

# 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.

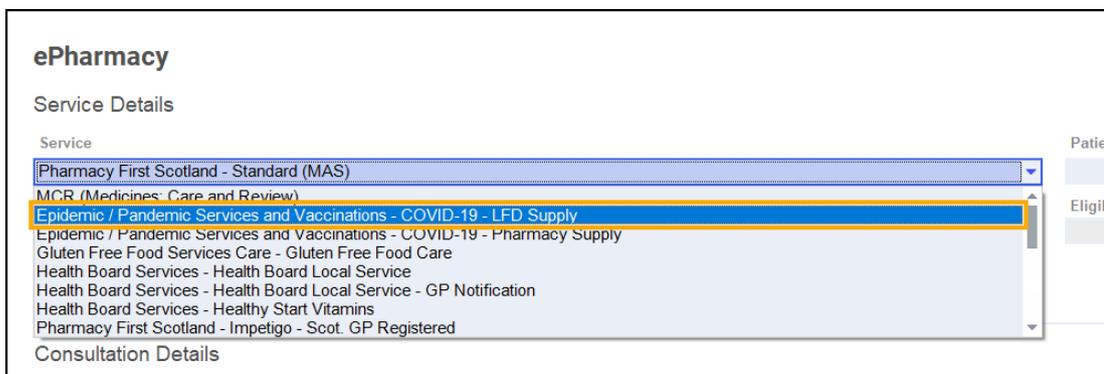


**Note** - You must be logged into **ePharmacy**

● 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:



**ePharmacy**

Service Details

Service

Pharmacy First Scotland - Standard (MAS)

MCR (Medicines - Care and Review)

**Epidemic / Pandemic Services and Vaccinations - COVID-19 - LFD Supply**

Epidemic / Pandemic Services and Vaccinations - COVID-19 - Pharmacy Supply

Gluten Free Food Services Care - Gluten Free Food Care

Health Board Services - Health Board Local Service

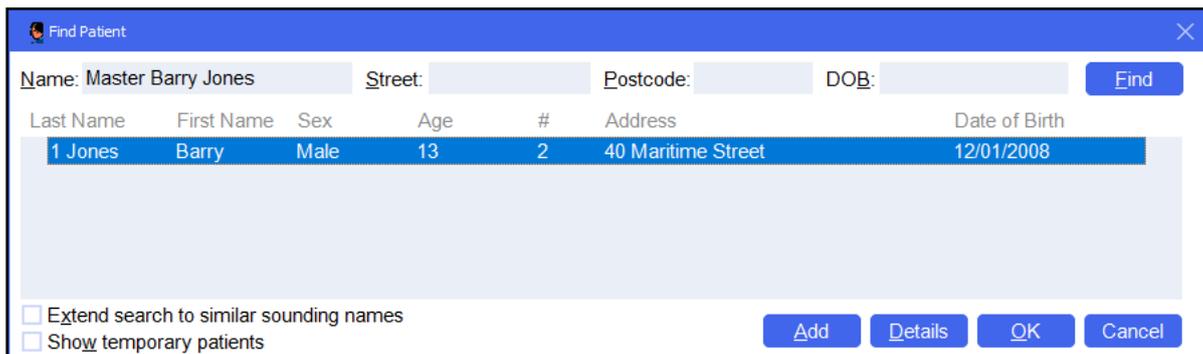
Health Board Services - Health Board Local Service - GP Notification

Health Board Services - Healthy Start Vitamins

Pharmacy First Scotland - Impetigo - Scot. GP Registered

Consultation Details

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	Patient
Epidemic / Pandemic Services and Vaccinations - COVID-19 - LFD Supply	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:



The screenshot shows a form with the following elements:

- Item 1** with an information icon (i).
- Written as:** A text input field containing the message **<PRESS ENTER TO SEARCH USING APPROVED LIST>** in red text. To the right of the field is a button labeled **Approved List** with an information icon (i).
- Dispense as:** A text input field with an information icon (i).

 **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**  next to the item required:

 **Approved List**

Search products   FILTER

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

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** 

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 See [Dispensing a Paper Prescription](#) in the **Pharmacy Manager Help Centre** for details.

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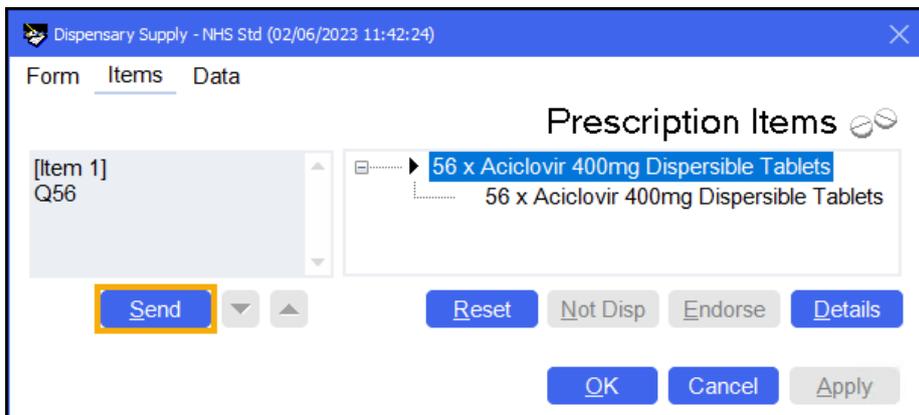
 **Important** - When dispensing of a Control Drug (Schedule 2 and 3) is not permitted on the selected service, the following message displays 'This product is not permitted to be prescribed on this service'.

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

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

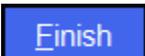


 **Note** - If any of the mandatory information is missing, the **Send** option is inactive. The prescription displays in the **Pending** tab on the **Side Navigation Bar** ready for completion and claiming.

### Advice Only

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