

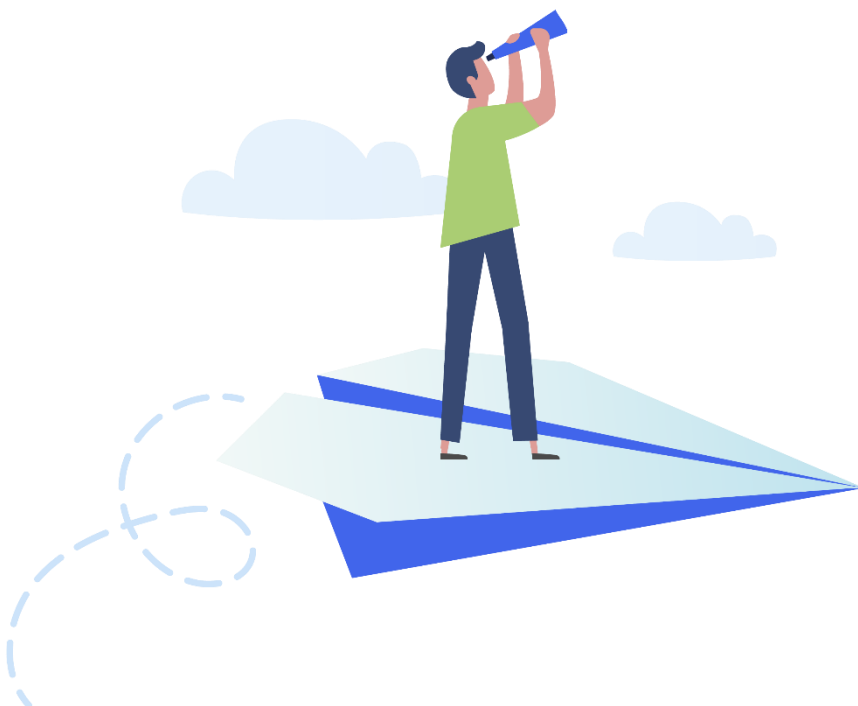


Pharmacy
Manager

Pharmacy Manager Getting Started Guide Wales (PM15.6)

Version 1.4

20 September 2023



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Logging into Pharmacy Manager

To log into **Pharmacy Manager**:

1. From your computer, either:



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

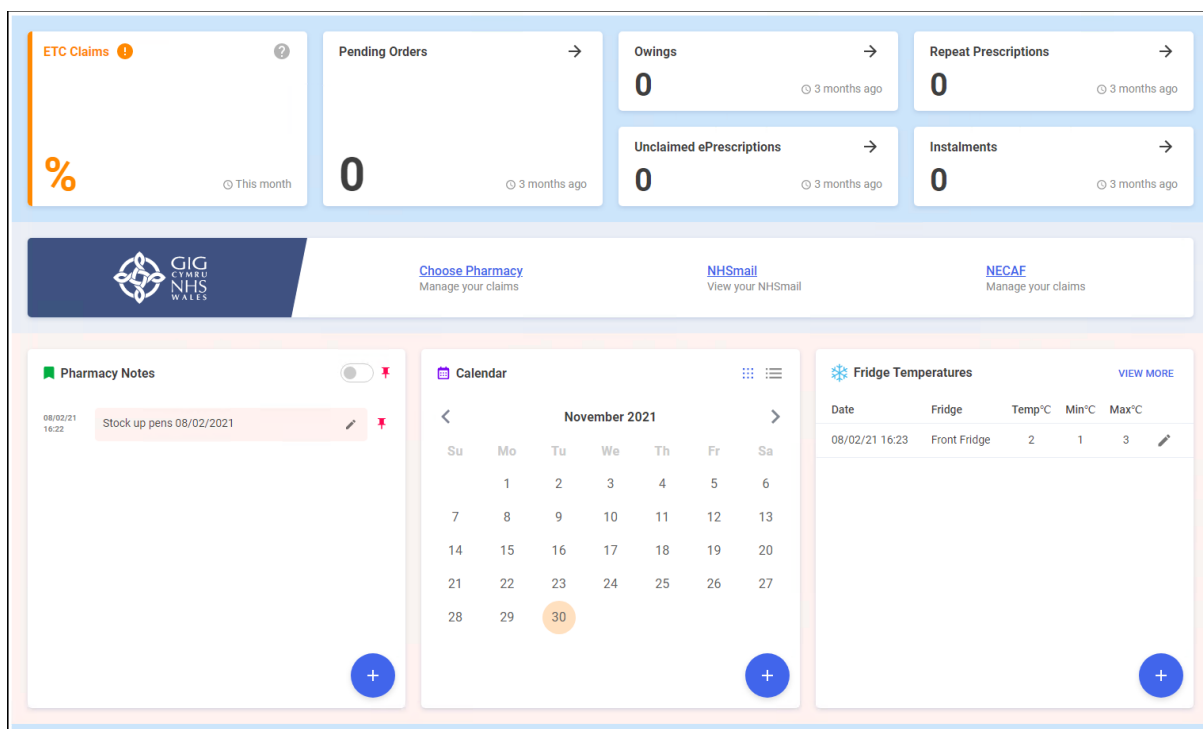


- Select **Windows** and then **Pharmacy Manager** from the available list of programs.

The **Pharmacy Manager Dashboard** displays.

Navigating the Pharmacy Manager Dashboard (Wales)

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



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

ETC Claims	Pending Orders	Owings	Repeat Prescriptions
0	0	0	0
This month	3 months ago	3 months ago	3 months ago

Unclaimed ePrescriptions	Instalments
0	0
3 months ago	3 months ago

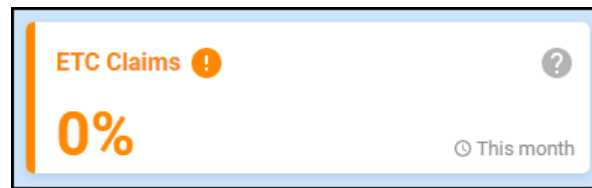
Navigation links:

- Choose Pharmacy** (Manage your claims)
- NHSmail** (View your NHSmail)
- NECAF** (Manage your claims)

Pharmacy Notes		Calendar		Fridge Temperatures	
08/02/21 16:22	Stock up pens 08/02/2021	November 2021		Date	Fridge
		Su	Mo	Temp°C	Min°C
				Max°C	
		1	2	08/02/21 16:23	Front Fridge
		7	8	2	1
		14	15		3
		21	22		
		28	29		
			30		

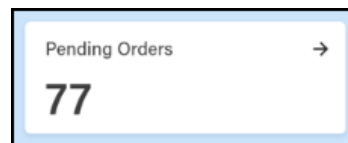
The dashboard displays dynamic tiles, giving you a real time overview of your pharmacy workload. The Dashboard consists of the following files:

ETC Claims



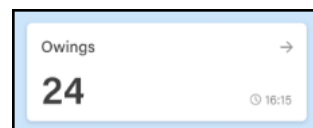
The **ETC Claims** tile displays the percentage of dispensed 2DRx prescriptions that have been claimed electronically for the current month.

Pending Orders



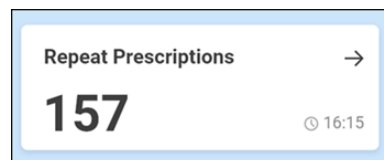
The **Pending Orders** tile displays the number of items on outstanding orders, select the tile to display your **Ordering** screen.

Owings



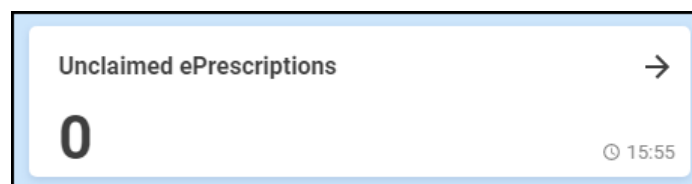
The **Owings** tile displays the number of items owing, select the tile to display your **Owings** screen.

Repeat Prescriptions



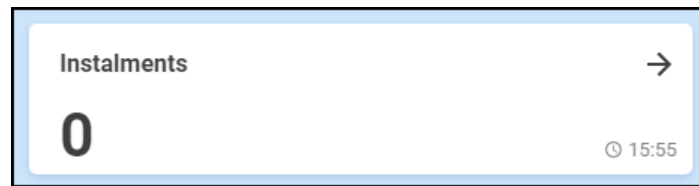
The **Repeat Prescriptions** tile displays the number of patients with repeat prescriptions due to be dispensed over the next seven days. Select the tile to display your **Repeats** screen.

Unclaimed ePrescriptions



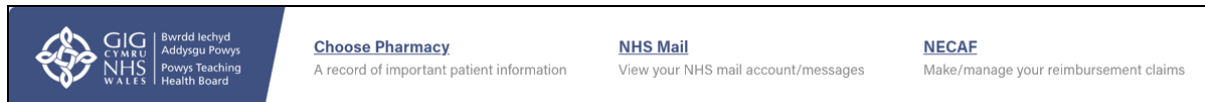
The **Unclaimed ePrescriptions** tile displays the number of dispensed prescriptions which have not been claimed. Select the tile to display your **eMessages** screen with a **Requires claiming** filter applied.

Instalments



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

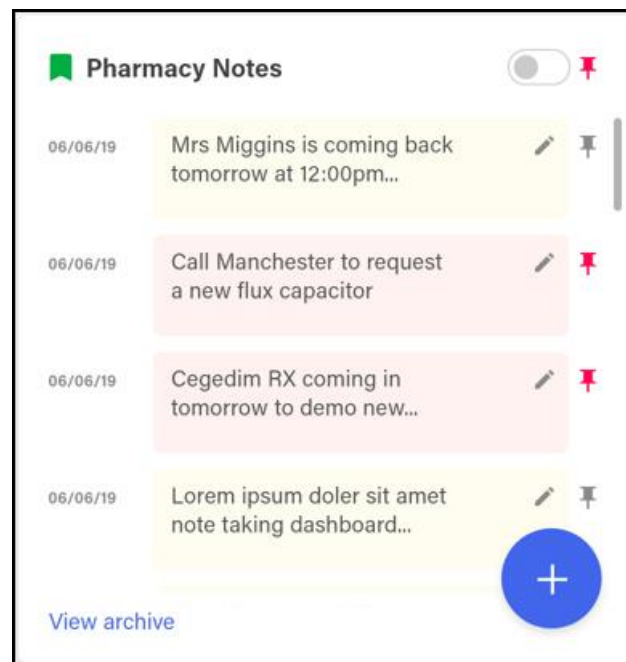
NHS Wales



The NHS Wales tile displays the following links for your convenience:

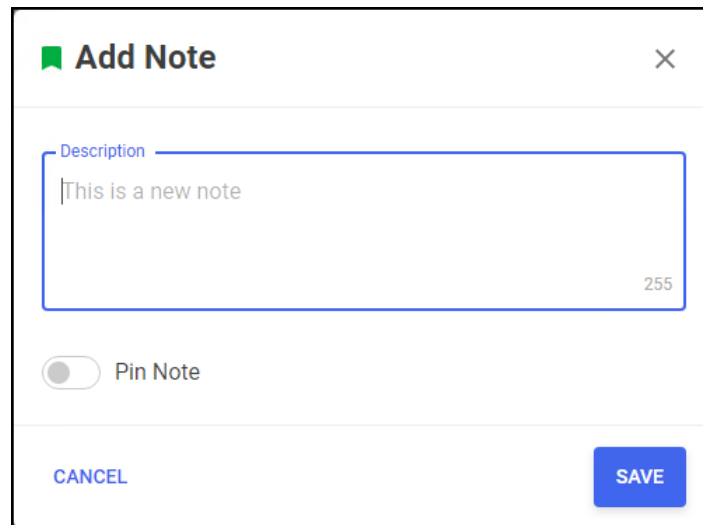
- **Choose Pharmacy** - Select to access **Choose Pharmacy**.
- **NHS mail** - Select to access your NHS mail log in.
- **NECAF** - Select to access the National Electronic Claim and Audit Forms (NECAF).

Pharmacy Notes



The **Pharmacy Notes** file enables any staff member to add or edit a note to display for 30 days on the dashboard. Any member of staff with **Pharmacy Manager** access can:

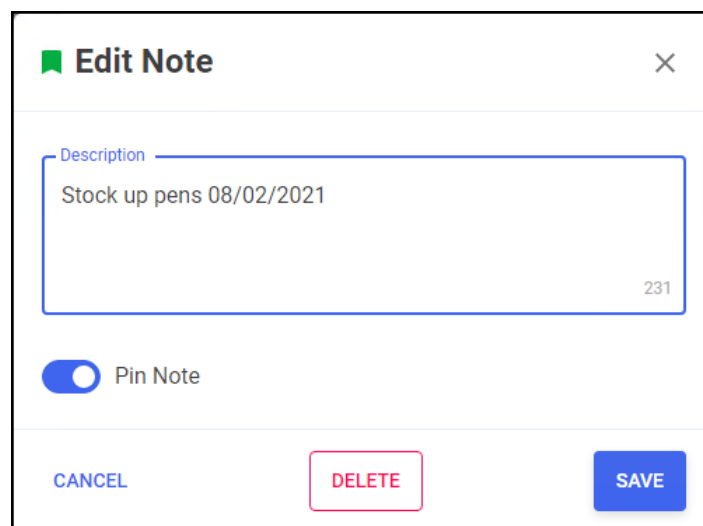
- **Add** - Select **Add** , the **Add Note** screen displays:



Enter your note, select **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** a note - Select **Edit**  to display the **Edit Note** screen:

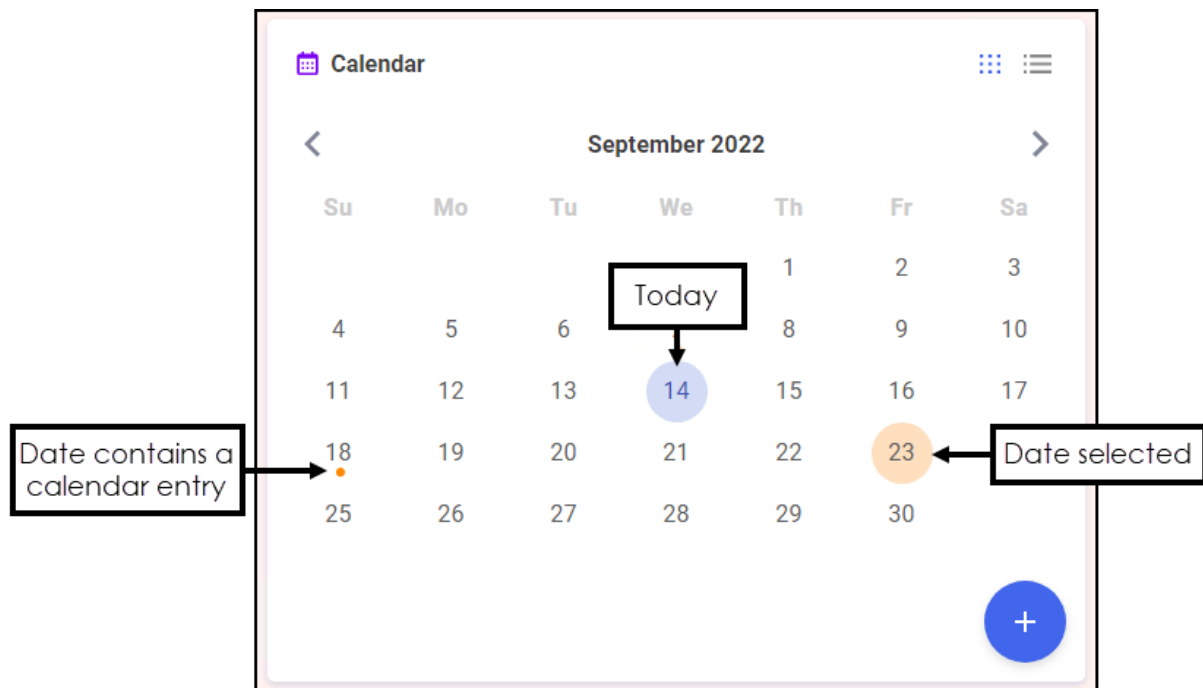


Either:






- 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



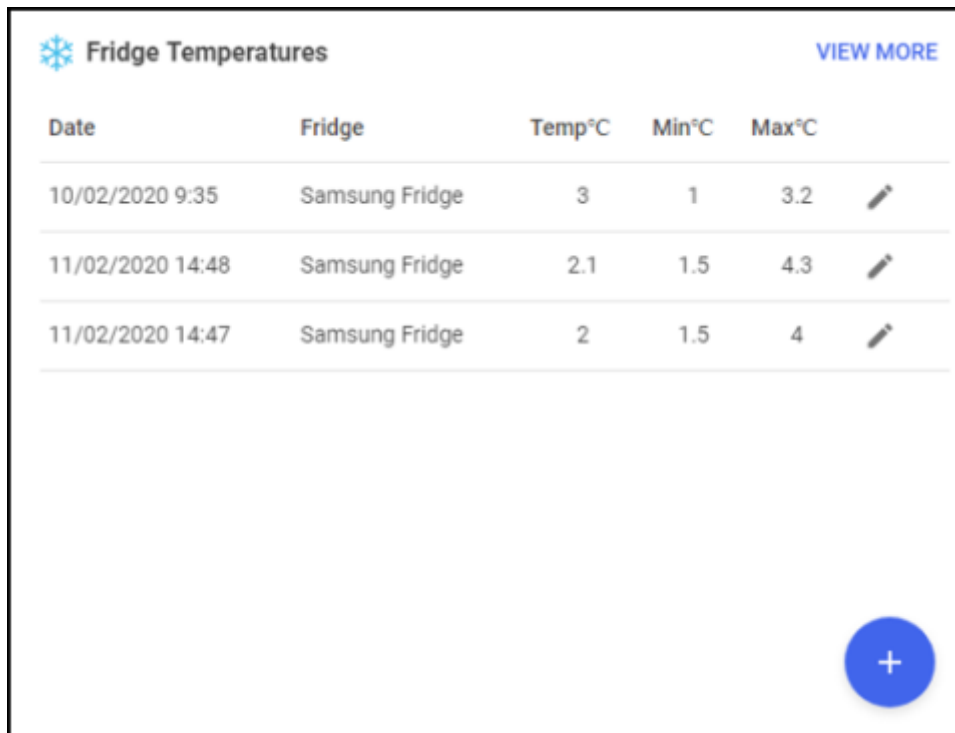
The **Calendar** tile give you a pharmacy wide date book. This can be used for appointments and reminders, any member of staff with **Pharmacy Manager** access can:

- **Add** - Highlight a date, select **Add** , complete the details as required and select **Save**.
- **View** - Select the day 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** .

 See [Using the Calendar Tile](#) in the **Pharmacy Manager Help Centre** for details.

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

Fridge Temperatures

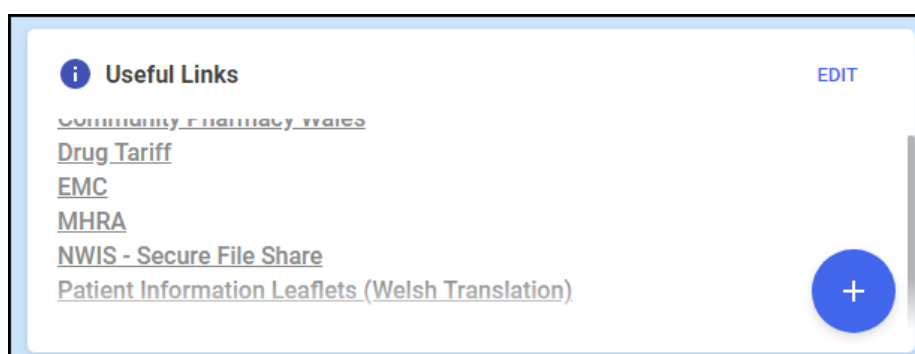


Date	Fridge	Temp°C	Min°C	Max°C
10/02/2020 9:35	Samsung Fridge	3	1	3.2
11/02/2020 14:48	Samsung Fridge	2.1	1.5	4.3
11/02/2020 14:47	Samsung Fridge	2	1.5	4

The **Fridge Temperatures** file displays:

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

Useful Links



Useful Links
Community Pharmacy Wales
Drug Tariff
EMC
MHRA
NWIS - Secure File Share
Patient Information Leaflets (Welsh Translation)

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

Marketing Tiles

The marketing tiles at the bottom of the **Dashboard** offer information from **Cegedim Healthcare Solutions** and other selected providers of systems that work seamlessly alongside **Pharmacy Manager**.

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

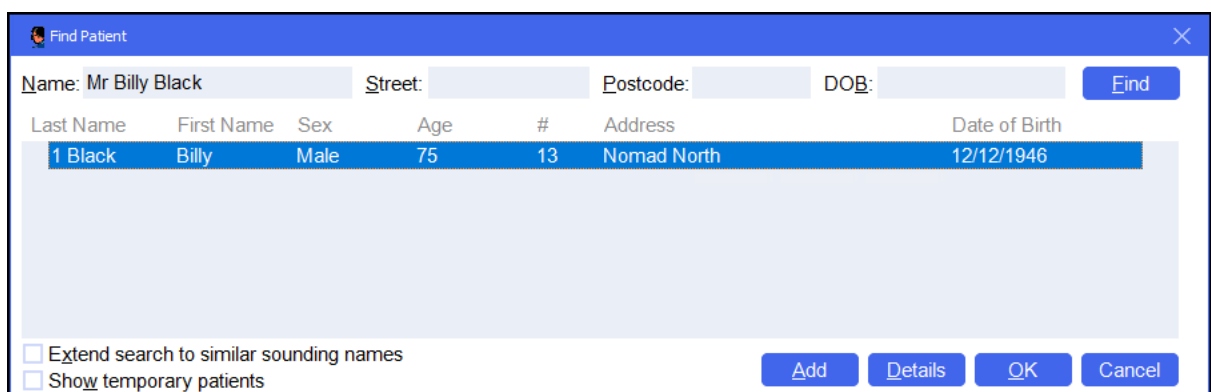


Training Tip - You can also search for a patient by entering their NHS number prefixed by #, for example, #0123456789.



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

2. 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, see [Adding a New Patient](#) on page 11 for details.

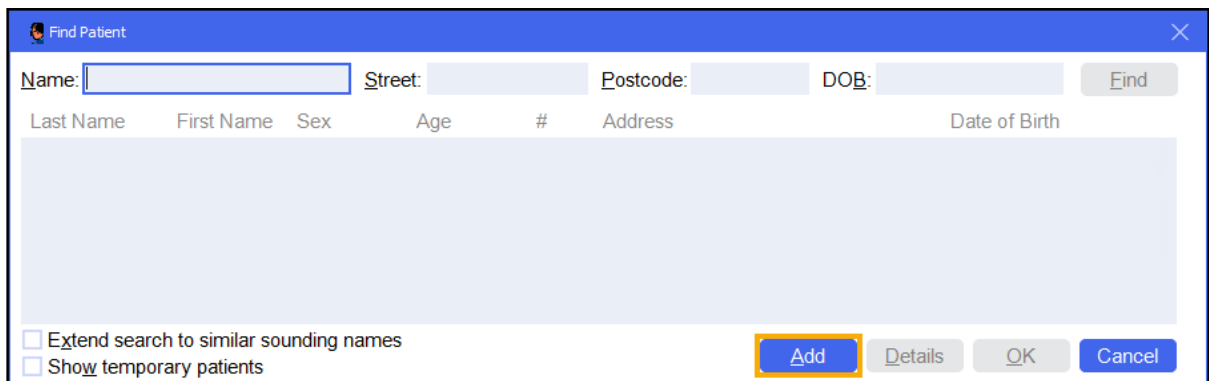
Adding a New Patient

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

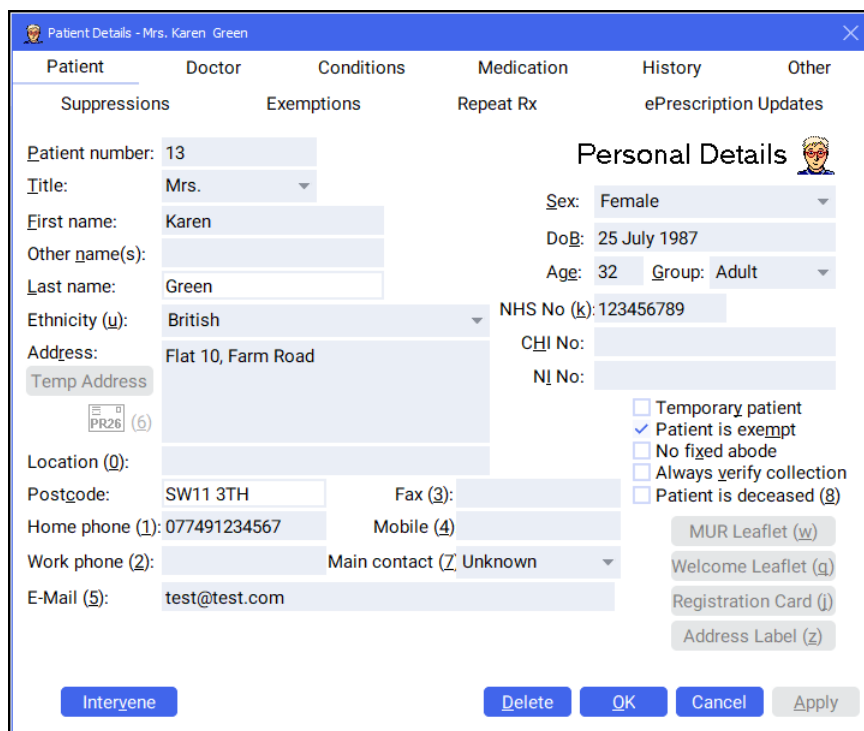
1. From **Pharmacy Manager**, select **Patient** and press **Enter** on your keyboard:



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



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



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

Adding a Temporary Patient

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

Personal Details

Sex: Female ▼

DoB:

Age: Group: Adult ▼

NHS No (k): Nominations

CHI No:

NI No:

Temporary patient App User

Patient is exempt

No fixed abode

Always verify collection

Patient is deceased (8)

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

Finding a Temporary Patient

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

Find Patient
✕


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

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

Extend search to similar sounding names

Show temporary patients


Add
Details
OK
Cancel

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

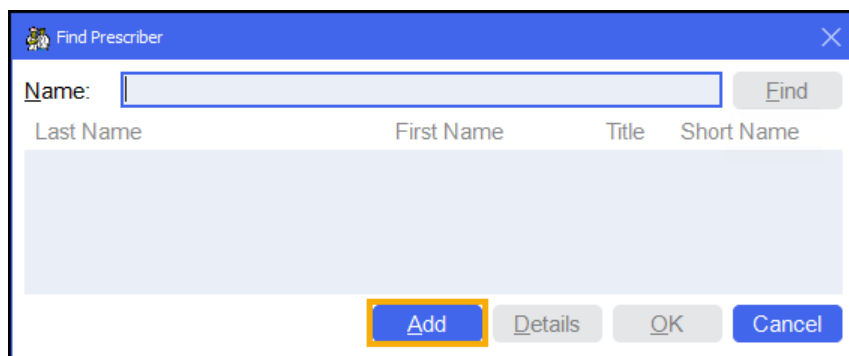
Adding a New Prescriber

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

1. From either:

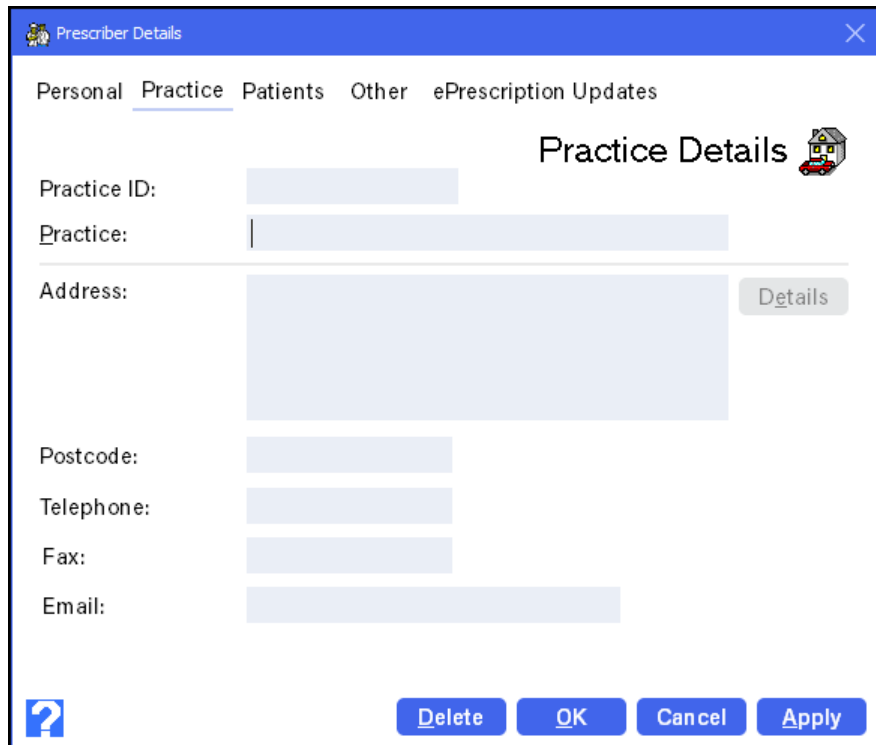
- **Dispensary**  - With a patient selected, enter the clinician's surname (full or partial) and press **Enter** on your keyboard, or
- From the **Pharmacy Manager Menus** select **Tools - Inquiry - Prescriber**.

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



The screenshot shows a dialog box titled "Find Prescriber" with a search field labeled "Name:" and a "Find" button. 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.

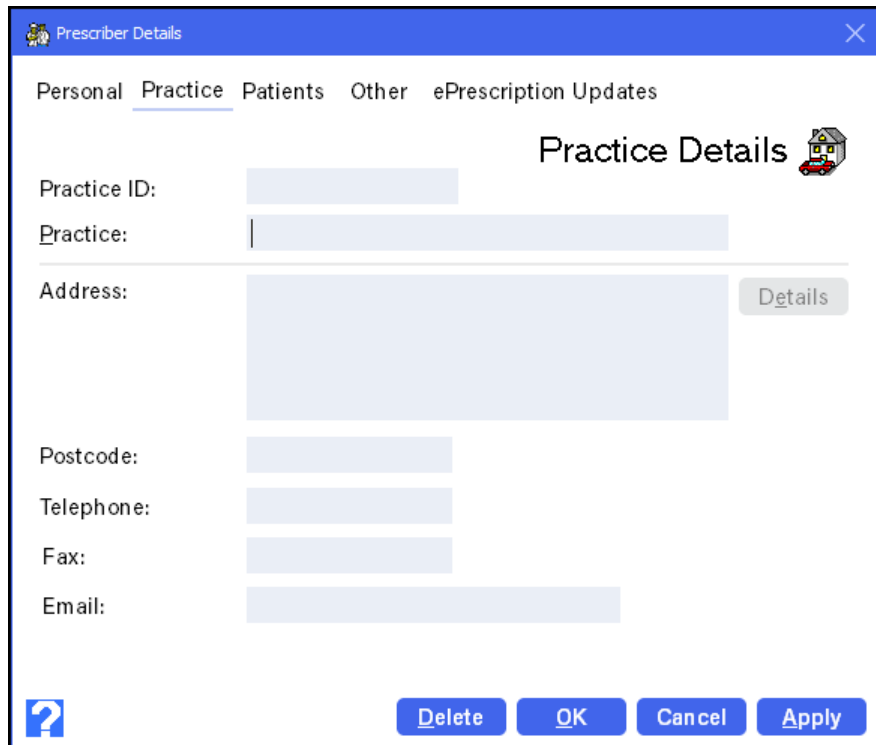
3. The **Prescriber Details** screen displays:



Complete as appropriate:


- **Title**
- **First name**
- **Last name**
- **Type** - Select the prescriber type from the list. If you select **Other (Please specify)**, an additional text box activates, manually enter the prescriber type.
- **NHS/Registration No**
- **Telephone**
- **Fax**
- **Email**
- **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.

Scanning 2DRx Barcoded Prescriptions

You can scan Welsh 2DRx prescription barcodes from any tab in **Pharmacy Manager**:




Scan the 2DRx barcode to display the prescription on the **eMessages** screen




Please note:

- If you scan a prescription that is already on the **eMessages** screen, the system highlights it for you.
- You can scan and queue as many prescriptions as required to dispense later.
- If you scan a prescription that has already been fully dispensed, a warning displays.

 **Note** - Manual barcode number entry is not available for Wales 2DRx prescriptions. If you cannot scan a particular barcoded prescription, you must dispense the prescription as you would any other paper prescription.

Dispensing an Electronic Prescription

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

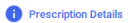


 **Note** - Pharmacies can select **The Dispensing Evolution has begun** from the **Dashboard** to view new EPS prescriptions ready to dispense on the **Prescriptions** screen, see [Prescriptions](#) in the **Pharmacy Manager Help Centre** for details.

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

. The **eMessages**  screen displays.


- Highlight the required patient and select **Dispense** :

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

 Prescription Details  



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

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

Patient Information ✕


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

Patient information

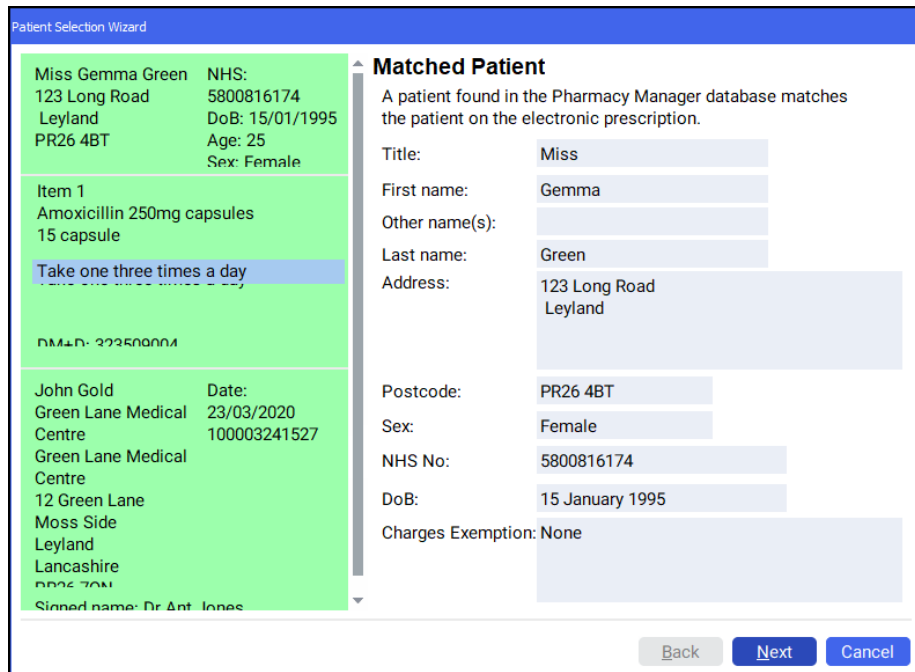
Please make an appointment to see your GP
Review date due

Medication information

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



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



Patient Selection Wizard

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


Item 1
Amoxicillin 250mg capsules
15 capsule
Take one three times a day
DM+D: 322500004

John Gold Date: 23/03/2020
Green Lane Medical Centre 100003241527
Green Lane Medical Centre
12 Green Lane
Moss Side
Leyland
Lancashire
PR26 7QU
Signed name: Dr Ant Jones

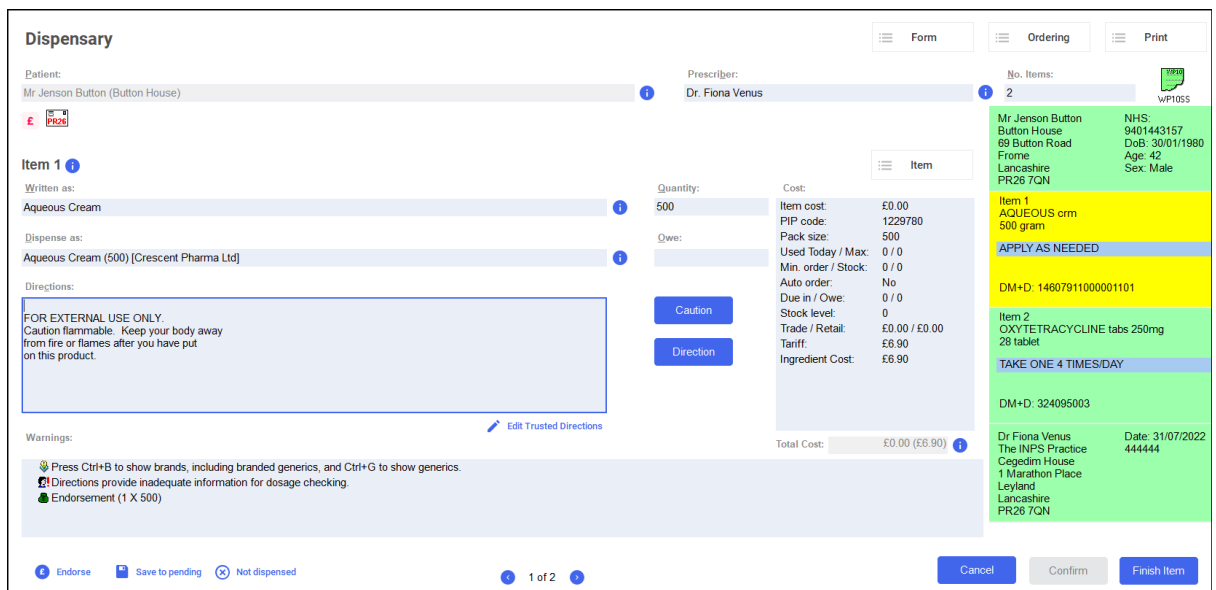
Matched Patient
A patient found in the Pharmacy Manager database matches the patient on the electronic prescription.

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

Back Next Cancel

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

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



Dispensary Form Ordering Print

Patient: Mr Jenson Button (Button House) Prescriber: Dr. Fiona Venus No. Items: 2

Item 1
Written as: Aqueous Cream
Dispense as: Aqueous Cream (500) [Crescent Pharma Ltd]
Directions: FOR EXTERNAL USE ONLY. Caution flammable. Keep your body away from fire or flames after you have put on this product.
Warnings: Press Ctrl+B to show brands, including branded generics, and Ctrl+G to show generics. Directions provide inadequate information for dosage checking. Endorsement (1 X 500)

Quantity: 500 Cost: Item cost: £0.00 PIP code: 1229780 Pack size: 500 Used Today / Max: 0 / 0 Min. order / Stock: 0 / 0 Auto order: No Due in / Owe: 0 / 0 Stock level: 0 Trade / Retail: £0.00 / £0.00 Tariff: £6.90 Ingredient Cost: £6.90

Caution Direction

Total Cost: £0.00 (£6.90)


Mr Jenson Button NHS: 9401443157
Button House DoB: 30/01/1980
89 Button Road Age: 42
Frumes Sex: Male
Lancashire
PR26 7QN

Item 1
AQUEOUS crm
500 gram
APPLY AS NEEDED
DM+D: 14607911000001101

Item 2
OXYTETRACYCLINE tabs 250mg
28 tablet
TAKE ONE 4 TIMES/DAY
DM+D: 324095003

Dr Fiona Venus Date: 31/07/2022
The INPS Practice 44444
Cresdim House
1 Marathon Place
Leyland
Lancashire
PR26 7QN

Endorse Save to pending Not dispensed 1 of 2 Cancel Confirm Finish Item

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

6. 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, Amoxicillin 250mg capsules.
- **Dispense as** - Populates automatically with the dispensed item, for example, Amoxicillin 250mg Capsules 21 AAH Generics Scheme.
- **Quantity** - Populates automatically, check to ensure it is correct.
- **Directions** - Enter the directions from the prescription, for example, enter 'One to be taken Daily' or enter the appropriate dosage code, for 'One to be taken Daily' enter '1 d'.




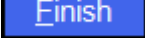
Training Tip - Note the space after the 1 and the d.



See [Setting Up Trusted Directions](#) in the **Pharmacy Manager Help Centre** for details.

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

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

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



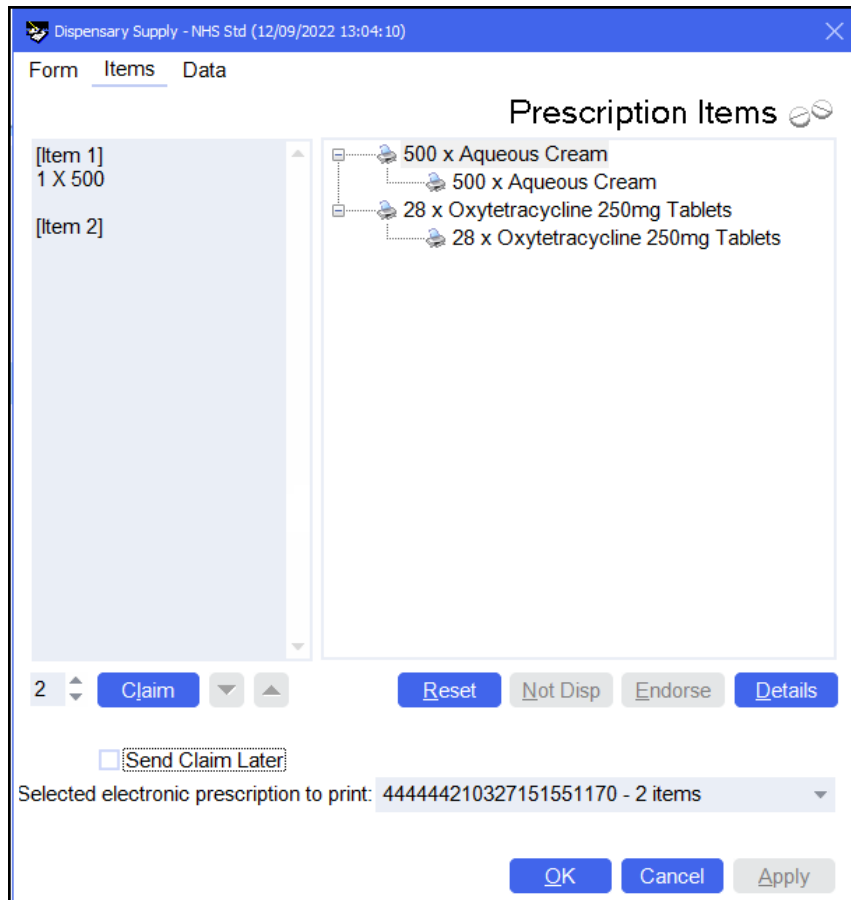
After dispensing you can view the **Order Summary** screen, see [Order Summary](#) in the **Pharmacy Manager Help Centre** for details.

Endorsing an Electronic Prescription


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

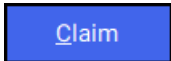

 **Note** - You can set the **Endorsing** screen to automatically display once you complete a prescription.

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



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

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

- The **Optional Endorsements** screen displays, tick the appropriate additional endorsements and enter any information required.
 - Select **OK**.
- Select **Claim**  or select **Send Claim Later** and then select **Print** .

Claiming Prescriptions

Each prescription dispensed to a patient must be sent to the NHS Business Services Authority (NHS BSA) for remuneration and reimbursement.



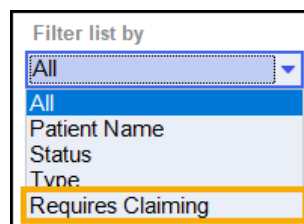
Training Tip - We recommend that you submit prescription claims on a regular basis to avoid missing out on payment, you could use the **Pharmacy Manager Calendar** to remind you.

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

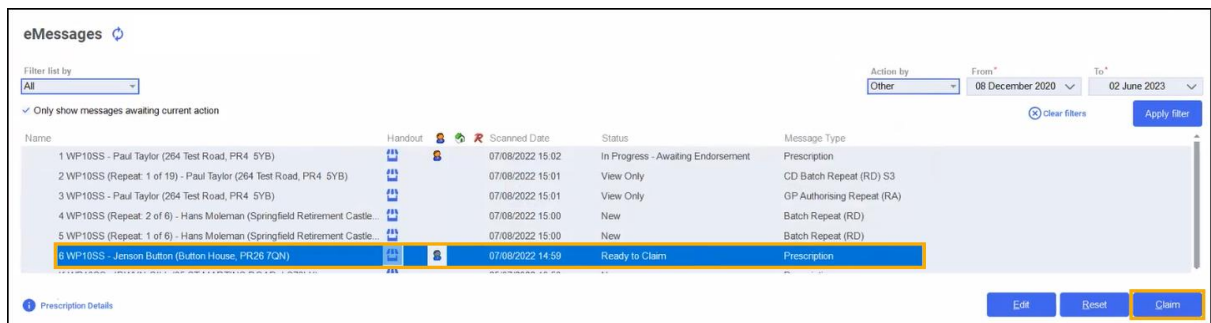


The **eMessages** screen displays.

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



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



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

4. The claimed prescription(s) clear from the screen and are sent to the NHS BSA.

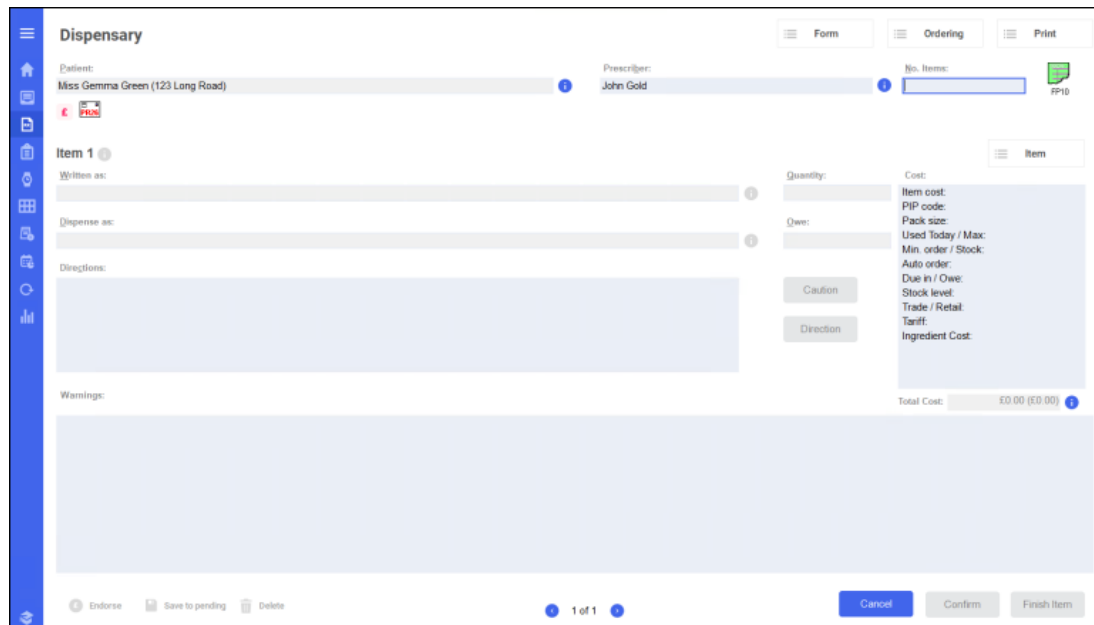
Dispensing a Paper Prescription


To dispense a paper prescription:

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



The **Dispensary** screen displays:



2. Complete the following sections:
 - **Patient** - Enter all or part of the patient name and press **Enter** on your keyboard, see [Searching for a Patient](#) on page **10** for details.
 - **Prescriber** - Enter all or part of the prescriber's name and press **Enter** on your keyboard.
3. Enter the number of items in **No Items** and press **Enter** on your keyboard.
4. The prescription default is WP10 in Wales, to change this, double click  **WP10** WP10SS, and select from the prescription types offered.
5. In **Written as**, enter all or part of the item name and press **Enter** on your keyboard. For example, if you are searching for Paracetamol 500mg tablets enter:
 - PARA - All items beginning with PARA display.
 - PARA 500 - All items beginning with PARA with a strength of 500 display.
 - PARA 500 TAB - All items beginning with PARA with a strength of 500 in tablet form display.
6. Select the appropriate item and pack size from the list of medications offered.




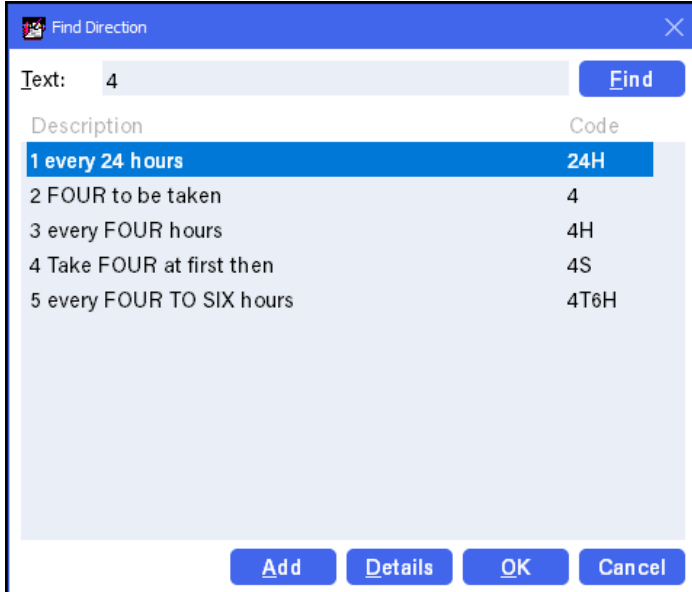
Training Tip - To change to a generic medication, press **Ctrl + G** on your keyboard and select from the list offered, or to change brand press **Ctrl + B** on your keyboard and select from the list offered. To bring up a list of different pack sizes press **Ctrl + C** on your keyboard.

7. In **Quantity**, enter the prescribed quantity and press **Enter** on your keyboard. You can enter quantity in various ways, for example:
 - **28** - Prints one label with a quantity of 28.
 - **2p** - Prints two labels, each for a single pack quantity.
 - **60,20,20** - Prints separate labels for each of the specified quantities.
 - **30x4** - Prints four labels of a quantity of 30.
8. In **Directions**, enter the directions to print on the label. To enter directions, either:
 - Enter the directions in full, or
 - Use the pre-defined dose codes, for example, for 'One to be taken Daily' enter '1 d '.



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

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



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



Buttons: Add, Details, OK, Cancel

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




You can now endorse the prescription, or save it to endorse later, see [Endorsing a Paper Prescription](#) on page 25.


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


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

Additional Useful Options

- **Patient Note** - If there is a note on the patient record, **Patient Note**  displays. To view the note, hover over the icon or double click on it.

 To set patient notes to display see [Patient Notes](#) in the **Pharmacy Manager Help Centre** for details.

- **Cancel** - Select to cancel any record of this prescription.
- **Save to pending** - Select to save the current prescription as **Pending**  to allow a dispenser to return to it later.

- **Reprint a label** - From **Patient** , find the patient required. Select the **History** tab, highlight the item required and select **Reprint**.

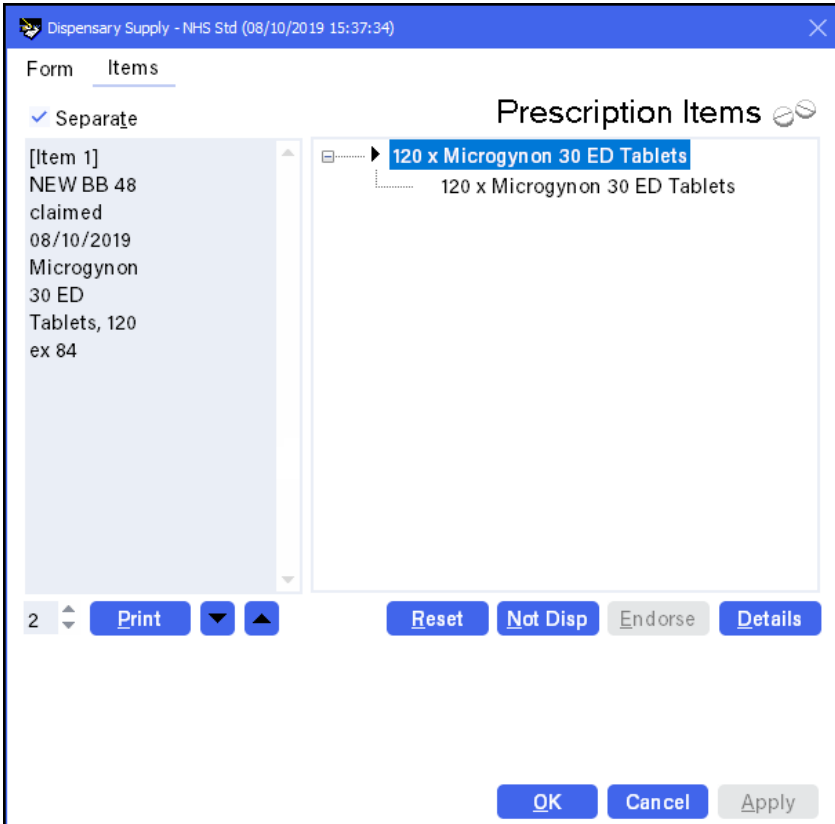
 After dispensing you can view the **Order Summary** screen, see [Order Summary](#) in the **Pharmacy Manager Help Centre** for details.

Endorsing a Paper Prescription


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

 **Note** - You can set the **Endorsing** screen to automatically display once a prescription is completed, see [Setting User Details](#) in the **Pharmacy Manager Help Centre** for details on how to do this.


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



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


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

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

Print 

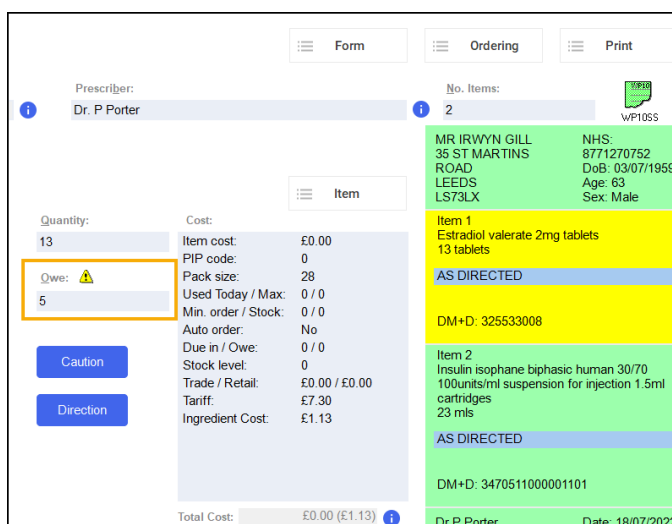
Creating an Owing

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

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

To create an **Owing**:

1. Dispense the prescription in the usual way, completing the patient, prescriber and item details. See [Dispensing an Electronic Prescription](#) on page 17 if required:

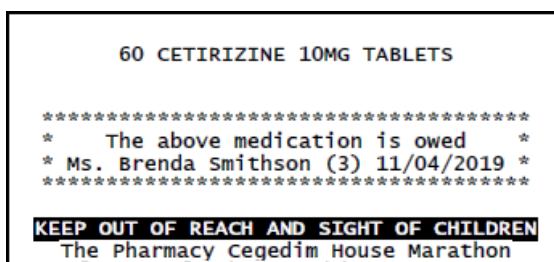


The screenshot shows a software interface for creating a prescription. At the top, there are tabs for 'Form', 'Ordering', and 'Print'. The 'Prescriber' field is filled with 'Dr. P Porter'. The 'No. Items' field shows '2'. Patient details include 'MR IRWYN GILL', '35 ST MARTINS ROAD', 'LEEDS LS73LX', 'NHS: 8771270752', 'DoB: 03/07/1959', 'Age: 63', and 'Sex: Male'. The 'Owe' field is highlighted with a yellow box and contains the number '5'. Below it are 'Caution' and 'Direction' buttons. The 'Item' section lists two items: 'Estradiol valerate 2mg tablets' and 'Insulin isophane biphasic human 30/70'. The 'Total Cost' is shown as '£0.00 (£1.13)'.

2. If you have set up **Stock Check While Labelling** from **Pharmacy Details - Ordering - Stock Control**, **Pharmacy Manager** automatically populates the quantity owed in **Owe**. If you do not have **Stock Check While Labelling** set up, you need to enter the **Owe** quantity each time.

 See [Pharmacy Details - Ordering Tab](#) in the **Pharmacy Manager Help Centre** for details.

3. Complete the prescription in the usual way, and select **Finish**. An **Owings** label(s) prints:





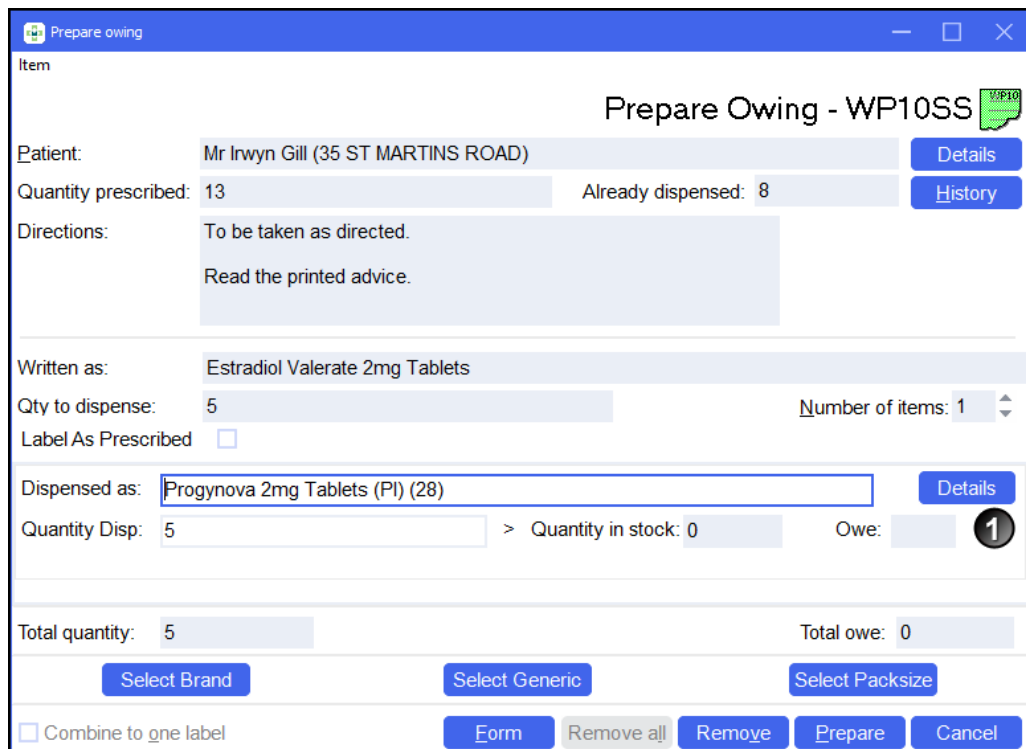
The screenshot shows a printed label for '60 CETIRIZINE 10MG TABLETS'. The label contains the following text: '*****', 'The above medication is owed', '* Ms. Brenda Smithson (3) 11/04/2019 *', '*****', 'KEEP OUT OF REACH AND SIGHT OF CHILDREN', and 'The Pharmacy Cegedim House Marathon'. The label is framed by a black border.

 **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 - WP10SS 

Patient: Mr Irwyn Gill (35 ST MARTINS ROAD) Details

Quantity prescribed: 13 Already dispensed: 8 History

Directions: To be taken as directed.
Read the printed advice.

Written as: Estradiol Valerate 2mg Tablets

Qty to dispense: 5 Number of items: 1

Label As Prescribed

Dispensed as: Progynova 2mg Tablets (PI) (28) Details

Quantity Disp: 5 > Quantity in stock: 0 Owe: 1




Total quantity: 5 Total owe: 0


Select Brand Select Generic Select Packsize

Combine to one label Form Remove all Remove Prepare Cancel

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

When a Patient Collects Their Medication

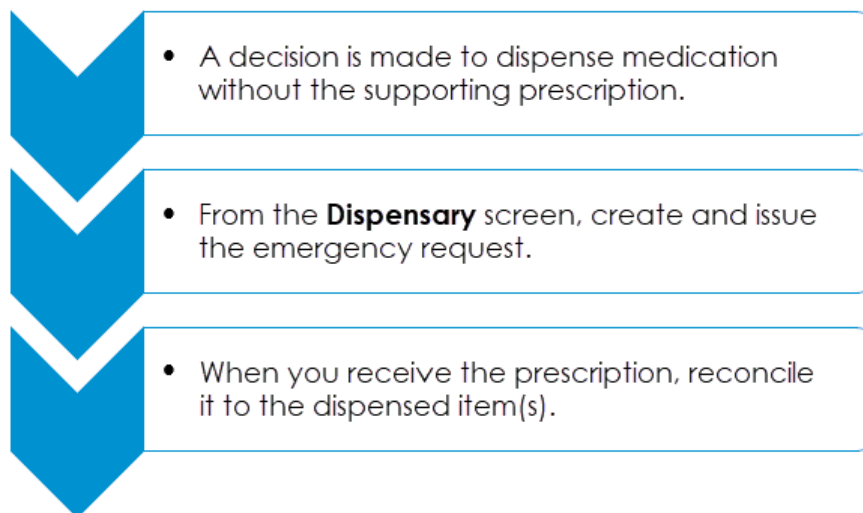
- When a patient collects their owed medication, from **Owings** , highlight the owing and select **Collect** .
- If a patient does not collect a prepared owing, simply select **Remove**  to return the item to stock.

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

Processing Emergency Requests

If you receive a request from a GP to fulfil a prescription where the form is to be provided at a later time, you need to create an emergency request in **Pharmacy Manager**.

An Overview of the Emergency Request Process



Creating an Emergency Request

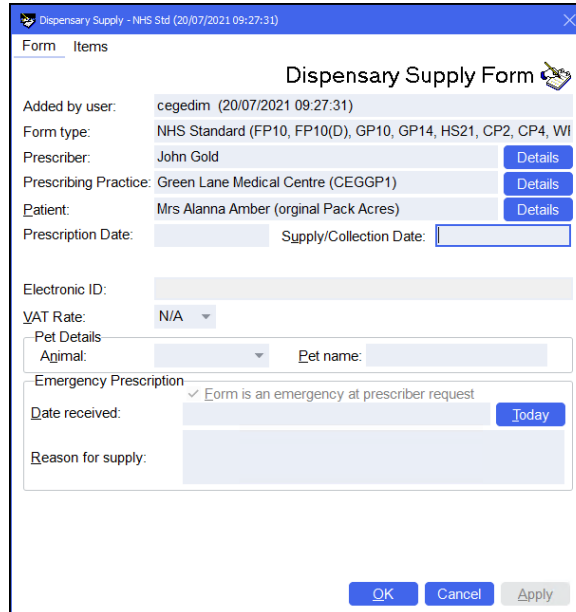
To create an emergency request:

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



2. Enter the patient and prescriber details.
3. Add the item(s) in the same way as you would for a paper prescription, see [Dispensing a Paper Prescription](#) on page **22** for details.

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



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

Form Items

Dispensary Supply Form

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

Form type: NHS Standard (FP10, FP10(D), GP10, GP14, HS21, CP2, CP4, WI)

Prescriber: John Gold [Details](#)

Prescribing Practice: Green Lane Medical Centre (CEGGP1) [Details](#)

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

Prescription Date: Supply/Collection Date:

Electronic ID:

VAT Rate: N/A

Pet Details

Animal: Pet name:

Emergency Prescription

Form is an emergency at prescriber request

Date received: [Today](#)


Reason for supply:

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

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


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

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



Dispensary

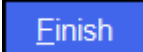
Patient: Mrs Alanna Amber (Original Pack Acres) [i](#) Prescriber: John Gold

 **EMERGENCY REQUEST**

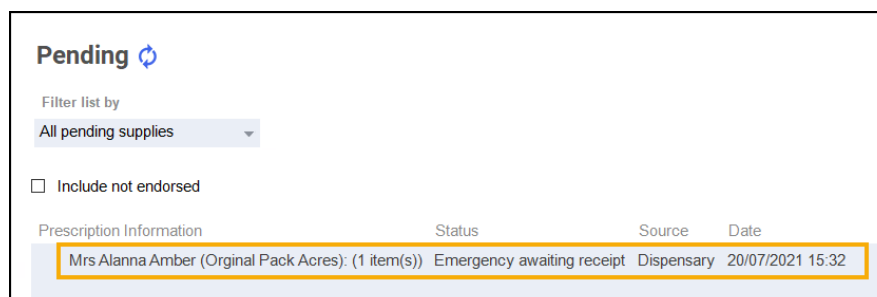
Item 1 [i](#)


Written as: Simvastatin 20mg Tablets

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



The emergency request displays in the **Pending**  screen with the status **Emergency awaiting receipt**:



Pending 

Filter list by

All pending supplies

Include not endorsed

Prescription Information	Status	Source	Date
Mrs Alanna Amber (Original Pack Acres): (1 item(s))	Emergency awaiting receipt	Dispensary	20/07/2021 15:32

Reconciling Emergency Requests

Once you receive the prescription, you should reconcile the emergency request.

There is a different process for reconciling electronic and paper prescriptions:

Electronic Prescriptions

To reconcile an electronic prescription:

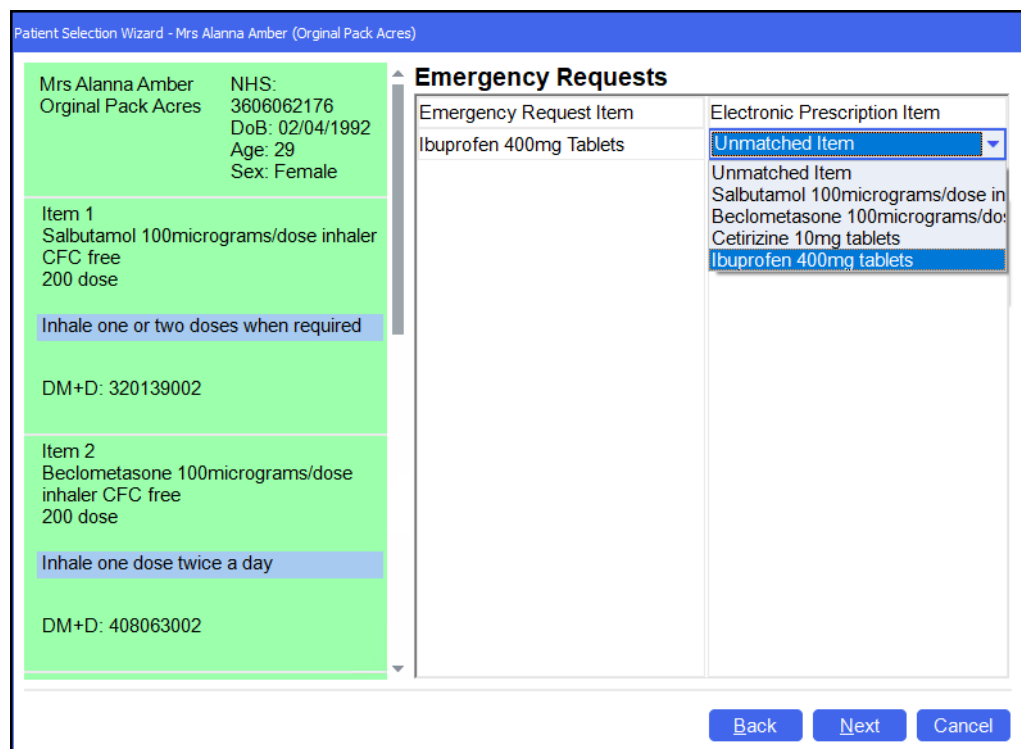
1. From the **Pharmacy Manager Side Navigation Bar** select **eMessages**



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

3. The **Matched Patient** screen displays, select **Next** 

4. The **Emergency Requests** screen displays, match the **Emergency Request Item** in the central column to the **Electronic Prescription Item** in the right-hand column:



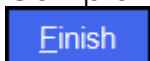
Patient Selection Wizard - Mrs Alanna Amber (Original Pack Acres)


Emergency Request Item	Electronic Prescription Item
Ibuprofen 400mg Tablets	Unmatched Item
	Unmatched Item
	Salbutamol 100micrograms/dose in
	Beclometasone 100micrograms/do
	Cetirizine 10mg tablets
	Ibuprofen 400mg tablets

Buttons: Back, Next, Cancel

5. Select **Next**  and then select **Finish** 

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



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

Paper Prescription

To reconcile a paper prescription:

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


2. Locate the emergency request and select **Edit** .



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

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

Question ✕

 **Edit Dispensed Item**

The item "Simvastatin 20mg Tablets" has already been dispensed.
Are you sure that you want to change it?


To view it as read only, press "No".

Yes
No
Cancel

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

Dispensary

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


£ 

Item 1 EMERGENCY REQUEST

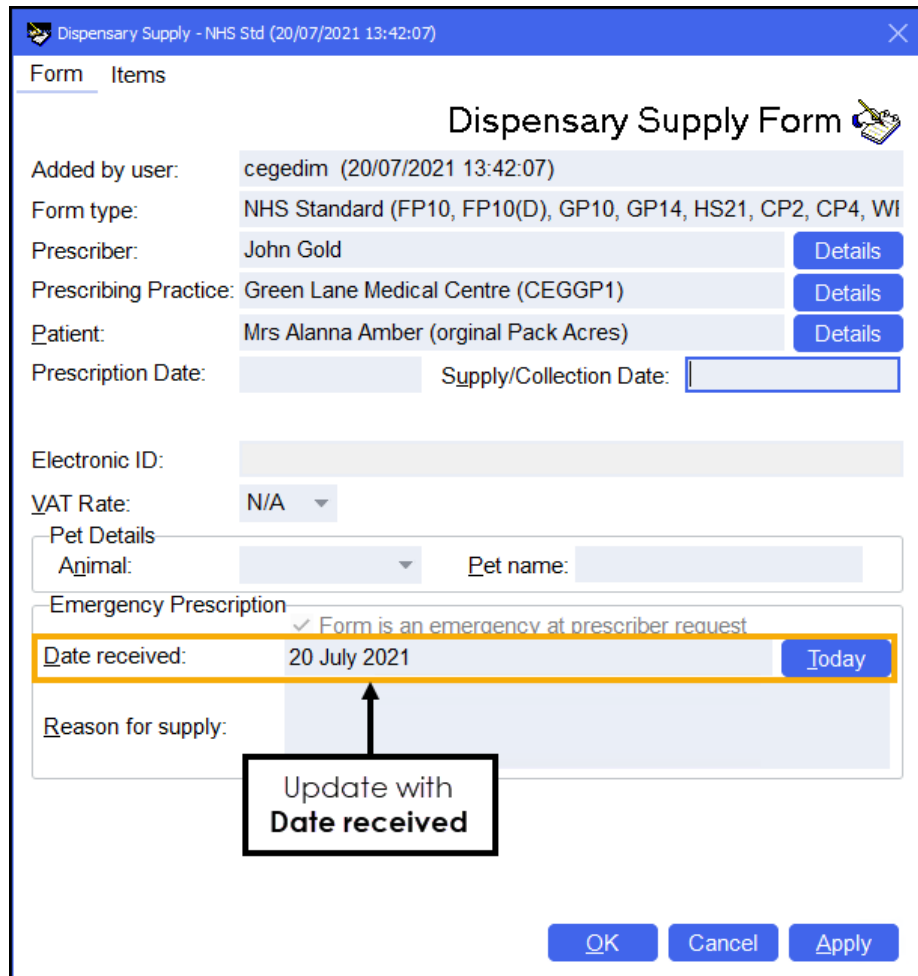
Written as:
Simvastatin 20mg Tablets

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


Select **Edit** Emergency Request

 Edit Emergency Request

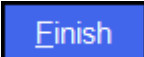
- The **Dispensary Supply** form displays, enter the appropriate date in **Date received** or select **Today** to enter today's date:



- Select **OK** .
- Update the quantity or directions if required.

 **Note** – If you are making changes to the quantity, you need to consider the previous quantity supplied, for example, if 5 were supplied as an emergency request and the prescription is for 15, the quantity should be written as '5,10' as you are providing 10 to make up the prescription total.

- Discard the first label that prints, this is for the emergency request.
- Complete the dispensing process in the usual way and select **Finish**




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

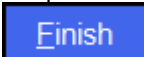
Instalment Dispensing

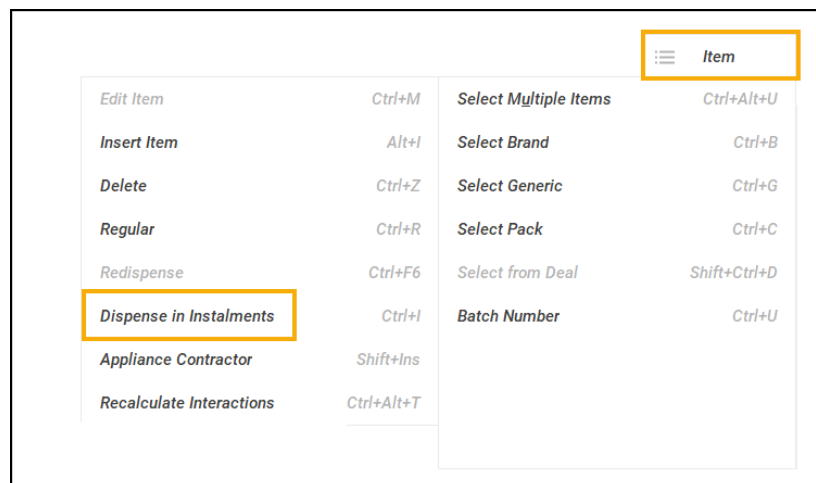
Pharmacy Manager allows you to manage prescriptions dispensed in instalments, calculating the splits between instalments and printing the labels with the correct dates in a single run. When calculating the split quantities, **Pharmacy Manager** can consider non-working days such as Sundays and public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

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

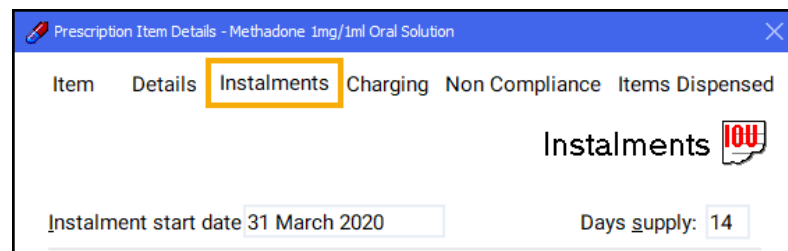
 **Important** - You can only dispense Instalments from a paper prescription.

To dispense a prescription in instalments:

1. Dispense the prescription in the usual way, but do not select **Finish** . See [Dispensing a Paper Prescription](#) on page 22 and [Dispensing an Electronic Prescription](#) on page 17 for more information.
2. For paper prescriptions make sure **Form Type** displays the correct form type. Double click on the current form type, for example, **WP10SS** to change it to **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:



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

Item Details **Instalments** Charging Non Compliance Items Dispensed

Instalments 

Instalment start date: 31 March 2020 Days supply: 14

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



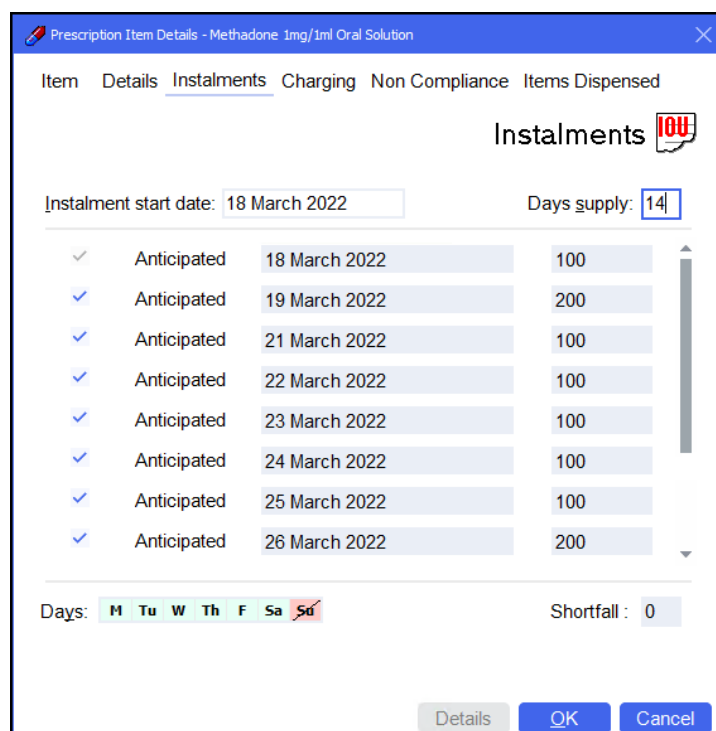
Training Tip – The **Instalment start date** cannot be before today's date.

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




Note - The maximum supply is **14** 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 

Instalment start date: 18 March 2022 Days supply: 14

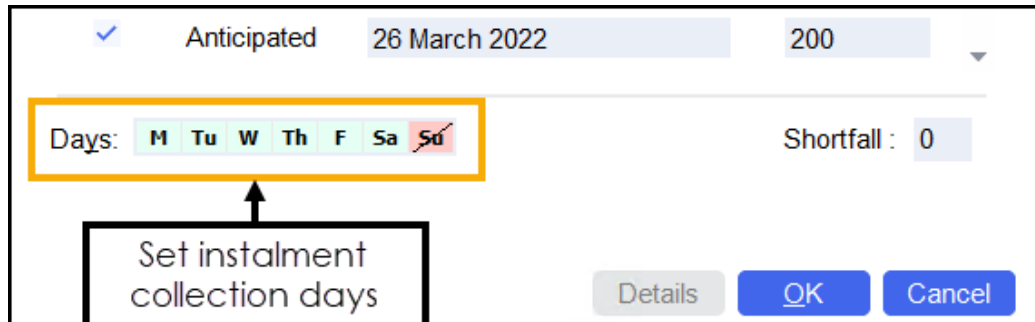
<input checked="" type="checkbox"/>	Anticipated	18 March 2022	100
<input checked="" type="checkbox"/>	Anticipated	19 March 2022	200
<input checked="" type="checkbox"/>	Anticipated	21 March 2022	100
<input checked="" type="checkbox"/>	Anticipated	22 March 2022	100
<input checked="" type="checkbox"/>	Anticipated	23 March 2022	100
<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

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

Details OK Cancel

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

- 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

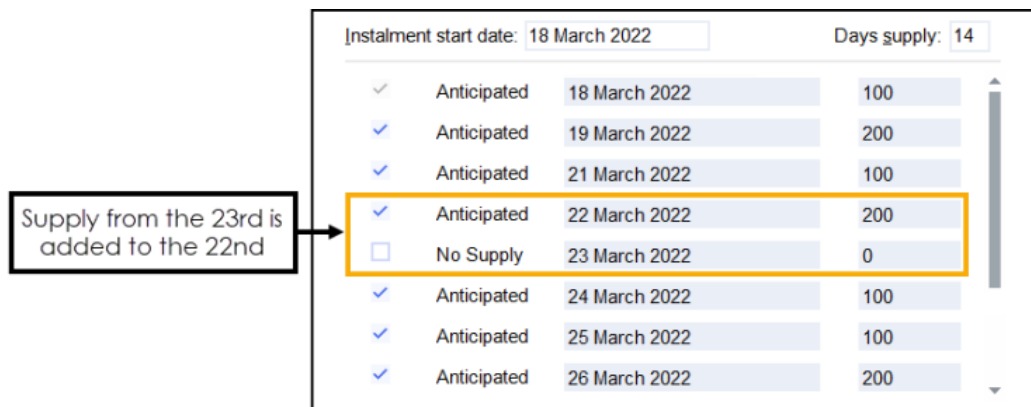
Days: M Tu W Th F Sa ~~Su~~ Shortfall: 0

Set instalment collection days

Details OK Cancel

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

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

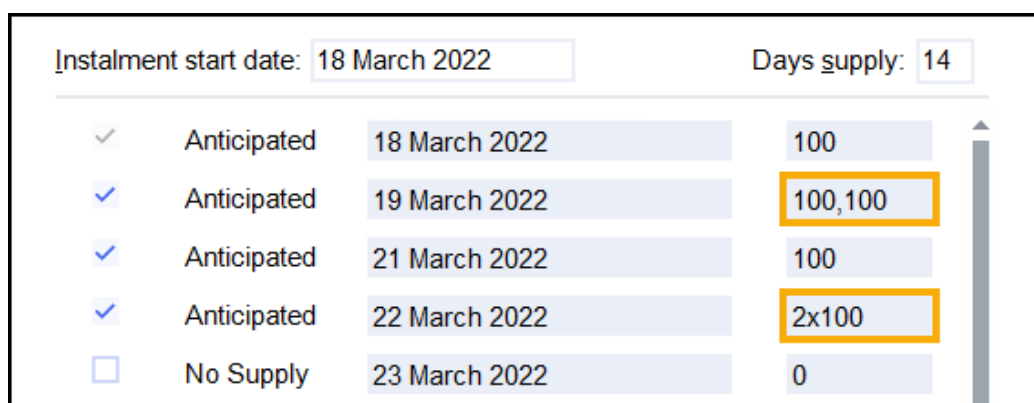


Instalment start date: 18 March 2022 Days supply: 14

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

Supply from the 23rd is added to the 22nd

- c. In the above example, two instalments are to be dispensed on one label. If two labels are required, enter the appropriate quantity separating with a comma, for example, '100,100', to produce two labels of 100. Similarly you can enter '2x100':




Instalment start date: 18 March 2022 Days supply: 14

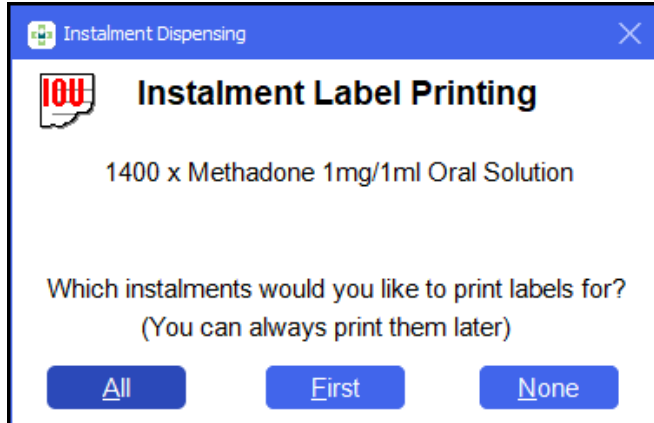
<input checked="" type="checkbox"/>	Anticipated	18 March 2022	100
<input checked="" type="checkbox"/>	Anticipated	19 March 2022	100,100
<input checked="" type="checkbox"/>	Anticipated	21 March 2022	100
<input checked="" type="checkbox"/>	Anticipated	22 March 2022	2x100
<input type="checkbox"/>	No Supply	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** .
8. The **Instalment Label Printing** screen displays, select from:



The dialog box titled "Instalment Label Printing" shows the following content:

- IOU logo
- Instalment Label Printing**
- 1400 x Methadone 1mg/1ml Oral Solution
- Which instalments would you like to print labels for?
(You can always print them later)
- Buttons: **All**, **First**, **None**

- **All** - Select to print all instalment labels.
- **First** - Select to print the first instalment label only.
- **None** - Select to print no instalment labels.

9. If configured, the **Endorsement** screen displays. Select **OK** to defer endorsing until the patient collects all:



The screen shows the following details:

- Form: **Items**
- Prescription Items: 1400 x Methadone 1mg/1ml Oral Solution
- Item list: [Item 1] Methadone 1mg/1ml Oral Solution, 1400 ex 2500,
- Buttons: **Print**, **Reset**, **Not Disp**, **Endorse**, **Details**, **OK**, **Cancel**, **Apply**

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.

 See [Managing Dispensed Instalments](#) in the **Pharmacy Manager Help Centre** for details.

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

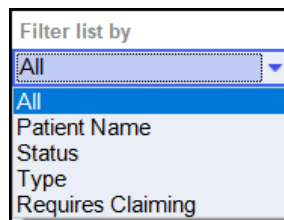
Previously dispensed items for a patient are recorded in the patient's history. To save time when dispensing, items in the patient's history can be matched to items on a prescription:

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**:

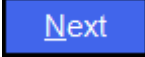
Name	Handout	Scanned Date	Status	Message Type
1 WP10SS - Paul Taylor (264 Test Road, PR4 5YB)		07/08/2022 15:02	In Progress - Awa...	Prescription
2 WP10SS (Repeat: 1 of 19) - Paul Taylor (264 Test Road, PR4 5YB)		07/08/2022 15:01	View Only	CD Batch Repe...
3 WP10SS - Paul Taylor (264 Test Road, PR4 5YB)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

Buttons: **Delete** **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 Jenson Button (Button House, 69 Button Road, Frome, Lancashire, PR26 7QN)

<p>Mr Jenson Button NHS: 9401443157 Button House DoB: 30/01/1980 69 Button Road Age: 42 Frome Sex: Male Lancashire PR26 7QN</p> <p>Item 1 AQUEOUS crm 500 gram</p> <p>APPLY AS NEEDED</p> <p>DM+D: 14607911000001101</p> <p>Item 2 OXYTETRACYCLINE tabs 250mg 28 tablet</p> <p>TAKE ONE 4 TIMES/DAY</p> <p>DM+D: 324095003</p> <p>Dr Fiona Venus Date: 31/07/2022 The INPS Practice 444444</p>	<p>Patient Medication History</p> <p>Select any patient medication history that you wish to repeat from</p> <table border="1"> <thead> <tr> <th>Description</th> <th>#</th> <th>Last Dispensed</th> <th>Qty</th> </tr> </thead> <tbody> <tr> <td>Aqueous Cream To be used as directed. FOR EXTERNAL USE ONLY. Caution</td> <td>1</td> <td>13/09/2022 11:0...</td> <td>30</td> </tr> <tr> <td>Oxytetracycline 250mg Tablets To be taken as directed. Avoid milk, iron, zinc or indigestion</td> <td>1</td> <td>13/09/2022 11:0...</td> <td>20</td> </tr> <tr> <td>Fluoxetine 10mg Capsules To be taken as directed.</td> <td>1</td> <td>13/09/2022 11:0...</td> <td>15</td> </tr> <tr> <td>Simvador 10mg Tablets To be taken as directed. Avoid consumption of grapefruit during</td> <td>1</td> <td>13/09/2022 11:0...</td> <td>10</td> </tr> </tbody> </table> <p><input type="checkbox"/> Don't show me expanded directions <input type="checkbox"/> Don't show this page again</p> <p>Back Finish Cancel</p>	Description	#	Last Dispensed	Qty	Aqueous Cream To be used as directed. FOR EXTERNAL USE ONLY. Caution	1	13/09/2022 11:0...	30	Oxytetracycline 250mg Tablets To be taken as directed. Avoid milk, iron, zinc or indigestion	1	13/09/2022 11:0...	20	Fluoxetine 10mg Capsules To be taken as directed.	1	13/09/2022 11:0...	15	Simvador 10mg Tablets To be taken as directed. Avoid consumption of grapefruit during	1	13/09/2022 11:0...	10
Description	#	Last Dispensed	Qty																		
Aqueous Cream To be used as directed. FOR EXTERNAL USE ONLY. Caution	1	13/09/2022 11:0...	30																		
Oxytetracycline 250mg Tablets To be taken as directed. Avoid milk, iron, zinc or indigestion	1	13/09/2022 11:0...	20																		
Fluoxetine 10mg Capsules To be taken as directed.	1	13/09/2022 11:0...	15																		
Simvador 10mg Tablets To be taken as directed. Avoid consumption of grapefruit during	1	13/09/2022 11:0...	10																		

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

Patient Selection Wizard - Mr Jenson Button (Button House, 69 Button Road, Frome, Lancashire, PR26 7QN)

Mr Jenson Button Button House 69 Button Road Frome Lancashire PR26 7QN	NHS: 9401443157 DoB: 30/01/1980 Age: 42 Sex: Male
---	---

Patient Medication History
Select any patient medication history that you wish to repeat from

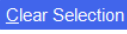
Description	#	Last Dispensed	Qty
Aqueous Cream To be used as directed. FOR EXTERNAL USE ONLY. Caution	1	13/09/2022 11:0...	30
Oxytetracycline 250mg Tablets To be taken as directed. Avoid milk, iron, zinc or indigestion	1	13/09/2022 11:0...	20
Fluoxetine 10mg Capsules To be taken as directed.	1	13/09/2022 11:0...	15
Simvador 10mg Tablets To be taken as directed. Avoid consumption of grapefruit during	1	13/09/2022 11:0...	10




Item 1
AQUEOUS crm
500 gram
APPLY AS NEEDED
DM+D: 14607911000001101


Item 2
OXYTETRACYCLINE tabs 250mg
28 tablet
TAKE ONE 4 TIMES/DAY
DM+D: 324095003

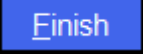
Dr Fiona Venus Date: 31/07/2022
The INPS Practice 444444

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



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

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

Patient Selection Wizard - Mr Jenson Button (Button House, 69 Button Road, Frome, Lancashire, PR26 7QN)

PR26 7QN




Item 1
AQUEOUS crm
500 gram
APPLY AS NEEDED
DM+D: 14607911000001101

Item 2
OXYTETRACYCLINE tabs 250mg
28 tablet
TAKE ONE 4 TIMES/DAY
DM+D: 324095003

Dr Fiona Venus Date: 31/07/2022
The INPS Practice 444444
Cegedim House
1 Marathon Place
Leyland
Lancashire
PR26 7QN

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
AQUEOUS crm (14607911000001101)	Aqueous Cream
OXYTETRACYCLINE tabs 250mg (324095003)	Oxytetracycline 250mg Tablets

7. 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, see [Dispensing an Electronic Prescription](#) on page 17 if required:

Dispensary
Form Ordering Print

Patient:
Mr Jenson Button (Button House)

Written as:
Aqueous Cream

Dispense as:
Aqueous Cream (500) [Crescent Pharma Ltd]

Directions:
FOR EXTERNAL USE ONLY.
Caution flammable. Keep your body away from fire or flames after you have put on this product.

Warnings:
Press Ctrl+B to show brands, including branded generics, and Ctrl+G to show generics.
Directions provide inadequate information for dosage checking.
Endorsement (1 X 500)

Prescriber:
Dr. Fiona Venus

Quantity:
500

Cost:
Item cost: £0.00
PIP code: 1229780
Pack size: 500
Used Today / Max: 0 / 0
Min. order / Stock: 0 / 0
Auto order: No
Due in / Owe: 0 / 0
Stock level: 0
Trade / Retail: £0.00 / £0.00
Tariff: £6.90
Ingredient Cost: £6.90

Total Cost: £0.00 (£6.90)

No. Items: 2

Mr Jenson Button
Button House
69 Button Road
Frome
Lancashire
PR26 7QN

NHS: 9401443157
DoB: 30/01/1980
Age: 42
Sex: Male

Item 1
AQUEOUS crm
500 gram

APPLY AS NEEDED

DM+D: 14607911000001101

Item 2
OXYTETRACYCLINE tabs 250mg
28 tablet

TAKE ONE 4 TIMES/DAY

DM+D: 324095003

Dr Fiona Venus
The INPS Practice
Crescent House
1 Marathon Place
Leyland
Lancashire
PR26 7QN


Date: 31/07/2022
444444

Endorse Save to pending Not dispensed
1 of 2
Cancel Confirm Finish Item

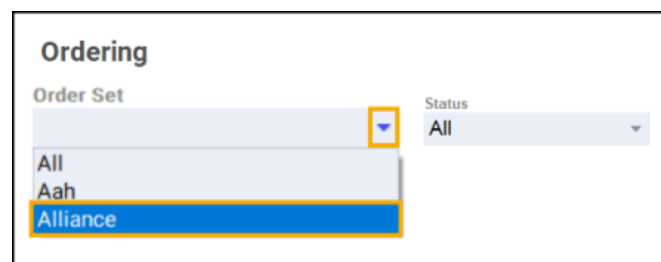
Stock Control

Adding Items to an Order


To add items to an order:

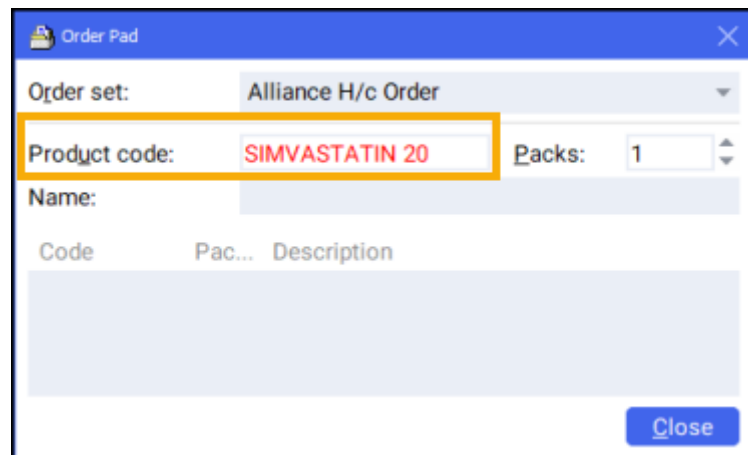
1. From the **Pharmacy Manager Side Navigation Bar** select **Stock & Ordering**  and then select **Ordering**.

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




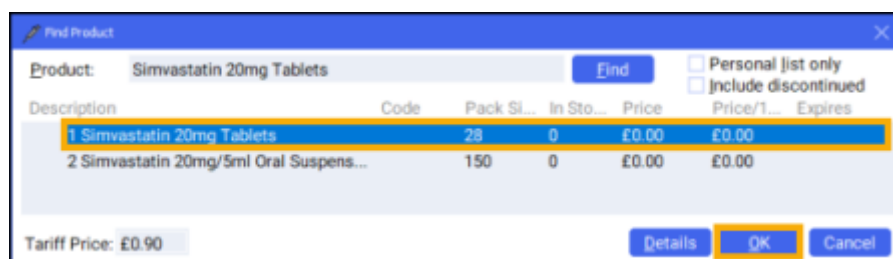
The screenshot shows the 'Ordering' screen. There is a dropdown menu for 'Order Set' with a list of options: 'All', 'Aah', and 'Alliance'. The 'Alliance' option is highlighted in blue. To the right, there is a 'Status' dropdown menu set to 'All'.

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



The screenshot shows the 'Order Pad' screen. The 'Order set:' dropdown is set to 'Alliance H/c Order'. The 'Product code:' field contains 'SIMVASTATIN 20' and is highlighted with a yellow border. The 'Packs:' field contains '1'. Below these fields is a table with columns 'Code', 'Pac...', and 'Description'. A 'Close' button is at the bottom right.

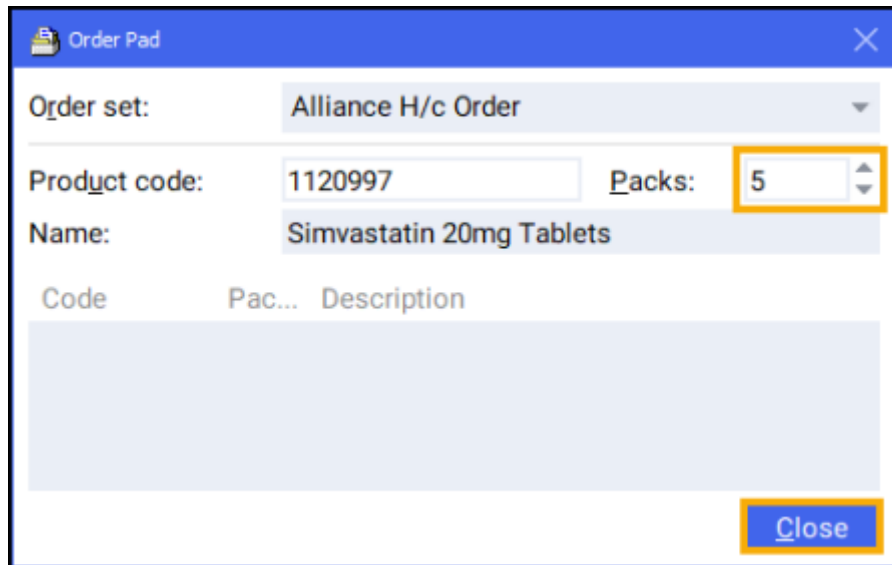
4. The **Find Product** screen displays. Highlight the desired product and select **OK** :



The screenshot shows the 'Find Product' screen. The 'Product:' field contains 'Simvastatin 20mg Tablets'. There are checkboxes for 'Personal list only' and 'Include discontinued'. A table lists products with columns: 'Description', 'Code', 'Pack Si...', 'In Sto...', 'Price', 'Price/1...', and 'Expires'. The first row, '1 Simvastatin 20mg Tablets', is highlighted in blue. The 'Tariff Price: £0.90' is shown at the bottom left. Buttons for 'Details', 'OK', and 'Cancel' are at the bottom right.

Description	Code	Pack Si...	In Sto...	Price	Price/1...	Expires
1 Simvastatin 20mg Tablets		28	0	£0.00	£0.00	
2 Simvastatin 20mg/5ml Oral Suspens...		150	0	£0.00	£0.00	


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

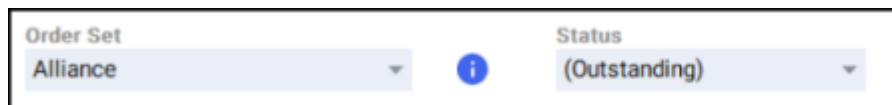



- Select **Close**  and the item is placed on order.

Sending an Order






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

- From the **Pharmacy Manager Side Navigation Bar** select **Stock & Ordering** . Select **Ordering**.
- From **Order Set**, select the order set that you wish to send the order to.
- From **Status**, select **Outstanding** to include all pending and previously rejected orders:



- Highlight the required item or press and hold **Ctrl** on your keyboard to highlight multiple items and then select **Send** :

Product	Size	Code	Order Set	Status	Packs	Sent
Amoxicillin 250mg Capsules	21	P1077346	Alliance H/c Order	Pending	1	
Aspirin 75mg g/r Tablets	28	P1098342	Alliance H/c Order	Pending	3	
Bendroflumethiazide 5mg ...	28	P1216498	Alliance H/c Order	Pending	3	
Enalapril 20mg Tablets	28	P1079615	Alliance H/c Order	Pending	2	
Lactulose Solution	300	P1215227	Alliance H/c Order	Pending	3	
Levothyroxine Sod 100mcg...	28	P1089911	Alliance H/c Order	Pending	3	
Methadone 1mg/1ml Oral ...	100	P1057041	Alliance H/c Order	Pending	1	

 Item details
  Order pad
  Add item
  Delete
  Send

- The order is sent.