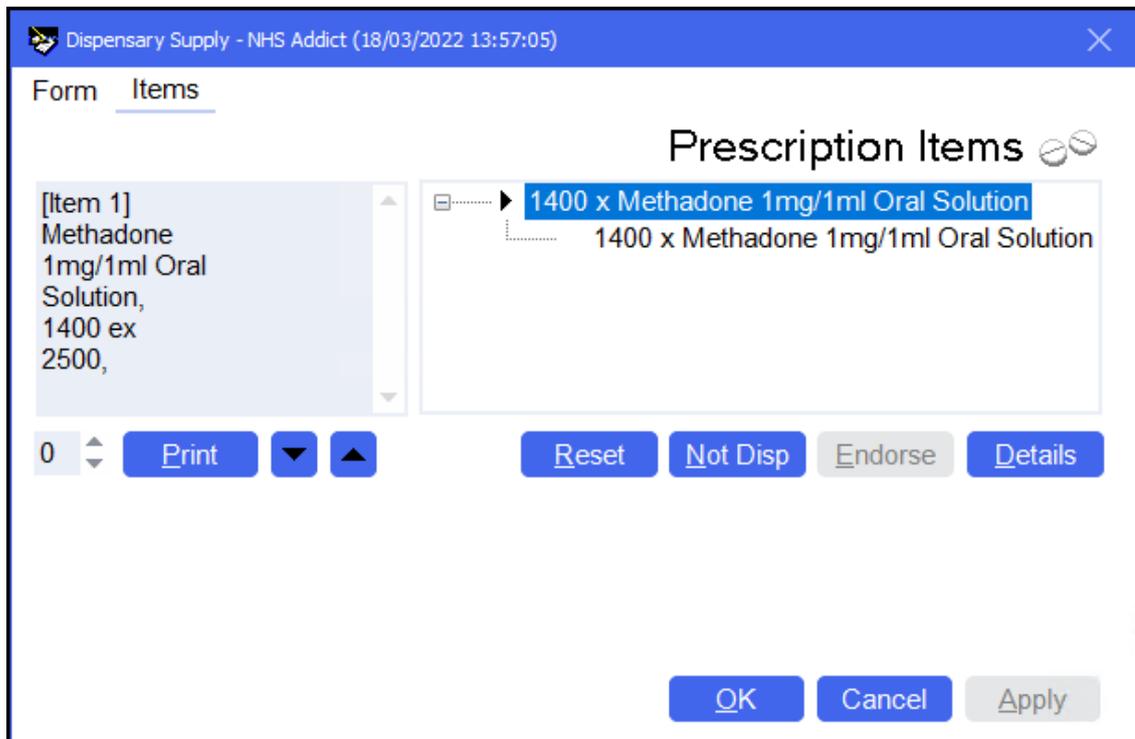
7. Select **Finish**  to complete the dispense.

8. The **Instalment Label Printing** screen displays, select from:



The screenshot shows a window titled "Instalment Dispensing" with a close button (X). Below the title bar is a logo with "IOU" and the text "Instalment Label Printing". The main content displays "1400 x Methadone 1mg/1ml Oral Solution". Below this is the question "Which instalments would you like to print labels for?" followed by the instruction "(You can always print them later)". At the bottom, there are three buttons: "All", "First", and "None".

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



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

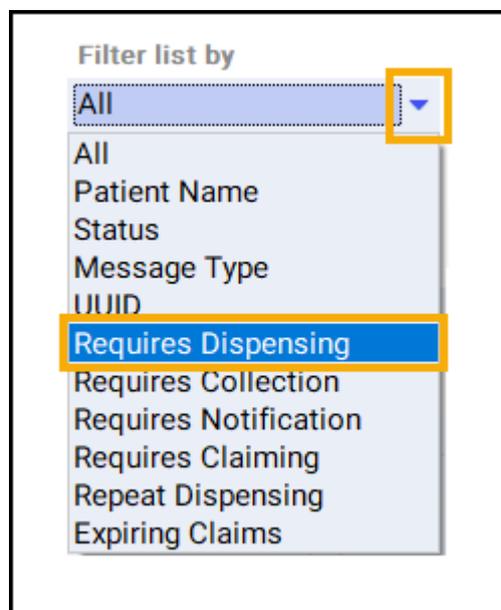
Please note:

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

Dispensing from a Patient's History

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

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



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

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

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

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

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

Item 1
Simvastatin 20mg tablets
28 tablet

Take one at night

Item 2
Enalapril 20mg tablets
28 tablet

Take one each morning

Item 3
Omeprazole 20mg gastro-resistant

Patient Medication History

Select any patient medication history that you wish to repeat from

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

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

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

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

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

Item 1
Simvastatin 20mg tablets
28 tablet

Take one at night

Item 2
Enalapril 20mg tablets
28 tablet

Take one each morning

Item 3
Omeprazole 20mg gastro-resistant

Patient Medication History

Select any patient medication history that you wish to repeat from

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

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

[Clear Selection](#)

[Back](#)
[Next](#)
[Cancel](#)



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

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

Match Repeat Items

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

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

Back

Finish

Cancel

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

Dispensary

Form | Ordering | Print

Patient: Mr Gary Green (11 Short Lane) i

Prescriber: John Gold i

No. Items: 3 FP10

Item 1 i

Written as: Simvastatin 20mg Tablets i

Dispense as: Simvastatin 20mg Tablets (28) [Milpharm Ltd] i

Directions: ONE to be taken at NIGHT
Avoid consumption of grapefruit during treatment with this medicine.

[Edit Trusted Directions](#)

Warnings

- ⓘ Patient is not exempt
- 🔍 Press Ctrl+B to show brands, including branded generics, and Ctrl+G to show generics.
- 🗨️ General Counselling: Advise patient to promptly report unexplained muscle pain, tenderness or weakness. Avoid Grapefruit product

Quantity: 28

Cost:

Item cost: £9.00

PIP code: 1120997

Pack size: 28

Used Today / Max: 0 / 84

Min. order / Stock: 280 / 2800

Auto order: Yes

Due in / Owe: 2800 / 0

Stock level: 0

Trade / Retail: £0.00 / £0.00

Tariff: £0.90

Ingredient Cost: £0.90

Total Cost: £27.00 (£4.15) i

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

Item 1
Simvastatin 20mg tablets
28 tablet
Take one at night
N.M.N.: 319997000

Item 2
Enalapril 20mg tablets
28 tablet
Take one each morning
N.M.N.: 318855000

Item 3
Omeprazole 20mg gastro-resistant capsules
28 capsule
Take one each morning
N.M.N.: 317001000

John Gold Green Lane Date: 24/03/2020

Endorse Save to pending Not dispensed

1 of 3

Cancel Confirm Finish

Recording a Pharmacy First Scotland - Standard (MAS) Consultation

What is a Pharmacy First Scotland - Standard (MAS) Consultation?

The **Pharmacy First Scotland - Standard (MAS)** Service enables patients to get advice and free treatment from a Pharmacist for a range of minor ailments, for example, nasal congestion, migraines, fungal skin infections, eczema.

A patient must be eligible for the **Pharmacy First Scotland - Standard (MAS)** Service before a consultation can take place.

Who is eligible?

- People registered with the Defence Medical services (even if they are a visitor to Scotland).
- People registered on a permanent basis with a GP Practice in Scotland.
- People registered on a temporary basis with a GP Practice in Scotland (unless they are a visitor to Scotland).
- People who live in Scotland.
- People who are gypsies or travellers in Scotland.
- People who are asylum seekers in Scotland or a dependent of an asylum seeker in Scotland.

To record a **Pharmacy First Scotland - Standard (MAS)** consultation:

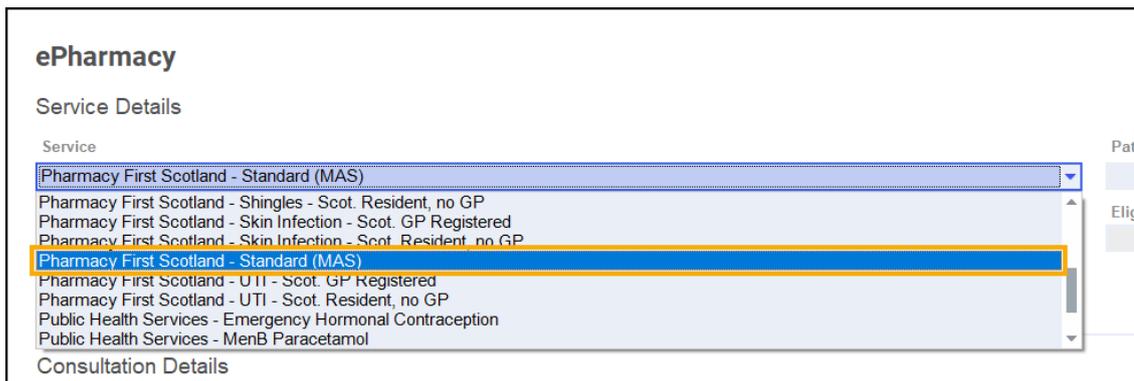
1. From the **Pharmacy Manager Side Navigation Bar** select **ePharmacy** and the **ePharmacy** screen displays.



Note - You must be logged into **ePharmacy** in order to record a MAS consultation.

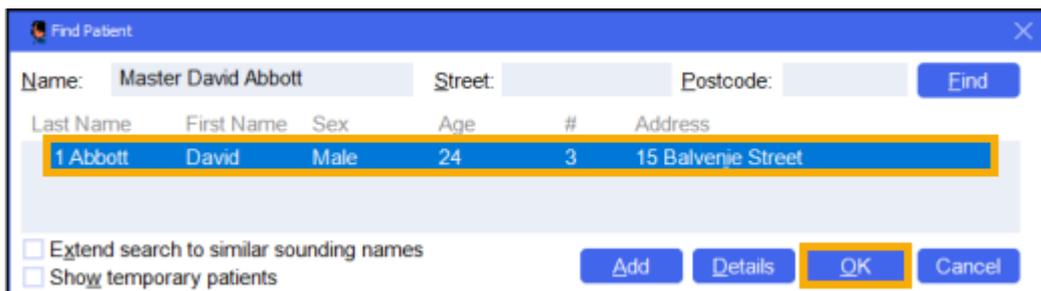


2. From **Service**, select **Pharmacy First Scotland - Standard (MAS)**:



The screenshot shows the 'ePharmacy' interface with 'Service Details' expanded. A dropdown menu lists several services, with 'Pharmacy First Scotland - Standard (MAS)' highlighted in blue. Other visible services include 'Pharmacy First Scotland - Shingles - Scot. Resident, no GP', 'Pharmacy First Scotland - Skin Infection - Scot. GP Registered', 'Pharmacy First Scotland - Skin Infection - Scot. Resident, no GP', 'Pharmacy First Scotland - UTI - Scot. GP Registered', 'Pharmacy First Scotland - UTI - Scot. Resident, no GP', 'Public Health Services - Emergency Hormonal Contraception', and 'Public Health Services - MenB Paracetamol'.

3. From **Patient**, enter the name of the patient and press **Enter** on your keyboard to search for the patient record.
4. The **Find Patient** screen displays. Select the appropriate patient and select **OK**:



The screenshot shows the 'Find Patient' search interface. The search criteria are: Name: Master David Abbott, Street: (empty), Postcode: (empty). A table of results is displayed with the following data:

Last Name	First Name	Sex	Age	#	Address
1 Abbott	David	Male	24	3	15 Balvenie Street

At the bottom, there are checkboxes for 'Extend search to similar sounding names' and 'Show temporary patients', and buttons for 'Add', 'Details', 'OK', and 'Cancel'.



Note - If the patient is not found in **Pharmacy Manager**, select **Add** to add the patient, see [Adding a New Patient on page 18](#) for details.



5. **Pharmacy Manager** checks the eligibility status of the selected patient via the **Electronic Pharmacy Message Store (ePMS)**.

 **Note** - If there is any demographic information missing, you are prompted and the relevant requests display.

 **Note** - To run an additional **Eligibility Status** check, select **Refresh** .

6. The **ePMS** responds with either:

- **Eligible** - Continue to record the consultation, or
- **Not Eligible** - The patient is not eligible for a consultation. You are asked to confirm if you wish to proceed with the consultation.

7. Confirm that **Print PFS - Standard Form**  is correct. Amend if required.

 **Note** - **Print PFS - Standard Form** is set at a system wide level. You can over-ride it on a case-by-case basis by enabling or disabling it as required. This does not affect your system wide settings.

8. From **Consultation Details**, complete as required:

Consultation Details

Outcome
Medication Prescribed

Notes

Notes must be entered to complete this consultation.

Print PFS - Standard Form

- **Outcome** - Select from:
 - **Medication Prescribed**
 - **Advice Only**
 - **Refer to GP**
- **Notes** - Enter details of the consultation.

i Important - Notes are mandatory for a **Pharmacy First Scotland - Standard (MAS)** service.

- **Message Area** - This area displays any messages where mandatory information is required for a service.

9. Complete the consultation as follows:

- **Medication Prescribed:**
 - a. Select **Dispense**  to dispense medications as required.

Note - If there are any partially completed prescriptions on the **Dispensary** screen you cannot complete a consultation.

b. The **Dispensary**  screen displays.

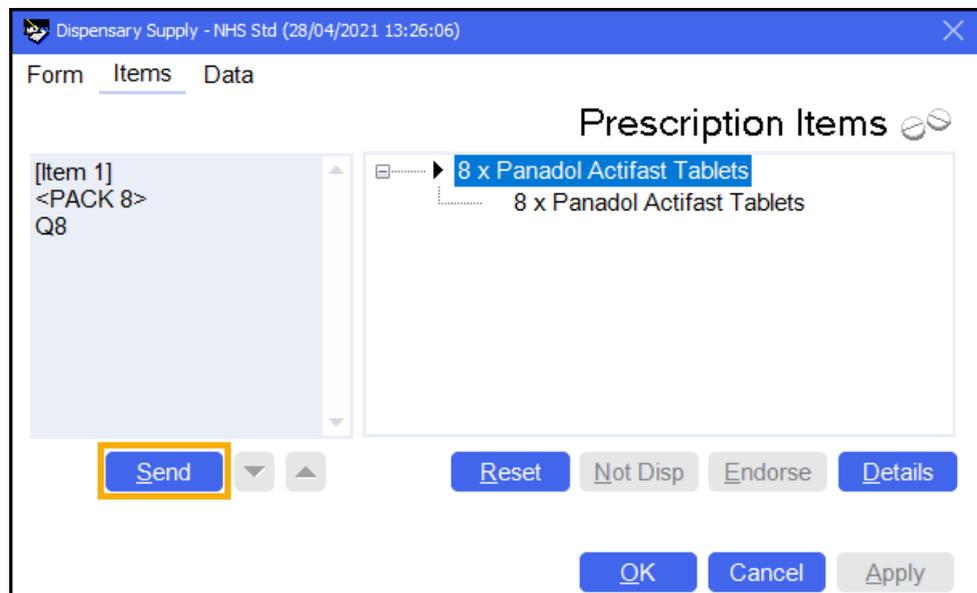
c. Complete dispensing in the usual way and select **Finish**





Note - If the item selected is not on the Pharmacy First Scotland approved list a message displays.

d. The **Dispensary Supply** screen displays, select **Send**  to endorse and claim for the consultation:



- **Advice Only:**

- Enter the details in **Notes** and select **Finish** .

The details of the consultation are sent to the **ePMS**.

- **Refer to GP:**

- Enter the details in **Notes** and select **Finish** .

The details of the consultation are sent to the **ePMS**.



Training Tip - To clear the **ePharmacy** screen of all data added, select **Cancel** . No information is sent to the **ePMS**.

Recording a Universal Claim Framework (UCF) Consultation

The **Universal Claim Framework (UCF)** allows your pharmacy to manage and deliver pharmacy led services from **Pharmacy Manager**, for example, Pharmacy First Scotland, Health Board Service and Epidemic / Pandemic Services and Vaccinations.

To record a **UCF Consultation**:

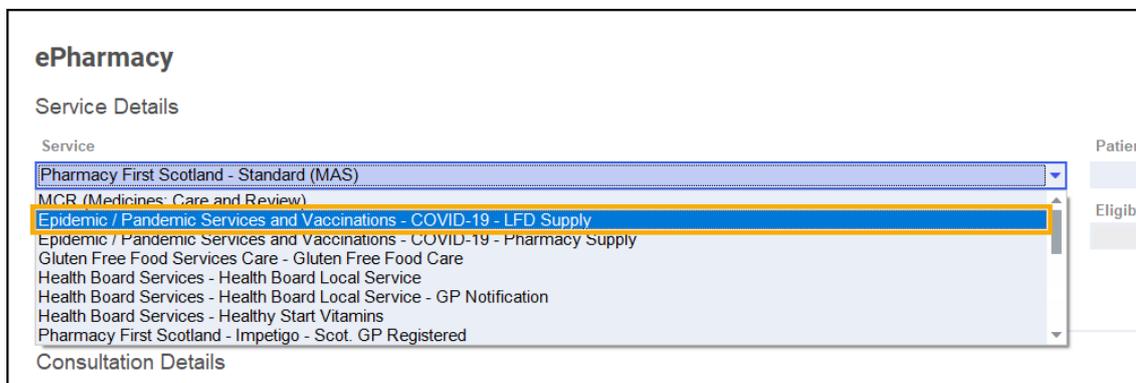
1. From the **Pharmacy Manager Side Navigation Bar** select **ePharmacy**  and the **ePharmacy** screen displays.



Note - You must be logged into **ePharmacy** in order to record a UCF consultation.



2. From **Service**, select the service you require:



3. From **Patient**, enter the name of the patient and press **Enter** on your keyboard to search for the patient record.
4. The **Find Patient** screen displays. Highlight the appropriate patient and select **OK** :

Find Patient

Name: Master Barry Jones Street: Postcode: DOB: Find

Last Name	First Name	Sex	Age	#	Address	Date of Birth
1 Jones	Barry	Male	13	2	40 Maritime Street	12/01/2008

Extend search to similar sounding names
 Show temporary patients

Add Details OK Cancel



Note - Prescriber displays your **ePharmacy** login details:

ePharmacy

Service Details

Service Epidemic / Pandemic Services and Vaccinations - COVID-19 - LFD Supply Patient Master Barry Jones (40 Maritime Street)

Prescriber (A123) A 123

5. If an eligibility check is required for the selected service, **Pharmacy Manager** checks the eligibility status of the selected patient via the **Electronic Pharmacy Message Store (ePMS)**.



Note - If there is any demographic information missing, you are reminded and the relevant requests display.

Eligibility for NHS Pharmacy First Scotland Consultations

- Patients registered with the Defence Medical services (even if they are a visitor to Scotland).
- Patients registered on a permanent basis with a GP Practice in Scotland.
- Patients registered on a temporary basis with a GP Practice in Scotland (unless they are a visitor to Scotland).
- Patients who live in Scotland.
- Patients who are gypsies or travellers in Scotland.
- Patients who are asylum seekers in Scotland or a dependent of an asylum seeker in Scotland.

6. The **ePMS** responds with either:

- **Eligible** - Continue to record the consultation.
- **Not Eligible** - The patient is not eligible for a consultation. You are asked to confirm if you wish to proceed with the consultation.
- **Patient Not Found** - The NHS record for this patient could not be found. You are asked to confirm if you wish to proceed with the consultation or clear the prompt. Select **Try again**  to run the eligibility check again.
- **Check Failed** - The eligibility check has failed. You are asked to confirm if you wish to proceed with the consultation or clear the prompt. Select **Try again**  to run the eligibility check again.

7. From **Consultation Details**, complete as required:

Consultation Details

Outcome

Medication Prescribed 

Notes

 Record clinical and accuracy checks.

Always print UCF form for this service

Cancel
Dispense

- **Outcome** - Select from:
 - **Medication Prescribed**
 - **Advice Only**
 - **Refer to GP**
- **Notes** - Enter details of the consultation.
- **Message Area** - Messages regarding mandatory information required for a service display here for your reference.

8. Complete the consultation as follows:

- Medication Prescribed

- a. Select **Dispense**  to dispense medications as required.

 **Note** - If there are any partially completed prescriptions on the **Dispensary** screen you cannot complete a consultation.

The **Dispensary**  screen displays ready for you to dispense items prescribed. The **CP4** form  is selected by default.

 **Note** - The **CP4** form only selects by default when you access **Dispensary**  via **ePharmacy** .

- b. Enter the number of items and then press **Enter** on your keyboard.
- c. If an approved list is available in **Pharmacy Manager** for the service
'<PRESS ENTER TO SEARCH USING APPROVED LIST>' displays in **Written as**, if not **Written as** is blank. Continue as appropriate:

- **Approved List Available for the Service:**

- i. Press **Enter** on your keyboard or select **Approved List**  to view the approved list for the selected service:

Item 1 ⓘ

Written as:

<PRESS ENTER TO SEARCH USING APPROVED LIST> Approved List ⓘ

Dispense as:

ⓘ



Note - If you know the drug to be dispensed you can add it directly in **Written As**. This is checked against the approved list.

In case of a failure, for example, service or internet interruptions, the approved list is not available. If this is the case, you need to select the product manually, a 'The Approved List checking service has not been successful' warning displays:

Warnings:

- ⓘ Record clinical and accuracy checks.
- ⓘ Press Ctrl+B to show brands, including branded generics, and Ctrl+G to show generics.
- ⓘ Notes must be entered to complete this consultation.
- ⓘ Please select an alternative generic product. Brands cannot be prescribed for this service.
- ⓘ The Approved List checking service has not been successful.
- ⓘ Directions provide inadequate information for dosage checking. Elderly patient may need alterations from normal dosages.
- ⓘ Endorsement (<PACK 20>, Q0)



Important - If you dispense an item that is not on the approved list, you may not be paid.

Confirm the warning before continuing.

ii. The **Approved List** screen displays, choose

SELECT PRODUCT SELECT PRODUCT next to the item required:

← **Approved List**

Search products FILTER

Product	Discontinued	
Aciclovir 400mg dispersible tablets 56 tablet	NO	SELECT PRODUCT
Aciclovir 800mg dispersible tablets 35 tablet	NO	SELECT PRODUCT
Aciclovir 400mg tablets 56 tablet	NO	SELECT PRODUCT
Aciclovir 800mg tablets 35 tablet	NO	SELECT PRODUCT

1 - 4 of 4 Rows per page: 10



Training Tip - If required, you can filter to include discontinued items, simply select **FILTER**  and select **Show discontinued items**.

iii. The **Dispensing** screen populates with the selected product.

If you enter an item in **Written As** that is not on the approved list, a warning 'The item you have selected is outside of the Approved List' displays:

Warnings:

- Record clinical and accuracy checks.
- Press Ctrl+B to show brands, including branded generics, and Ctrl+G to show generics.
- Notes must be entered to complete this consultation.
- Please select an alternative generic product. Brands cannot be prescribed for this service.
- The item you have selected is outside of the Approved List.**
- Directions provide inadequate information for dosage checking. Elderly patient may need alterations from normal dosages.
- Endorsement (<PACK 20>, Q0)

Confirm the warning before continuing.

Approved List Unavailable for the Service:

- i. Enter the medication and then press **Enter** on your keyboard:

Item 1 ⓘ

Written as:

 ⓘ

Dispense as:

 ⓘ

- d. Complete dispensing in the usual way and select **Finish**



i Important - When dispensing of a Control Drug (Schedule 2 and 3) is not permitted on the selected service, the following message displays '*This product is not permitted to be prescribed on this service*'.

💡 Training Tip - Instead of finishing the dispense you can select **Save to Pending** and the prescription displays on the **Pending** tab.

- e. The **Dispensary Supply** screen displays, select **Send**  to endorse and claim for the **UCF Consultation**:

Dispensary Supply - NHS Std (02/06/2023 11:42:24) ✕

Form Items Data

[Item 1]
Q56

Prescription Items 📄

▶ 56 x Aciclovir 400mg Dispersible Tablets

└── 56 x Aciclovir 400mg Dispersible Tablets

Send

Reset Not Disp Endorse Details

OK Cancel Apply

 **Note** - If any of the mandatory information is missing, the **Send** option is inactive. The prescription displays in the **Pending** tab on the **Side Navigation Bar** ready for completion and claiming.

- **Advice Only:**

- Enter the details in **Notes** and select **Finish** . The details of the consultation are sent to the **ePMS**.

- **Refer to GP:**

- Enter the details in **Notes** and select **Finish** . The details of the consultation are sent to the **ePMS**.

 **Important** - Where a CHI number is mandatory and not known, you must use the 'not Registered at a Scottish GP' variant of the service as the CHI number is not optional.

 **Training Tip** - To clear the **ePharmacy** screen of all data added, select **Cancel**  and no information is sent to **ePMS**.

Adding Items to an Order

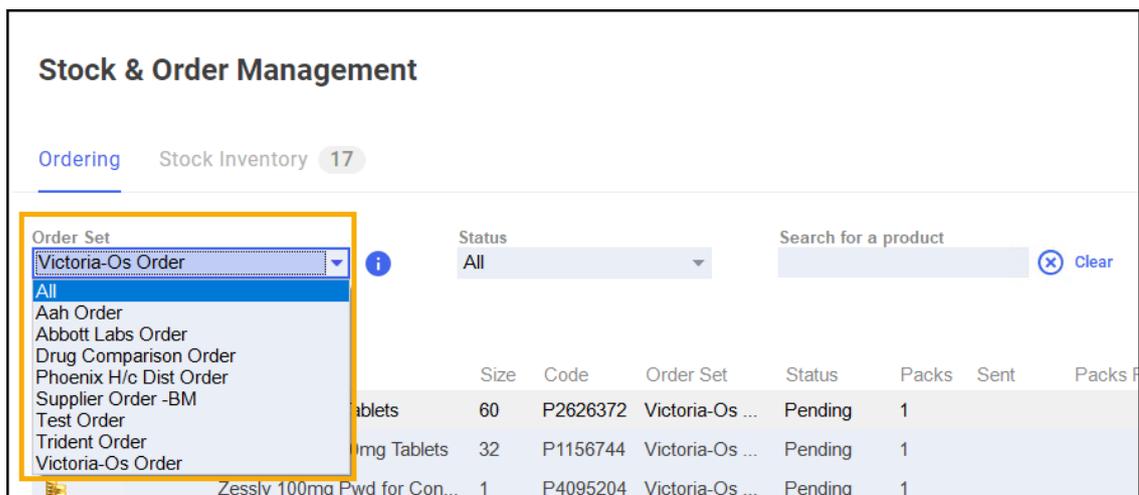
To add items to an order:

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



. Select the **Ordering** tab.

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



Stock & Order Management

Ordering Stock Inventory 17

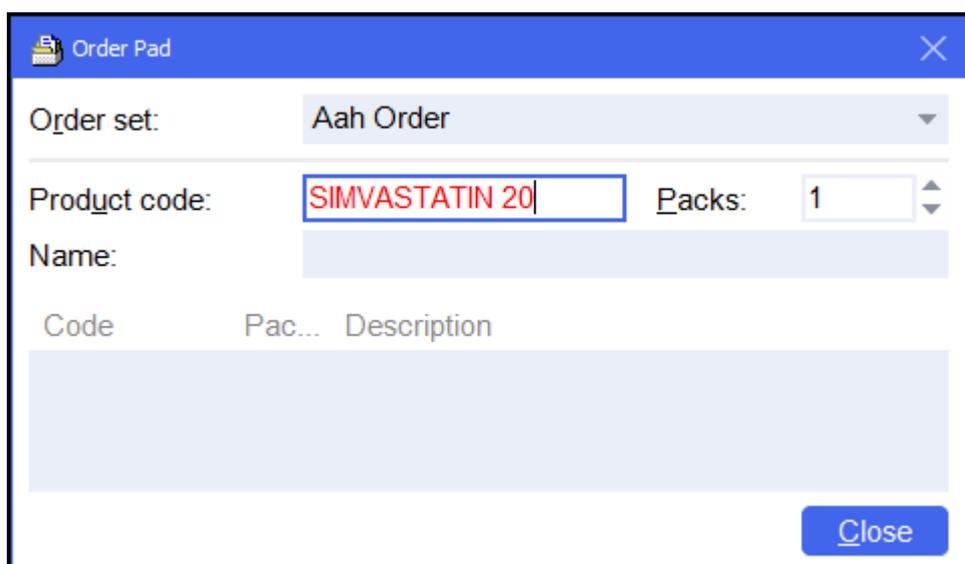
Order Set: **Victoria-Os Order** (dropdown menu open showing: All, Aah Order, Abbott Labs Order, Drug Comparison Order, Phoenix H/c Dist Order, Supplier Order -BM, Test Order, Trident Order, Victoria-Os Order)

Status: All

Search for a product Clear

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

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



Order Pad

Order set: Aah Order

Product code: **SIMVASTATIN 20** Packs: 1

Name:

Code	Pac...	Description

Close

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

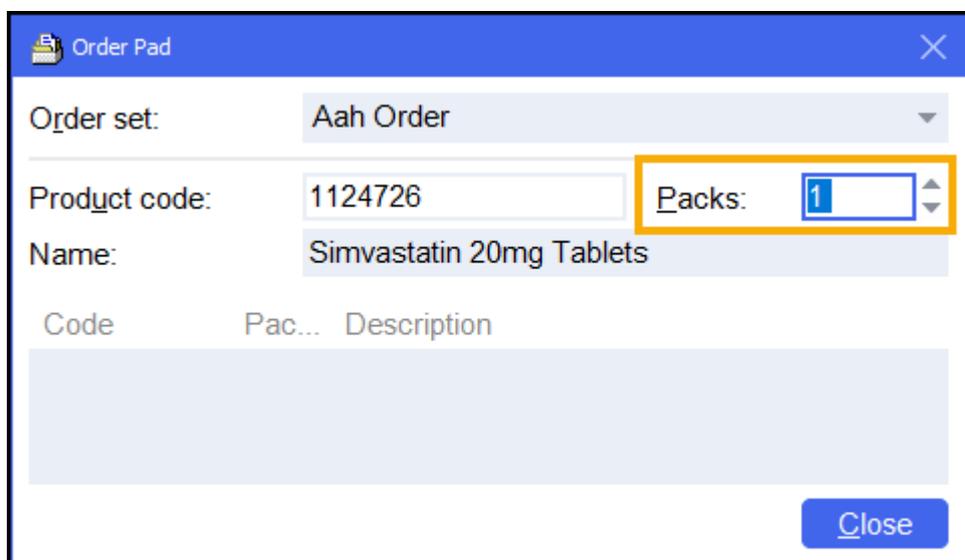


Product: Simvastatin 10mg Tablets Personal list only
 Include discontinued

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

Tariff Price: £1.15

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



Order set: Aah Order

Product code: 1124726 Packs:

Name: Simvastatin 20mg Tablets

Code	Pac...	Description

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

Sending an Order

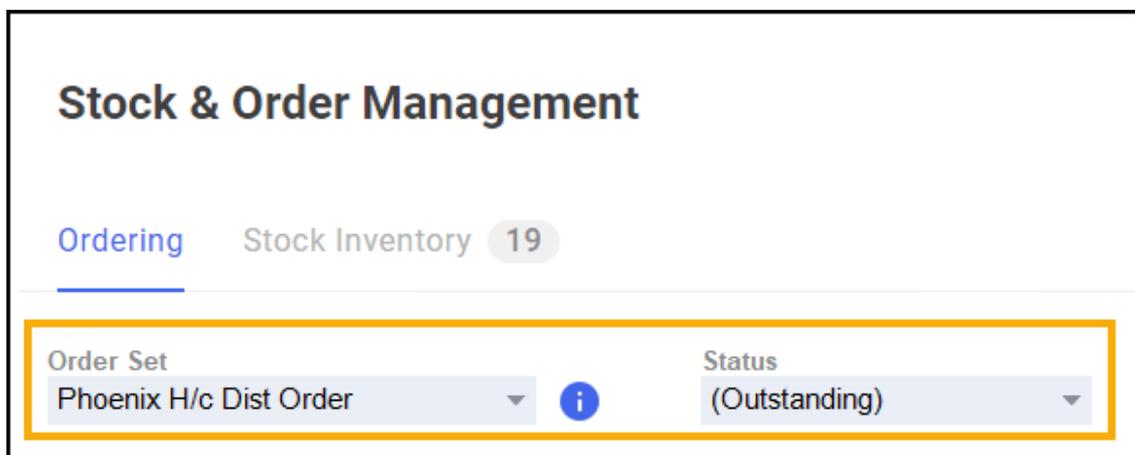
After you have checked through your orders, you must send the order through to the wholesaler. To send an order:

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

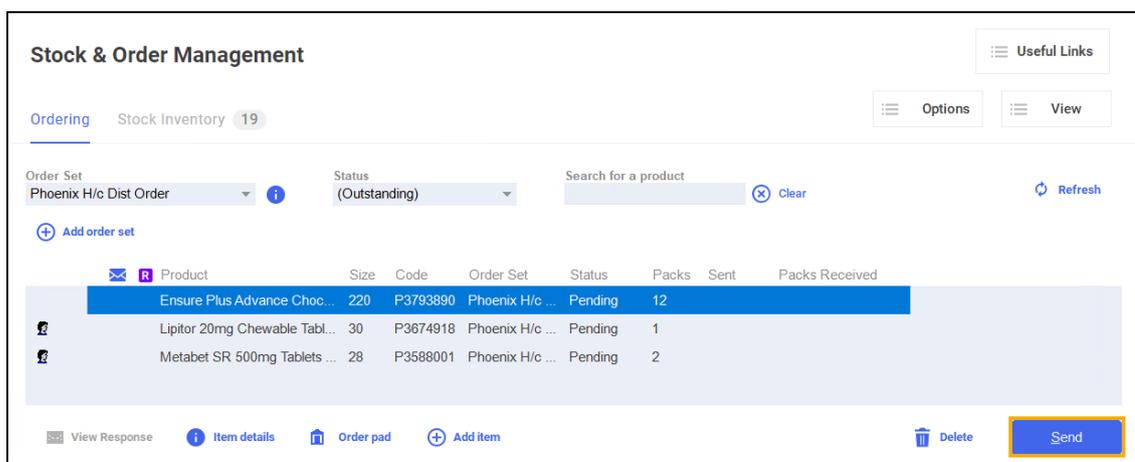


Select the **Ordering** tab.

2. From **Order Set**, select the order set required.
3. From **Status**, select **Outstanding** to include all pending and previously rejected orders:



4. Select **Send** 



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

Question ✕

 **Send Order Now**

Do you want to send all orders for order set "Phoenix H/c Dist Order" now?

Please note that if you proceed you will not be able to stop the order from being sent.