



Pharmacy  
**Manager**

# Pharmacy Manager Release 14.4

Version 1.2

20 January 2022



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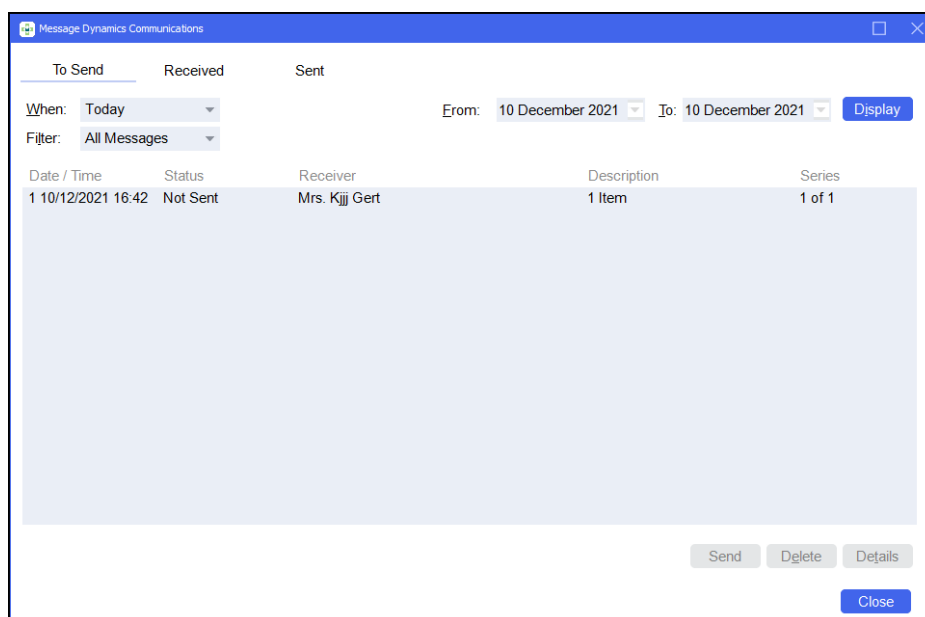
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## Pharmacy Manager Release 14.4

Pharmacy Manager 14.4 introduces the following features:

### All Countries

- **Message Dynamics** - We have updated the **Message Dynamics Communications** screen to display **To Send** and **Sent** messages separately:



[Click here for more information on Message Dynamics.](#)

- **Stock & Order Management:**
  - **Stock Inventory Filter** - You can now filter for stock that has the status of **In Stock**.



See [Filtering Products](#) on page 6 for more information.

- **Low Stock / Excess Stock / Dead Stock / Often Owed result screens** - You can now search and filter stock items.



See [Searching for Products](#) on page 8 and [Filtering Products](#) on page 6 for more information.

## Scotland Only

- **MCR Collecting Item Cancellation Check** - Prior to handing out an Medicines: Care & Review (MCR) prescription to a patient, on selecting **Collect** from the **Pending** screen, it is now a requirement that the system checks if the prescription has been cancelled by the prescriber since the time it was dispensed.
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See [Collecting a Serial \(MCR\) Prescription](#) on page 9 for more information.


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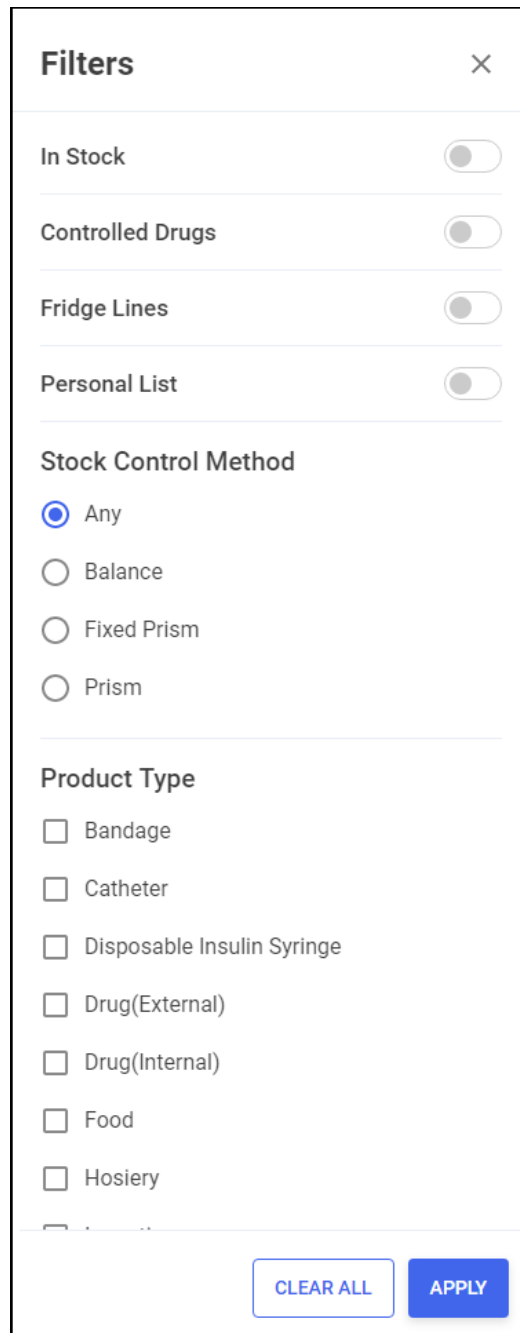
- **Treatment Summary Report (TSR) Data** - For new sites migrating to **Pharmacy Manager** when running the TSR report the data shown includes all dispensing activity regardless of which system the items were dispensed in.

## Filtering Products

You can control what products display on the **Stock Inventory** screens by applying a range of filter(s).

To filter the products on all the **Stock Inventory** screens including the **Low Stock**, **Excess Stock**, **Dead Stock** and **Often Owed** filtered screens:

1. Select **Filter** .
2. The **Filters** screen displays to the right:



**Filters** ×

---

In Stock

---

Controlled Drugs

---

Fridge Lines

---

Personal List

---

**Stock Control Method**

Any

Balance

Fixed Prism

Prism

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**Product Type**

Bandage

Catheter

Disposable Insulin Syringe

Drug(External)

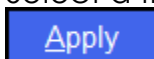
Drug(Internal)

Food

Hosiery

---

3. Select a filter, for example, **Controlled Drugs**, and select **Apply**



4. The stock screen updates and displays products that matches the applied filter(s):

**Stock & Order Management** Useful Links

Ordering [Stock Inventory](#) 29

Low Stock →

16

4 days ago

Excess Stock →

5

4 days ago

Dead Stock →

8

4 days ago

Often Owed →

1


4 days ago

Search stock  EXPORT TO PDF EXPORT TO CSV PACKS UNITS

Controlled Drugs FILTER

<input type="checkbox"/>	Product ↑	Pack Size	Total Stock	On Order	Owings	
<input type="checkbox"/>	Abstral 100mcg Sublingual Tablets	10	0	0	0	EDIT DETAILS
<input type="checkbox"/>	Abstral 100mcg Sublingual Tablets	30	0	0	0	EDIT DETAILS
<input type="checkbox"/>	Abstral 200mcg Sublingual Tablets	10	0	0	0	EDIT DETAILS
<input type="checkbox"/>	Abstral 200mcg Sublingual Tablets	30	0	0	0	EDIT DETAILS
<input type="checkbox"/>	Abstral 300mcg Sublingual Tablets	10	0	0	0	EDIT DETAILS

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 **Note** - The applied filter displays under the **Search** stock bar. Select '**x**' to remove the filter.

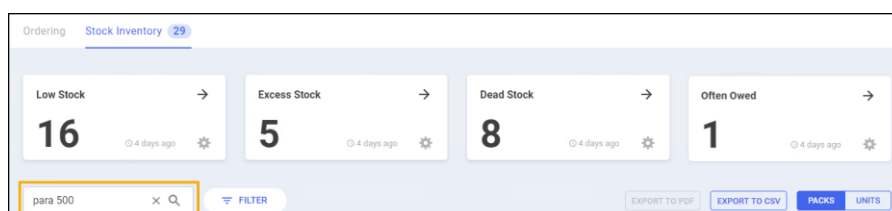
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## Searching for Products

The **Stock Inventory** screen displays all products on the **Pharmacy Manager** product file.

To search for a specific product on all the **Stock Inventory** screens including the **Low Stock**, **Excess Stock**, **Dead Stock** and **Often Owed** filtered screens:

- From **Search stock**, enter all or part of the product name and select **Search** . For example, if you are searching for Paracetamol 500mg tablets, enter:

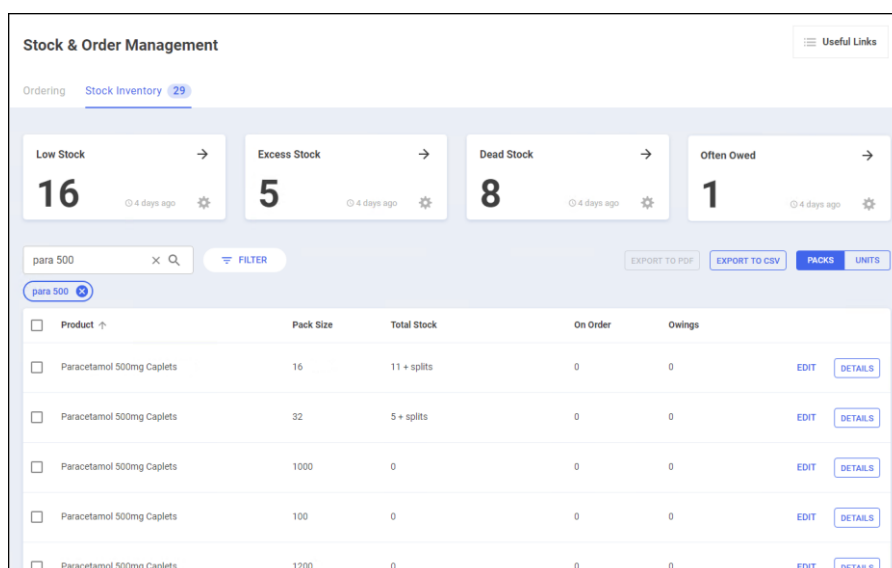


- **PARA** - Displays all items beginning with PARA.
- **PARA 500** - Displays all items beginning with PARA with a strength of 500.
- **PARA 500 TAB** - Displays all items beginning with PARA with a strength of 500 in tablet form.



**Note** - The product's PIP code can also be used as search criteria.

- The stock screen updates. All products that match your search criteria display:



Product	Pack Size	Total Stock	On Order	Owings	EDIT	DETAILS
Paracetamol 500mg Caplets	16	11 + splits	0	0	EDIT	DETAILS
Paracetamol 500mg Caplets	32	5 + splits	0	0	EDIT	DETAILS
Paracetamol 500mg Caplets	1000	0	0	0	EDIT	DETAILS
Paracetamol 500mg Caplets	100	0	0	0	EDIT	DETAILS
Paracetamol 500mg Caplets	1200	0	0	0	EDIT	DETAILS



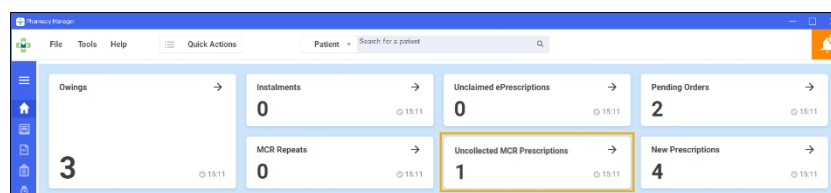
## Collecting a Serial (MCR) Prescription

Prior to the patient collecting their prescription, the Serial (MCR) Prescription must be set as collected in **Pharmacy Manager**.



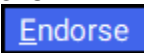

**Important** - There is now a requirement that the system checks if the prescription has been cancelled by the prescriber since the time it was dispensed, so this must be completed prior to handing out to a patient.

- To collect a Serial (MCR) Prescription access the **Pending** screen, either:
  - From the **Pharmacy Manager Dashboard**, select **Uncollected MCR prescriptions**:



- From the **Pharmacy Manager Side Navigation Bar** select **Pending**



- The prescription displays with a status of either:
  - Not collected** - The prescription has not been endorsed or collected. To endorse the prescription, select **Endorse** .
  - Not collected\*** - The prescription has been endorsed but not collected.
- Select to highlight the prescription(s) and then select **Collect** .



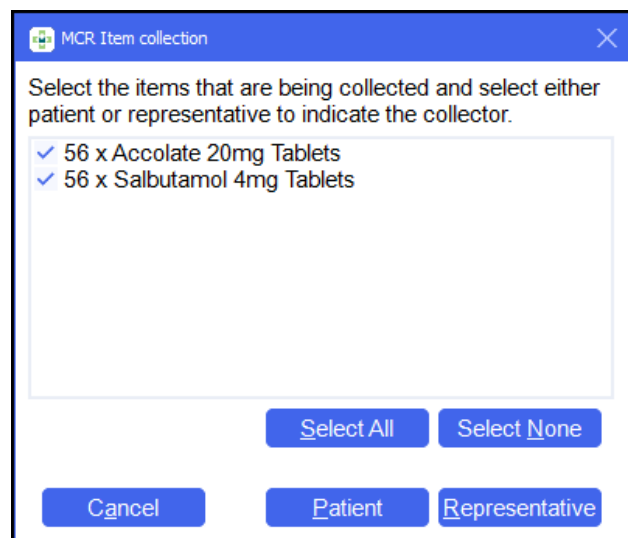
**Note** - You can collect multiple prescriptions for one patient at the same time.



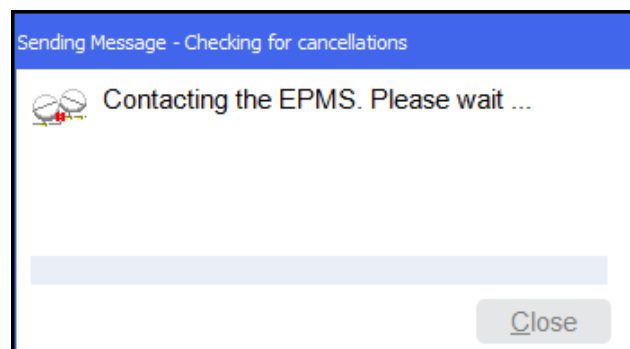
**Note** - If you are not connected to **ePharmacy** the **Collect** button will be greyed out.

4. The **MCR Item Collection** screen displays. Select the items being collected and then select the person collecting the prescription, for example, **Patient**:

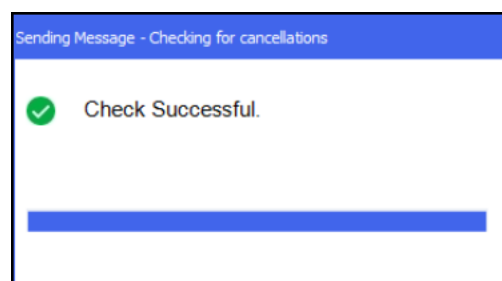
example, **Patient** 



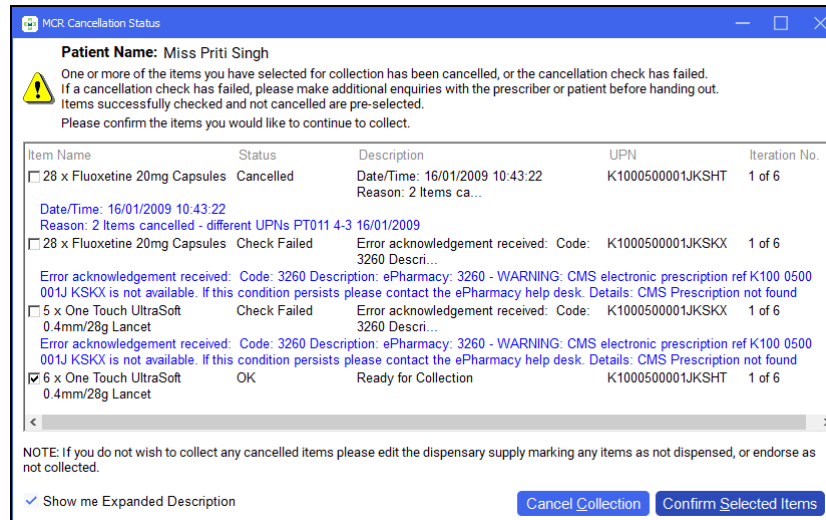
5. **Pharmacy Manager** checks with ePMS to see if any of the selected prescription items have been cancelled by the prescriber since dispensing:



- If the check is successful and no items have been cancelled by the prescriber the response returns as successful and the selected items are marked as collected:



- If any of the prescription items have been cancelled by the prescriber or there is an error with the check the following screen displays:



**MCR Cancellation Status**

**Patient Name:** Miss Priti Singh

One or more of the items you have selected for collection has been cancelled, or the cancellation check has failed. If a cancellation check has failed, please make additional enquiries with the prescriber or patient before handing out. Items successfully checked and not cancelled are pre-selected. Please confirm the items you would like to continue to collect.

Item Name	Status	Description	UPN	Iteration No.
<input type="checkbox"/> 28 x Fluoxetine 20mg Capsules	Cancelled	Date/Time: 16/01/2009 10:43:22 Reason: 2 Items ca...	K1000500001JKSHT	1 of 6
Date/Time: 16/01/2009 10:43:22 Reason: 2 Items cancelled - different UPNs PT011 4-3 16/01/2009				
<input type="checkbox"/> 28 x Fluoxetine 20mg Capsules	Check Failed	Error acknowledgement received: Code: 3260 Descri...	K1000500001JKSKX	1 of 6
Error acknowledgement received: Code: 3260 Description: ePharmacy: 3260 - WARNING: CMS electronic prescription ref K100 0500 001J KSKX is not available. If this condition persists please contact the ePharmacy help desk. Details: CMS Prescription not found				
<input type="checkbox"/> 5 x One Touch UltraSoft 0.4mm/28g Lancet	Check Failed	Error acknowledgement received: Code: 3260 Descri...	K1000500001JKSKX	1 of 6
Error acknowledgement received: Code: 3260 Description: ePharmacy: 3260 - WARNING: CMS electronic prescription ref K100 0500 001J KSKX is not available. If this condition persists please contact the ePharmacy help desk. Details: CMS Prescription not found				
<input checked="" type="checkbox"/> 6 x One Touch UltraSoft 0.4mm/28g Lancet	OK	Ready for Collection	K1000500001JKSHT	1 of 6

NOTE: If you do not wish to collect any cancelled items please edit the dispensary supply marking any items as not dispensed, or endorse as not collected.

Show me Expanded Description

**Cancel Collection** **Confirm Selected Items**

Prescription items are listed with a status:

- **OK** - Items have been checked and have not been cancelled by the prescriber. These are automatically ticked ready for the user to confirm collection.
- **Cancelled** - The item has been cancelled by the prescriber.
- **Check Failed** - The check for cancellations has failed.



**Training Tip** - To hide the expanded descriptions remove the tick from **Show me Expanded Description**.

From here you can do the following:

- Select **Cancel Collection** to cancel the whole collection process.



**Note** - If you are no longer handing out this prescription item you will need to either edit the dispensary supply marking the item as **Not Dispensed** or endorse the item as **Not Collected**.

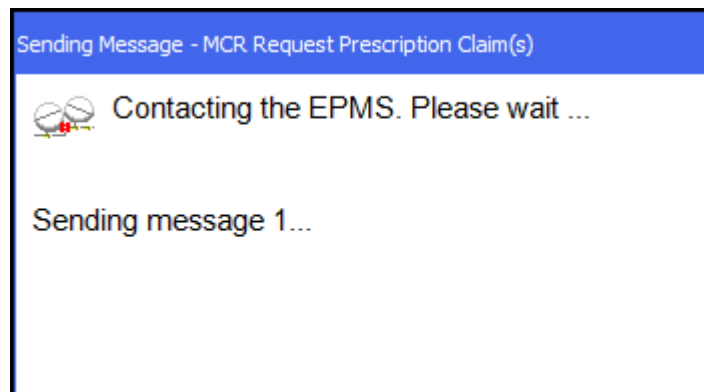
- Select **Confirm Selected Items** to continue with the collection of the ticked prescription items.



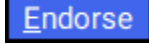
**Important** - To continue to handout prescriptions items that have a status of **Cancelled** or **Check Failed** is at your own discretion, you will need to select the item first. An audit trail of this is then displayed in **Patient History**.

6. When the prescription is marked as collected:

- If the prescription has been endorsed the claim is automatically sent:



- If the prescription is still not endorsed it remains on the **Pending** screen with a status of **Not endorsed**.

To endorse the prescription, select **Endorse** .