

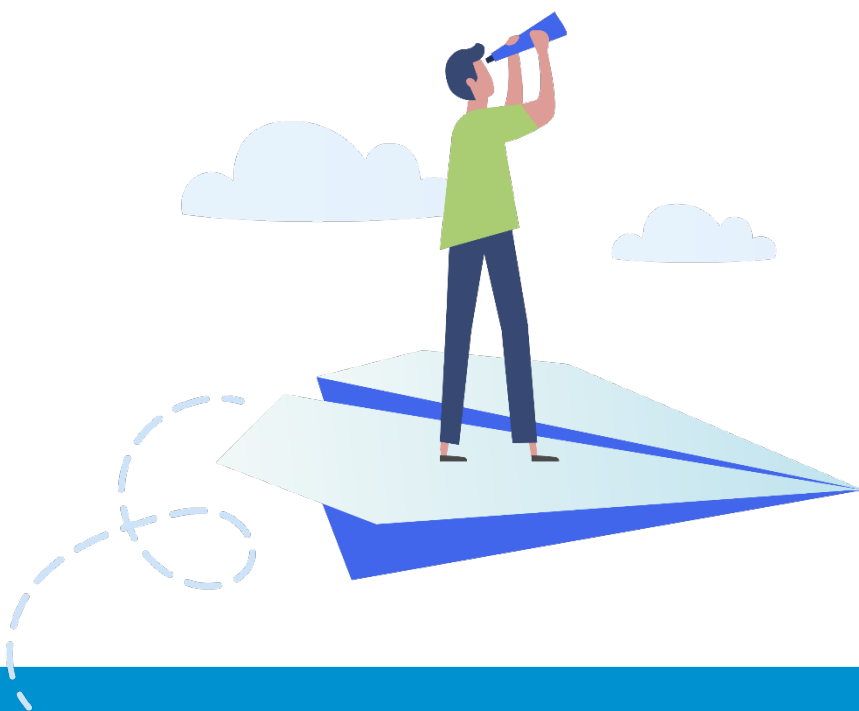


Pharmacy  
**Manager**

# Pharmacy Manager 14.0 Release Guide

Version 2.0

08 September 2021



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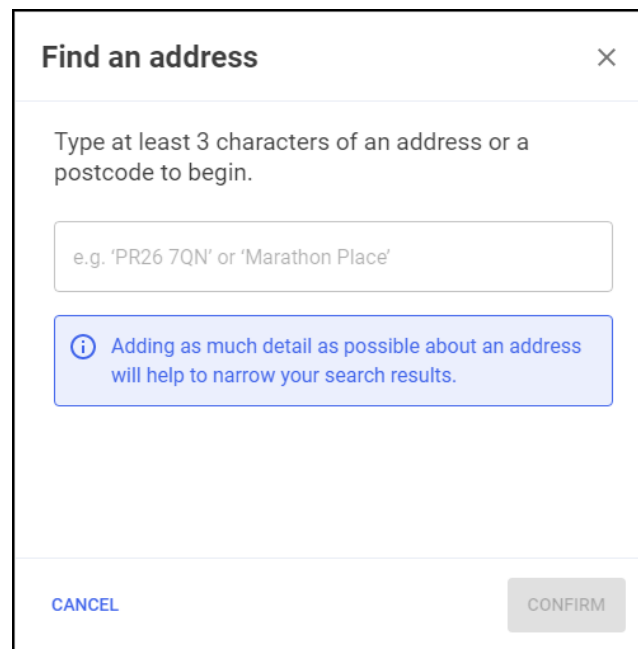
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# Pharmacy Manager Release 14.0

Pharmacy Manager 14.0 introduces the following features:

## All Countries

- **Address Search** - We have updated the address search to provide a simple, faster and flexible search across all addresses in the UK:



**Find an address** ×

Type at least 3 characters of an address or a postcode to begin.

e.g. 'PR26 7QN' or 'Marathon Place'

**i** Adding as much detail as possible about an address will help to narrow your search results.

CANCEL CONFIRM

Please note the following:

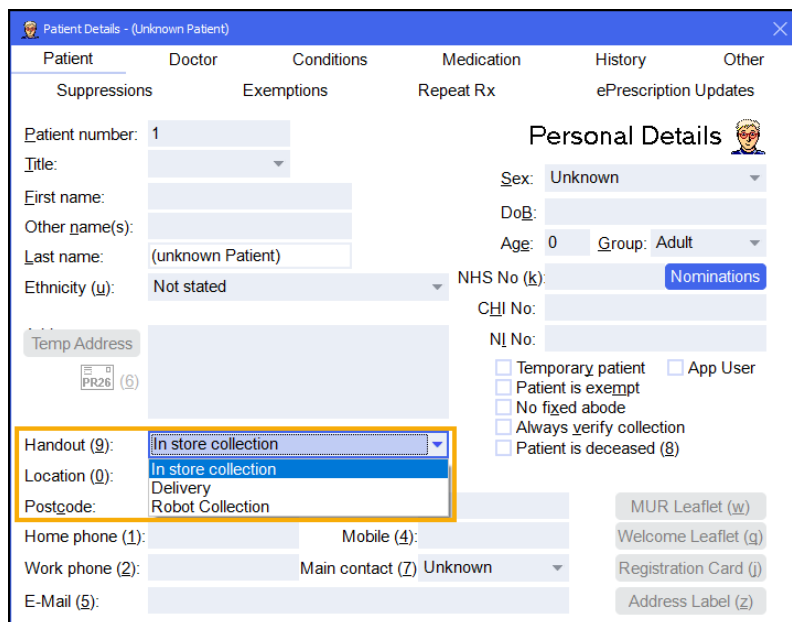
- There is now no requirement to enter a licence key to use the address search.
- There is no limitation to postcodes, all UK addresses are available.
- The **Bulk Operation - Postcode Database** has been removed from the system.



See [Adding Addresses](#) for more details on the address search.

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- **Handout method selection** - The **Patient Details** screen now displays a **Handout Method** drop-down, the options are:



**Patient Details - (Unknown Patient)**

Suppressions Exemptions Repeat Rx ePrescription Updates

Patient number: 1

Title: [dropdown]

First name: [text box]

Other name(s): [text box]

Last name: (unknown Patient)

Ethnicity (u): Not stated

Temp Address [text box]

Handout (g): **In store collection** (dropdown menu open)

Location (l): In store collection

Postcode: [text box]

Home phone (1): [text box] Mobile (4): [text box]

Work phone (2): [text box] Main contact (Z) Unknown

E-Mail (5): [text box]

**Personal Details**

Sex: Unknown

DoB: [text box]

Age: 0 Group: Adult

NHS No (k): [text box] **Nominations**

CHI No: [text box]

NI No: [text box]

Temporary patient  App User

Patient is exempt









No fixed abode

Always verify collection

Patient is deceased (8)

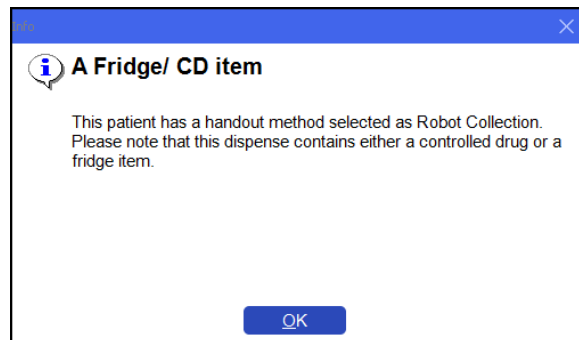
MUR Leaflet (w) Welcome Leaflet (q) Registration Card (j) Address Label (z)

- **In store collection** (Default)
- **Delivery** (Automatically chosen if the previous checkbox **Home Delivery Service Required** was checked)
- **Robot Collection**
- **Handout method icon** - Depending on the handout method selected in **Patient Details** a relevant icon displays on the **eMessages** screen:

Name	Handout	Expiry	Action by	Status	Message Type	Prescription Type
1 Mr Ant Simon Brown		15/02/20... 18/08/2021 12:30		In progress - Awaiting Collection	Nominated Prescription	Acute
2 Mr Dave Jason Jones		17/02/20... 18/08/2021 12:31		New - Ready to dispense	Nominated Prescription	Acute
3 Mr Dave Paul Phillips		17/02/20... 18/08/2021 12:31		New - Ready to dispense	Nominated Prescription	Acute
5 Mr Dave Dave Wilson		15/02/20... 19/08/2021 11:04		In progress - Awaiting Collection	Nominated Prescription	Acute
6 Mr Dave Dave Brown		15/02/20... 19/08/2021 11:04		In progress - Awaiting Collection	Nominated Prescription	Acute
7 Mr Paul Graham Williams		17/02/20... 18/08/2021 12:31		New - Ready to dispense	Nominated Prescription	Acute
8 Mr Mark Simon Johnson		17/02/20... 18/08/2021 20:03		New - Ready to dispense	Nominated Prescription	Acute
9 Mr Dave Ant Bloggs		17/02/20... 18/08/2021 20:03		New - Ready to dispense	Nominated Prescription	Acute

-  - **In Store Collection**
-  - **Delivery**
-  - **Robot Collection**

- **Robot Collection Clinical Check** - Where the handout method chosen is **Robot Collection**, if the prescription contains items that are Controlled Drugs or Fridge Items a warning displays:



- **Mobile Number Validation** - For patient's that have a handout method of **Robot Collection** a valid format mobile number is mandatory. A warning displays if the mobile number is not a valid format:

Handout (9):	Robot Collection	<input type="checkbox"/> Always verify collection	
Location (0):		<input type="checkbox"/> Patient is deceased (8)	
Postcode:	IV15 9HL	Fax (3):	
Home phone (1):	0119966600	Mobile (4):	0447
Work phone (2):		Main contact (Z):	Unknown
E-Mail (5):			

Robot collection patients require a valid format UK mobile phone number, please enter one before saving

- **Patient Consent** - On selecting **Robot Collection** as a handout method users are reminded to record the patient's consent to sharing their mobile number and to review annually:

Handout (9):	Robot Collection	<input type="checkbox"/> Always verify collection	
Location (0):		<input type="checkbox"/> Patient is deceased (8)	
Postcode:	IV15 9HL	Fax (3):	
Home phone (1):		Mobile (4):	
Work phone (2):		Main contact (Z):	Unknown
E-Mail (5):			

Robot Collection is selected. Please ensure that patient consent is recorded and reviewed annually.

## Scotland Only

- **Calculate MCR due date option** - There is now an option in **Pharmacy Details** to set how the MCR due date is calculated.

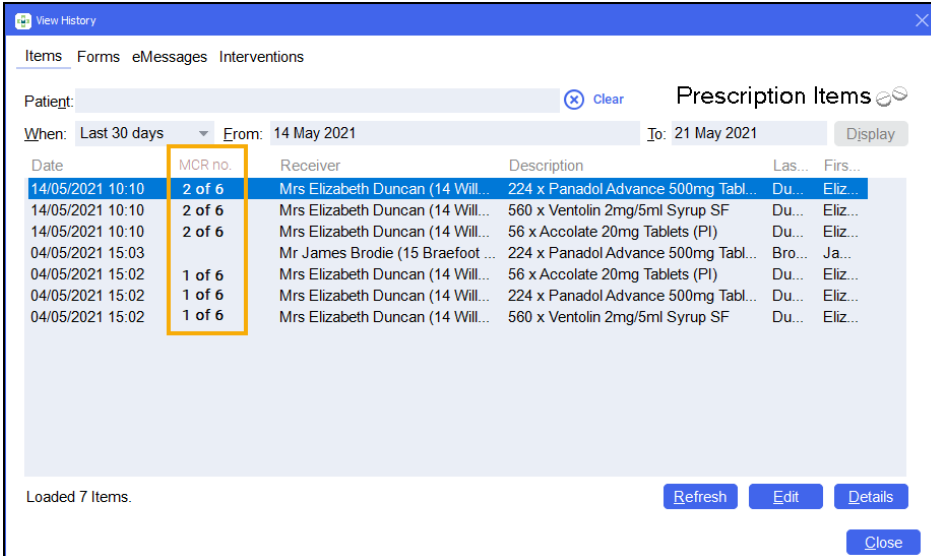


**Note** - This is also known as CMS (Chronic Medication Service).



See [Calculating MCR Due Date](#) for more details.

- The **View History** screen **Items** tab now includes an **MCR no.** column that shows the iteration of the prescription:

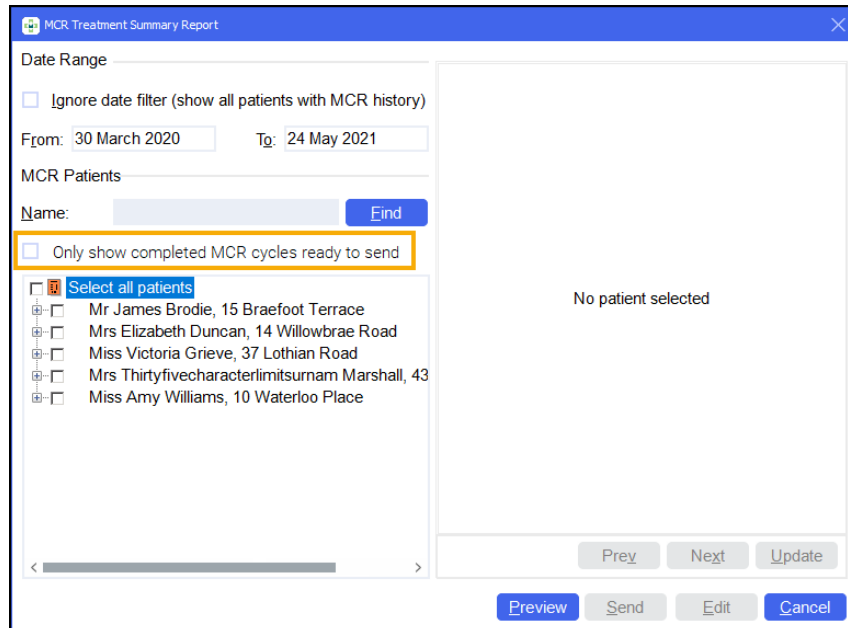


The screenshot shows the 'View History' window with the 'Items' tab selected. The table below displays a list of prescription items with columns for Date, MCR no., Receiver, Description, and other details. The 'MCR no.' column is highlighted with a yellow box, showing values like '2 of 6' and '1 of 6'.

Date	MCR no.	Receiver	Description	Las...	Firs...
14/05/2021 10:10	2 of 6	Mrs Elizabeth Duncan (14 Will...	224 x Panadol Advance 500mg Tabl...	Du...	Eliz...
14/05/2021 10:10	2 of 6	Mrs Elizabeth Duncan (14 Will...	560 x Ventolin 2mg/5ml Syrup SF	Du...	Eliz...
14/05/2021 10:10	2 of 6	Mrs Elizabeth Duncan (14 Will...	56 x Accolate 20mg Tablets (Pl)	Du...	Eliz...
04/05/2021 15:03		Mr James Brodie (15 Braefoot ...	224 x Panadol Advance 500mg Tabl...	Bro...	Ja...
04/05/2021 15:02	1 of 6	Mrs Elizabeth Duncan (14 Will...	56 x Accolate 20mg Tablets (Pl)	Du...	Eliz...
04/05/2021 15:02	1 of 6	Mrs Elizabeth Duncan (14 Will...	224 x Panadol Advance 500mg Tabl...	Du...	Eliz...
04/05/2021 15:02	1 of 6	Mrs Elizabeth Duncan (14 Will...	560 x Ventolin 2mg/5ml Syrup SF	Du...	Eliz...

This is particularly useful for users to know exactly which iteration of the MCR they are editing.

- **MCR Treatment Summary Report (TSR)** - The **MCR Treatment Summary Report (TSR)** screen includes a check box to only show patients with completed MCR cycles that are ready to send:



 See [MCR Treatment Summary Report \(TSR\)](#) for more details on running a Treatment Summary Report.



## Adding Addresses

Within **Pharmacy Manager** the same method is used to search for and add addresses on the following screens:

- Patient Details
- Nursing Home Details
- Institution Details

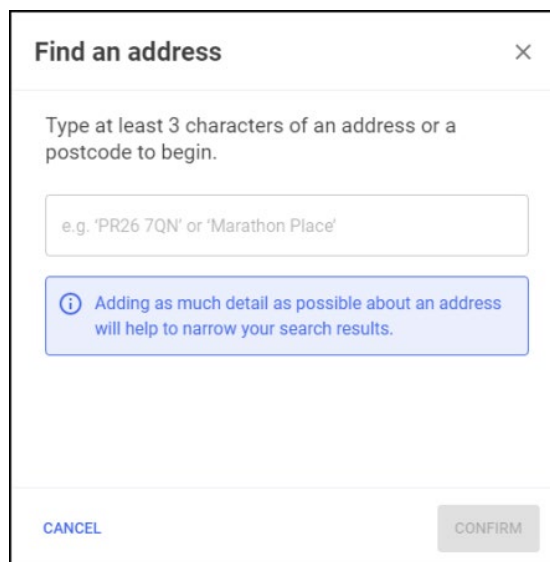
New addresses can be added in the following ways:

## Address Database Search

You can quickly search for and validate a patient's address from **Pharmacy Manager**. To do this:

1. From the address entry screen select **Postcode** .


The **Find an address** screen displays:




**Training Tip** - In order to use the address search you must have a pharmacy name and postcode set in **Tools - System Settings - Pharmacy Details**.

2. Search for the address with as much information as you can, for example the postcode and house number.
3. Select the required address from the drop-down list.

4. Select **Confirm**  to accept the selected address, or select

**Cancel**  to close the screen without selecting an address. If an address has been selected, the address populates and the

**Postcode** icon  turns blue to indicate the address is validated.

## Manual Entry

You can simply add the address in the same way as you address a letter:

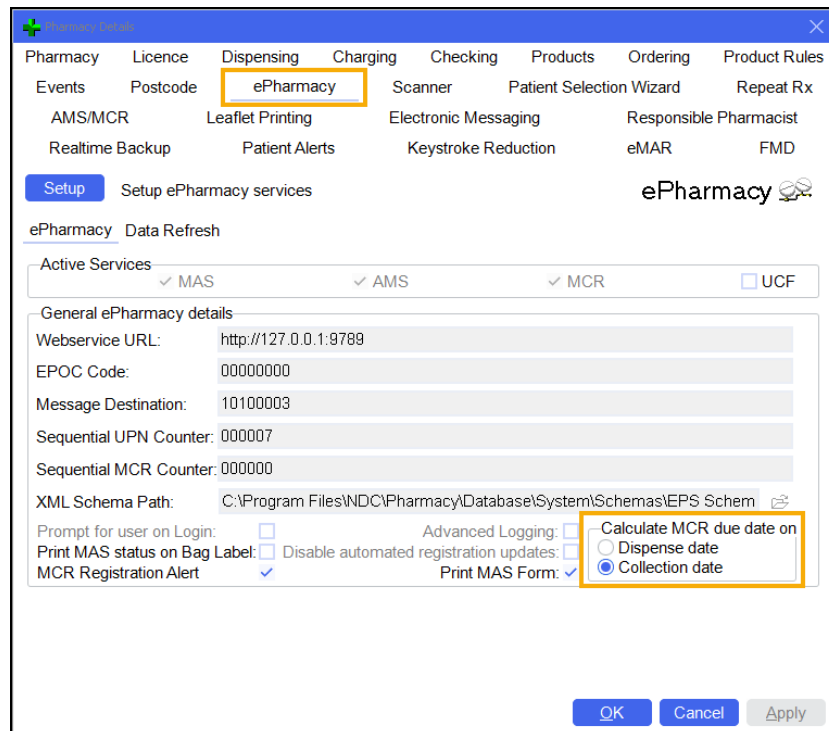
- Number/Name, Road Name
- Locality
- Town
- Postcode



## Calculating MCR Due Date

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

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



The screenshot shows the 'ePharmacy' configuration window. The 'Active Services' section has checkboxes for MAS, AMS, MCR, and UCF, with MAS, AMS, and MCR checked. The 'General ePharmacy details' section includes fields for Webservice URL, EPOC Code, Message Destination, Sequential UPN Counter, and Sequential MCR Counter. At the bottom, there are checkboxes for 'Calculate MCR due date on' (selected), 'Dispense date', and 'Collection date'. Other options include 'Prompt for user on Login', 'Advanced Logging', 'Print MAS status on Bag Label', 'Disable automated registration updates', and 'Print MAS Form'.

2. From the section **Calculate MCR due date on**, select the required setting:
  - **Dispense date** (default) - The MCR is calculated based on the previous dispensed date.
  - **Collection date** - The MCR is calculated based on the previous collected date. For prescriptions that have been dispensed but not collected, the MCR due date will be calculated on the dispense date and then will update once the prescription is collected.




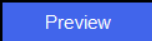
**Note** - If you change the setting it does not recalculate any previously calculated iterations.

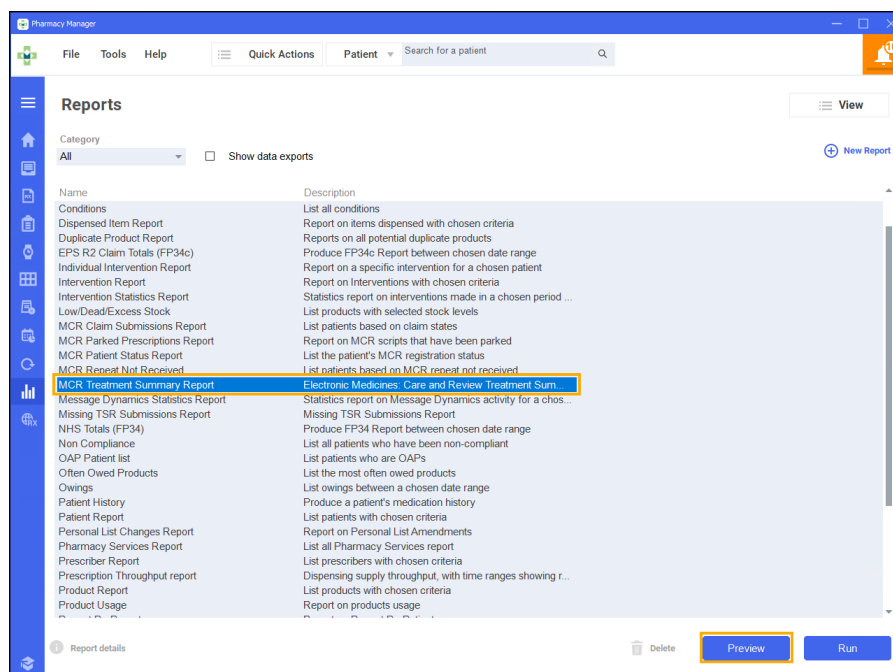
## MCR Treatment Summary Report (TSR)

Within **Pharmacy Manager** you can run an **MCR Treatment Summary Report** for patient(s) that are in the process or have finished a course of treatment. This displays all dispensing and support activity.

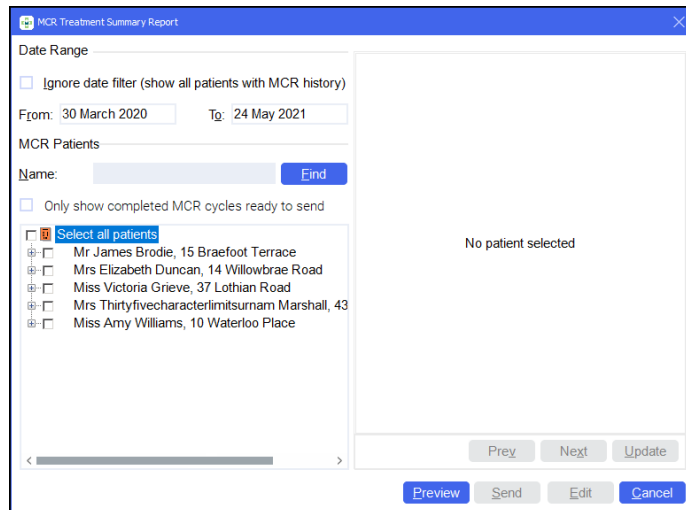
TSRs can also be viewed or printed and are intended for patient, GP and pharmacist use. Typically, they will produced after the last iteration on the prescription to request a repeat prescription. However, re-ordering can occur at any stage of a serial prescription item's dispensing history. It can occur, for example, to synchronise two or more prescriptions to have the same starting date. However, if a TSR is sent early, any subsequent repeat iterations will be deleted.

To run this report:

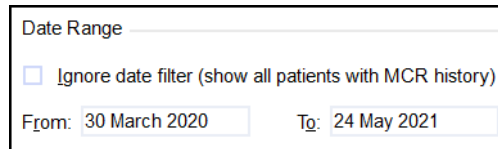
1. From the Pharmacy Manager **Side Navigation Bar**, select **Reports** .
2. From the list of available reports, select **MCR Treatment Summary Report** and select **Preview** .



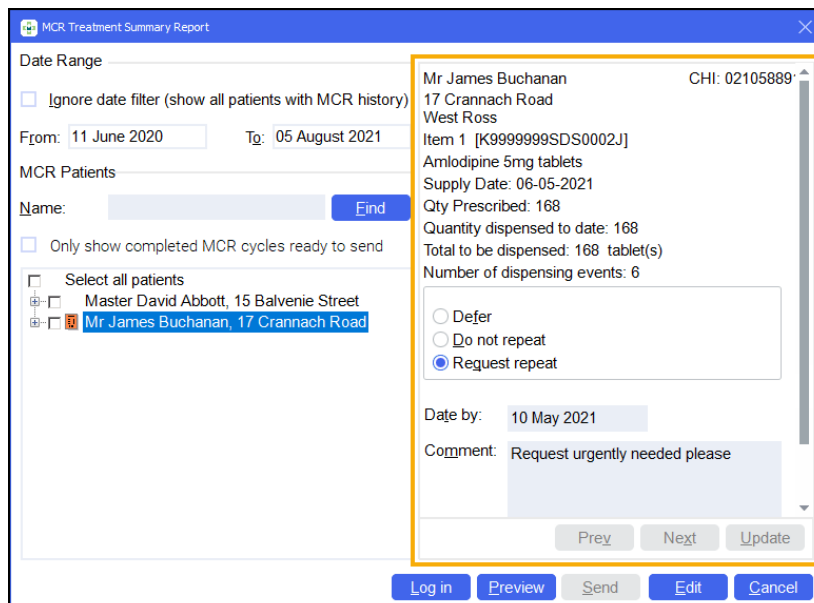
The **MCR Treatment Summary Report** screen displays:



3. Set the **Date Range** as required or place a tick next to **Ignore date filter (show all patient's with MCR history)**:



4. If you want to view only patient(s) with completed MCRs place a tick next to **Only show completed MCR cycles ready to send**.
5. Search for a patient and select the patient's name.
6. The highlighted patient's details display on the right side of the screen:



7. Select from the following:

### **Defer (Default)**

If you are undecided whether there needs to be a repeat requested, select the **Defer** option:

- a. Select **Defer**.
- b. Select **Update** to confirm the changes.

### **Do not repeat**

If you do not wish to request a repeat for an item, select **Do not repeat**:

- a. Select **Do not repeat**.
- b. Add any comment that you wish to pass on to the Prescriber.
- c. Select **Update** to confirm the changes.

### **Request repeat**

To request a repeat prescription:

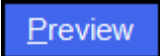
- a. Select **Request Repeat**.
- b. Input the date of the request.
- c. Add any comment that you wish to pass on to the Prescriber.
- d. Select **Update** to confirm the changes.



**Note** - When there are several potential repeat items, each has to be requested. Use the **Prev** and **Next** buttons to switch between the multiple items.

---

8. The comment text is added to the patient's TSR.

9. Select **Preview**  to display the TSR exactly as it will be seen by the recipient prescriber:

### Page 1

**Medicines: Care and Review Treatment Summary Report**

Report Reference: Not Assigned Reporting Date: 06/08/2021

<b>Patient:</b>	Ian Poole 11A ST PATRICK SQUARE EDINBURGH MIDLOTHIAN EH8 9EZ	<b>CHI Number:</b> 2407911253 <b>Date of Birth:</b> 24 July 1991 <b>Sex:</b> Male
<b>Patient Registered for MCR at:</b>	Test Pharmact Test Pharmacy Scotland FR26 7GN	<b>Responsible Pharmacist:</b> Test Pharmacist <b>GPhC Code:</b> 1234 <b>Pharmacy Code:</b> 1234 <b>Tel:</b>

**MCR Repeat Request:**

Pharmacy Requires New Prescriptions by: 03/09/2021

UPN (Medication Term)	Prescribed Date	Item	Description	Quantity Prescribed	Dispensing Frequency	Repeat Indicator	Repeat Notes (Optional)
K1000500006RMAW (24 weeks)	06/08/2021	1	mirtazapine orodispersible tablet 45mg	168 tablet(s)	8 Weekly	Yes	
		2	levothyroxine tablets 100micrograms	168 tablets	8 Weekly	Yes	

Patient: Ian Poole, CHI no: 2407911253 Page 1

### Page 2

**Medicines: Care and Review Treatment Summary Report**

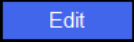

Report Reference: Not Assigned Reporting Date: 06/08/2021

**MCR Dispensing Summary:**

<b>Prescribing GP:</b>	Christine Green 56 Canaan Lane Morningside Edinburgh Eastlothian	<b>GMC Code:</b> 1111112 <b>Practice Code:</b> 10005
------------------------	--	---

UPN (Medication Term)	Prescribed Date	Item	Description (Dispensing Frequency)	Quantity Prescribed	Quantity Dispensed	Collected Date	Cancellation Date
K1000500006RMAW (24 weeks)	06/08/2021	1	mirtazapine orodispersible tablet 45mg (Every 8 Weeks)	168 tablet(s)	56 tablet	24/06/2021	06/08/2021
		2	levothyroxine tablets 100micrograms (Every 8 Weeks)	168 tablets	56 tablet	24/06/2021	06/08/2021

Patient: Ian Poole, CHI no: 2407911253 Page 2

10. Select **Edit**  to access the patient's details.
11. To send the TSR, place a tick next to the patient(s) or to send for all patients place a tick next to **Select all patients**.
12. Select **Send**  to transmit the TSR to the Electronic Pharmacy Message Store (ePMS).

 **Note** - You must be logged in to **ePharmacy** with your GPhC number to send the TSR.