



Pharmacy
Manager

Pharmacy Manager 14.2 Release Guide

Version 1.0

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Pharmacy Manager Release 14.2

Pharmacy Manager 14.2 introduces the following features:

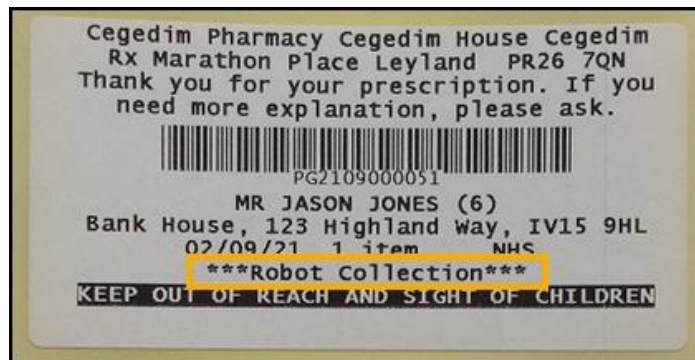
All Countries

- **Often Owed Tile** – We have added an **Often Owed** tile to the **Stock Inventory** screen.



See [Stock Inventory Screen - Often Owed Tile](#) on page 5 for more information.

- **Handout Method Label Update** - Printed labels display the chosen handout method:



See [Recommended Label Settings for Robot Collection](#) on page 10 for more details on label settings.

Scotland Only

- **Dispensing of Schedule 2 & 3 Controlled Drugs on a UCF Service** - When dispensing of Controlled Drugs is not permitted on the selected service the following message displays '*This product is not permitted to be prescribed on this service*'.



Note - This is in readiness for when UCF services support the dispensing of Schedule 2 & 3 Controlled Drugs.



See [Recording a Universal Claim Framework \(UCF\) Consultation](#) on page 12 for more details.

- **Mandatory Recording of Consultation Notes** - If this is indicated in the Service Definition Parameter (SDP) file, you will not be able to complete a consultation until Consultation Notes are entered.

Stock Inventory Screen - Often Owed Tile

Introduction

We have added an **Often Owed** tile to the **Stock Inventory** screen.

This displays a real-time count of the number of products within the pharmacy that are deemed as often owed. This is calculated based on products which are owed a minimum number of times over a set number of days:



Stock & Order Management

Ordering Stock Inventory 11

Low Stock →

3

⌚ 11:23 ⚙️

Excess Stock →

1

⌚ 11:23 ⚙️

Dead Stock →

6

⌚ 11:23 ⚙️

Often Owed →

1

⌚ 11:23 ⚙️

Search stock FILTER EXPORT TO PDF EXPORT TO CSV PACKS UNITS

<input type="checkbox"/>	Product	Pack Size ↑	Total Stock	On Order	Owings	
<input type="checkbox"/>	Diamox Parenteral 500mg Vial	1	0	0	0	EDIT DETAILS
<input type="checkbox"/>	Cosmegen Lyovac 500mcg Pwd Inj Vial	1	0	0	0	EDIT DETAILS

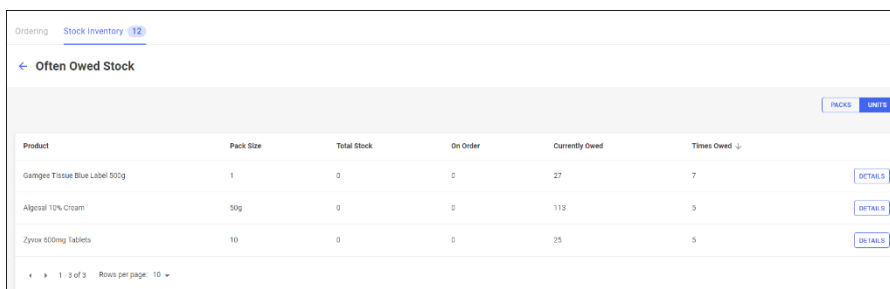
Often Owed Tile Screen

To access the **Often Owed** screen:

1. Select the **Often Owed** tile:



2. The **Often Owed** screen displays the following:



Product	Pack Size	Total Stock	On Order	Currently Owed	Times Owed ↓
Gamgee Tissue Blue Label 500g	1	0	0	27	7
Algepal 10% Cream	50g	0	0	113	5
Zyvox 600mg Tablets	10	0	0	25	5

- **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.
- **Currently Owed** - Any current owings for this product.
- **Times Owed** - How many times this product has been owed.



Training Tip - By default the table is sorted with the most times owed at the top however you can sort the results as required by selecting the column header.

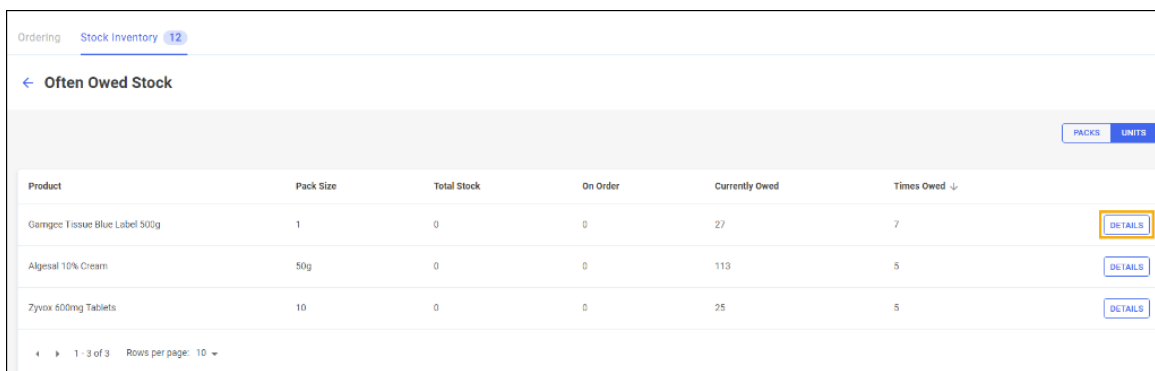
3. Select the **Return arrow**  to return to the **Stock Inventory** screen:



Viewing the Drug Details Screen

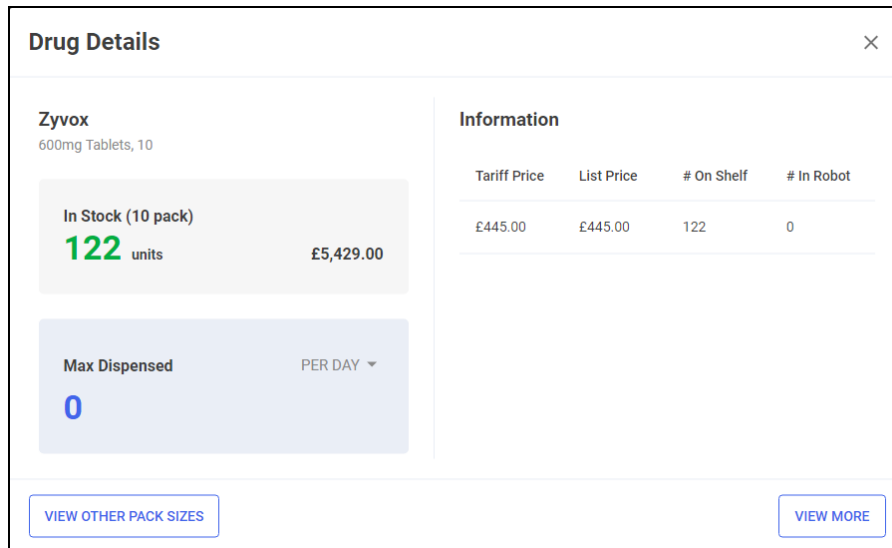
To view more details on a particular product:

1. From the **Often Owed** screen, select **DETAILS** .



Product	Pack Size	Total Stock	On Order	Currently Owed	Times Owed ↓
Gamgee Tissue Blue Label 500g	1	0	0	27	7
Algepal 10% Cream	50g	0	0	113	5
Zyvox 600mg Tablets	10	0	0	25	5

2. The **Drug Details** screen displays the following:



Drug Details [Close]

Zyvox
600mg Tablets, 10

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

Max Dispensed PER DAY ▾
0

Information

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

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

- **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 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.

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

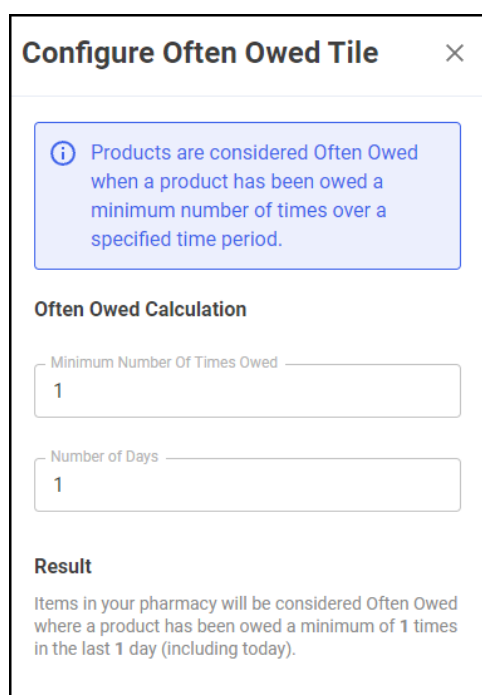
Configuring the Often Owed Tile

By default, the **Often Owed** tile is set to look back over the last 90 days when calculating which products are often owed. To configure this setting:

4. Select the **Settings**  icon:



5. The **Configure Often Owed Tile** screen displays:

A screenshot of the "Configure Often Owed Tile" screen. At the top, there is a title bar with "Configure Often Owed Tile" and a close button (X). Below the title bar is an information box with a blue background and white text: "Products are considered Often Owed when a product has been owed a minimum number of times over a specified time period." Underneath is the "Often Owed Calculation" section, which contains two input fields: "Minimum Number Of Times Owed" with the value "1" and "Number of Days" with the value "1". At the bottom is the "Result" section, which contains the text: "Items in your pharmacy will be considered Often Owed where a product has been owed a minimum of 1 times in the last 1 day (including today)."

- Set the **Minimum Number Of Times Owed** and the **Number of Days** that you want to calculate the often owed value over.

Result explains the configuration:

Configure Often Owed Tile ×

Info Products are considered Often Owed when a product has been owed a minimum number of times over a specified time period.

Often Owed Calculation

Minimum Number Of Times Owed

Number of Days

Result

Items in your pharmacy will be considered Often Owed where a product has been owed a minimum of 1 times in the last 1 day (including today).

- Select **Save**.

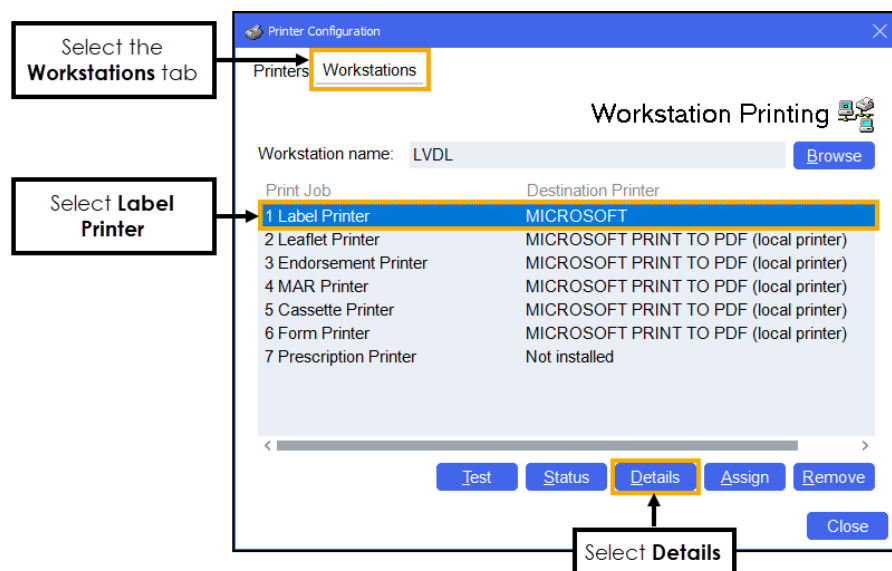
Recommended Label Settings for Robot Collection

The following settings are recommended for labelling items for Robot Collection:

Label Printer Settings

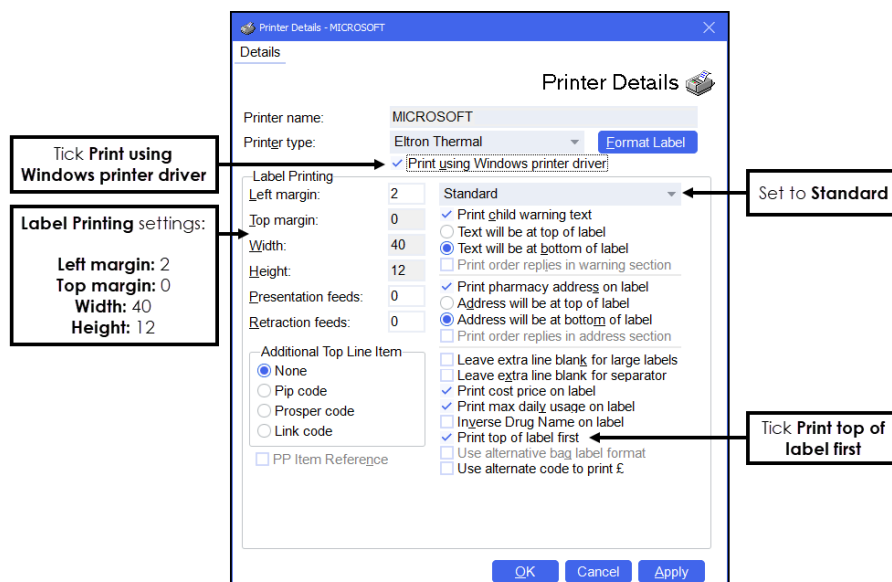
Please see below for the recommended Printer Details settings in **Pharmacy Manager**:

8. From the Pharmacy Manager **Menus** select **Tools - System Settings - Printer Configuration - Pharmacy Manager**.
9. Select the **Workstations** tab and select the **Label Printer**:



10. Select **Details** **Details**.

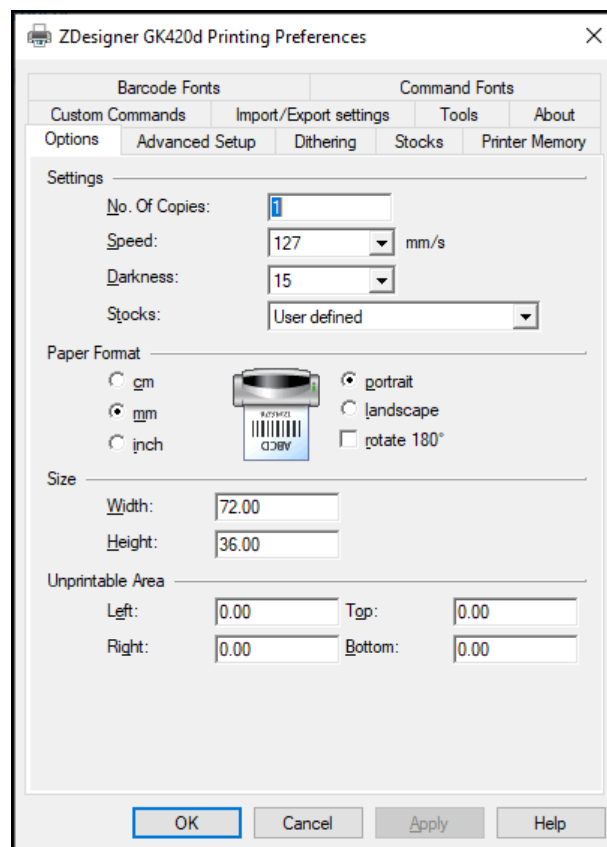
11. The **Printer Details** screen displays for the selected Label Printer, see the recommended settings below:



- **Print using Windows printer driver** - Tick
- Set the drop-down to **Standard**
- **Label Printing:**
 - **Left margin** - 2
 - **Top margin** - 0
 - **Width** - 40
 - **Height** - 12
- **Print top of label first** - Tick

ZDesigner GK420d Printer Preferences

Please see below for the recommended label settings for the ZDesigner GK420d printer:



- **Size:**
 - **Width** - 72.00 mm
 - **Height** - 36.00 mm
- **Unprintable Area:**
 - **Top** - No more than 6.00 mm
 - **Bottom** - No more than 6.00 mm

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.

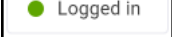
To record a **UCF Consultation**:

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

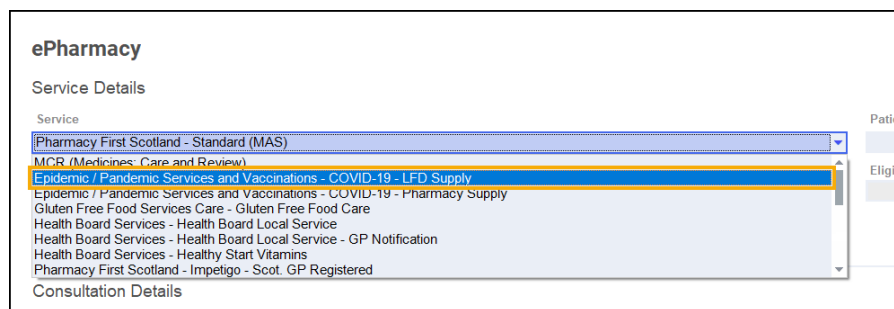


The **ePharmacy** screen displays.



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:



The screenshot shows the 'ePharmacy' interface with 'Service Details' expanded. The 'Service' dropdown menu is open, showing a list of services. The service 'Epidemic / Pandemic Services and Vaccinations - COVID-19 - LFD Supply' is highlighted in blue. Other visible services include 'Pharmacy First Scotland - Standard (MAS)', 'MCR (Medicines: Care and Review)', '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', and 'Pharmacy First Scotland - Impetigo - Scot. GP Registered'. The 'Consultation Details' section is partially visible at the bottom.

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**:



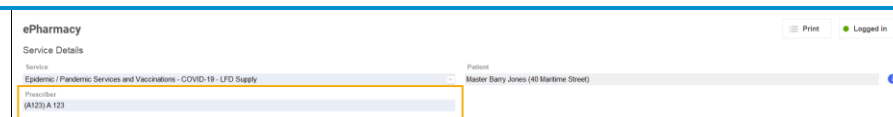
The screenshot shows the 'Find Patient' search screen. At the top, there are input fields for 'Name: Master Barry Jones', 'Street:', 'Postcode:', and 'DOB:'. A blue 'Find' button is to the right. Below these fields is a table with the following data:

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

At the bottom of the screen, there are checkboxes for 'Extend search to similar sounding names' and 'Show temporary patients'. There are also buttons for 'Add', 'Details', 'OK', and 'Cancel'.



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





The screenshot shows the 'ePharmacy' interface with 'Patient Details' displayed. The 'Service' dropdown menu is open, showing 'Epidemic / Pandemic Services and Vaccinations - COVID-19 - LFD Supply'. The 'Patient' field displays 'Master Barry Jones (40 Maritime Street)'. The 'Prescriber' field displays '(A123) A 123'. There are 'Print' and 'Logged in' status indicators at the top right.

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)**.
-

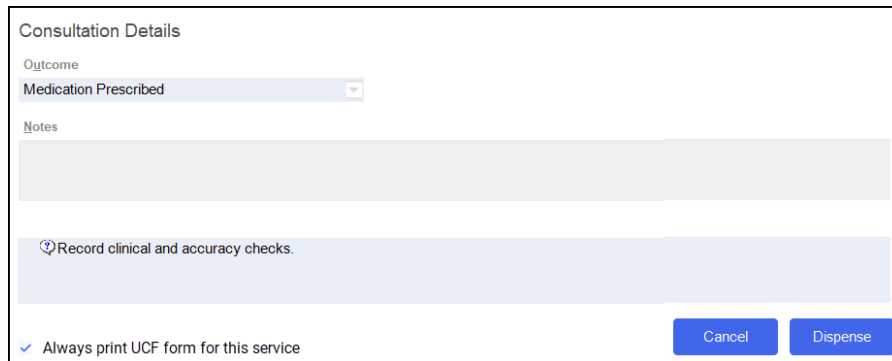


Note - If there is any demographic information missing, you are prompted and the relevant requests display.

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.

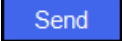
 **Note** - The **CP4** form is only selected by default when you access **Dispensary**  via **ePharmacy** .

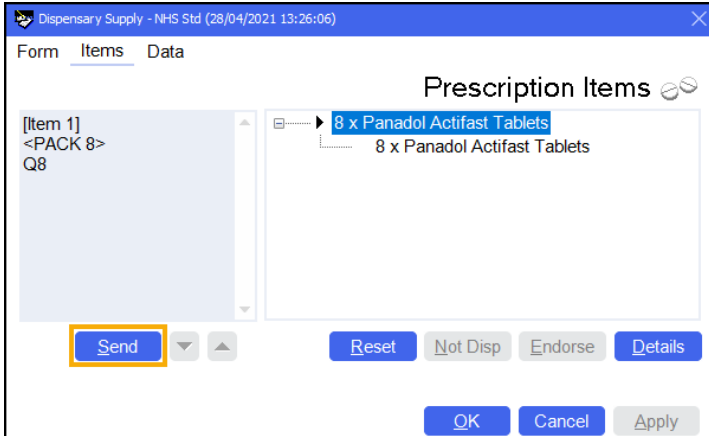
- b. Complete dispensing in the usual way and select **Finish** .


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

 **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*'.

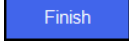
 **Training Tip** - Instead of finishing the dispense you can always **Save to Pending** and the prescription displays on the **Pending** tab.

- 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**.
