Pharmacy Manager Quick Reference Guide
Recording a Universal Claim Framework (UCF) Consultation

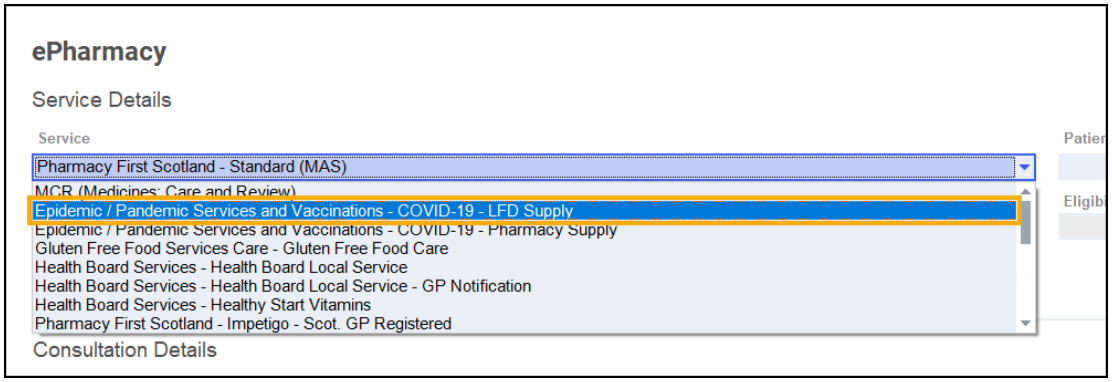
The **Universal Claim Framework (UCF)** allows your pharmacy to manage and deliver pharmacy led services from **Pharmacy Manager**, for example, Pharmacy First Scotland, Health Board Service and Epidemic / Pandemic Services and Vaccinations.

To record a **UCF Consultation**:

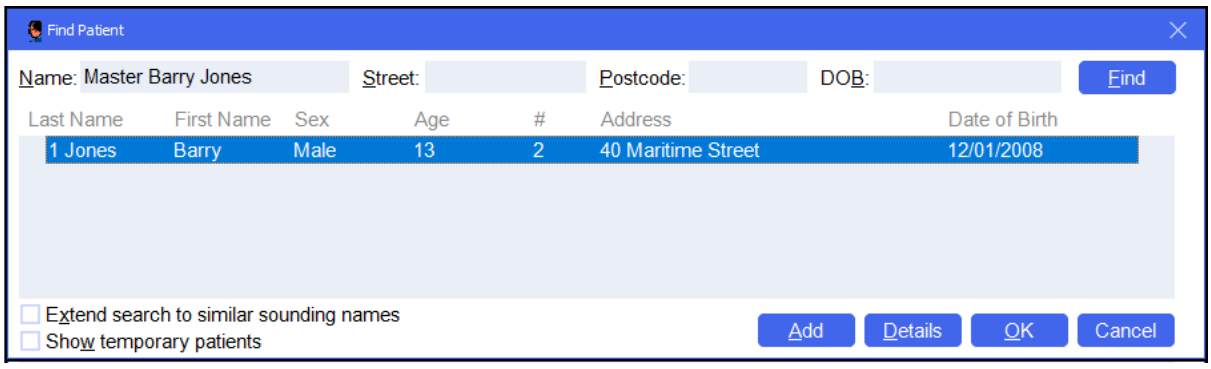
1. From the **Pharmacy Manager Side Navigation Bar** select **ePharmacy** and the **ePharmacy** screen displays.

> **Note** - You must be logged into **ePharmacy** (Logged in) in order to record a UCF consultation, see Logging in to ePharmacy in the **Pharmacy Manager Help Centre** for details.

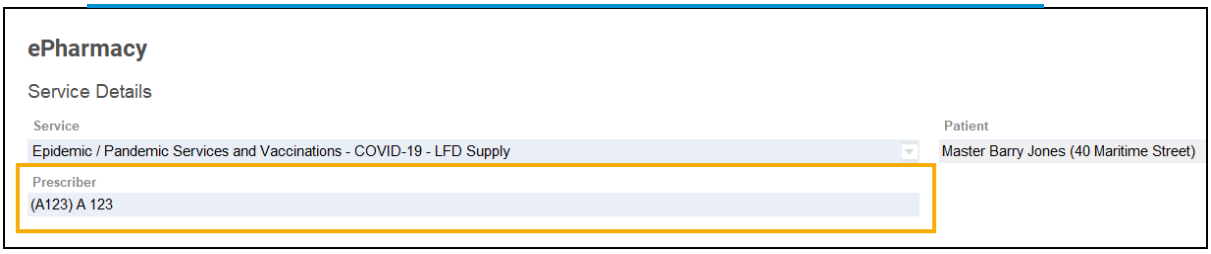
2. From **Service**, select the service you require:



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** (OK):



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



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)**.

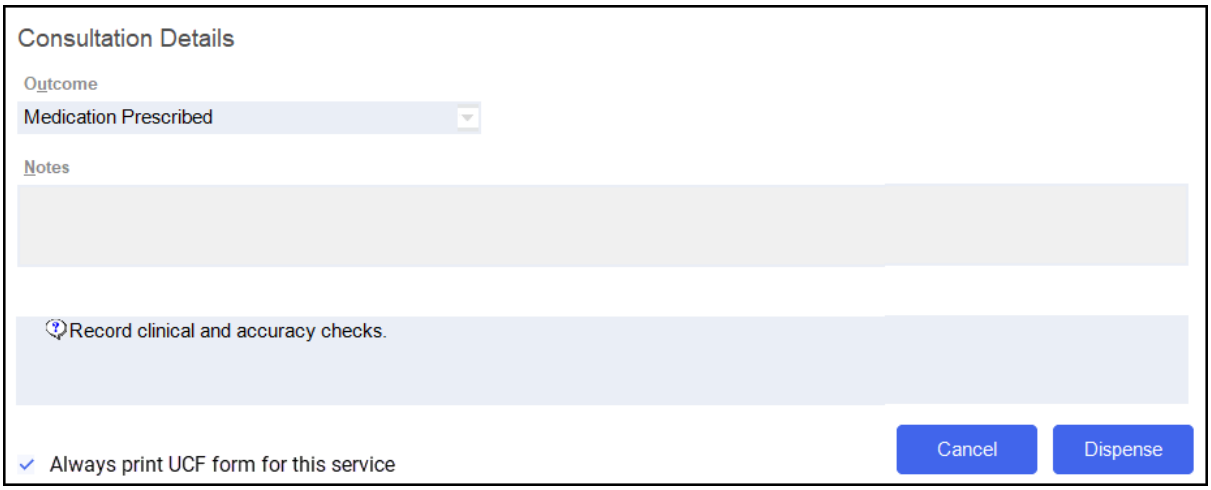
Note - If there is any demographic information missing, you are reminded and the relevant requests display.

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** 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** Try again to run the eligibility check again.

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



- **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.

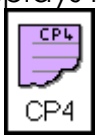
8. Complete the consultation as follows:

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 

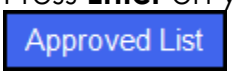
is selected by default.

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

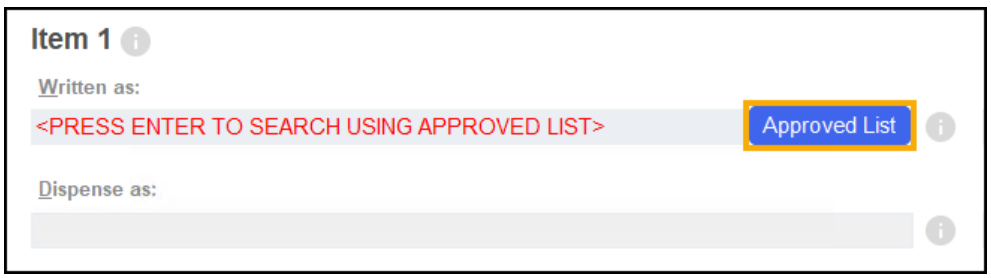
b. Enter the number of items and then press **Enter** on your keyboard.

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

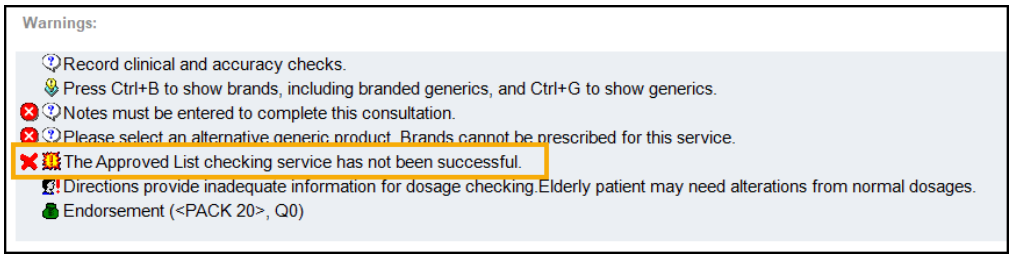
i. Press **Enter** on your keyboard or select **Approved List** 

to view the approved list for the selected service:



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

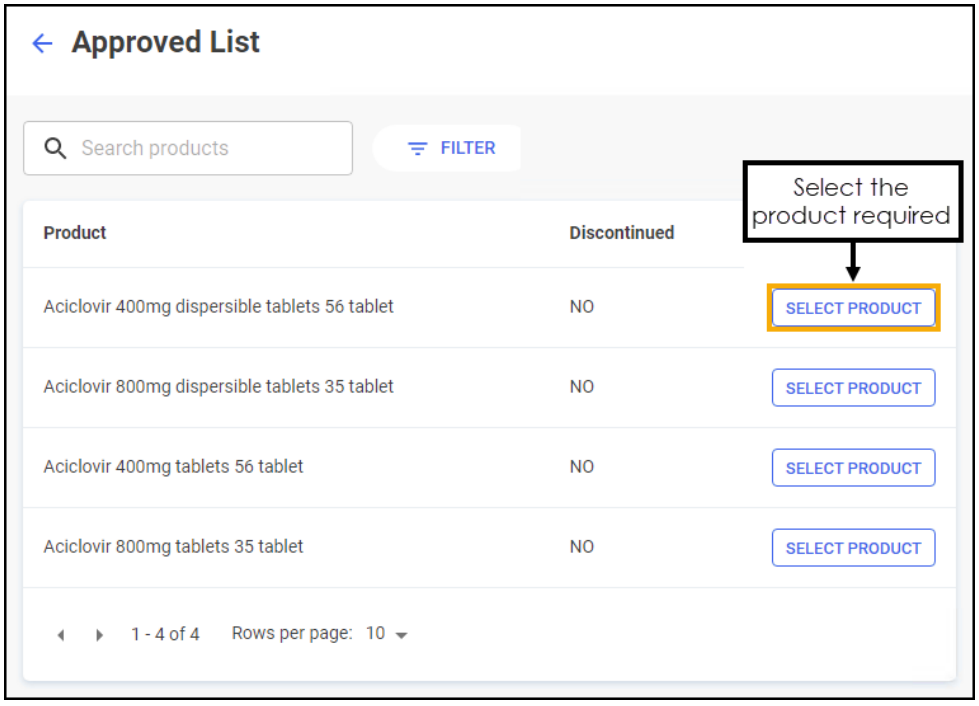
In case of a failure, for example, service or internet interuptions, the approved list is not available. If this is the case, you need to select the product manually, a '*The Approved List checking service has not been successful*' warning displays:



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

Confirm the warning before continuing.

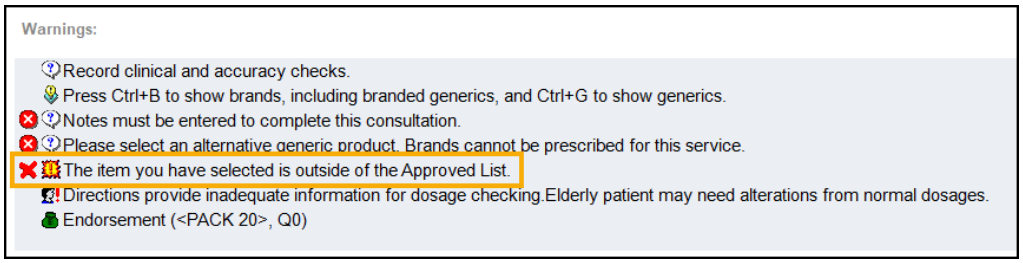
ii. The **Approved List** screen displays, choose **SELECT PRODUCT** SELECT PRODUCT next to the item required:



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

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

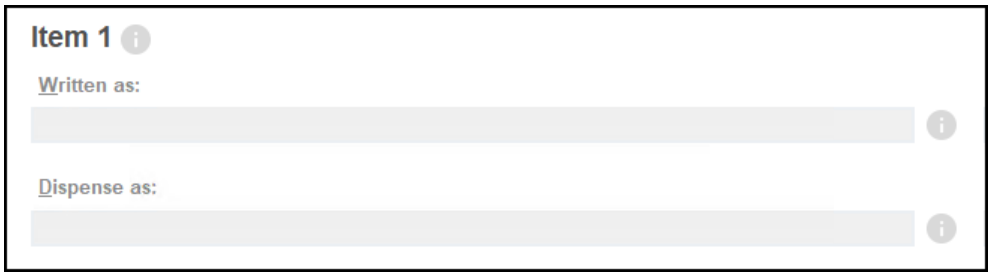
If you enter an item in **Written As** that is not on the approved list, a warning '*The item you have selected is outside of the Approved List*' displays:



Confirm the warning before continuing.

Approved List Unavailable for the Service

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



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

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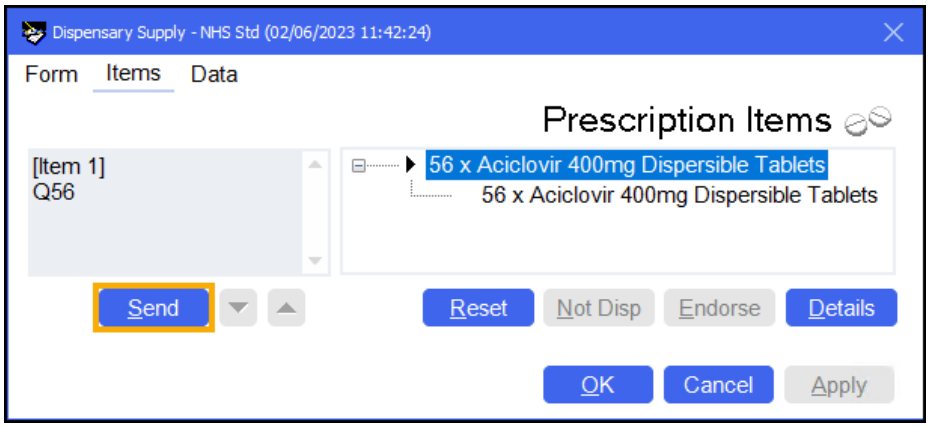
See Dispensing a Paper Prescription in the **Pharmacy Manager Help Centre** for details.

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** Send to endorse and claim for the **UCF Consultation**:



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** Finish.

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

Refer to GP

- Enter the details in **Notes** and select **Finish** 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** Cancel and no information is sent to **ePMS**.