

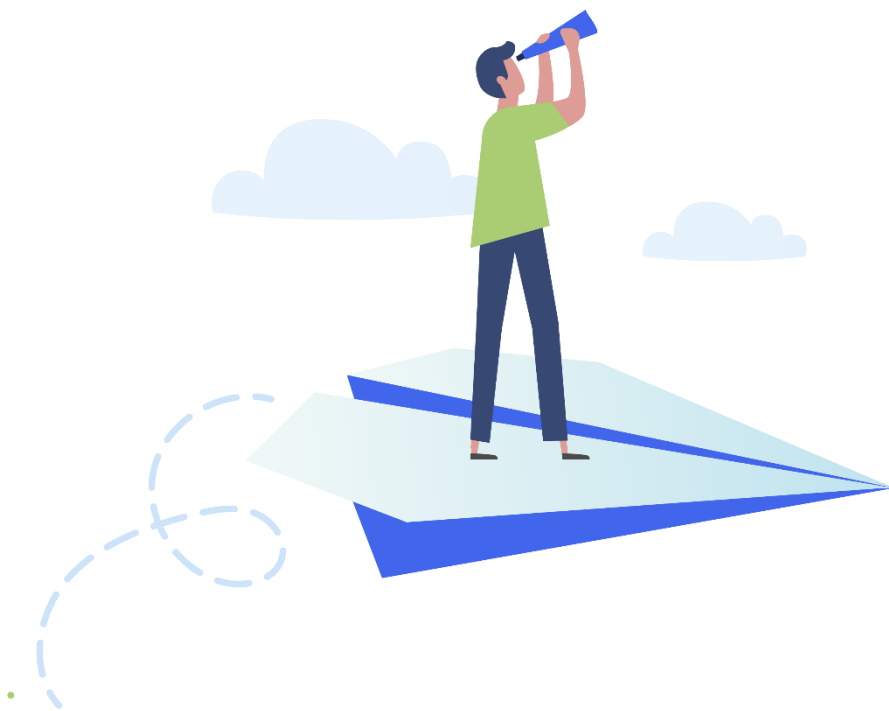


Pharmacy  
**Manager**

# Pharmacy Manager 16.4 Release Guide

Version 1.3

06 September 2024



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## Pharmacy Manager Releases 16.4

**Pharmacy Manager** release **16.4** introduces the following features and improvements:

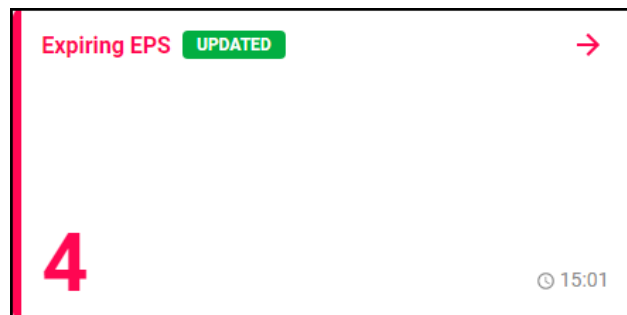
### England Only

- **Reimbursements** - The **EPS Items & Forms** and **Paper Items & Forms** tables now include two new columns, **Forms Totals** and **Items Totals**:

Date of Entry	Forms Exempt	Forms Paid	Forms Old Rate	Forms Total	Items Exempt	Items Paid	Items Old Rate	Items Total
03/06/24	1	0	0	1	1	0	0	1
02/06/24	0	0	0	0	0	0	0	0
01/06/24	0	0	0	0	0	0	0	0

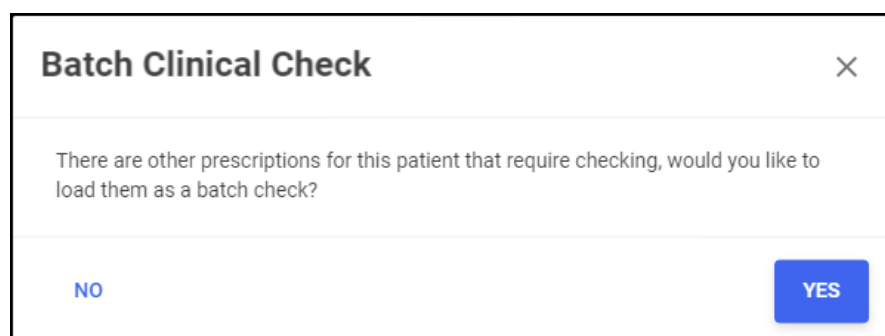
➔ See [Viewing and Navigating the Reimbursements screen](#) in the **Pharmacy Manager Help Centre** for details.

- **Expiring EPS** - The **Dashboard Expiring claim** tile is renamed to **Expiring EPS**, this now displays all prescriptions expiring within the next 28 days regardless of status:



➔ See [Navigating the Pharmacy Manager Dashboard \(England\)](#) in the **Pharmacy Manager Help Centre** for details.

- **Batch Clinical Check Prompts** - When performing a clinical check for a patient, you are now prompted if there are unselected prescriptions with a status of **Requires Check**. This enables you to batch check all prescriptions for a patient at the same time:

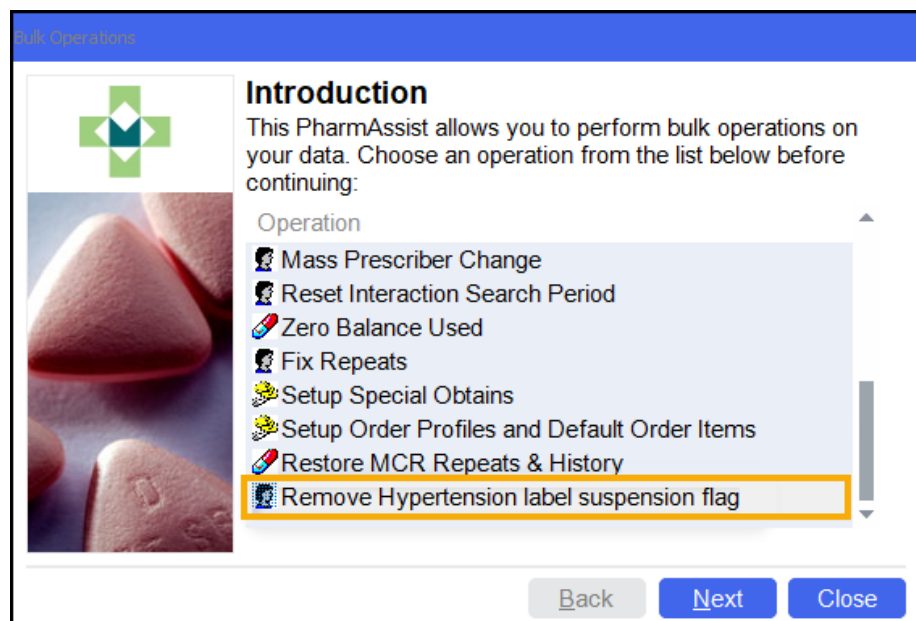


See [Clinical Check - Manual \(England\)](#) on page [8](#) for details.

- **Hypertension** - The following changes are made for the **Pharmacy Services Hypertension Case-Finding Service**:
  - **Individual Suspension** - You can now stop the Hypertension eligibility label from printing for a patient, for example if the service is already delivered or the patient does not want it.

➔ See [Hypertension Case-Finding \(England only\)](#) on page 18 for details.

- **Bulk Removal of Suspension Flag** - This bulk operation removes the **Hypertension label suspension flag** from all patients, making them eligible for Hypertension prompting again:

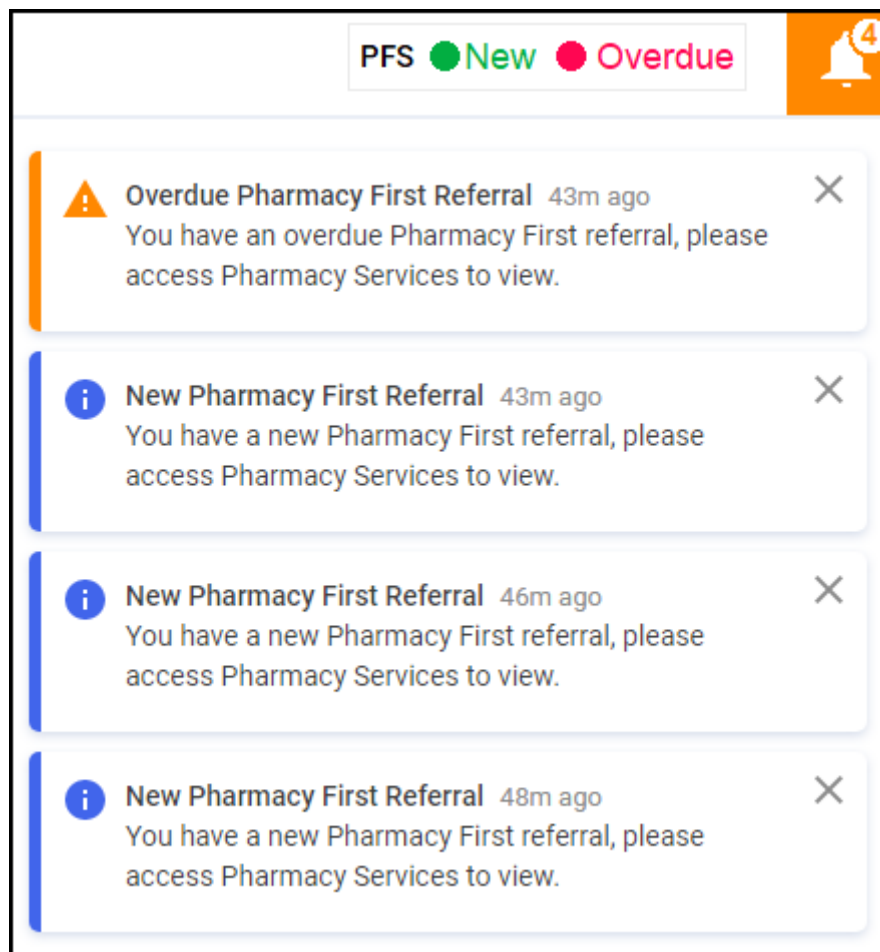


➔ See [Bulk Operation - Remove Hypertension Label Suspension Flag](#) on page 21 for details.

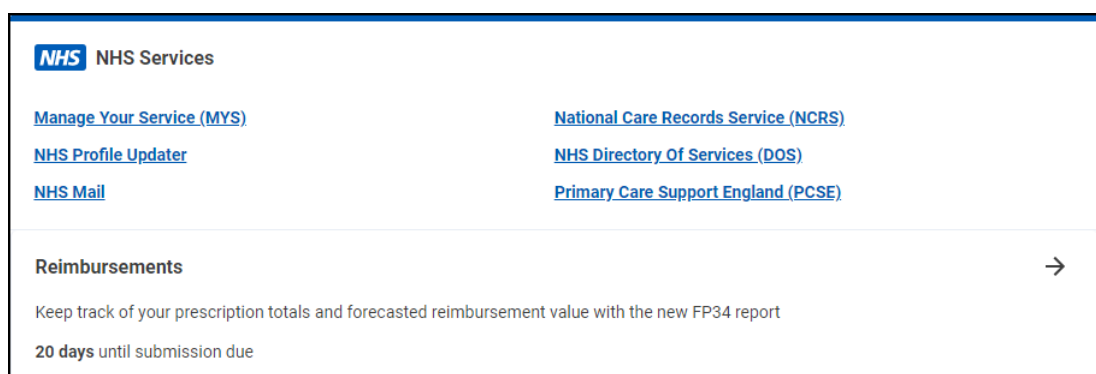
- **NMS Catch up Report** - The **NMS Catch up Report** now includes the patient's Mobile Number. You can easily export the **New Medicine Service (NMS) report** to review patients who have eligible new medicines for the first time within a set date range.

➔ See [New Medicine Service \(NMS\) Catch up Report](#) in the **Pharmacy Manager Help Centre** for details.

- **Pharmacy First (Formerly CPCS) Referrals** - The **New CPCS Referral** alerts are now renamed to **New Pharmacy First Referral**:



- **NHS Services Dashboard Tile** - The NHS Services dashboard tile is updated:



- **NHS Profile Updater** - Link is updated to <https://www.nhs.uk/our-policies/profile-editor-login/>.
- **Summary Care Record (SCR)** - **Summary Care Record (SCR)** is renamed to **National Care Records Service (NCRS)** and link updated to <https://portal.spineservices.nhs.uk/nationalcarerecordsservice/>.

## All Countries

- **Clinical Check** - We have updated the look of the **Clinical Check** module, see below for details:
  - [Clinical Check - Manual \(England\)](#) on page [8](#)
  - [Clinical Check - Manual \(Scotland\)](#) in the **Pharmacy Manager Help Centre**
  - [Clinical Check - Manual \(Wales\)](#) in the **Pharmacy Manager Help Centre**

## Scotland only

- **Useful Links Dashboard Tile** - The link to **Part 7 Drug Tariff** in the **Useful Links** file is updated to <https://www.cps.scot/drugtariff/part7>.

## Clinical Check - Manual (England)

A patient's prescription can be clinically checked upfront, pre-confirming the prescription prior to dispensing. When dispensing the prescription, warnings, contraindications and interactions are confirmed allowing you to quickly finish the dispense and print the labels.

**Important** - The Clinical Check Module can be restricted to **Pharmacists** only, see [Restricting the Clinical Check Module](#) and [Adding a User](#) in the **Pharmacy Manager Help Centre** for details.

You can dispense a prescription without clinically checking it upfront, in this case the warnings are confirmed during the dispensing process.

**Note** - Warnings may display if the directions, quantity or item are changed during the dispensing process, these must be confirmed before continuing.

To perform a clinical check on prescriptions:

1. You can check an individual prescription or multiple prescriptions for the same patient, either:
  - From the **Prescriptions - New** screen, select **ACTIONS - Clinically Check** next to the prescription you want to check:

<input type="checkbox"/>	Patient Name	Type	Handed	Downloaded ↓	Expiry	Service Type	Clinical Check
<input type="checkbox"/>	Mr Simon Mark Jackson Not Matched	Acute R2	IN STORE	17/01/2023 07:13:07	16/07/2023 07:29:09		Requires Check ACTIONS DISPENSE
<input type="checkbox"/>	Mr Simon Mark Jackson Not Matched	Acute R2		17/01/2023 07:13:07	16/07/2023 07:29:09		Requires Check View Prescription Details Clinically Check DISPENSE
<input type="checkbox"/>	Mr Clive Simon Phillips Not Matched	Acute R2		17/01/2023 07:13:06	16/07/2023 07:29:09		Requires Check Return to Spine View Patient Record DISPENSE

**Training Tip** - You do not need to select a patient to select this option.

- From the **Prescriptions - New** screen, highlight one or more prescriptions for the same patient and then select **BATCH CHECK**

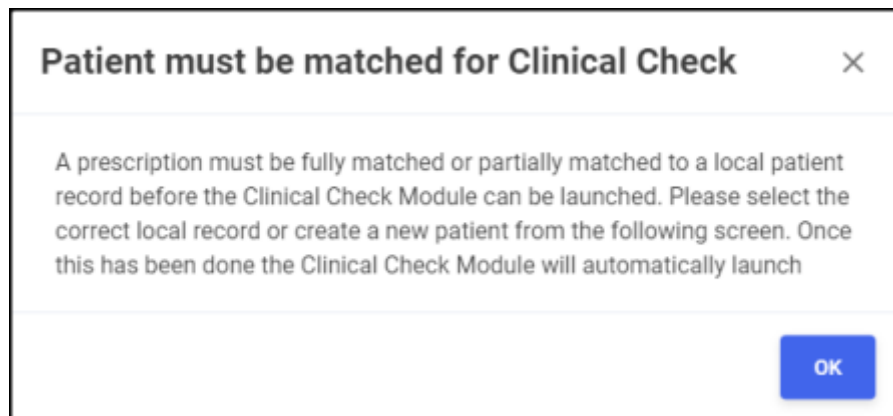
**BATCH CHECK**


<input type="checkbox"/>	Patient Name	Type	Handed	Download Date ↓	Expiry Date	Service Type	Clinical Check
<input checked="" type="checkbox"/>	Mr Graham Graham Block Matched	Acute R2		08/06/22	07/12/22 07:09		Requires Check ACTIONS DISPENSE
<input checked="" type="checkbox"/>	Mr Graham Graham Block Matched	Acute R2		08/06/22	07/12/22 07:09		Requires Check ACTIONS DISPENSE




2. If the patient is unmatched or partially matched a warning displays. This depends on the option selected:

### Clinically Check - Unmatched Patient



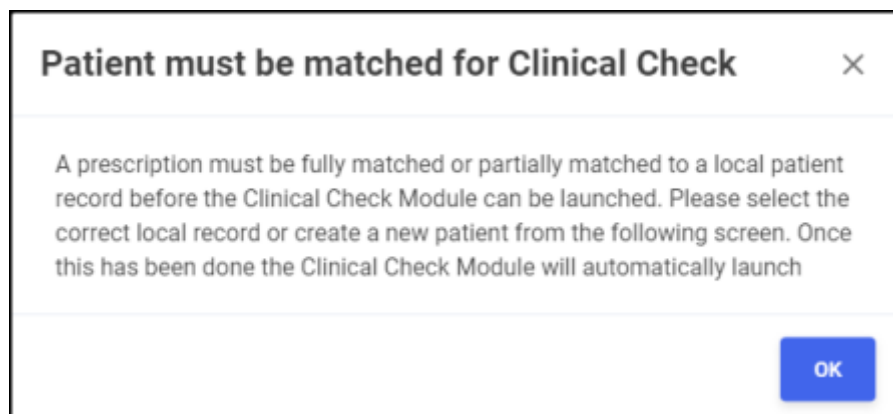
Select **OK**  to open the **eMessage Details - Find Local Patient** screen and search for a patient, see [Matching Patients](#) in the **Pharmacy Manager Help Centre** for details. The clinical check continues after matching the patient record.


---

 **Note** - If you do not match the patient you are redirected to the **Prescriptions** screen.

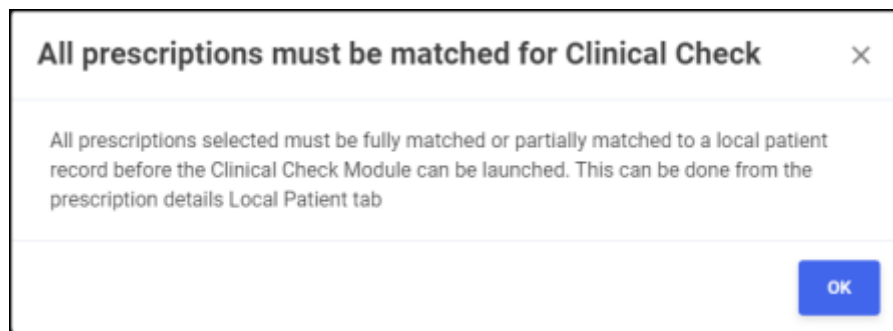
---

### Clinically Check - Partially Matched Patient



Select **OK**  to open the **eMessage Details** screen and search for a patient, see [Matching Patients](#) in the **Pharmacy Manager Help Centre** for details. The clinical check continues after matching the patient record.

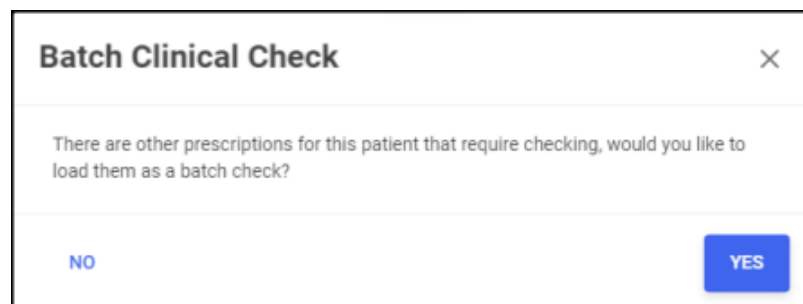
## Batch Check



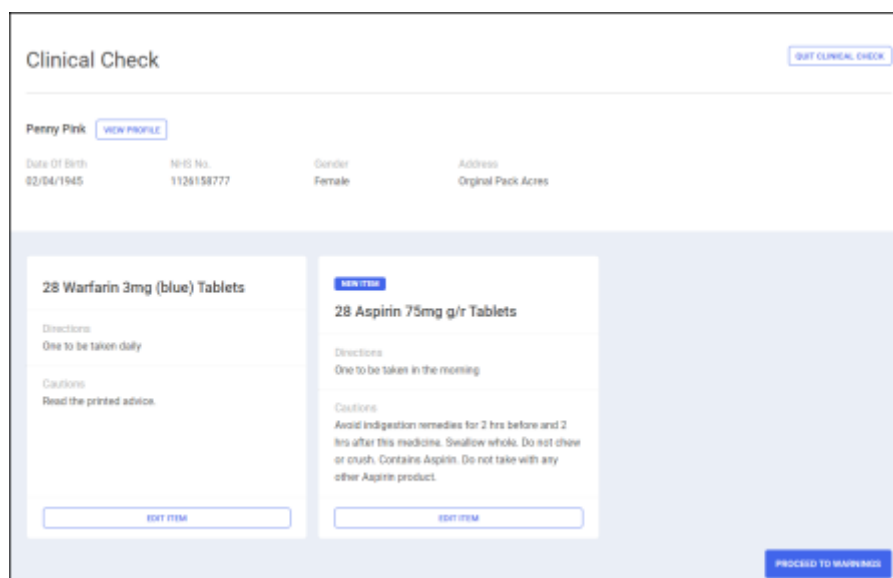
The batch of prescriptions you have selected includes an unmatched or partially matched patient, select **OK** to return to the **Prescriptions** screen and match the patient, see [Matching Patients](#) in the **Pharmacy Manager Help Centre** for details.

- If there are other prescriptions for this patient with a status of **Requires Check**, you are prompted 'There are other prescriptions for this patient that require checking, would you like to load them as a batch check?'. Select **Yes** to add these to a batch clinical check, or select **No** to continue with the selected prescriptions:

Select **Yes** to add these to a batch clinical check, or select **No** to continue with the selected prescriptions:



- The **Prescription Details** screen displays all the prescribed items for the patient, including the GP directions and label cautions:

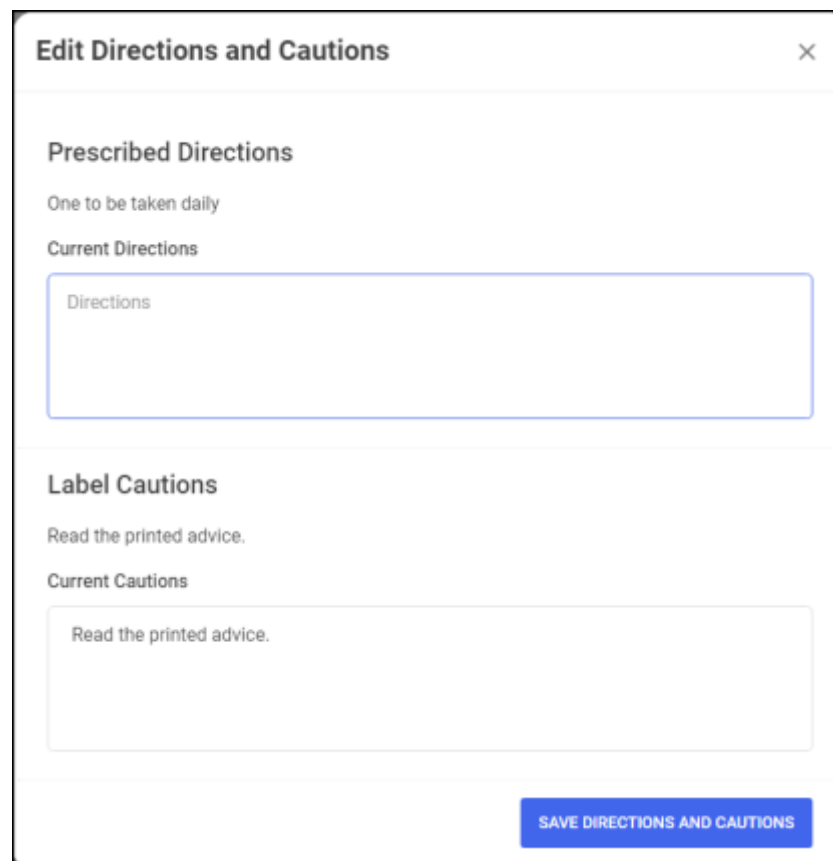


Check the details are correct and if required you can do the following:

### Edit the Directions and Cautions

Select **EDIT ITEM**  to edit the **Directions** and **Cautions**, the **Edit Directions and Cautions** screen displays:

- a. From the **Edit Directions and Cautions** screen, **Prescribed Directions** and **Label Cautions** reflect the details on the prescription:



- b. Enter new directions in **Current Directions** where required.

- c. Enter new cautions in **Current Cautions** where required.

- d. Select **SAVE DIRECTIONS AND CAUTIONS**  to update the directions and cautions.

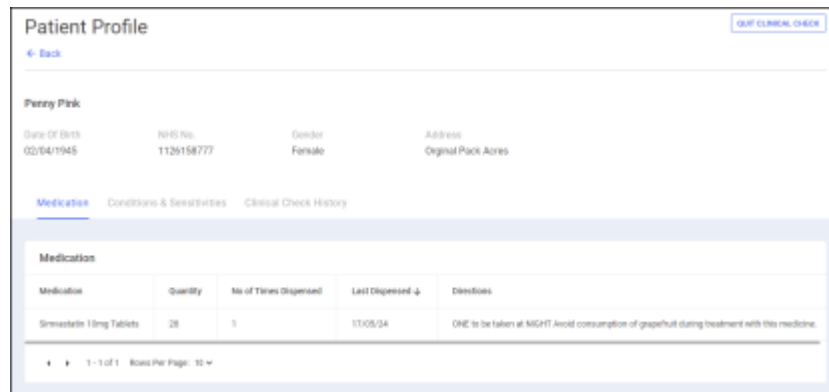
### View the Patient's Profile

Select **VIEW PROFILE**  to view a patient's profile:



The patient's profile is split into the following tabs:

- **Medication** - The patient's full medication history displays:



**Patient Profile** OUT CLINICAL CHECK

[← Back](#)

**Penny Pink**

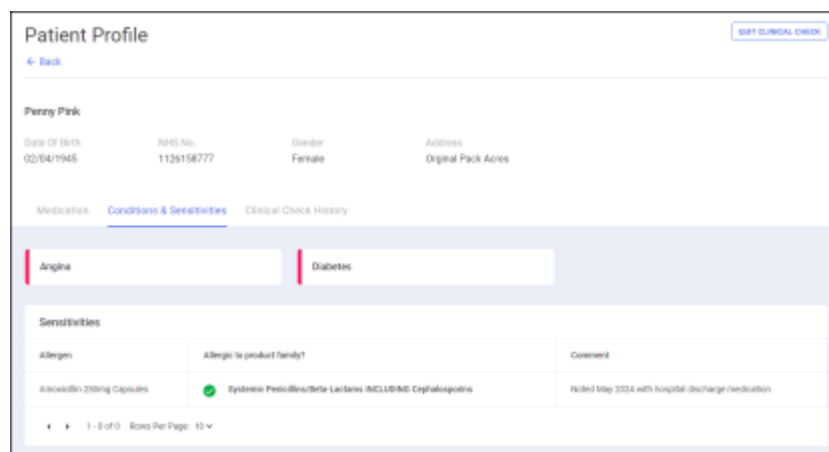
Date Of Birth: 02/04/1945    NHS No: 1126158777    Gender: Female    Address: Orignal Park Acres

Medication    Conditions & Sensitivities    Clinical Check History

Medication	Quantity	No of Times Dispensed	Last Dispensed ↓	Directions
Simvastatin 1mg Tablets	28	1	11/05/24	ONE to be taken at NIGHT. Avoid consumption of grapefruit during treatment with this medicine.

1 - 1 of 1    Rows Per Page: 10

- **Conditions & Sensitivities** - All conditions and other sensitivities in the patient's record display:



**Patient Profile** OUT CLINICAL CHECK

[← Back](#)

**Penny Pink**

Date Of Birth: 02/04/1945    NHS No: 1126158777    Gender: Female    Address: Orignal Park Acres

Medication    **Conditions & Sensitivities**    Clinical Check History

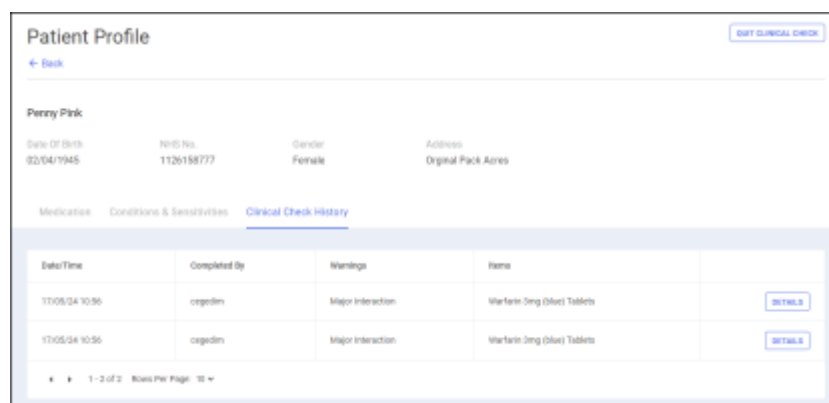
Angina    Diabetes

**Sensitivities**

Allergen	Allergic to product family?	Comment
Amoxicillin 200mg Capsules	<input checked="" type="checkbox"/>	Synthetic Penicillins/Lactams INCLUDING Cephalexins    Noted May 2024 with hospital discharge medication

1 - 1 of 0    Rows Per Page: 10

- **Clinical Check History** - Displays previous **Clinical Checks** carried out for the patient:



**Patient Profile** OUT CLINICAL CHECK

[← Back](#)

**Penny Pink**

Date Of Birth: 02/04/1945    NHS No: 1126158777    Gender: Female    Address: Orignal Park Acres

Medication    Conditions & Sensitivities    **Clinical Check History**


Date/Time	Completed By	Warnings	Items
11/05/24 10:56	ogedim	Major Interaction	Warfarin 3mg (Blue) Tablets <span style="float: right;">DETAILS</span>
11/05/24 10:56	ogedim	Major Interaction	Warfarin 3mg (Blue) Tablets <span style="float: right;">DETAILS</span>


1 - 2 of 2    Rows Per Page: 10

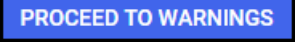
The screen displays the following:

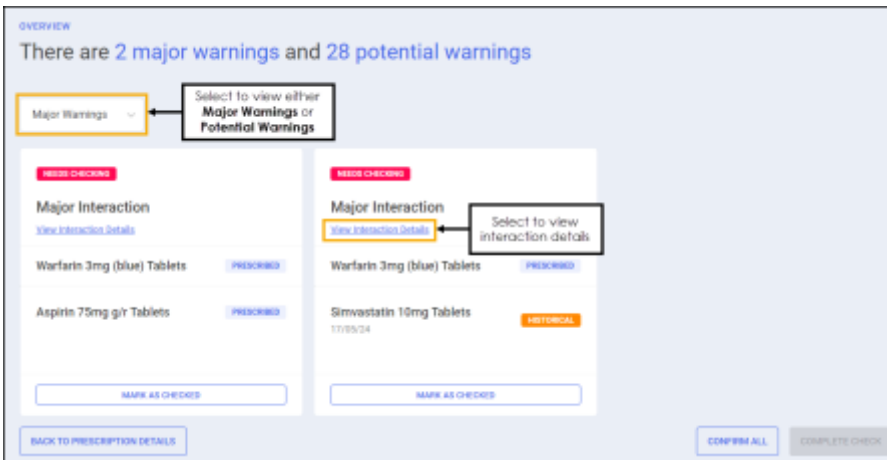
- **Date/Time** - The date and time of the check.
- **Completed By** - Who was logged in when the check was completed.
- **Warnings** - Type of warning.
- **Items** - The items on the prescription.

## Abandon the clinical check


Select **QUIT CLINICAL CHECK**  to abandon the clinical check:




- Select **PROCEED TO WARNINGS**  to continue to the **Warnings** screen.
- The **Warnings** screen displays:



**Major Warnings** display as default, select **Potential Warnings** from the list to review all warnings.

Select **View Interaction Details**  to view further details on the warning.

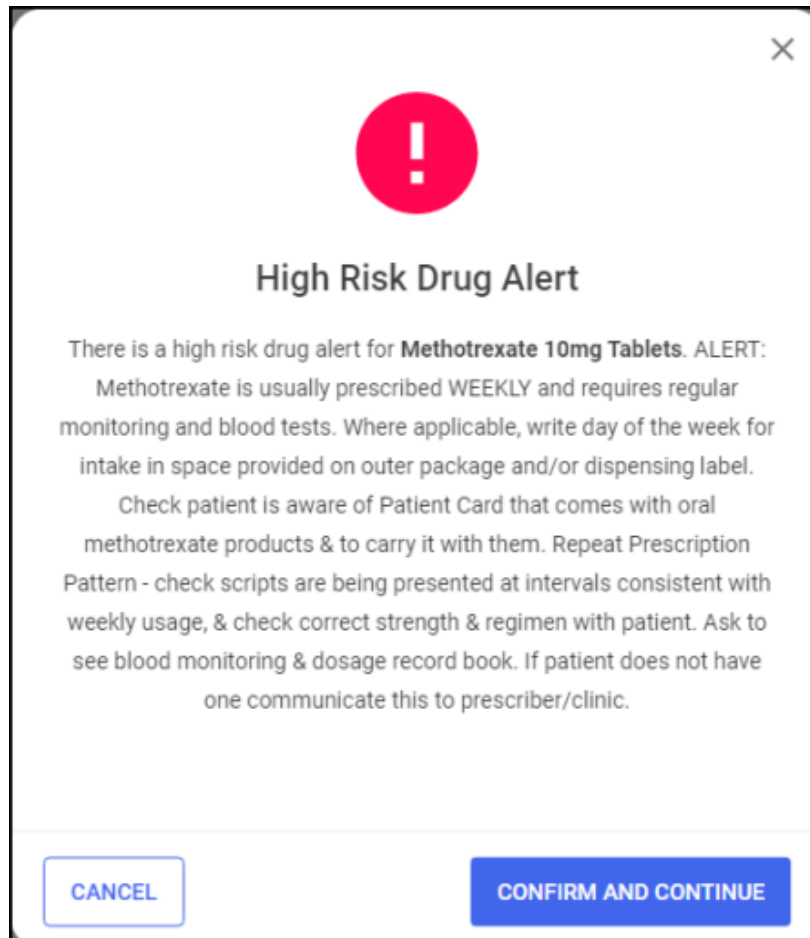
---

 **Note - Potential Warnings** only display if **Patient does not have the condition** is selected on the **Interactions & Contraindications** section of the **Pharmacy Details - Checking** tab.

---

7. For a **High Risk Drug Alert Major Warning** you must view and confirm the prescription warning from the **High Risk Drug Alert** screen, select

**CONFIRM AND CONTINUE** 



A dialog box titled "High Risk Drug Alert" with a red exclamation mark icon. The text inside reads: "There is a high risk drug alert for **Methotrexate 10mg Tablets**. ALERT: Methotrexate is usually prescribed WEEKLY and requires regular monitoring and blood tests. Where applicable, write day of the week for intake in space provided on outer package and/or dispensing label. Check patient is aware of Patient Card that comes with oral methotrexate products & to carry it with them. Repeat Prescription Pattern - check scripts are being presented at intervals consistent with weekly usage, & check correct strength & regimen with patient. Ask to see blood monitoring & dosage record book. If patient does not have one communicate this to prescriber/clinic." At the bottom, there are two buttons: "CANCEL" and "CONFIRM AND CONTINUE".

**High Risk Drug Alert**

There is a high risk drug alert for **Methotrexate 10mg Tablets**. ALERT:  
Methotrexate is usually prescribed WEEKLY and requires regular monitoring and blood tests. Where applicable, write day of the week for intake in space provided on outer package and/or dispensing label.  
Check patient is aware of Patient Card that comes with oral methotrexate products & to carry it with them. Repeat Prescription Pattern - check scripts are being presented at intervals consistent with weekly usage, & check correct strength & regimen with patient. Ask to see blood monitoring & dosage record book. If patient does not have one communicate this to prescriber/clinic.

**CANCEL** **CONFIRM AND CONTINUE**

8. All **Major Warnings** must be confirmed before you can proceed. To confirm a **Major Warning** select **MARK AS CHECKED**  or press **F11** on your keyboard:



**NEEDS CHECKING**

### Major Interaction

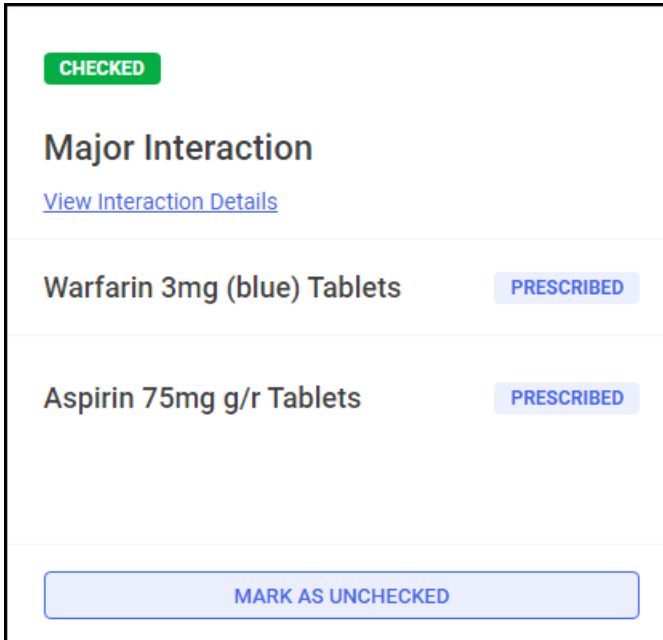
[View Interaction Details](#)

Warfarin 3mg (blue) Tablets	PRESCRIBED
Simvastatin 10mg Tablets 17/05/24	HISTORICAL

**MARK AS CHECKED**

Select to mark the major interaction as checked

The status changes to **Checked**:



**CHECKED**

### Major Interaction

[View Interaction Details](#)

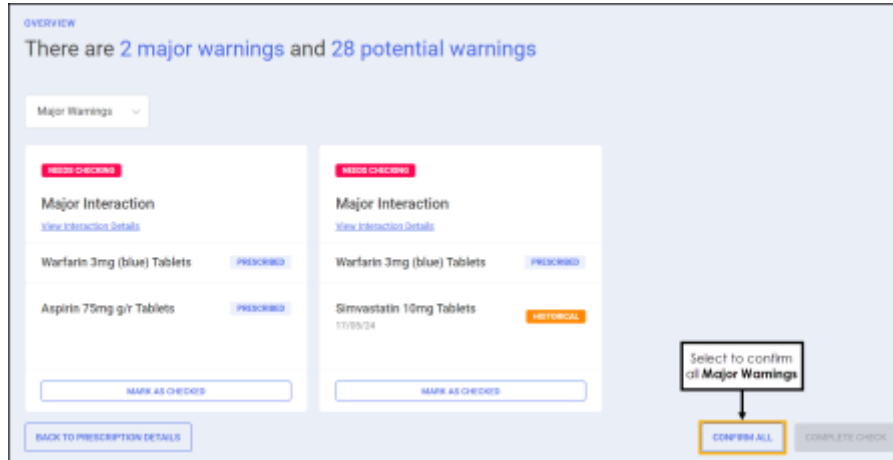
Warfarin 3mg (blue) Tablets	PRESCRIBED
Aspirin 75mg g/r Tablets	PRESCRIBED

**MARK AS UNCHECKED**

9. To confirm all **Major Warnings** at the same time, select **CONFIRM ALL**

**CONFIRM ALL**

or press **Ctrl + F11** on your keyboard:



OVERVIEW  
There are 2 major warnings and 28 potential warnings

Major Warnings

NEED CHECKING

Major Interaction  
[View Interaction Details](#)

Warfarin 3mg (blue) Tablets **PRESCRIBED**

Aspirin 75mg g/r Tablets **PRESCRIBED**

MARK AS CHECKED

BACK TO PRESCRIPTION DETAILS

NEED CHECKING

Major Interaction  
[View Interaction Details](#)

Warfarin 3mg (blue) Tablets **PRESCRIBED**

Simvastatin 10mg Tablets **HISTORICAL**  
17/05/24

MARK AS CHECKED

Select to confirm all Major Warnings

**CONFIRM ALL** COMPLETE CHECK

10. Once all warnings are confirmed select **COMPLETE CHECK**

**COMPLETE CHECK**

or press **F12** on your keyboard.

11. **Pharmacy Manager** returns to the **Prescriptions - New** screen and the **Clinical Check** column updates to display the prescription(s) as **Checked**:

<input type="checkbox"/>	Patient Name	Type	Handout	Download Date ↓	Expiry Date	Service Type	Clinical Check	ACTIONS =	DISPENSE
<input type="checkbox"/>	Mr Chris Paul Turner Medic	RD (1 of 3)	RG	26/04/22	27/10/22 @ 09:00		Checked	ACTIONS =	DISPENSE
<input type="checkbox"/>	Mr Simon Chris Brown Medic	Acute	RG	26/04/22	27/10/22 @ 09:00		Checked	ACTIONS =	DISPENSE
<input type="checkbox"/>	Mr Jason Paul Phillips Medic	Acute	RG	26/04/22	27/10/22 @ 09:00		Checked	ACTIONS =	DISPENSE



**Note** - You can dispense a prescription that has not been clinically checked, however you need to confirm any warnings during the dispensing process.

If **Prevent editing of directions** is enabled in **Pharmacy Details**, and once you have performed a clinical check, you will be unable to edit the directions. In order to edit the directions, you must reset the clinical check first.



## Printing Dispensing Tokens after a Manual Clinical Check

If a dispensing token is printed after a manual clinical check has taken place, and the clinical check module is restricted to a user with a role of **Pharmacist**, the pharmacist's initials, registration number and the date of the check display on the dispensing token:

Pharmacy	36y 9m	ALVA STANBOROUGH
Address		123 DANSOM LANE NORTH HULL
	08/12/1985	
PR26 7QN		HU8 7RP
FLL14		9446366771
07/10/2022		

Page 1 of 1

Furosemide 40mg tablets (28 tablet)  
As Directed

---

X
X
X
X
X
X
X
X
X
X
X
X
X
X
X
X
X
X
X
X

CA PR8858  
07/10/2022

CLINICAL CHIEF  
12%\* @123

5E7F8E-C81007-00001+

07/10/2022

MAIZIE BHOWMIK	3410772
13 VERNON STREET	
DERBY	
DERBYSHIRE	DE1 1FW
01332332812	
GREATER DERBY PCT	5EX

## Hypertension Case-Finding (England only)

Within **Pharmacy Manager** you can easily identify patients that are suitable candidates for the Pharmacy Services **Hypertension Case-Finding Service**.

The **Hypertension Case-Finding Service** allows you to identify patients over the age of 40 who have not previously been diagnosed with hypertension, and to refer those with suspected hypertension for appropriate management.



See [Hypertension Case Finding Service](#) in the **Pharmacy Services Help Centre** for details.

When dispensing to an eligible patient, if configured, at the point of labelling an additional label prints as a prompt to promote the service.

### Eligibility Criteria

**Pharmacy Manager** identifies patients using the following criteria:

- Patients over the age of 40 who have not had any related Hypertension medication dispensed in the last 12 months.



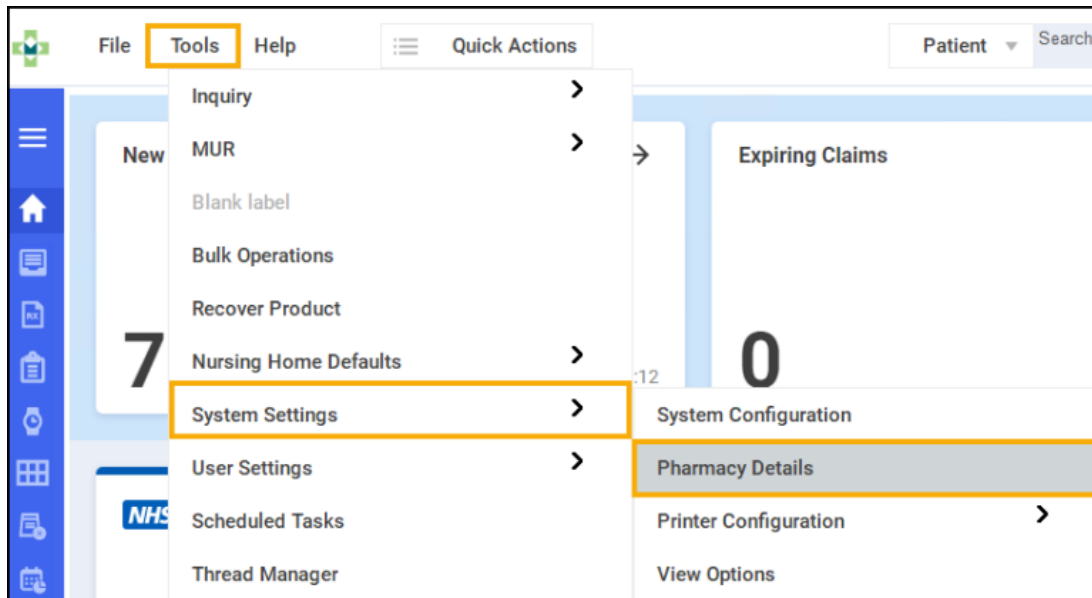
**Note** - Hypertension medication is identified using the following Anatomical Therapeutic Chemical (ATC) therapy classes: C02 - Antihypertensives, C03 - Diuretics, C07 - Beta blocking agents, C08 - Calcium channel blockers and C09 - Agents acting on the renin-angiotensin system.

- Patients with a valid date of birth. Patients without a valid date of birth are disregarded.

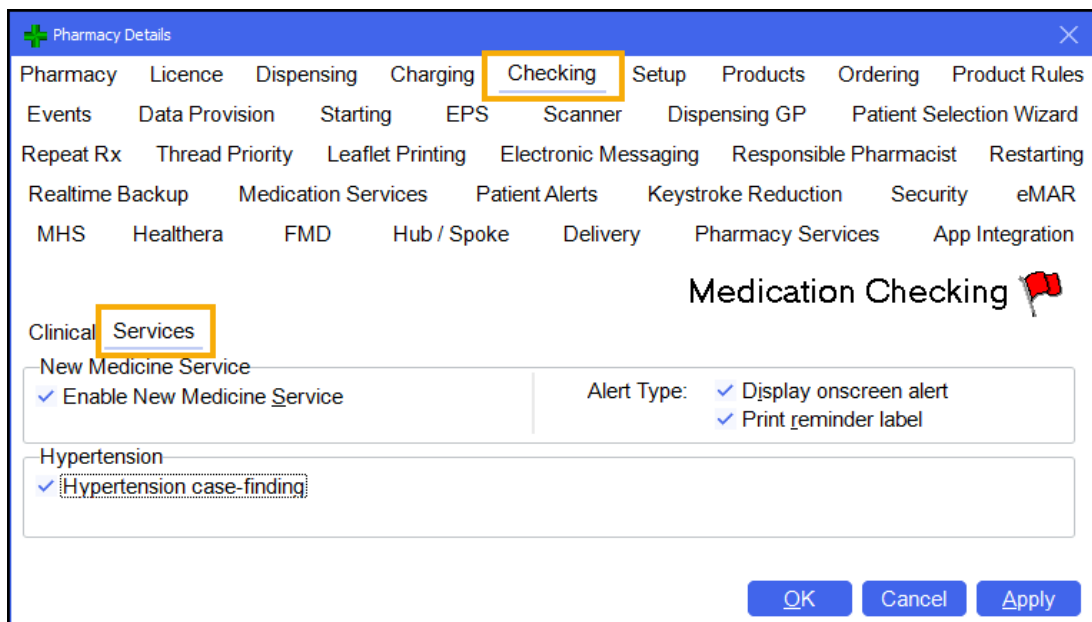
## Pharmacy Manager Configuration

To configure **Pharmacy Manager** to print an additional label to promote the hypertension service to suitable candidates:

1. From the **Pharmacy Manager Toolbar**, select **Tools - System Settings - Pharmacy Details**:



2. Select the **Checking** tab and then **Services**:



3. From **Hypertension** select **Hypertension case-finding** to enable the hypertension labels.

When **Hypertension case-finding** is enabled, at the point of labelling, the following hypertension label prints in addition to the dispensing label(s):

Mr. A Test (22920) 17/08/2023  
Age: 48

This patient MAY be a suitable candidate for the Hypertension case-finding service.

**KEEP OUT OF REACH AND SIGHT OF CHILDREN**

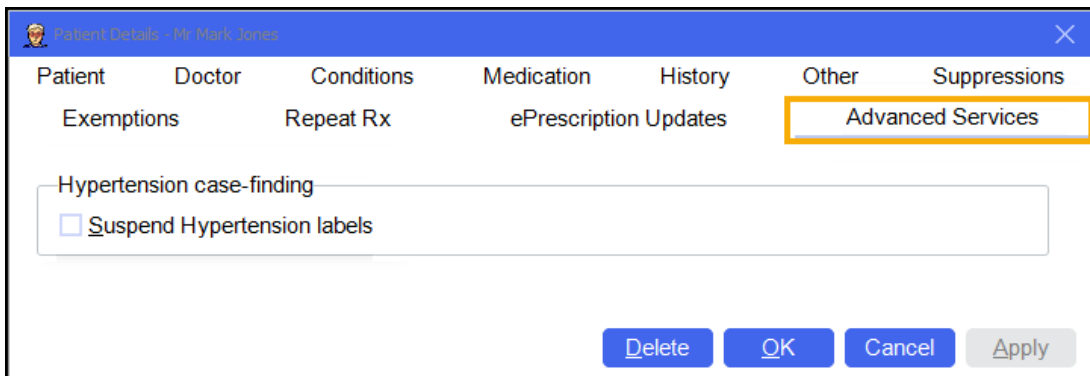
Cegedim Pharmacy, Preston, PR26 7QN  
01772 880987

## Suspend Eligibility Labels

Should a patient no longer require a Hypertension eligibility label printing, for example if the service has been delivered or the patient does not want it, you can easily suspend it in **Patient Details**.

To suspend the Hypertension eligibility label printing:

1. From the **Find Patient** screen, find the patient and then select **Details** Details or press **Alt + D** on your keyboard.
2. The **Patient Details** screen displays, select **Advanced Services**:



The screenshot shows the 'Patient Details - Mr Mark Jones' window. The 'Advanced Services' tab is highlighted with a yellow border. Under the 'Hypertension case-finding' section, there is a checkbox labeled 'Suspend Hypertension labels' which is currently unchecked. At the bottom of the window, there are buttons for 'Delete', 'OK', 'Cancel', and 'Apply'.

3. Tick in **Suspend Hypertension Labels**.

The patient is no longer prompted for the Hypertension Case-Finding (England only) service.

## Bulk Operation - Remove Hypertension Label Suspension Flag

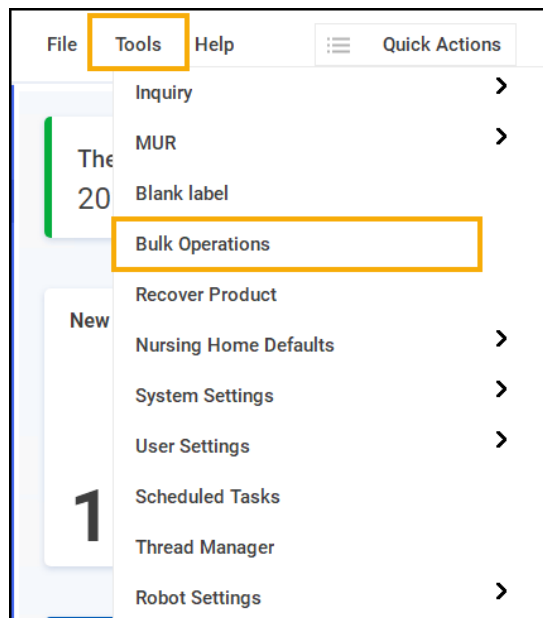
Within **Pharmacy Manager** it is easy to identify patients that are suitable candidates for the Pharmacy Services **Hypertension Case-Finding Service**.

The **Hypertension Case-Finding Service** allows you to identify patients over the age of 40 who have previously not been diagnosed with hypertension, and to refer those with suspected hypertension for appropriate management.

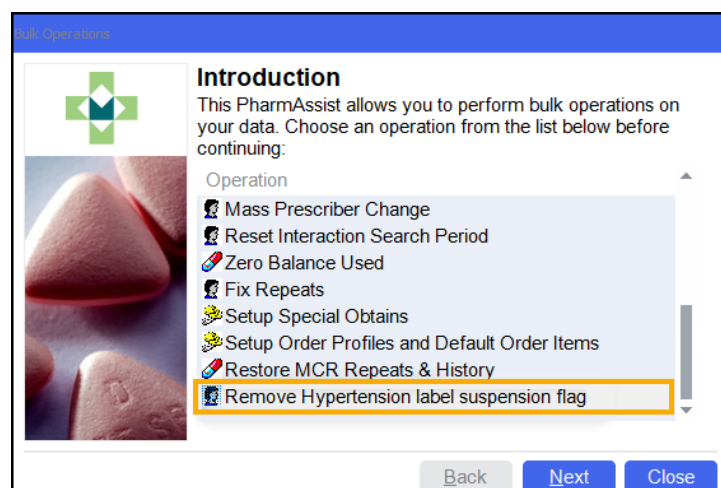
Within **Patient Details** you can stop the Hypertension eligibility label from printing for that patient, this bulk operation clears these settings and enables labels to print for all eligible patients again.


To run the **Remove Hypertension Label Suspension Flag** bulk operation:

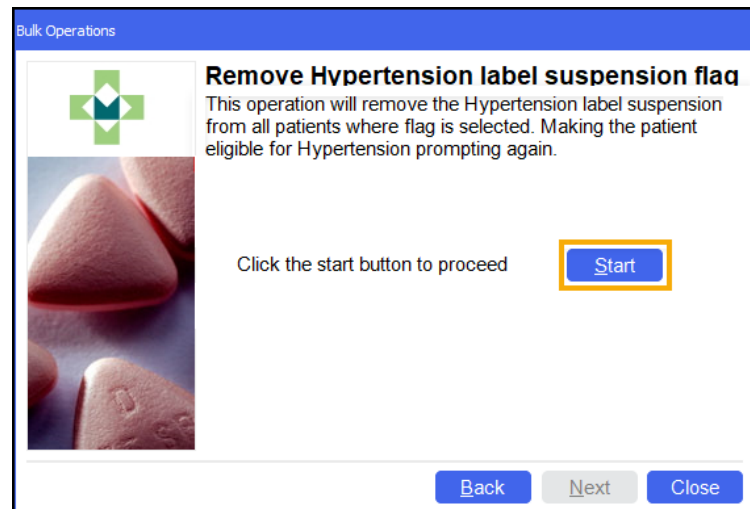
1. From the **Pharmacy Manager Toolbar**, select **Tools - Bulk Operations**:



2. The **Bulk Operations** screen displays, select **Remove Hypertension label suspension flag** and then select **Next** :



3. The **Remove Hypertension label suspension flag** screen displays, select **Start**  to make all patients eligible for Hypertension prompting again:



4. The **Finished** screen displays:



Select **Finish** .

All eligible patients are now prompted for the Hypertension Case-Finding service.