



Pharmacy
Manager

Pharmacy Manager 14.1 Release Guide

Version 1.0

24 September 2021



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Pharmacy Manager Release 14.1

Pharmacy Manager 14.1 introduces the following features:

All Countries

- **Dead Stock Tile** – We have added a **Dead Stock** tile to the **Stock Inventory** screen.



See [Stock Inventory Screen - Dead Stock Tile](#) on page [6](#) for more information.

Scotland Only

- **Minor Ailment Service (MAS)** - 'Pharmacy First Minor Ailment Service (MAS)' is renamed to 'Pharmacy First Scotland - Standard (MAS)'.



See [Recording a Pharmacy First Scotland - Standard \(MAS\) Consultation](#) on page [11](#) for more information.

- **UCF Services** - We have introduced a hierarchy structure for all Universal Claim Framework (UCF) including Pharmacy First Scotland. Some examples are shown below:

Group	Service Name
Epidemic / Pandemic Services and Vaccinations	COVID-19 - LFD Supply
	COVID-19 - Pharmacy Supply
Health Board Services	Health Board Local Service
	Health Board Local Service - GP Notification
	Healthy Start Vitamins
Pharmacy First Scotland	Impetigo - Scot. GP Registered
	Impetigo - Scot. Resident, no GP
	Shingles - Scot. GP Registered
	Shingles - Scot. Resident, no GP
	Skin Infection- Scot. GP Registered
	Skin Infection - Scot. Resident, no GP
	Standard (MAS)
	UTI - Scot. GP Registered
	UTI - Scot. Resident, no GP



See [Recording a Universal Claim Framework \(UCF\) Consultation](#) on page [15](#) and [Pharmacy Services Report](#) on page [19](#) for more details.

- **Patient Details History** - Where the service name was previously shown in the **Patient Details History** screen, there is now a **Pharmacy Service** column that displays the service name. For all new consultations the description will no longer display either UCF or MAS as this is included in the **Pharmacy Service** column.

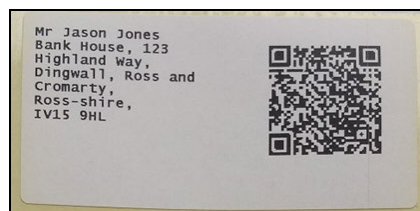


See [ePharmacy Service Indicator in Patient History](#) on page [22](#) for more details.

Integrated Functionality

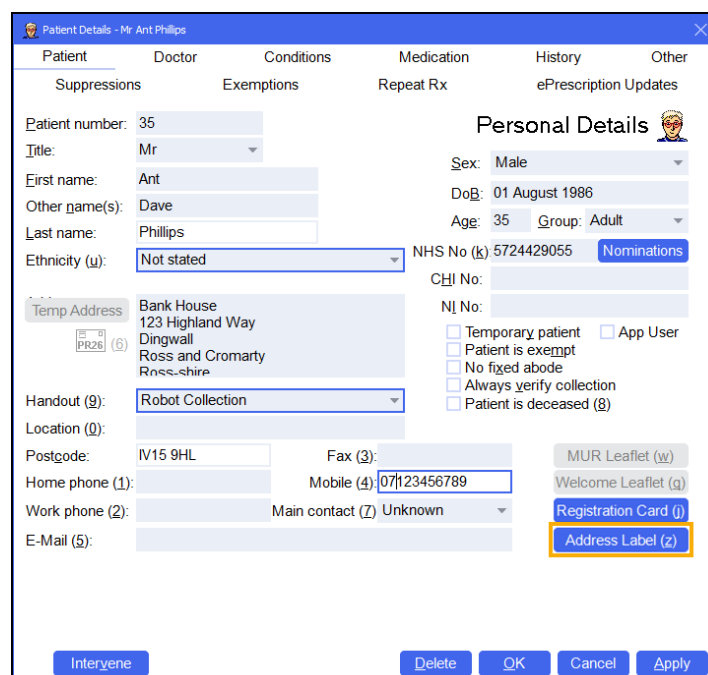
The updates below are for customers on the advanced and ultimate package, contact your Cegecim Account Manager for more details.

- **Robot Collection Label** - When dispensing prescriptions for patients that have selected **Robot Collection** as their handout method, an additional QR barcode label is printed which enables the integration with the Robot Collection system:



Important - Do not use this label to label letters as the QR code contains additional patient details, for example the patient's NHS number.

To reprint this label, from the **Patient Details** screen select **Address Label (z)**:



The screenshot shows the 'Patient Details' screen for Mr Ant Phillips. The 'Address Label (z)' option is highlighted in a yellow box. The screen displays various patient details including name, address, and contact information.

Patient	Doctor	Conditions	Medication	History	Other
Suppressions	Exemptions	Repeat Rx	ePrescription Updates		
Patient number: 35	Personal Details				
Title: Mr	Sex: Male				
First name: Ant	DoB: 01 August 1986				
Other name(s): Dave	Age: 35 Group: Adult				
Last name: Phillips	NHS No (k): 5724429055	Nominations			
Ethnicity (u): Not stated	CHI No:				
Temp Address: Bank House, 123 Highland Way, Dingwall, Ross and Cromarty, Ross-shire	N/I No:				
Handout (g): Robot Collection	<input type="checkbox"/> Temporary patient	<input type="checkbox"/> App User			
Location (l):	<input type="checkbox"/> Patient is exempt				
Postcode: IV15 9HL	<input type="checkbox"/> No fixed abode				
Home phone (1):	<input type="checkbox"/> Always verify collection				
Work phone (2):	<input type="checkbox"/> Patient is deceased (g)				
E-Mail (5):	MUR Leaflet (w)				
	Welcome Leaflet (q)				
	Registration Card (j)				
	Address Label (z)				

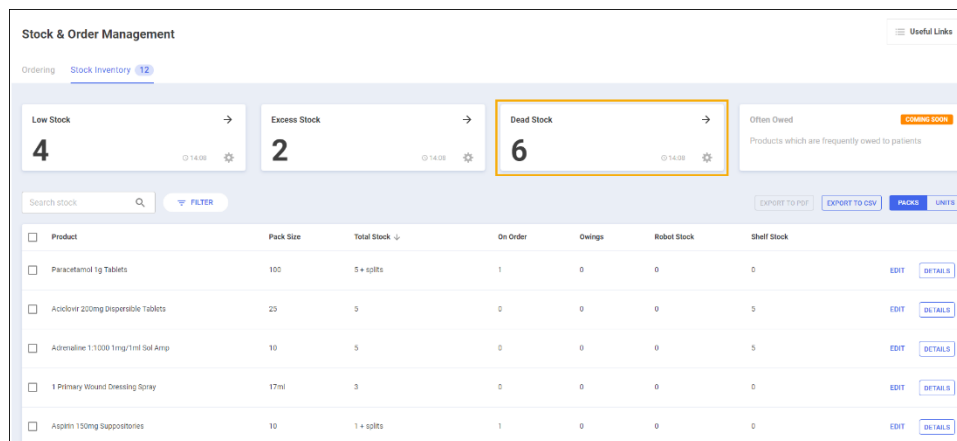
Buttons at the bottom: Intervene, Delete, OK, Cancel, Apply

Stock Inventory Screen - Dead Stock Tile

Introduction

We have added a **Dead Stock** tile to the **Stock Inventory** screen.

This displays a real-time count of the number of products within the pharmacy that are deemed dead stock. This is calculated based on items that are in stock within the pharmacy but have not been dispensed within a set number of days:

The screenshot shows the "Stock & Order Management" interface. At the top, there are tabs for "Ordering" and "Stock Inventory" (with a notification badge "12"). Below the tabs, there are four summary tiles: "Low Stock" (count 4), "Excess Stock" (count 2), "Dead Stock" (count 6, highlighted with a yellow border), and "Often Owed" (with a "COMING SOON" badge). Below these tiles is a search bar and a "FILTER" button. The main area contains a table with columns: Product, Pack Size, Total Stock, On Order, Owings, Robot Stock, and Shelf Stock. The table lists several products with their respective stock levels and actions like "EDIT" and "DETAILS".

Product	Pack Size	Total Stock	On Order	Owings	Robot Stock	Shelf Stock
Paracetamol 1g Tablets	100	5 + spits	1	0	0	0
Aciclovir 200mg Dispersible Tablets	25	5	0	0	0	5
Adrenaline 1:1000 1mg/1ml Sol Amp	10	5	0	0	0	5
1 Primary Wound Dressing Spray	17ml	3	0	0	0	0
Aspirin 150mg Suppositories	10	1 + spits	1	0	0	0

Dead Stock Tile Screen

To access the **Dead Stock** screen:

1. Select the **Dead Stock** tile:



2. The **Dead Stock** screen displays, showing:

Stock & Order Management Useful Links

Ordering [Stock Inventory](#)

← Dead Stock PACKS UNITS

Product	Pack Size	Total Stock ↑	Shelf Stock	Robot Stock	On Order	Owings	Last Dispensed Date	
1 Primary Wound Dressing Spray	17ml	110	0	0	0	0	Never Dispensed	DETAILS
Zyvox 600mg Tablets	10	122	122	0	0	0	Never Dispensed	DETAILS
Zovirax 5% Cream (PI)	10g	200	0	0	0	0	Never Dispensed	DETAILS
10-Q Co-Enzyme Q10 100mg Capsules	30	900	0	0	0	0	Never Dispensed	DETAILS
10-Q Co-Enzyme Q10 30mg Capsules	30	1333	0	0	0	0	Never Dispensed	DETAILS

← 1 - 5 of 5 Rows per page: 10

- **Product** – The product name.
- **Pack Size** – The pack size of the product.
- **Total Stock** – Your current stock of the product.
- **Shelf Stock (Robot Sites only)** – Your current shelf stock of the product.
- **Robot Stock (Robot Sites only)** – Your current robot stock of the product.
- **On Order** - Any stock on order.
- **Owings** - Any owings for this product.
- **Last Dispensed Date** – The last date that the product was dispensed, if there is no dispensed date the column will display 'Never Dispensed'.



Training Tip - By default the table is sorted with the oldest last dispensed date at the top however you can sort the results as required by selecting the column header.

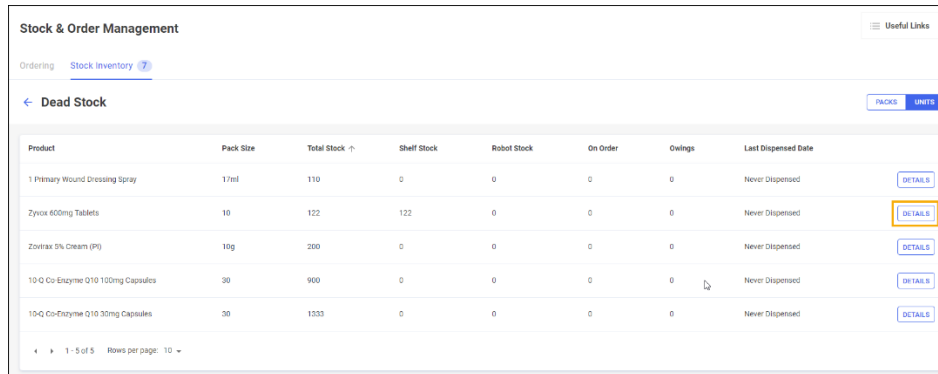
3. Select the **Return arrow**  to return to the **Stock Inventory** screen:



Viewing the Drug Details Screen

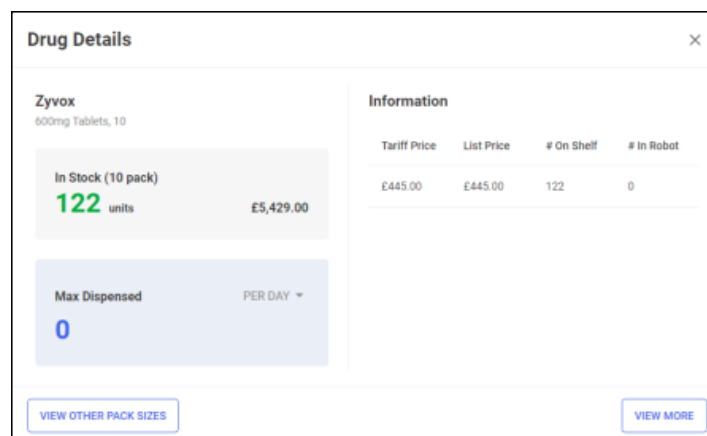
To view more details on a particular product:

- From the **Dead Stock** screen, select **DETAILS** .



Product	Pack Size	Total Stock ↑	Shelf Stock	Robot Stock	On Order	Owings	Last Dispensed Date	
1 Primary Wound Dressing Spray	17rel	110	0	0	0	0	Never Dispensed	DETAILS
Zyvox 600mg Tablets	10	122	122	0	0	0	Never Dispensed	DETAILS
Zovirax 5% Cream (PI)	10g	200	0	0	0	0	Never Dispensed	DETAILS
10-Q Co-Enzyme Q10 100mg Capsules	30	900	0	0	0	0	Never Dispensed	DETAILS
10-Q Co-Enzyme Q10 30mg Capsules	30	1333	0	0	0	0	Never Dispensed	DETAILS

- The **Drug Details** screen displays the following:



Zyvox
600mg Tablets, 10

In Stock (10 pack)
122 units **£5,429.00**

Max Dispensed **0** **PER DAY** ▼

[VIEW OTHER PACK SIZES](#) [VIEW MORE](#)

Information			
Tariff Price	List Price	# On Shelf	# In Robot
£445.00	£445.00	122	0

- **Last Dispensed** - The date that medication item was last dispensed (if applicable)
- **In Stock** - The current volume of the medication item you have in stock. This displays in Packs or Units, depending on the selection you have made on the **Stock Inventory** screen.
- **Max Dispensed** - The maximum amount of the medication item that you have ever dispensed in a day. Select the drop-down arrow to view the maximum amount you have ever dispensed in a week or month.
- **View Other Pack Sizes** - Select **VIEW OTHER PACK SIZES** to view the stock levels of the selected product in other pack sizes within the Pharmacy.
- **View More** - Select **VIEW MORE** to view the **Product Details** screen for the selected product.
- **Information** - Displays the Tariff Price and List Price for the medication item. For Robot Dispensing Pharmacies the stock levels on the shelf and in the robot also display.

- Select  to exit the **Drug Details** screen.

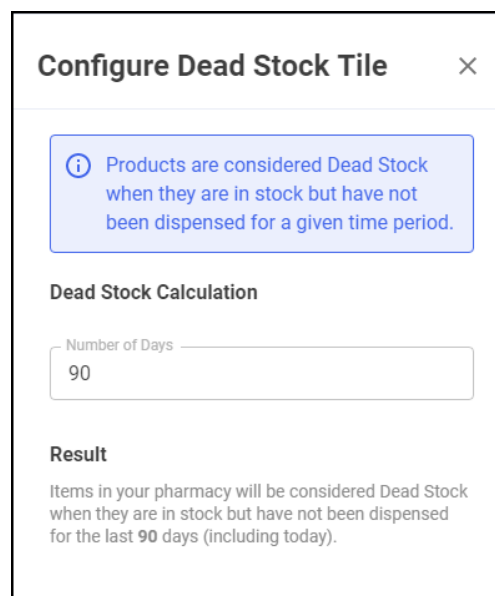
Configuring the Dead Stock Tile

By default, the **Dead Stock** tile is set to look back over the last 90 days when calculating which products are dead stock. To configure this setting:

1. Select the **Settings**  icon:



2. The **Configure Dead Stock Tile** screen displays:



3. Set the **Number of Days** that you want to calculate the dead stock value over.

Result explains the configuration:

Configure Dead Stock Tile ×

i Products are considered Dead Stock when they are in stock but have not been dispensed for a given time period.

Dead Stock Calculation

Number of Days

Result

Items in your pharmacy will be considered Dead Stock when they are in stock but have not been dispensed for the last 45 days (including today).

SAVE

4. Select **Save**.

Recording a Pharmacy First Scotland - Standard (MAS) Consultation

Who is eligible?

- People registered with the Defence Medical services (even if they are a visitor to Scotland).
- People registered on a permanent basis with a GP Practice in Scotland.
- People registered on a temporary basis with a GP Practice in Scotland (unless they are a visitor to Scotland).
- People who live in Scotland.
- People who are gypsies or travellers in Scotland.
- People who are asylum seekers in Scotland or a dependent of an asylum seeker in Scotland.

What is a Pharmacy First Scotland - Standard (MAS) Consultation?



The Pharmacy First Service enables patients to get advice and free treatment from a Pharmacist for a range of minor ailments, for example, nasal congestion, migraines, fungal skin infections, eczema.

A patient must be eligible for the Pharmacy First Service before a consultation can take place. Eligible patients include those who are registered with a GP practice in Scotland or who live in Scotland.

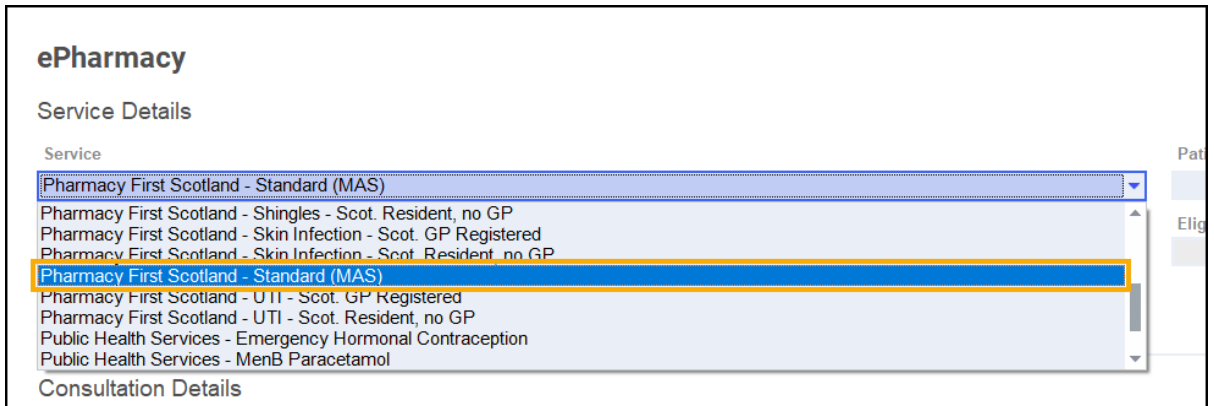
To record a Pharmacy First Scotland - Standard (MAS) consultation:

1. Select **ePharmacy**  from the **Pharmacy Manager Side Navigation Bar**. The **ePharmacy** screen displays.



Note - You must be logged into **ePharmacy**   in order to record a UCF consultation, see [Logging in to ePharmacy](#) for details.

- From **Service**, select **Pharmacy First Scotland - Standard (MAS)**:



ePharmacy

Service Details

Service

Pharmacy First Scotland - Standard (MAS)

Pharmacy First Scotland - Shingles - Scot. Resident, no GP

Pharmacy First Scotland - Skin Infection - Scot. GP Registered

Pharmacy First Scotland - Skin Infection - Scot. Resident, no GP

Pharmacy First Scotland - Standard (MAS)

Pharmacy First Scotland - UTI - Scot. GP Registered

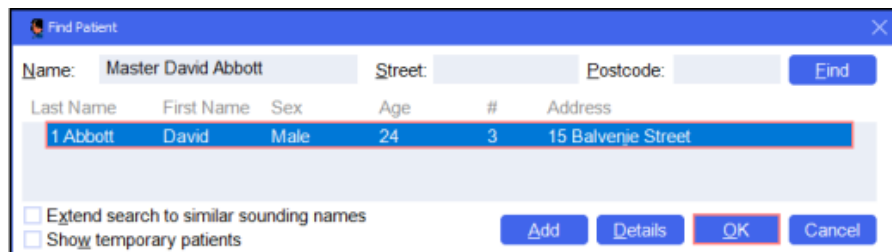
Pharmacy First Scotland - UTI - Scot. Resident, no GP

Public Health Services - Emergency Hormonal Contraception

Public Health Services - MenB Paracetamol

Consultation Details

- From **Patient**, enter the name of the patient and press **Enter** to search for the patient record.
- The **Find Patient** screen displays. Select the appropriate patient and select **OK**:



Find Patient


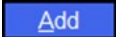
Name: Master David Abbott Street: Postcode: Find

Last Name	First Name	Sex	Age	#	Address
1 Abbott	David	Male	24	3	15 Balvenie Street

Extend search to similar sounding names

Show temporary patients

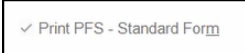
Add Details **OK** Cancel

 **Note** - If the patient is not found in **Pharmacy Manager**, select **Add**  to add the patient.

- 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 prompted and the relevant requests display.

 **Note** - To run an additional **Eligibility Status** check, select the **Refresh**  button.

- The **ePMS** responds with either:
 - Eligible** - Continue to record the consultation, or
 - Not Eligible** - The patient is not eligible for a consultation. You are asked to confirm if you wish to proceed with the consultation.
- Confirm that the **Print PFS - Standard Form**  function is correct. Amend if required.



Note - The **Print PFS - Standard Form** function is set at a system wide level. You can over-ride it on a case-by-case basis by enabling or disabling it as required. This will not affect your system wide settings. See [Configuring Pharmacy First Scotland - Standard \(MAS\) Form Printing](#) for more details.

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



- **Outcome** - Select from the list:
 - **Medication Prescribed**
 - **Advice Only**
 - **Refer to GP**
- **Notes** - Enter details of the consultation.


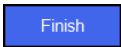
9. Complete the consultation as follows:

Medication Prescribed

- a. Select **Dispense**  to dispense medications as required.



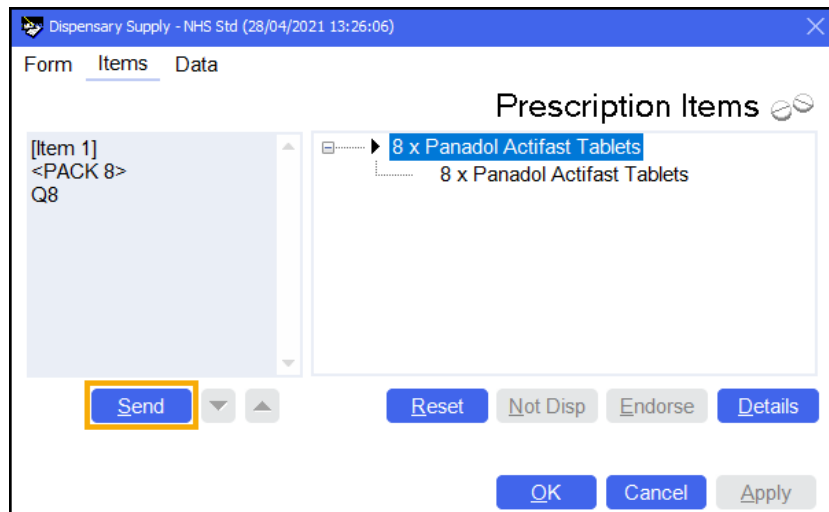
Note - If there are any partially completed prescriptions on the **Dispensary** screen you cannot complete a consultation.

- b. The **Dispensary**  screen displays.
- c. Complete dispensing in the usual way and select **Finish** .




See [Dispensing a Paper Prescription](#) for more details.


- d. The **Dispensary Supply** screen displays, select **Send**  to endorse and claim for the consultation.



Advice Only

- a. Enter the details in **Notes** and select **Finish** .
The details of the consultation are sent to the **ePMS**.

Refer to GP

- a. Enter the details in **Notes** and select **Finish** .
The details of the consultation are sent to the **ePMS**.



Training Tip - To clear the **ePharmacy** screen of all data added, select **Cancel** . No information is sent to the **ePMS**.

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**



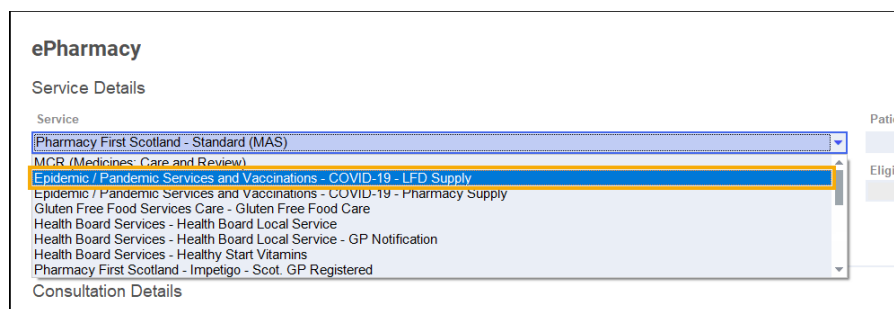
The **ePharmacy** screen displays.



Note - You must be logged into **ePharmacy** in order to record a UCF consultation, see [Logging in to ePharmacy](#) for details.



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

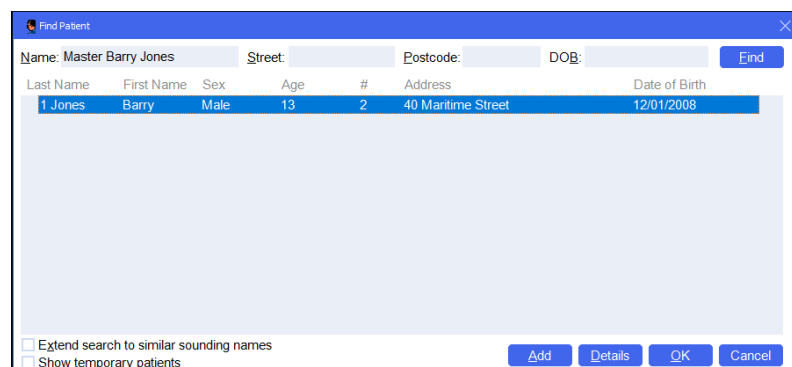


ePharmacy
Service Details

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** to search for the patient record.
4. The **Find Patient** screen displays. Select the appropriate patient and select **OK**:



Find Patient

Name: Master Barry Jones Street: Postcode: DOB: **End**

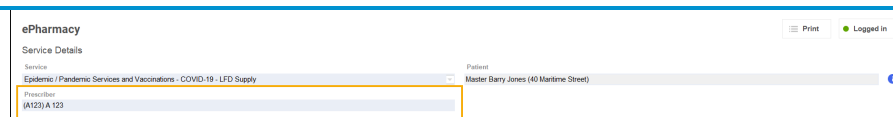
Last Name	First Name	Sex	Age	#	Address	Date of Birth
1 Jones	Barry	Male	13	2	40 Maritime Street	12/01/2008

Extend search to similar sounding names
 Show temporary patients

Add **Details** **OK** **Cancel**



Note - The **Prescriber** field displays your **ePharmacy** login details.



ePharmacy **Print** **Logged in**

Service Details

Service: Epidemic / Pandemic Services and Vaccinations - COVID-19 - LFD Supply Patient: 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)**.
-

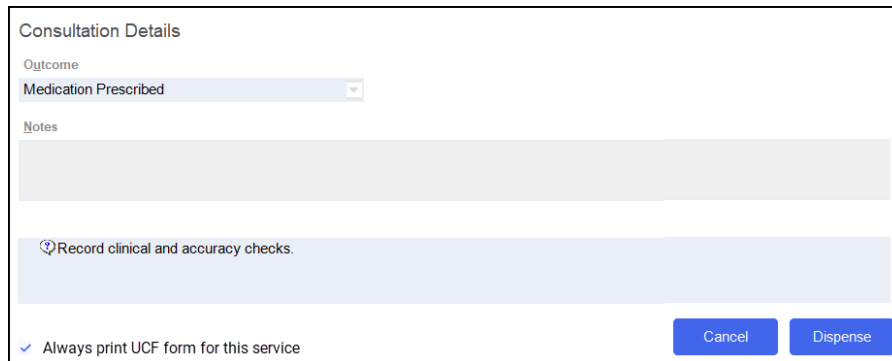


Note - If there is any demographic information missing, you are prompted and the relevant requests display.

Eligibility for NHS Pharmacy First Scotland Consultations

- People registered with the Defence Medical services (even if they are a visitor to Scotland).
 - People registered on a permanent basis with a GP Practice in Scotland.
 - People registered on a temporary basis with a GP Practice in Scotland (unless they are a visitor to Scotland).
 - People who live in Scotland.
 - People who are gypsies or travellers in Scotland.
 - People 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, or
 - **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 the list:
 - **Medication Prescribed**
 - **Advice Only**
 - **Refer to GP**
- **Notes** - Enter details of the consultation.
- **Message Area** - This area displays any messages where mandatory information is required for a service.

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 you have prescribed. The **CP4** form  is selected by default.

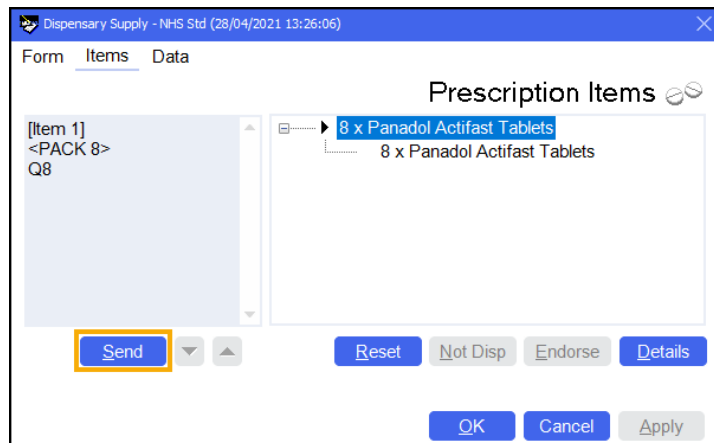
 **Note** - The **CP4** form is only selected by default when you access **Dispensary**  via **ePharmacy** .


- b. Complete dispensing in the usual way and select **Finish** .

 See [Dispensing a Paper Prescription](#) for more details.

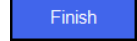
 **Training Tip** - Instead of finishing the dispense you can always **Save to Pending** and the prescription displays on the **Pending** tab.

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

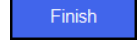



 **Note** - If any of the mandatory information is missing, the **Send** option is disabled. The prescription displays in the **Pending** tab on the **Side Navigation Bar** ready for completion and claiming.


Advice Only

- a. Enter the details in **Notes** and select **Finish** .
The details of the consultation are sent to the **ePMS**.

Refer to GP


- a. 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 will need to use the 'not Registered at a Scottish GP' variant of the service whereby the CHI number will not be mandatory for the service.

 **Training Tip** - To clear the **ePharmacy** screen of all data added, select **Cancel** . No information is sent to **ePMS**.

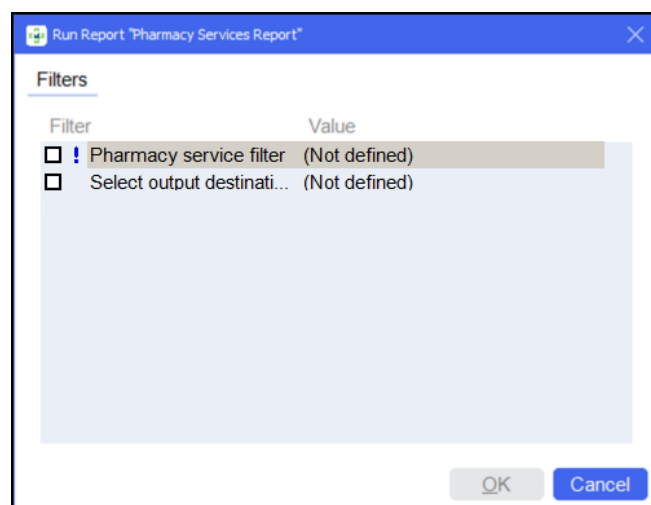
Pharmacy Services Report

You can easily run a report within **Pharmacy Manager** to show the number of claims for the selected service(s). To run this report:

1. From the **Pharmacy Manager Side Navigation Bar** select **Reports** .
2. From the list of available reports, select **Pharmacy Services Report** and select **Run**:

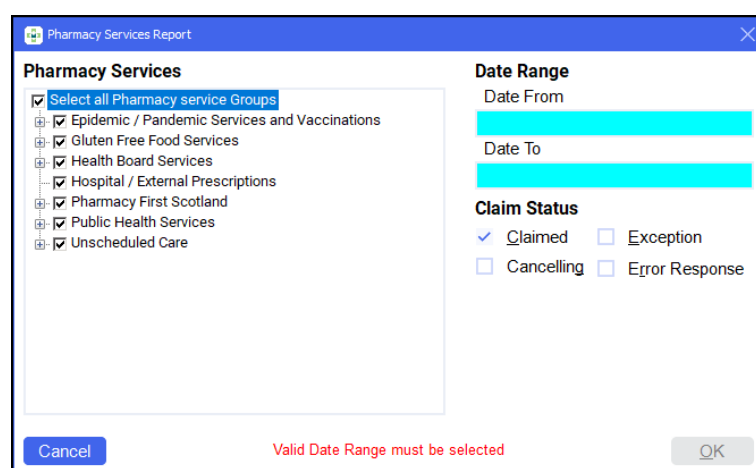


The **Run Report** screen displays:



3. Double click on the below options to set the following:

Pharmacy Service Filter



- a. Select which services to report on. You can report at a group level such as 'Public Health Services', at a service name level such as 'COVID-19 - LFD Supply' or all pharmacy service groups.
-



Note - All service groups and subsequent services display in alphabetical order.

- b. Select the Date Range.
-



Remember - Type a fullstop . and press **Enter** on your keyboard to enter today's date.

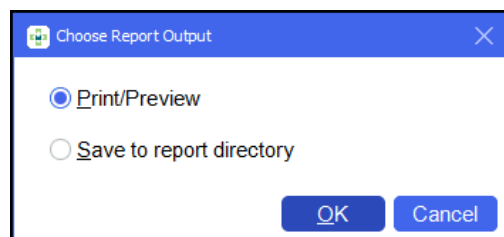
- c. Select the Claim Status required.
-



Note - **Claimed** is set as default.

- d. Select **OK** .

Select output destination



- a. Select either:

- **Print/Preview** - Opens a preview of the report.
- **Save to report directory** - To view saved reports, from the **Reports** screen select **View - Saved Reports**.

- b. Select **OK** .

4. Select **OK**  on the **Run Report** screen.

The **Pharmacy Services Report** displays:

<u>Pharmacy Led Services Claim Report</u>				
	Medication Supply		Refer to GP	Advice Only
	Forms	Items		
Epidemic / Pandemic Services and Vaccinations				
COVID-19 - LFD Supply	2	2	0	0
COVID-19 - Pharmacy Supply	1	1	0	0
Health Board Services				
Health Board Local Service	0	0	0	1
Pharmacy First Scotland				
Impetigo - Scot. GP Registered	0	0	0	1
Standard (MAS)	3	4	2	0
Public Health Services				
Emergency Hormonal Contraception	0	0	0	1
Total	6	7	2	3

May contain sensitive data, please discard accordingly				
From 01/09/2021 to 07/09/2021		Page 1	07 September 2021 14:59 Pharmacy Manager 14.1	

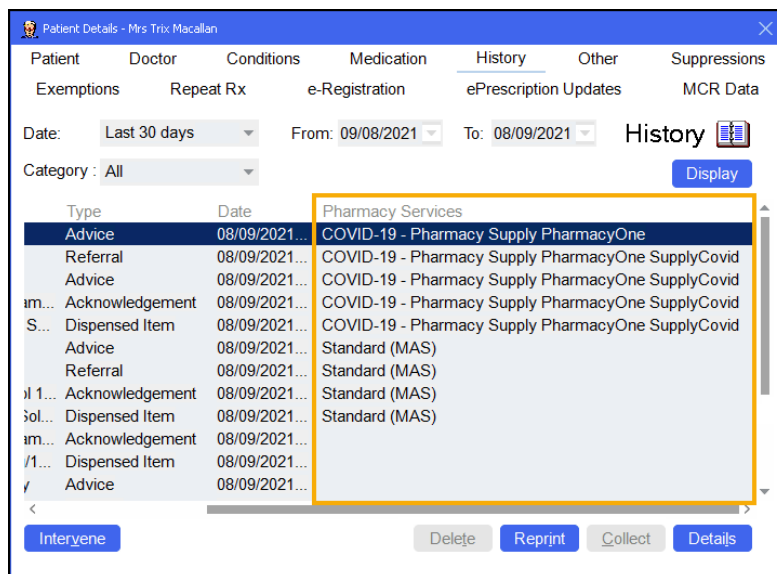
The services are listed under the service group headings.

The three columns of the report display totals for the service(s) selected:


- **Medication Supply** - Where medication has been prescribed:
 - **Forms** - Total number of consultation outcomes where **Medication Prescribed** has been selected.
 - **Items** - Total number of items prescribed where **Medication Prescribed** has been selected.
- **Refer to GP** - Total number of claims where **Refer to GP** has been selected.
- **Advice Only** - Total number of claims where **Advice Only** has been selected.


ePharmacy Service Indicator in Patient History

Within the **Patient History** screen you can view which **Pharmacy Service** the history item was entered from:



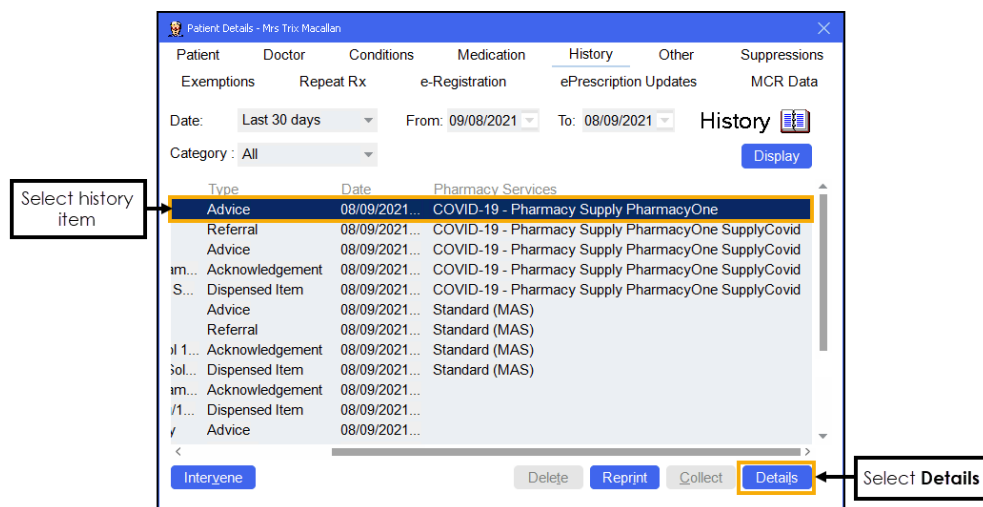
Type	Date	Pharmacy Services
Advice	08/09/2021...	COVID-19 - Pharmacy Supply PharmacyOne
Referral	08/09/2021...	COVID-19 - Pharmacy Supply PharmacyOne SupplyCovid
Advice	08/09/2021...	COVID-19 - Pharmacy Supply PharmacyOne SupplyCovid
im... Acknowledgement	08/09/2021...	COVID-19 - Pharmacy Supply PharmacyOne SupplyCovid
S... Dispensed Item	08/09/2021...	COVID-19 - Pharmacy Supply PharmacyOne SupplyCovid
Advice	08/09/2021...	Standard (MAS)
Referral	08/09/2021...	Standard (MAS)
il 1... Acknowledgement	08/09/2021...	Standard (MAS)
sol... Dispensed Item	08/09/2021...	Standard (MAS)
im... Acknowledgement	08/09/2021...	Standard (MAS)
/1... Dispensed Item	08/09/2021...	Standard (MAS)
Advice	08/09/2021...	Standard (MAS)

 **Note** - If dispensing history is prior to the release of **Pharmacy Manager 14.1** the **Pharmacy Services** column may appear blank.

 **Training Tip** - The **Pharmacy Service** column is sortable by Pharmacy service name to view all consultations completed for the service.

To view more details on the pharmacy service:

1. Select the required item from the list:

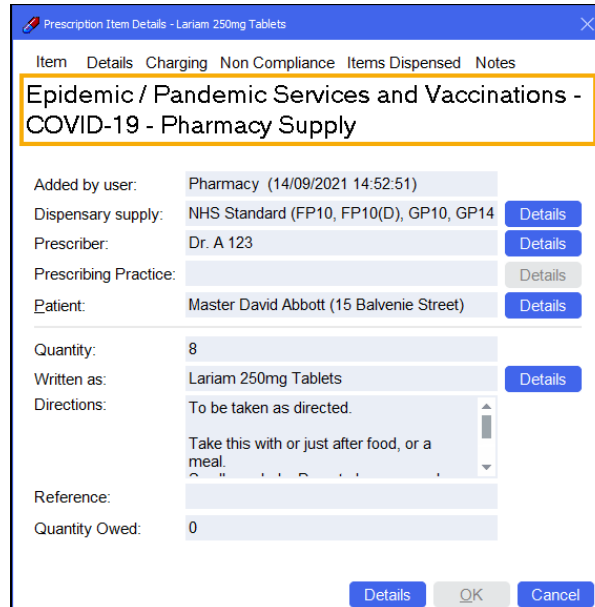


2. Select **Details**.

3. Depending on the service outcome the following screens display:

Medication Prescribed

The **Prescription Item Details** screen displays, containing the service name:



Prescription Item Details - Lariam 250mg Tablets

Item Details Charging Non Compliance Items Dispensed Notes

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

Added by user: Pharmacy (14/09/2021 14:52:51)

Dispensary supply: NHS Standard (FP10, FP10(D), GP10, GP14) [Details](#)

Prescriber: Dr. A 123 [Details](#)

Prescribing Practice: [Details](#)

Patient: Master David Abbott (15 Balvenie Street) [Details](#)

Quantity: 8

Written as: Lariam 250mg Tablets [Details](#)

Directions: To be taken as directed.
Take this with or just after food, or a meal.

Reference:

Quantity Owed: 0

[Details](#) [OK](#) [Cancel](#)

Advice Only or Refer to GP

The **Service Details** screen displays, containing the service name and the outcome details:



Service Details

Pharmacy First Scotland - Standard (MAS)

Patient: Master David Abbott (15 Balvenie) [Details](#)

Prescriber: Dr. A 123 [Details](#)

Added by user: Pharmacy (14/09/2021 14:51:45)

Outcome: Refer to GP

Status: Claim Sent

Notes



[OK](#)