



Pharmacy Manager

A Cegecim Product



Release Guide v11.2

Summary of Changes: All countries

January 2020

Pharmacy Manager release v11.2 introduces:

- **Fridge Temperature Tile** – A useful fridge monitoring tile displays on your Dashboard. It displays the actual, minimum and maximum temperatures for each day.

See [Using the Fridge Temperature Tile](#) on page 20.



- **Private Prescription Register (PPR)** - To comply with guidance from Medicines, Ethics and Practice (MEP), Pharmacy Manager now records an Emergency Request within the Private Prescription Register.
- **Private Prescriptions** – Within the **Private Prescription Data** screen:
 - The **Data** and **Notes** tabs have been merged into one screen.
 - An optional **Reason for Supply** section has been added.
- **Private Emergency Supply** – Within the **Private Prescription Data** screen:
 - **Prescription Date** is no longer mandatory.
 - **Item Notes** are now mandatory.

The screenshot shows the 'Private Prescription Data' window. At the top, it says 'Incomplete Details' and 'The private prescription has some incomplete details that you may add to improve the quality of your records.' Below this, there are sections for 'Data' and 'Item data'. The 'Data' section includes 'Prescription date: 11 December 2019' and 'Prescription Notes (1)'. The 'Item data' section includes 'Dispense as: Amlodipine 10mg (Besilate) Tablets (T)', 'Override Cos: £0.87', and 'Item Iteration: Repeat 1 of 1'. At the bottom, there is a 'Details' section with 'Patient: Miss Jade Walton' and 'Prescriber: PEPIN MCQUADE'. A red box highlights the 'Reason for supply:' field, which is currently empty. A cartoon character is standing next to the screen, holding a large blue pencil.

Summary of Changes: All countries

- **Responsible Pharmacist** – The log in status of the Responsible Pharmacist (RP) can be seen from any screen within Pharmacy Manager:



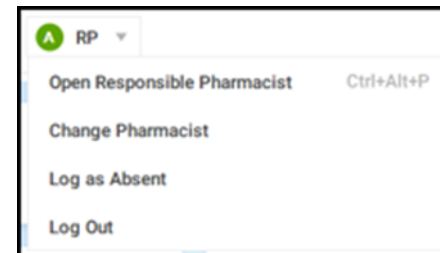
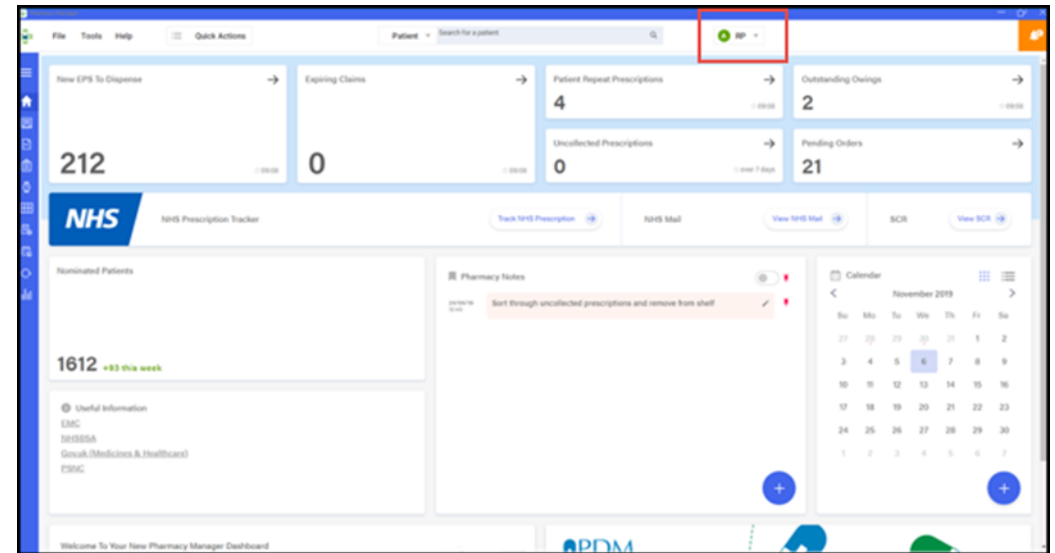
A green symbol indicates an RP is logged in.



A grey symbol indicates an RP is not logged in.

Select the arrow alongside the RP status symbol to access the following options:

- **Open Responsible Pharmacist** – Select to open the Responsible Pharmacist Details screen.
- **Change Pharmacist** – Select to choose a different pharmacist as RP.
- **Log as Absent** – Select to record an RP as away.
- **Log Out** – Select to record no RP is present.



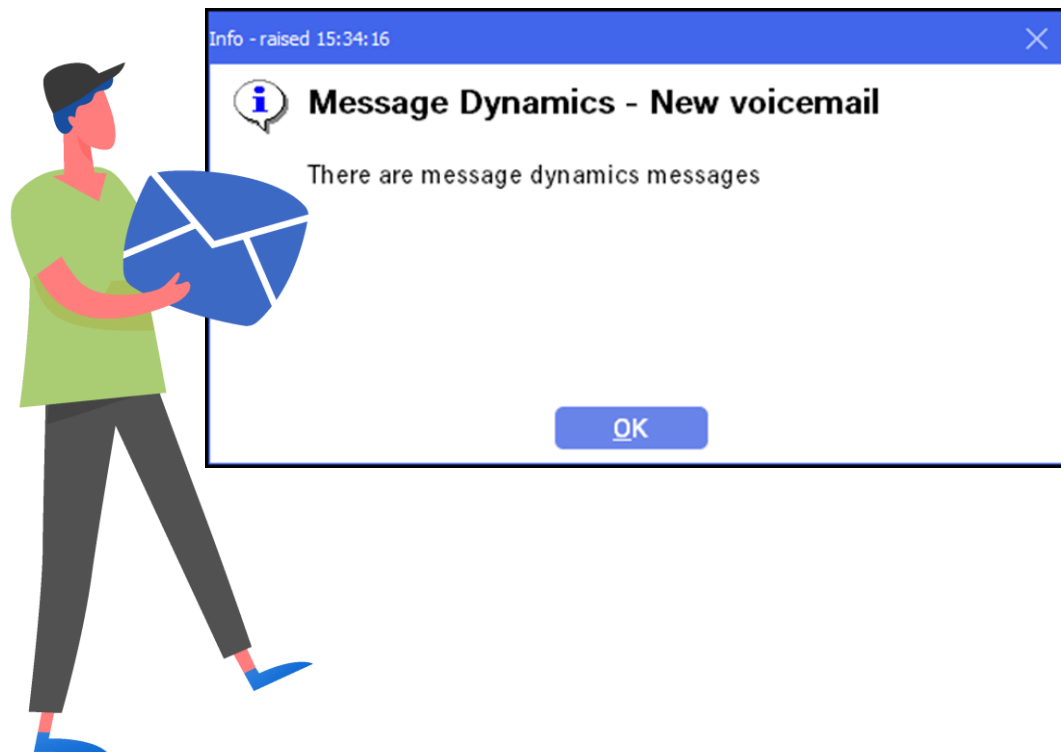
Summary of Changes: All countries

- **Message Dynamics** – You are now notified of any incoming messages from **Message Dynamics** in your Notification pane:

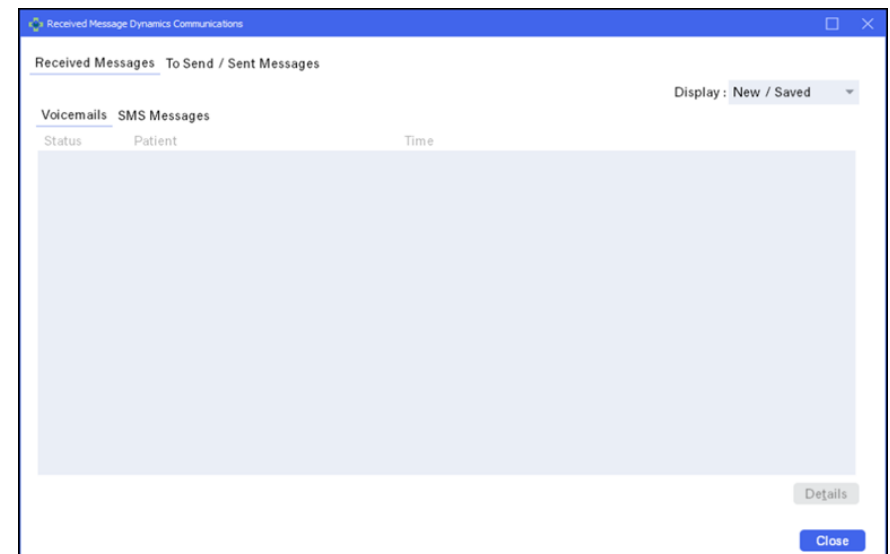


To access your messages:

1. Select the notification and the **Message Dynamics Information** screen displays:



2. Select **OK** to display the **Received Message Dynamics Communication** screen:

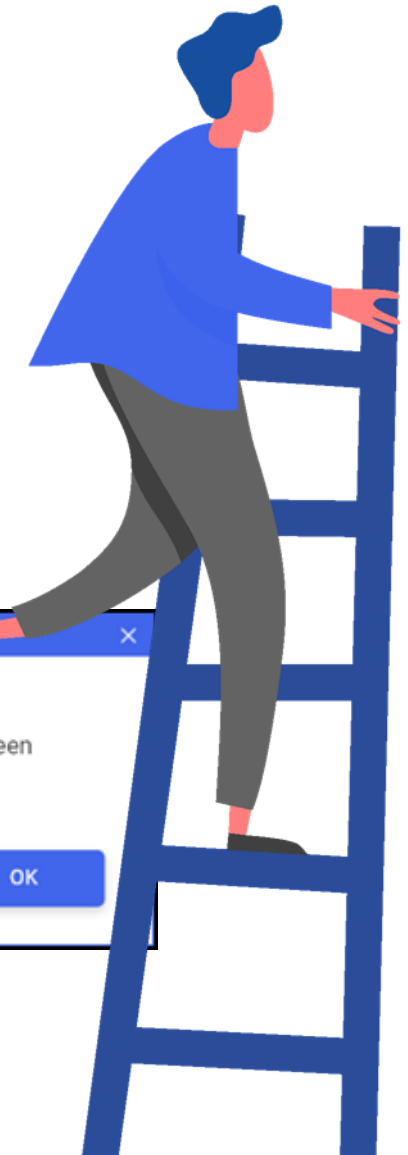
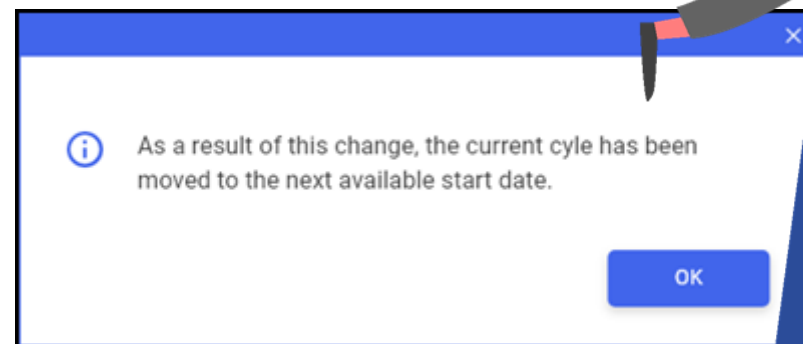


Summary of Changes: All countries

- **Reporting** – To comply with GDPR and best practice, every report now has *'May contain sensitive data, please discard accordingly'* at the bottom of every printed report.
- **Clear Filters** – All screens with a filter facility now have a **Clear filters** option, select to clear any filters applied to a screen:



- **Branch Manager** – V11.2 introduces minor enhancements to the Branch Manager user interface in line with Pharmacy Manager.
- **MDS Dispensing** – If the details of an MDS Dispensing regime is updated and the current cycle is therefore moved to the next available start date, a warning message now displays. Select **OK** to acknowledge the message.



Summary of Changes: All countries

- **eMAR** – To help prevent **eMARs** being sent with errors, a preview of the content you are about to send displays before you can select to send it. Simply check the details for each patient, a blue dot against their name indicates there is a report to check, and then select either:
 - **Send eMAR**, to send the chart(s) to the care home, or
 - **Close**, to return to the MDS screen.



Send eMAR

Mr. Test Patient

Mr. Test Patient1

Mrs. Test Patient2

Mr. Test Patient3

The blue dot indicates the preview has not been viewed

Mr. Test Patient

MDS Care Home CegeDimRx Marton Place Preston	DOB 10/10/1990	PATIENT NUMBER 53021371269121	DOCTOR Dr. Doctor	CONDITIONS
				SENSITIVITIES

Medication Details

START DAY Wednesday	DURATION 28 days	DATE 15/01/2020 - 11/02/2020
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ATENOLOL 100MG TABLETS [28][CRESCENT PHARMA LTD]

QUANTITY 56	DESCRIPTION Colour: PINK Shape: SPHERE Markings: A1	MID-CYCLE No
ONE to be taken in the MORNING ONE to be taken at NIGHT Only stop taking if your Doctor tells you.		TRANSFER OF CARE No
CASSETTE ITEM Yes		
INCOMPLETE SUPPLY No		

MORN	BFST	NOON	TEA	BED	LATE
1	0	0	0	1	0

PARACETAMOL 500MG CAPLETS [100][CRESCENT PHARMA LTD]

QUANTITY 28	DESCRIPTION Colour: White Shape: Oval Markings: P1	MID-CYCLE No
ONE to be taken in the MORNING Max 2 per dose, 8 in 24 hrs. Do not take with any other paracetamol product. Contact doctor at once if you take too much paracetamol even if you feel well.		TRANSFER OF CARE No
CASSETTE ITEM Yes		
INCOMPLETE SUPPLY No		

MORN	BFST	NOON	TEA	BED	LATE
1	0	0	0	0	0

* Please preview all selected eMARs before sending

Send eMAR

Summary of Changes: Scotland & Wales

Pharmacy Manager release v11.2 introduces an exciting new look and feel to Pharmacy Manager, including:

- **An intelligent Dashboard**, that links directly to your existing services and management features.

The dashboard includes:

- Dynamic tiles.
- Real time notifications and alerts.
- Notes.

See [Your Intelligent Dashboard](#) on page 11.



- **A modernised user interface**, giving a fresh new look with smarter functions.

See [Navigating Pharmacy Manager](#) on page 23.



- **A new online Help Centre**, incorporating:
 - Fully searchable help topics covering all aspects of Pharmacy Manager.
 - Printable Quick Reference Guides and crib sheets.
 - Short instructional videos.

See [Using your On-line Help Centre](#) on page 27.



Summary of Changes: Scotland Only

- **Acute Medication Service (AMS)** - You can now enter free text endorsements for Serious Short Protocol (SSP) AMS items. This brings it in line with the Chronic Medication Service (CMS) and the Universal Claim Framework (UCF) items.



Your Intelligent Dashboard



Important Information - Pages 11-18, detail the all the exciting new features of the Dashboard for Scotland and Wales. If you are a user in England, please turn to page 18 for a description of the new Dashboard features for all countries.

Pharmacy Manager v11.2 introduces a new intelligent dashboard to Scotland and Wales:

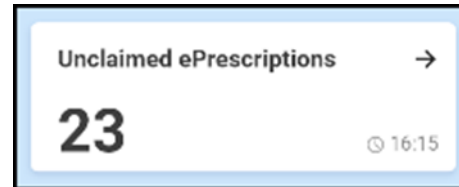
This replaces the dated Welcome screen with dynamic tiles, giving you an, at a glance, real time, overview of your pharmacy workload.

The screenshot displays the Pharmacy Manager v11.2 intelligent dashboard. The interface is organized into several sections:

- Top Navigation:** Includes 'File', 'Tools', 'Help', 'Quick actions', 'Patient', and a search bar for patients.
- Key Metrics:** A row of six tiles showing: 'New EPS To Dispense' (115), 'Expiring claims' (23), 'Repeat Prescriptions' (157), 'Owings' (24), 'Uncollected prescriptions' (56), and 'Pending Orders' (77).
- Central Section:** Features the NHS logo, 'NHS Prescription Tracker' with a 'Track NHS prescription' button, and 'NHS mail' with a 'View NHS mail' button.
- Left Column:** 'Nominated Patients' tile showing 530 patients, a decrease of 2 this week.
- Middle Column:** A 'Calendar' for January 2019.
- Right Column:** 'Pharmacy Notes' section with a list of notes, including 'Mrs Miggins is coming back tomorrow at 12:00pm...', 'Call Manchester to request a new flux capacitor', 'Cagedim RX coming in tomorrow to demo new...', and 'Lorem ipsum dolor sit amet note taking dashboard...'. A 'View archive' button is at the bottom.
- Bottom Section:** A 'Welcome To Your New Pharmacy Manager Dashboard' message and a 'PDM' logo with the text 'Deliver Direct to Your Patients' and 'Pharmacy Manager in association with PDM'.

Your Intelligent Dashboard: Scotland Only

Unclaimed ePrescriptions



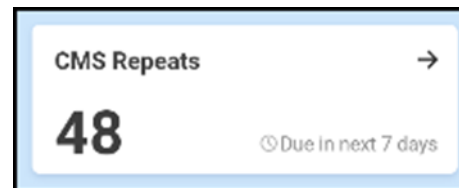
The **Unclaimed ePrescriptions** tile displays a count of all the electronic prescriptions which have yet to be endorsed going back 12 months. Select the tile to display your **Pending** screen with a **Electronic prescriptions/Not endorsed** filter applied.

New Prescriptions



The **New Prescriptions** tile displays how many AMS and CMS prescriptions have a status of New and are awaiting dispensing. Select the tile to display your **eMessages** screen with a **New/AMS and CMS** filter applied.

CMS Repeats



The **CMS Repeats** tile displays how many CMS items are due in the next 7 days. Select the tile to display your **Repeats – Due in the next 7 days** screen.

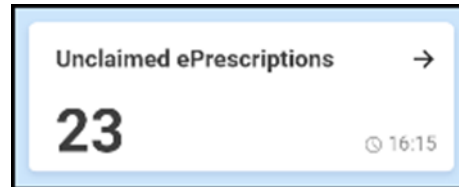
Uncollected CMS Prescriptions



The **Uncollected CMS Prescriptions** tile displays the number of CMS prescriptions which have not been collected. Select the tile to display your **Pending** screen with a **CMS/Not Collected** filter applied.

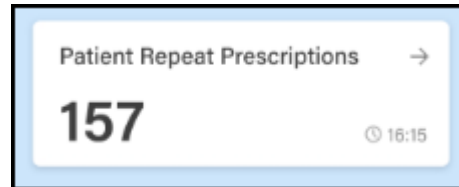
Your Intelligent Dashboard: Wales Only

Unclaimed ePrescriptions



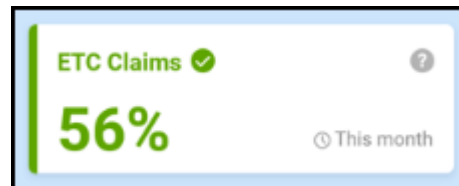
The **Unclaimed ePrescriptions** tile displays a count of 2DRx prescriptions which have not yet been claimed electronically in the last 6 months. Select the tile to display your **eMessages** screen with a **In Progress – Awaiting Endorsement/Ready to Claim** filter applied.

Patient Repeat Prescriptions



The **Patient Repeat Prescriptions** tile displays the number of patients with repeat prescriptions due to be dispensed over the next 7 days. Select the tile to display your **Repeats** screen.

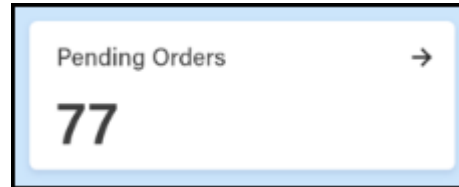
ETC Claims



The **ETC Claims** tile displays the percentage of 2DRx prescriptions you have dispensed and submitted electronic claims for this month.

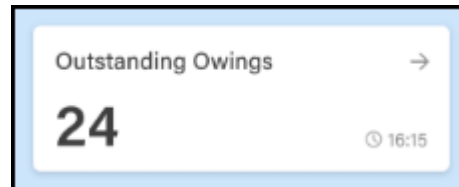
Your Intelligent Dashboard: Scotland & Wales

Pending Orders



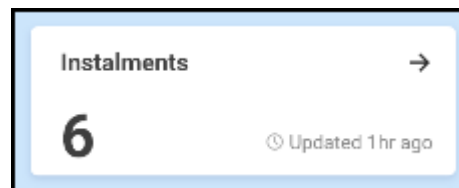
The **Pending Orders** tile displays the number of items on outstanding orders. Select the tile to display your **Ordering** screen.

Outstanding Owings



The **Outstanding 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 to be dispensed today. Select the tile to display your **Instalment** screen with a **Instalments due today** filter applied.

Your Intelligent Dashboard: Scotland & Wales

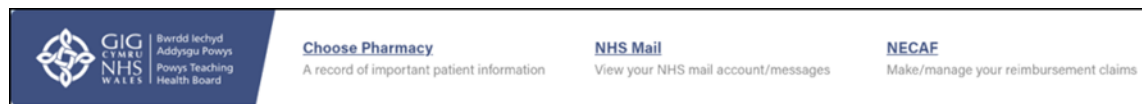
NHS Tracker Scotland



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

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

Wales



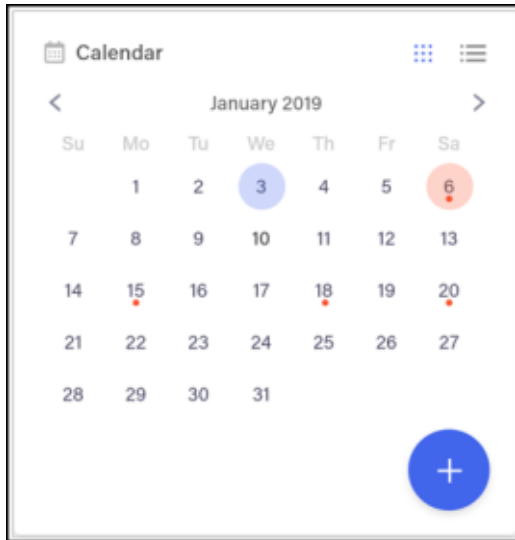
The NHS Tracker tile displays the following links for your convenience:

- **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).



Your Intelligent Dashboard: Scotland & Wales

Calendar



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



Highlight a date and select **Add**, complete the details as required and select **Save**.



Select the day required and select **Options** any appointments and reminders for that day display. Where more than one item exists, double click the item required to view the details.



From viewing an item, select **Edit** and update as required.



Blue indicates today



Red indicates selected date

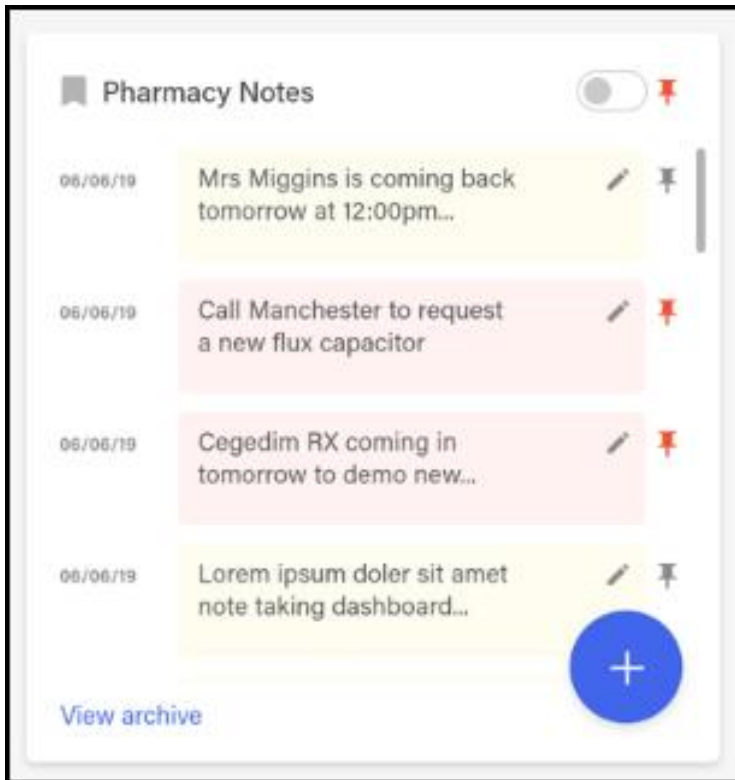


Red dot indicates an Appointment or reminder exists

Note - These can be seen by all Pharmacy Manager users.

Your Intelligent Dashboard: Scotland & Wales

Pharmacy Notes



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



Add - Select **Add**, type your note into the yellow section and select **Add Note**. Select the **Pin** toggle to prevent the Note archiving off the list.

View - Recent and pinned Notes display on the Dashboard.



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



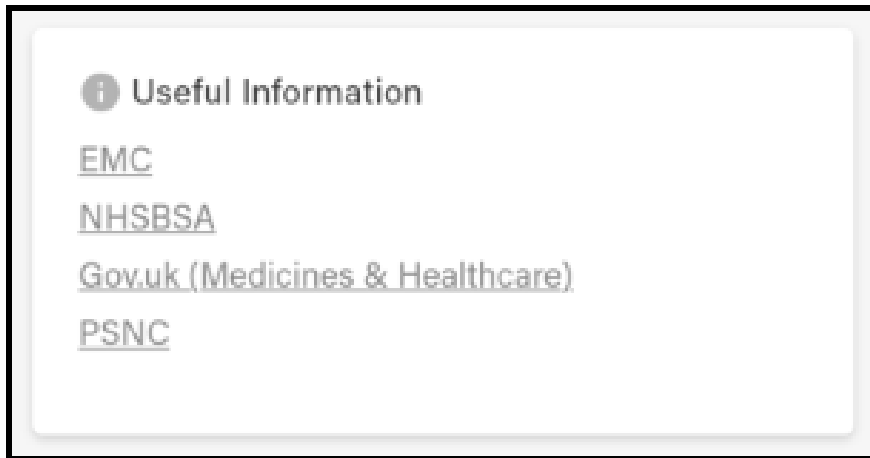
Edit - Select **Edit** and update as required.

Note - These can be seen by all Pharmacy Manager users.



Your Intelligent Dashboard: Scotland & Wales

Useful information



The **Useful Information** tile displays links to various web sites you may find useful to your pharmacy. Select the link to see the website required.

Marketing Tiles

The marketing tiles at the bottom of the Dashboard offer information from Cegecim Rx and other selected providers of systems that work seamlessly alongside Pharmacy Manager.

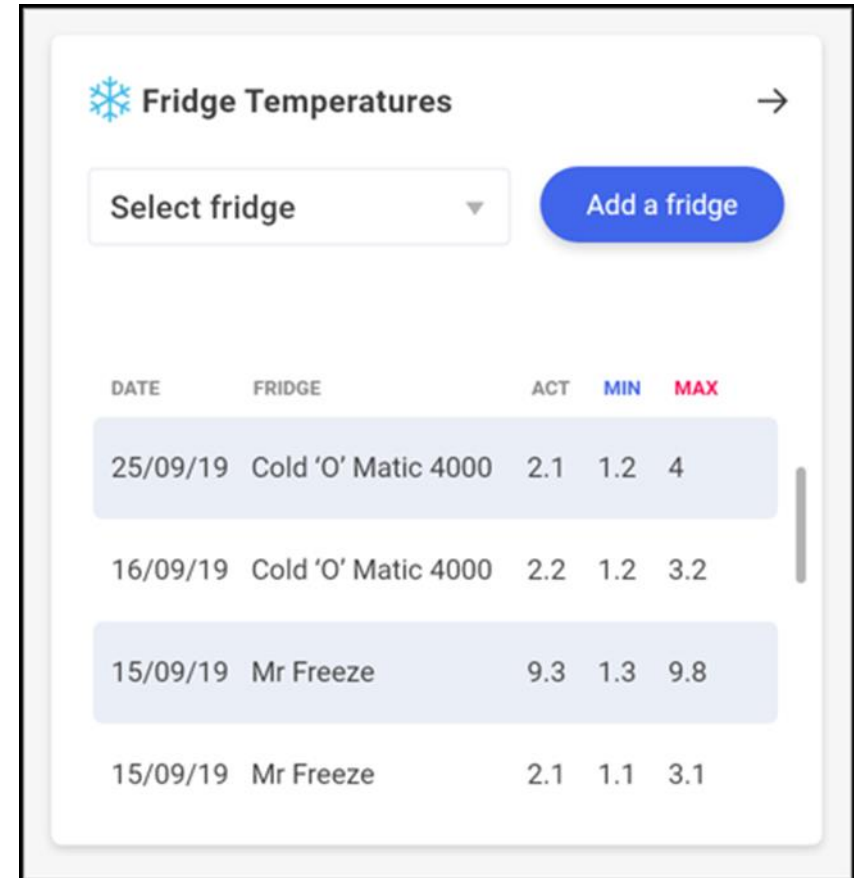


Your Dashboard: New for all countries

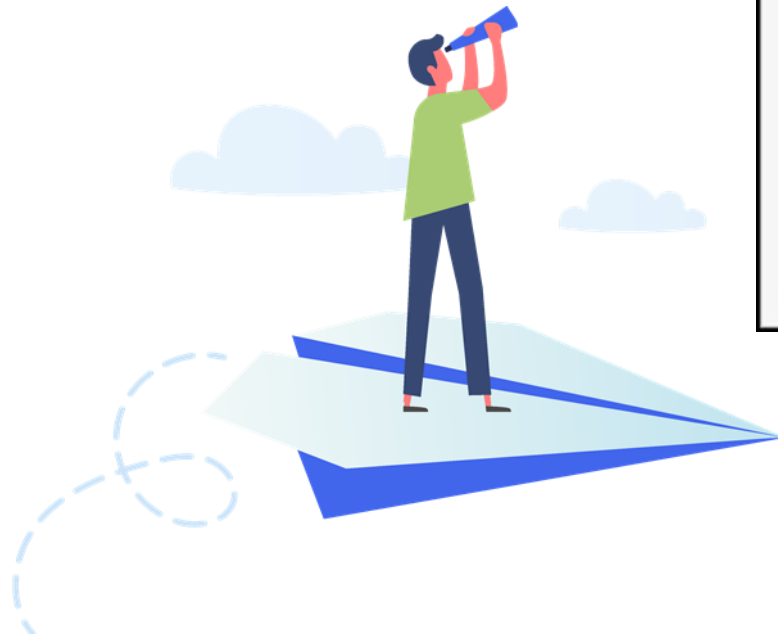
Fridge Temperatures

The Fridge Temperatures tile displays:

- **Select Fridge** – If you are recording multiple fridges, you can select an individual fridge to display if required.
- **Act** – 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.



DATE	FRIDGE	ACT	MIN	MAX
25/09/19	Cold 'O' Matic 4000	2.1	1.2	4
16/09/19	Cold 'O' Matic 4000	2.2	1.2	3.2
15/09/19	Mr Freeze	9.3	1.3	9.8
15/09/19	Mr Freeze	2.1	1.1	3.1



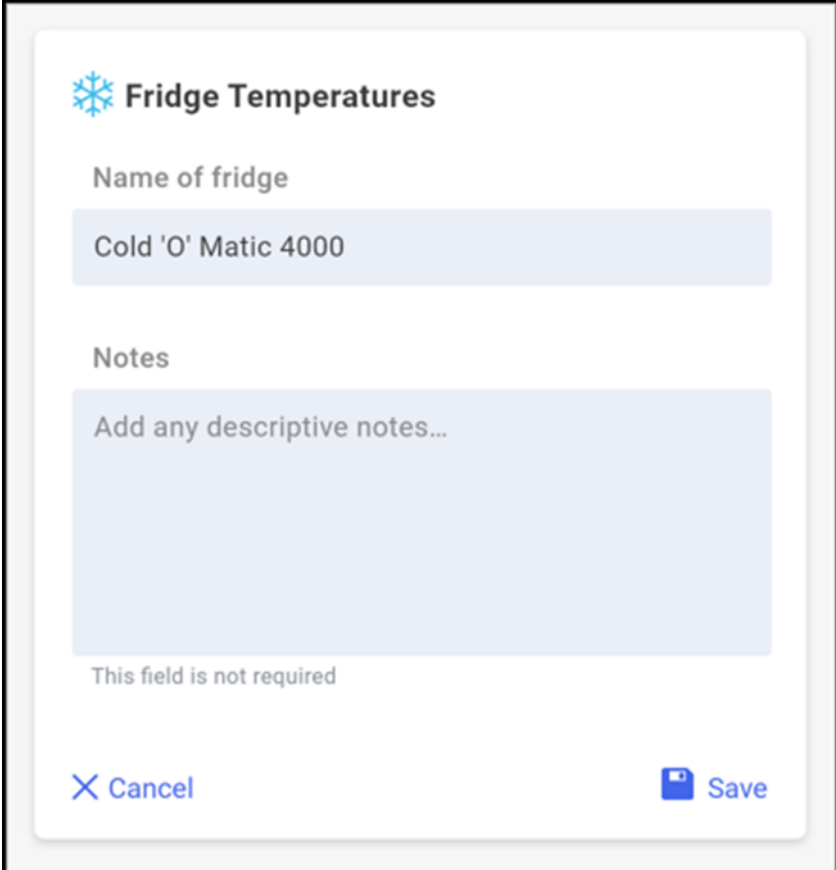
Using the fridge temperature tile

Adding a Fridge

To add a fridge to your **Fridge Temperatures** tile:

1. From the Pharmacy Manager Dashboard – **Fridge Temperatures** tile, select **Add a fridge**.
2. The add a fridge screen displays.
3. Complete as follows:
 - **Name of fridge** – Enter the name of the fridge you are recording.
 - **Notes** – (Optional) Enter any comments required.
4. Select **Save**.

Repeat this process to add more than one fridge.



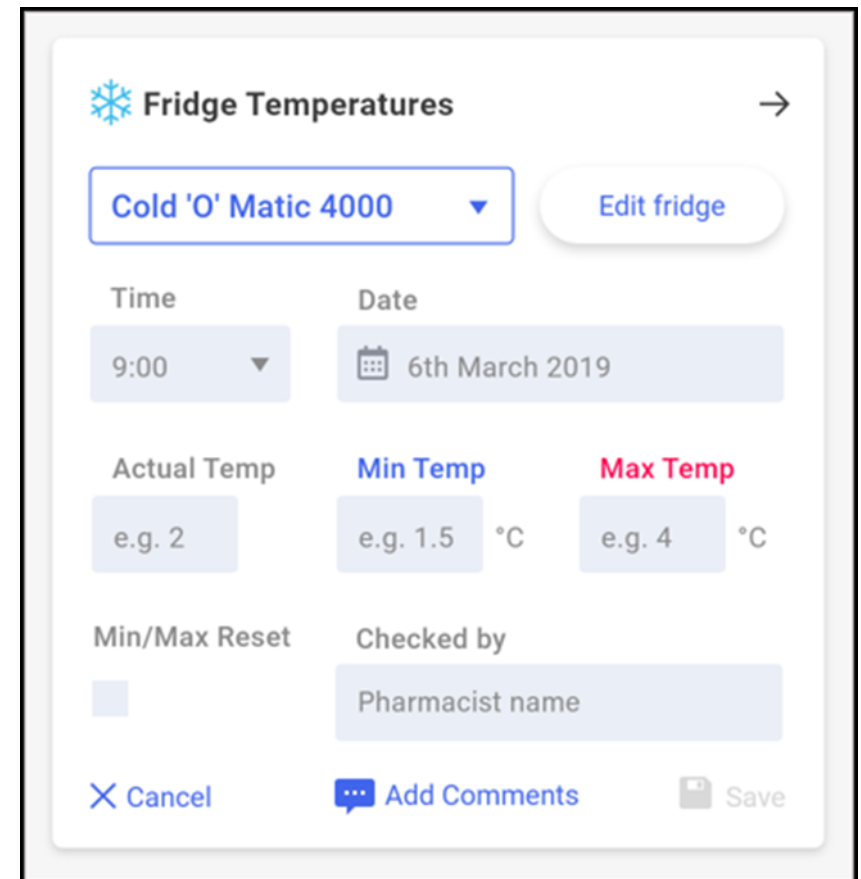
The screenshot shows a mobile application form titled "Fridge Temperatures" with a snowflake icon. It contains two input fields: "Name of fridge" with the text "Cold 'O' Matic 4000" and "Notes" with the placeholder text "Add any descriptive notes...". Below the notes field is the text "This field is not required". At the bottom, there are two buttons: "Cancel" with a blue 'X' icon and "Save" with a blue document icon.

Using the fridge temperature tile

Recording Temperatures

To record your fridge temperatures:

1. From the Pharmacy Manager Dashboard – **Fridge Temperatures** file, select the fridge to update.
2. The add a temperature screen displays:
3. Complete as follows:
 - **Time** – Enter the time of the reading.
 - **Date** – Enter the date of the reading.
 - **Actual Temp** – Enter the actual temperature.
 - **Min Temp** – Enter the minimum temperature.
 - **Max Temp** – Enter the maximum temperature.
 - **Min/Max Reset** – Tick to indicate a reset.
 - **Checked by** – Enter the person who checked the fridge.
 - **Add comments** – Select and add any comments required, for example, if there was a breakdown or door left open, you could record that here.
4. Select **Save**.

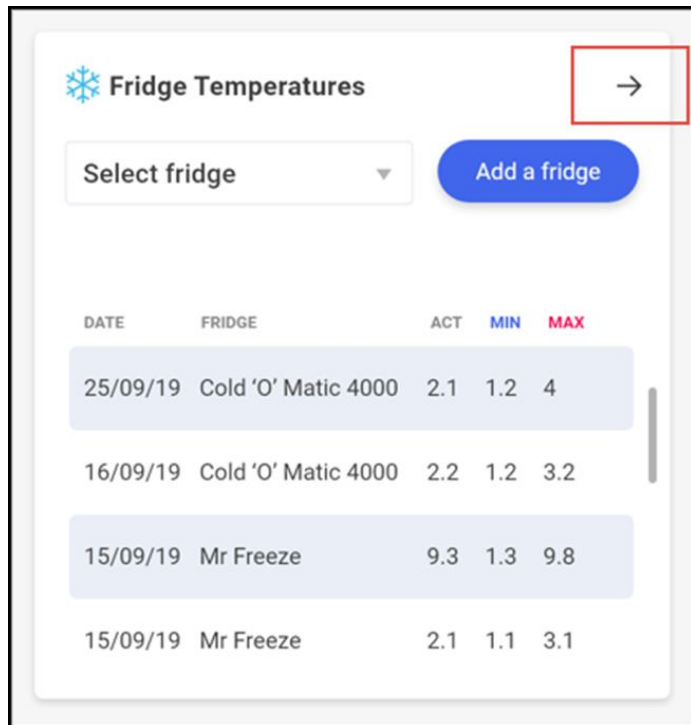


The screenshot shows a mobile application interface for recording fridge temperatures. At the top, there is a snowflake icon and the title "Fridge Temperatures" with a right-pointing arrow. Below the title is a dropdown menu showing "Cold 'O' Matic 4000" and an "Edit fridge" button. The form contains several input fields: "Time" (9:00), "Date" (6th March 2019), "Actual Temp" (e.g. 2), "Min Temp" (e.g. 1.5 °C), and "Max Temp" (e.g. 4 °C). There is also a "Min/Max Reset" checkbox and a "Checked by" field with a text input for "Pharmacist name". At the bottom, there are three buttons: "Cancel", "Add Comments", and "Save".

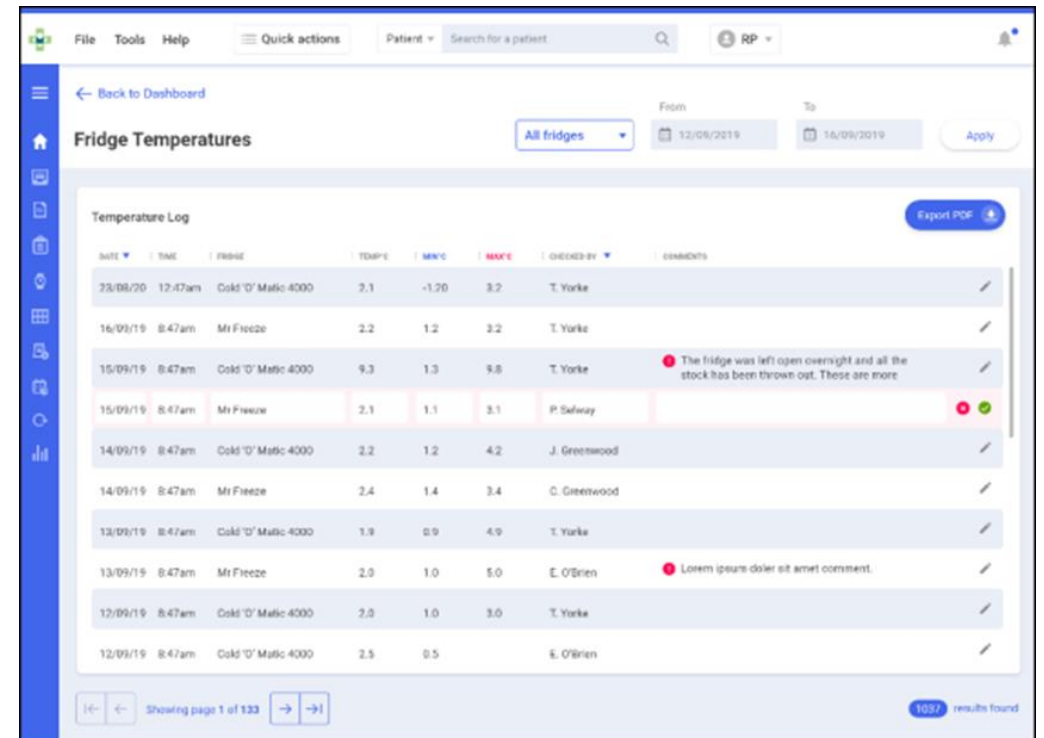
Using the fridge temperature tile

Viewing the Fridge Temperatures log

1. From the Pharmacy Manager Dashboard – **Fridge Temperatures** file, select the Expand Arrow at the top right of the tile:



2. The **Fridge Temperatures** log displays:



3. From this screen, either leave **All fridges** selected or select a specific fridge and review values and comments
If required, select **Edit** to update an entry.

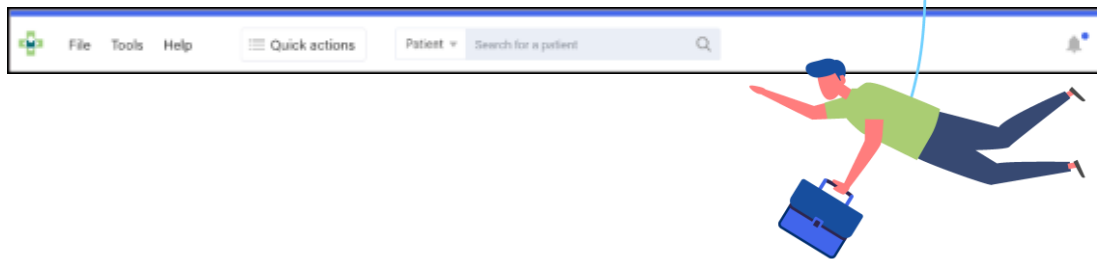


4. Select **Back to Dashboard** to return to your Pharmacy Manager Dashboard.

Navigating Pharmacy Manager

For **Scotland and Wales**, Pharmacy Manager v11.2 introduces:

- A top **Toolbar** to enable you to quickly and easily access specific information:



- **File** - Select from the available options as required.
- **Tools** - Select from the available options as required.
- **Help** - We are in the process of introducing a new on-line Help Centre, select to access your old Help and a link to the exciting new Help.

- **Quick actions** - We have introduced a **Quick action** list to cover some of the more common tasks, select from:
 - **History**
 - **Responsible Pharmacist Log in**
 - **Handout to Patient (FMD)**
 - **Enter Barcode**
 - **Quick Interaction Check**
 - **Quick Robot Request**
 - **Start MUR**
 - **Add New Product**
 - **Select Handout Search**
 - **Message Dynamics**
 - **System Backup**
- **Patient/Product** - Defaults to **Patient**:
 - Enter a patient name, or part of a patient name, and press return to find a patient, or
 - From the down arrow, select **Product** and enter a product name or part of a product name, and press return to find a product.

Navigating Pharmacy Manager

- **Notifications** - When you log into Pharmacy Manager, if there are any notices for your pharmacy the **Notification** alert indicates the number and the highest urgency:



Red Notification - You have critical notices that must be addressed before Pharmacy Manager can be used.



Amber Notification - You have important notices that must be read and acknowledged before Pharmacy Manager can be used.

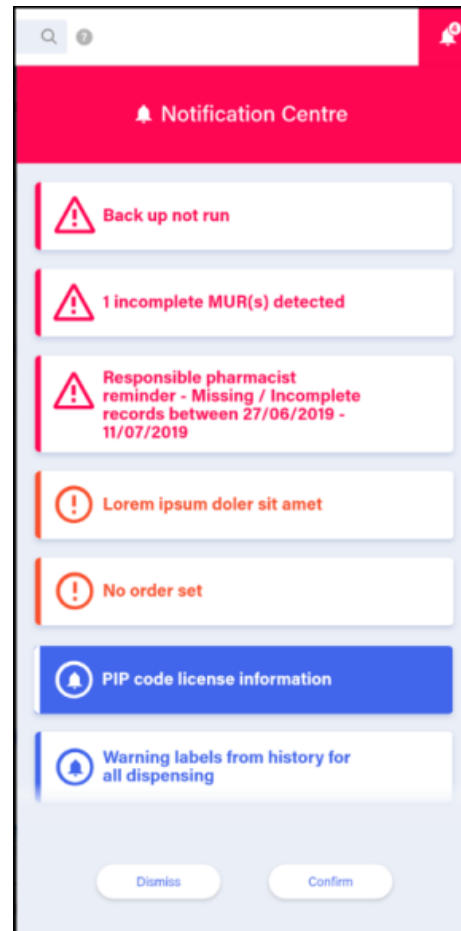


Blue Notification - You have low priority notices.



No Notification - You have no notices outstanding.

Select the bell to view and process your notices:



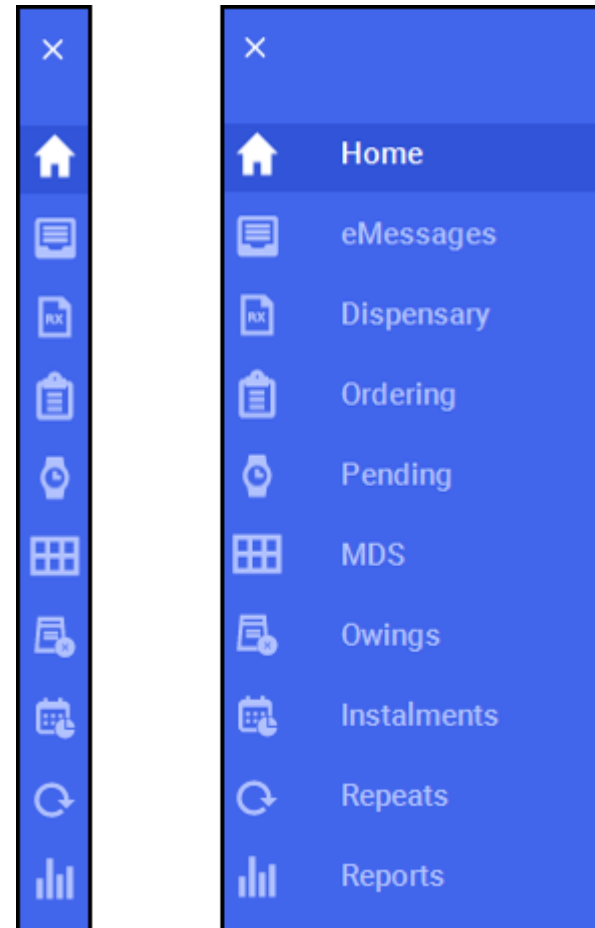
Red notifications

Amber notifications

Blue notifications

Navigating Pharmacy Manager

- A **Side Navigation Bar** to enable you to quickly and easily move from screen to screen:



Navigating Pharmacy Manager



To display the screen names alongside the icons, select **Options**. Once you select a screen, the side navigation bar is again minimised to the left hand side of your screen. Simply select the screen required:



eMessages - Select to process and dispense electronic prescriptions.



Dispensary - Select to process Paper prescriptions.



ePharmacy (Scotland only) – Select to process eMAS, AMS, CMS and UCF.



Ordering - Select to manage your integrated ordering system.



Pending - Select to display any unfinished prescriptions from the **Dispensary** screen that have been saved to finish later.



MDS - Select to display and manage your Monitored Dosage System's.



Owings - Select to manage items that you owe to patients.



Instalments - Select to manage and process prescriptions dispensed in instalments.

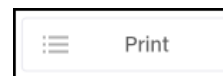


Repeats – Select to manage repeat medication for your patients.



Reports - Select to access your system generated reports.

All these screens have been modernised and given a fresh new look with smarter functions:



Menu buttons - Select and choose from the options offered as required.



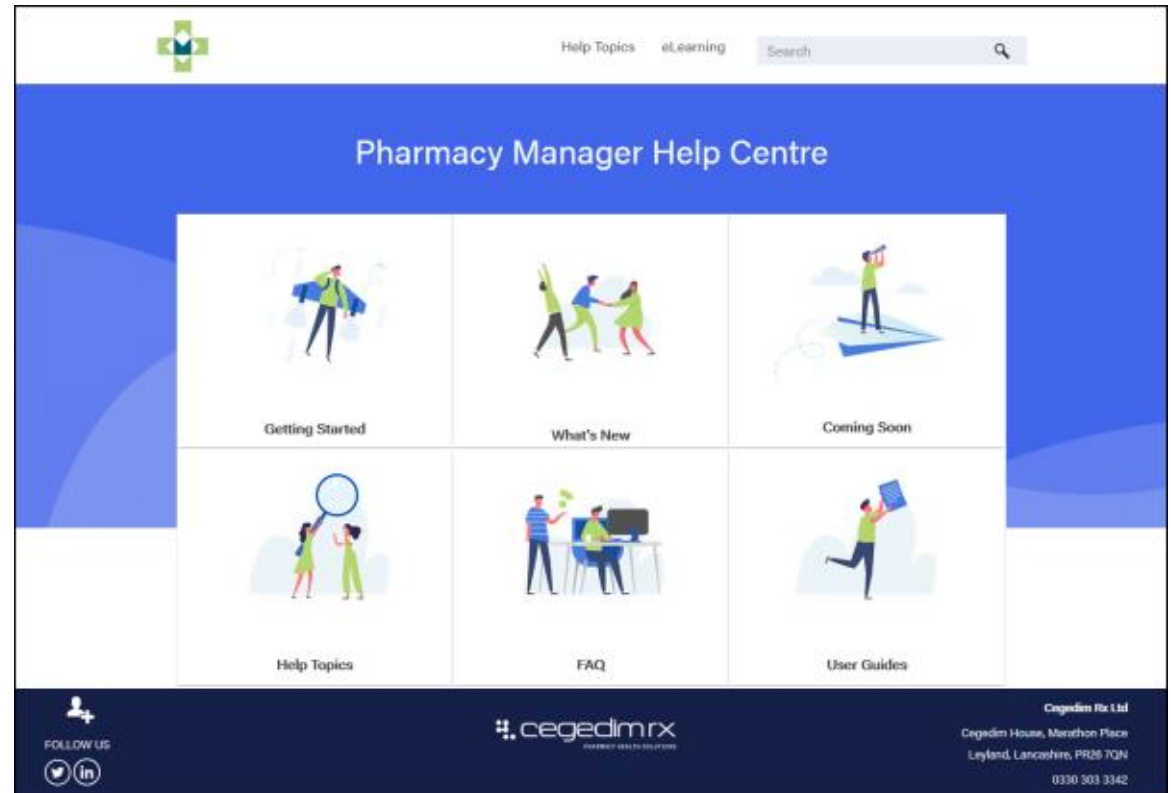
Additional Information - Where appropriate, you can select **Additional Information** alongside a selection to access and, where appropriate, update relevant information.

Using your On-line Help Centre

Your Pharmacy Manager Help Centre contains all the information you should need in order to get the best out of your Pharmacy Manager system.

From the front screen, select:

- **Search** to enter a word or string of words to find the information you are looking for.
- **Getting Started** for a series of quick start screens.
- **What's New** to see what has changed in the latest release, and those before it.
- **Coming Soon** to see what exciting developments we have in store for you.
- **Help Topics** to manually navigate through the complete Pharmacy Manager Help Centre.
- **FAQ's** to see the questions, and most importantly the answers to the most common queries.
- **User Guides** to access our printable quick reference and full user guides.



Note - You must have internet connection to view the Help Centre, however it can be accessed from any device, for example, a smart phone or tablet using help.cegedimrx.co.uk/Pharmacymanager/content/home.htm.