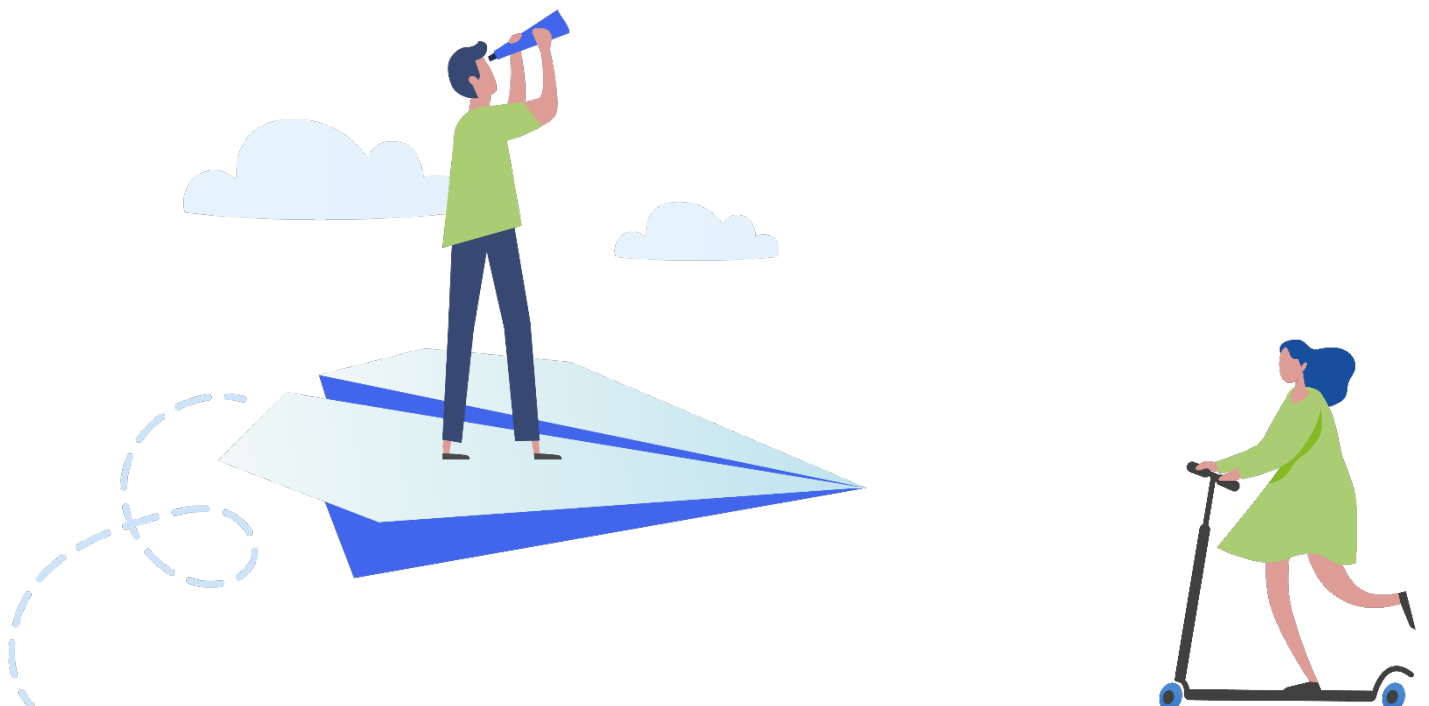




Pharmacy
Manager

Repeat Rx User Guide

Version 1.0
17 May 2021



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Repeat Rx - Introduction

Repeat Rx helps manage the repeat prescription request, collection and delivery service within your pharmacy.

Setting up Repeat Rx

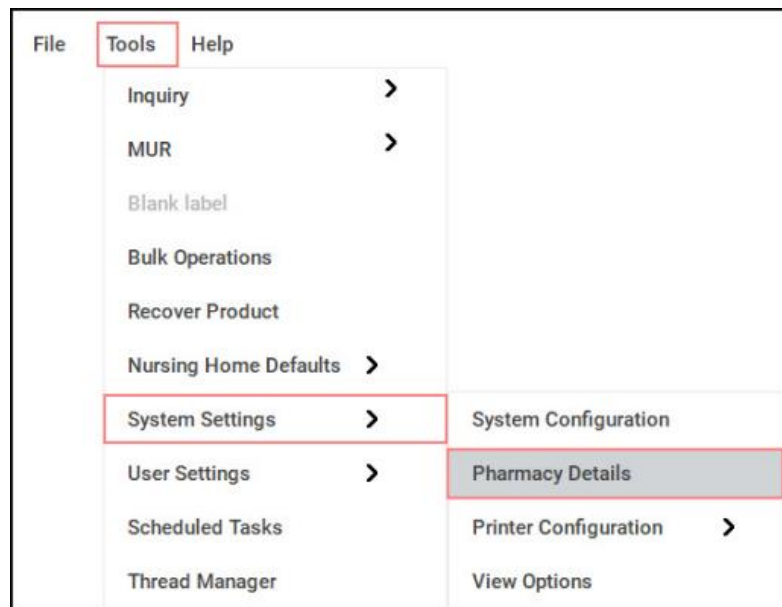
To set up Repeat Rx for your pharmacy, complete the following steps:

- Activate Repeat Rx. See [Activating Repeat Rx](#) on page 5.
- Register the patient for Repeat Rx. See [Registering a Patient for Repeat Rx](#) on page 9.
- Register the patient's GP for Repeat Rx. See [Registering a GP for Repeat Rx](#) on page 10.
- Mark items as Repeat Rx items. See [Marking items as Repeat Rx items](#) on page 13.
- Dispense the Repeat Rx items. See [Dispensing Repeat Rx items](#) on page 14.

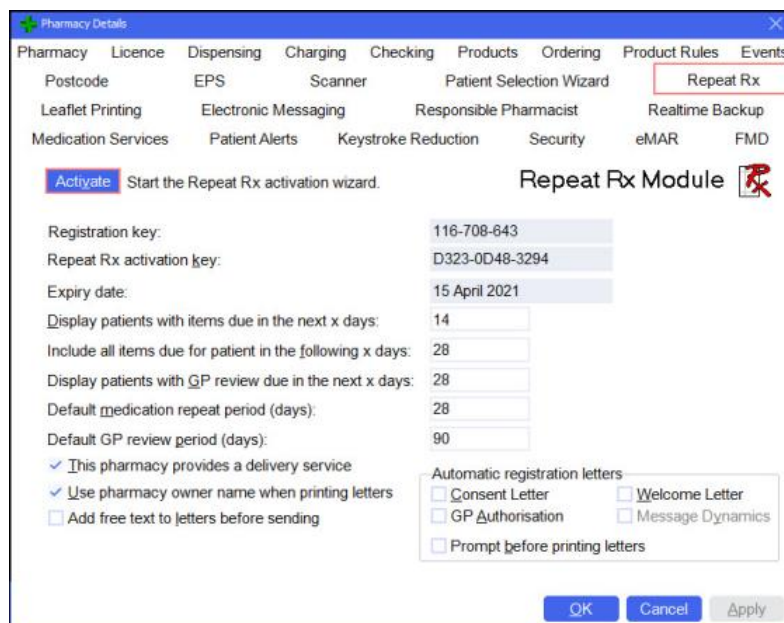
Activating Repeat Rx

Before Repeat Rx can be used, it must be activated. To activate Repeat Rx within **Pharmacy Manager**:

1. Select **Tools - System Settings - Pharmacy Details**:

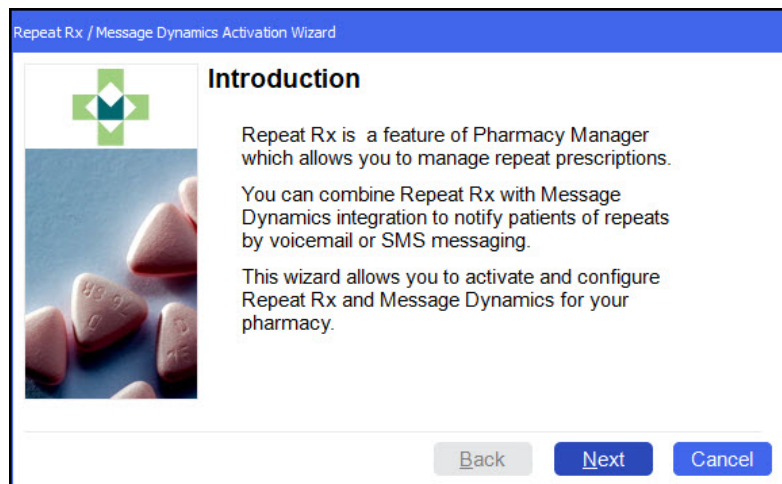


2. The **Pharmacy Details** screen displays:



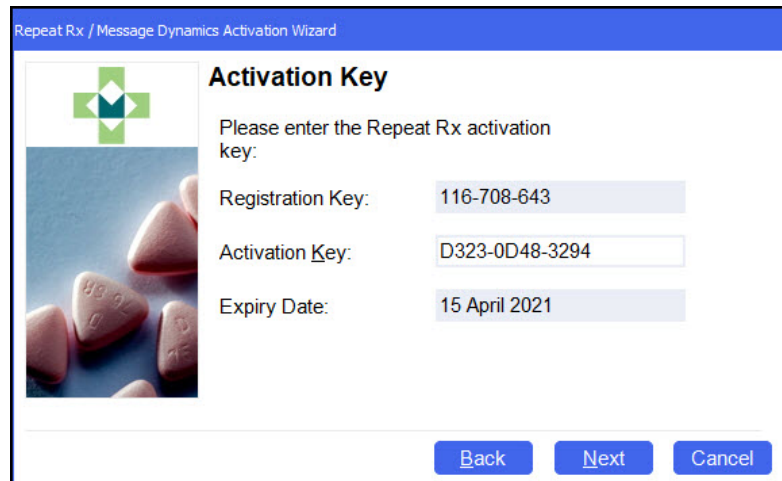
3. Select the **Repeat Rx** tab and select **Activate**.

4. The **Introduction** screen displays:



5. Select **Next** .

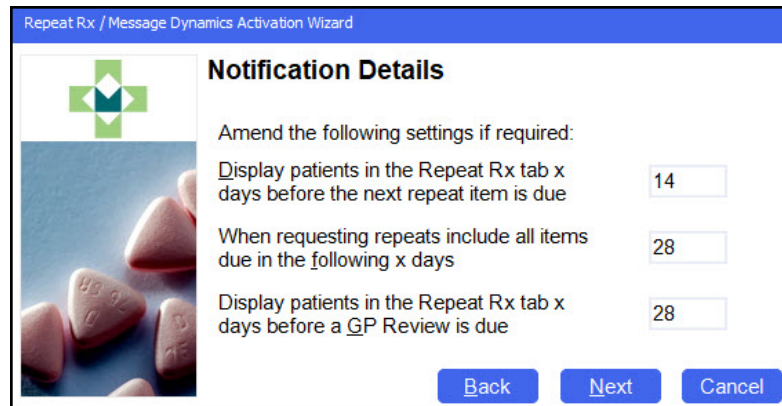
6. The **Activation Key** screen displays. Complete as outlined below:



- **Registration Key** - Displays by default.
- **Activation Key** - Enter your Repeat Rx activation key. Please contact the Service Desk on 0330 303 3342, for your Activation Key.
- **Expiry Date** - Displays by default.

7. Select **Next** .

8. The **Notification Details** screen displays. Complete as outlined below:



Repeat Rx / Message Dynamics Activation Wizard

Notification Details

Amend the following settings if required:

Display patients in the Repeat Rx tab x days before the next repeat item is due

When requesting repeats include all items due in the following x days

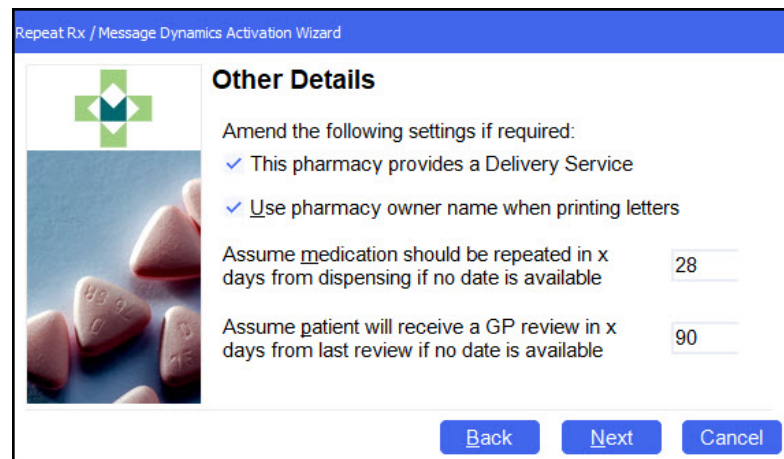
Display patients in the Repeat Rx tab x days before a GP Review is due

[Back](#) [Next](#) [Cancel](#)

- **Display patients in the Repeat Rx tab x days before the next repeat item is due** - Displays the number of days in advance that patients with upcoming repeat prescriptions display in the Repeat Rx tab.
- **When requesting repeats include all items due in the following x days** - Displays how many days ahead that the system will search for repeat items due for the patient.
- **Display patients in the Repeat Rx tab x days before a GP Review is due** - Displays the number of days in advance you are notified of patients that have upcoming GP reviews.

9. Select **Next** .

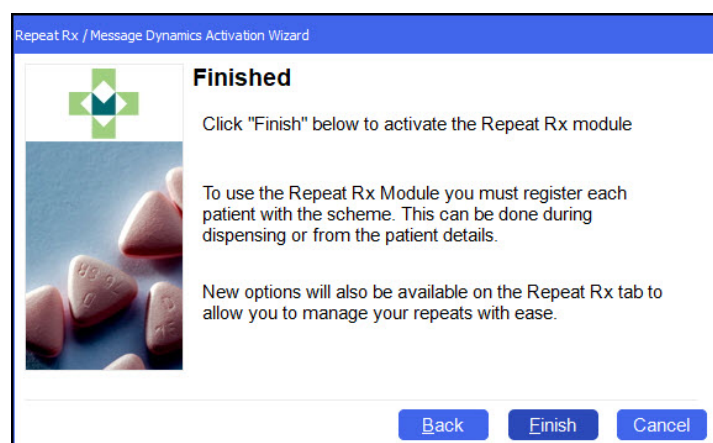
10. The **Other Details** screen displays. Complete as outlined below:



- **This pharmacy provides a Delivery Service** - Select if you provide a delivery service to your patients.
- **Use pharmacy owner name when printing letters** - Select to use the pharmacy owner name when printing letters.
- **Assume medication should be repeated in x days from dispensing if no date is available** - Displays how many days after the initial dispense date a repeat should be generated, if no date is available on the prescription.
- **Assume patient will receive a GP review in x days from last review if no date is available** - Displays how many days after the initial dispense date a GP review request is generated, if no date is available on the prescription.

11. Select **Next** .

12. The **Finished** screen displays. Select **Finish** .



Repeat Rx is now activated within **Pharmacy Manager**.

 **Note** - All repeats that were present before Repeat Rx was activated are not managed by Repeat Rx.

Registering a Patient for Repeat Rx

To manage a patient's repeat prescription with Repeat Rx, they must be registered for Repeat Rx.

To register a patient for Repeat Rx:

1. Search for the patient.
2. The **Find Patient** screen displays. Select the patient and select **OK**




Find Patient

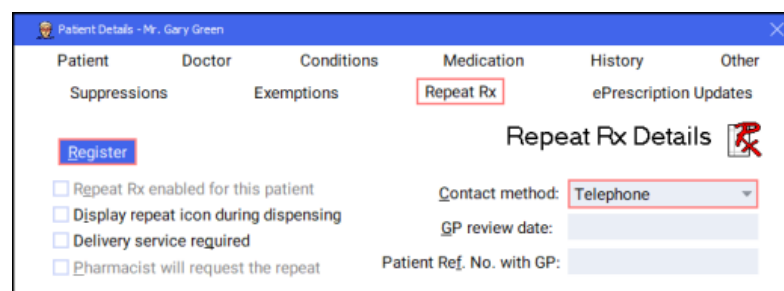
Name: Mr. Gary Green Street: Postcode: Find

Last Name	First Name	Sex	Age	#	Address
Green	Gary	Male	52	5	11 Short Lane

Extend search to similar sounding names
 Show temporary patients


Add Details **OK** Cancel

3. The **Patient Details** screen displays. Select the **Repeat Rx** tab:



Patient Details - Mr. Gary Green

Patient Doctor Conditions Medication History Other
 Suppressions Exemptions **Repeat Rx** ePrescription Updates

Register Repeat Rx Details 

Repeat Rx enabled for this patient
 Display repeat icon during dispensing
 Delivery service required
 Pharmacist will request the repeat

Contact method: Telephone
 GP review date:
 Patient Ref. No. with GP:

4. Select the patient's preferred **Contact method**, for example, **Telephone**.

5. Select **Register** . The patient is now registered for Repeat Rx.



Training Tip - You also need to register the GP for Repeat Rx.

Registering a GP for Repeat Rx

To register a GP for Repeat Rx:

1. Search for the patient.
2. The **Find Patient** screen displays. Select the patient and select **OK**




Find Patient

Name: Mr. Gary Green Street: Postcode: Find

Last Name	First Name	Sex	Age	#	Address
1 Green	Gary	Male	52	5	11 Short Lane

Extend search to similar sounding names
 Show temporary patients

Add Details **OK** Cancel

3. The **Patient Details** screen displays. Select the **Doctor** tab:



Patient Details - Mr. Gary Green

Patient **Doctor** Conditions Medication History Other

Suppressions Exemptions Repeat Rx ePrescription Updates

Doctor Details 

Registered Doctor: John Gold **Details**

4. Type in the GP name and select **Enter**.
5. If the patient's GP has already been set up as a Prescriber then the GP details will populate, skip to step 10.
6. If there is no information to populate the **Find Prescriber** screen displays:

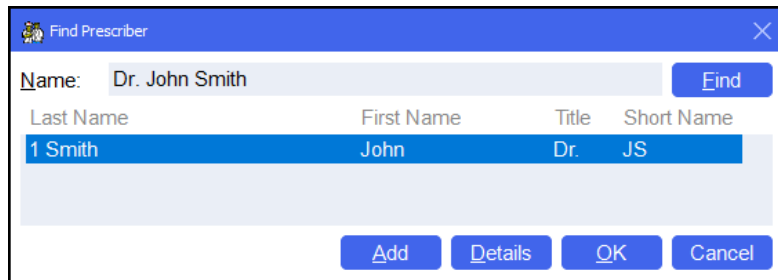


Find Prescriber

Name: **Smith** Find

7. Enter the surname of the required prescriber, for example, Smith. Select **Find**.

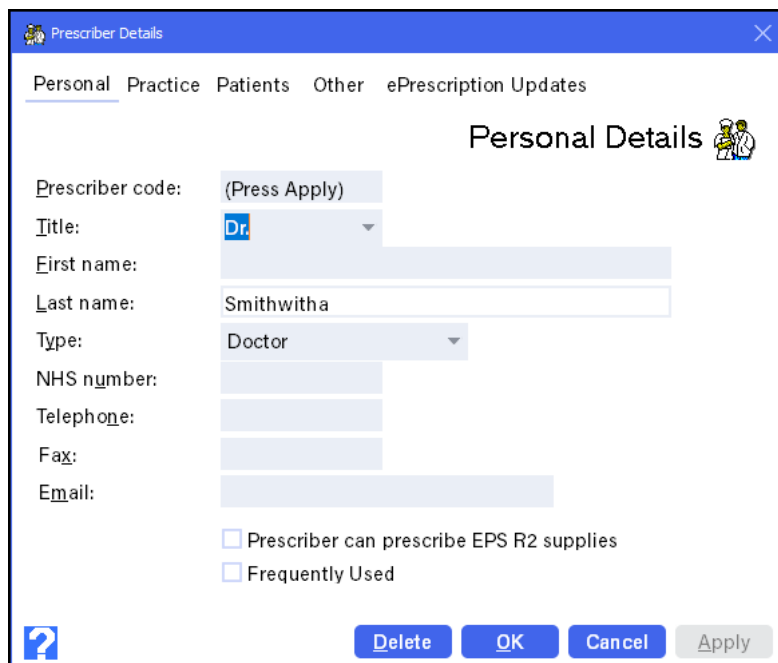
8. Matching prescribers display:



Last Name	First Name	Title	Short Name
1 Smith	John	Dr.	JS

If no matching prescriber displays you need to add a new prescriber, to add a new prescriber:

- a. Select **Add**  to begin adding a new prescriber. The **Prescriber Details** screen displays:



- b. Populate the **Personal** and **Practice** tabs and select **OK**

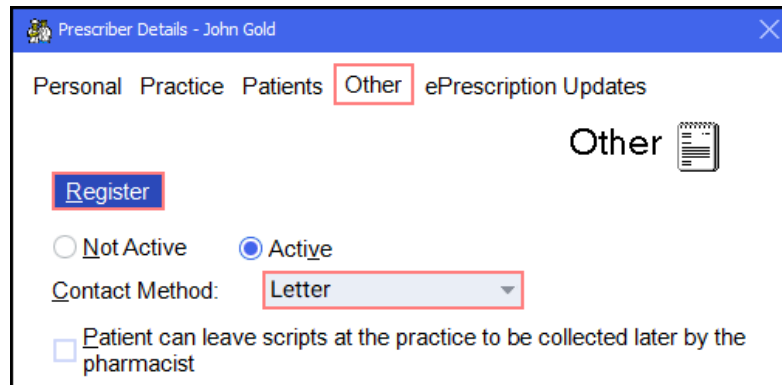


9. Select a prescriber and select **OK**  to populate the prescriber details.

10. Select **Details** .


11. The **Prescriber Details** screen displays. If **Active** is already highlighted the prescriber is already registered for Repeat Rx and you do not need to register the prescriber again. Select **OK** and skip to step 18.

12. Select the **Other** tab:



Prescriber Details - John Gold

Personal Practice Patients **Other** ePrescription Updates

Register Other 

Not Active Active

Contact Method: Letter

Patient can leave scripts at the practice to be collected later by the pharmacist

13. Select the GP's preferred **Contact method**, for example, **Letter**.

14. Select **Apply**.

15. Select **Register** .

16. Select **Apply** and **Close**. The GP is now registered for Repeat Rx.

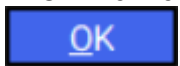
17. Select **OK** to close the **Patient Details** screen.

Marking Items as Repeat Rx Items

Before a patient's repeat prescription can be managed using Repeat Rx, each previously dispensed item must be marked as a Repeat Rx item.

To mark an item as a Repeat Rx item:

1. Search for the patient.
2. The **Find Patient** screen displays. Select the patient and select **OK**




Find Patient

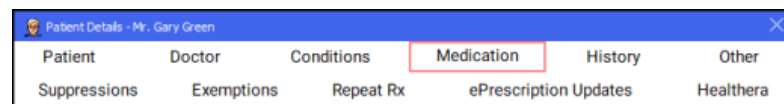
Name: Mr. Gary Green Street: Postcode: Find

Last Name	First Name	Sex	Age	#	Address
1 Green	Gary	Male	52	5	11 Short Lane

Extend search to similar sounding names
 Show temporary patients

Add Details **OK** Cancel

3. The **Patient Details** screen displays. Select the **Medication** tab:

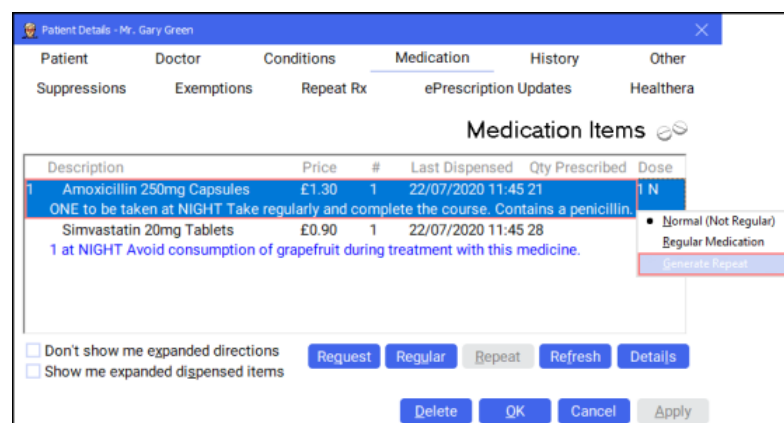


Patient Details - Mr. Gary Green

Patient Doctor Conditions **Medication** History Other

Suppressions Exemptions Repeat Rx ePrescription Updates Healthera

4. Within **Medication Items**, right click on each item and select **Generate Repeat**:



Patient Details - Mr. Gary Green

Patient Doctor Conditions **Medication** History Other

Suppressions Exemptions Repeat Rx ePrescription Updates Healthera

Medication Items

Description	Price	#	Last Dispensed	Qty Prescribed	Dose
1 Amoxicillin 250mg Capsules ONE to be taken at NIGHT Take regularly and complete the course. Contains a penicillin.	£1.30	1	22/07/2020 11:45 21	1	N
Simvastatin 20mg Tablets 1 at NIGHT Avoid consumption of grapefruit during treatment with this medicine.	£0.90	1	22/07/2020 11:45 28	1	N

Don't show me expanded directions
 Show me expanded dispensed items

Request Regular Repeat Refresh Details

Delete **OK** Cancel Apply

Normal (Not Regular)
Regular Medication
Generate Repeat

5. The **Repeat**  icon displays next to each item, showing that it is now a Repeat Rx item:

Description	Price	#	Last Dispensed	Qty Prescribed	Dose
 Amoxicillin 250mg Capsules ONE to be taken at NIGHT Take regularly and complete the course. Contains a penicillin.	£1.30	1	22/07/2020 11:45 21	1	N
 Simvastatin 20mg Tablets 1 at NIGHT Avoid consumption of grapefruit during treatment with this medicine.	£0.90	1	22/07/2020 11:45 28	1	N

Dispensing a Repeat Rx Item

Requesting a Repeat Prescription

When a patient has a Repeat Rx item due for repeat, the patient displays in the Repeat Rx screen with the status **Repeat Due**.

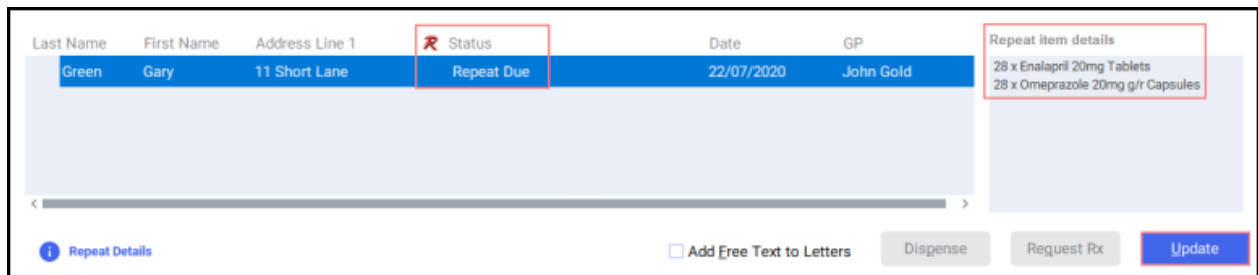


Note - The items that are due for repeat display within **Repeat item details**.

To request the repeat prescription from the GP:

1. From the **Pharmacy Manager Side Navigation Bar**, select **Repeats** .

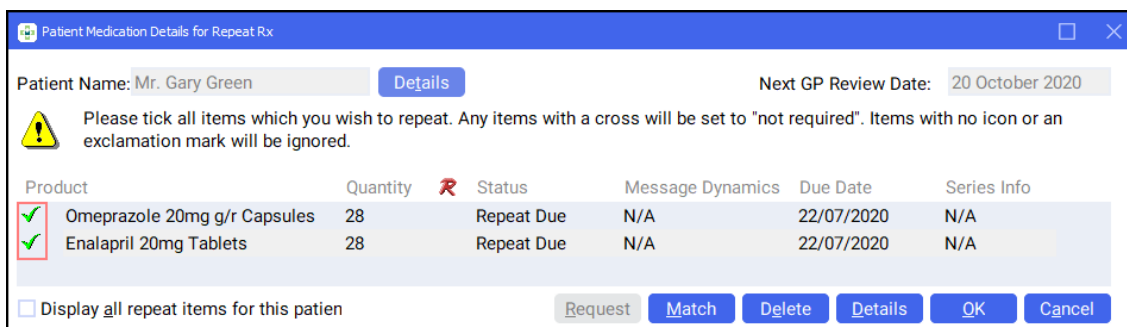
2. Select the patient and select **Update** .




Last Name	First Name	Address Line 1	Status	Date	GP
Green	Gary	11 Short Lane	Repeat Due	22/07/2020	John Gold

Repeat item details:
28 x Enalapril 20mg Tablets
28 x Omeprazole 20mg g/r Capsules

3. The **Patient Medication Details for Repeat Rx** screen displays. Select the items you wish to request the repeat prescription for by selecting the correct **Product** icon. Complete as follows:






Patient Name: Mr. Gary Green Details Next GP Review Date: 20 October 2020

 Please tick all items which you wish to repeat. Any items with a cross will be set to "not required". Items with no icon or an exclamation mark will be ignored.

Product	Quantity	Status	Message Dynamics	Due Date	Series Info
<input checked="" type="checkbox"/> Omeprazole 20mg g/r Capsules	28	Repeat Due	N/A	22/07/2020	N/A
<input checked="" type="checkbox"/> Enalapril 20mg Tablets	28	Repeat Due	N/A	22/07/2020	N/A

Display all repeat items for this patient Request Match Delete Details OK Cancel

- Select the **Green tick**  to request a repeat prescription for an item.
- Select the **Red cross**  if a repeat prescription is not required this time. The due date for the item will move forward by 28 days.
- Select the **Exclamation mark**  if a repeat prescription is not required for an item and the due date will not change.



Note - Click on any **Product** icon to change to another.

4. Select **OK** .

5. The patient's status updates to **GP Request Pending**:

Last Name	First Name	Address Line 1	Status	Date	GP
Green	Gary	11 Short Lane	GP Request Pending	22/07/2020	John Gold

6. Select **Request Rx** .

7. If **Add free text to letters before sending** is ticked on the **Pharmacy Details – Repeat Rx** tab, enter any free text required for the repeat request letter.

8. The **Repeat Rx Repeat Request Letter** screen displays, and the Repeat Rx request letter prints. Send or fax a copy of the letter to the patient's GP:




9. The prescription status updates to **GP Request Sent**:

Last Name	First Name	Address Line 1	Status	Date	GP
Green	Gary	11 Short Lane	GP Request Sent	22/07/2020	John Gold

Confirming you have received the repeat prescription from the GP


When the prescription is received from the GP surgery:

1. From the **Pharmacy Manager Side Navigation Bar**, select **Repeats** :

Last Name	First Name	Address Line 1	 Status	Date	GP	Repeat item details
Green	Gary	11 Short Lane	GP Request Sent	22/07/2020	John Gold	28 x Enalapril 20mg Tablets 28 x Omeprazole 20mg g/r Capsules

Repeat Details Add Free Text to Letters


2. Select the patient and select **Update** .
3. The **Patient Medication Details for Repeat Rx** screen displays:


Product	Quantity	 Status	Message Dynamics	Due Date	Series Info
<input checked="" type="checkbox"/> Omeprazole 20mg g/r Capsules	28	Repeat Due	N/A	22/07/2020	N/A
<input checked="" type="checkbox"/> Enalapril 20mg Tablets	28	Repeat Due	N/A	22/07/2020	N/A


Display all repeat items for this patient

4. Select each item included in the prescription with the **Green tick** .

 **Note** - If the **Green tick**  does not display click on the alternate **Product** icon until it displays.

5. Select **OK** .
6. The prescription status updates to **Rx Received**:

Last Name	First Name	Address Line 1	 Status	Date	GP
Green	Gary	11 Short Lane	Rx Received	22/07/2020	John Gold

 **Note** - If the prescription is received electronically, the prescription status automatically updates from **GP Request Sent** to **Rx Received** when the prescription downloads. You can then dispense the prescription as normal.

Dispensing the Repeat Rx Prescription

To dispense the Repeat Rx prescription:

1. From the **Pharmacy Manager Side Navigation Bar**, select **Repeats** .

2. Select the patient and select **Dispense** .


Last Name	First Name	Address Line 1	Status	Date	GP	Repeat item details
Green	Gary	11 Short Lane	Rx Received	22/07/2020	John Gold	28 x Enalapril 20mg Tablets 28 x Omeprazole 20mg g/r Capsules

Repeat Details Add Free Text to Letters **Dispense** Request Rx Update

3. The **Dispensary** screen displays, where you can dispense the prescription as normal:

Dispensary

Form Ordering Print

Patient: Mr. Gary Green (11 Short Lane) **Prescriber:** John Gold **No. Items:** 2 

Item 1

Written as: Omeprazole 20mg g/r Capsules **Quantity:** 28 **Cost:**

Dispense as: Omeprazole 20mg g/r Capsules (250) [Mylan] **Qwe:** **Item cost:** £9.00

Directions: ONE to be taken in the MORNING **Caution** **PIP code:** 1237288

Swallow whole. Do not chew or crush. **Direction** **Pack size:** 250

Avoid indigestion remedies for 2 hrs before and 2 hrs after this medicine. **Used Today / Max:** 28 / 28

Warnings: **Min. order / Stock:** 0 / 0

Press Ctrl+B to show brands, including branded generics, and Ctrl+G to show generics. **Auto order:** Yes

Directions provide inadequate information for dosage checking. **Due in / Owe:** 0 / 0

General Counselling: Capsules may be opened and contents mixed with fruit juice or yoghurt. **Stock level:** 0

Patient is non-compliant. Presentation is 28 day(s) early. **Trade / Retail:** £0.00 / £0...

Directions provide inadequate information to calculate when the next repeat will be due. **Tariff:** £9.11

Total Cost: £18.00 (£3.25)

 1 of 2

Removing an Item from Repeat Rx


If you no longer want to manage a repeat item using Repeat Rx, the item can be removed.

To remove an item:

1. From the **Pharmacy Manager Side Navigation Bar**, select **Repeats** .

2. Select the patient and select **Repeat Details** .


Last Na...	First Na...	Address Line 1	Status	Date	GP
Green	Gemma	123 Long Road	Repeat Due	16/05/2021	John Gold



3. The **Patient Medication Details for Repeat Rx** screen displays:

Patient Medication Details for Repeat Rx

Patient Name: Mr. Gary Green Details Next GP Review Date: 20 October 2020

 Please tick all items which you wish to repeat. Any items with a cross will be set to "not required". Items with no icon or an exclamation mark will be ignored.

Product	Quantity	Status	Message Dynamics	Due Date	Series Info
Omeprazole 20mg g/r Capsules	28	GP Request Se...	N/A	16/09/2020	N/A
Enalapril 20mg Tablets	28	Repeat Due	N/A	22/07/2020	N/A


Display all repeat items for this patient

Request Match Delete Details OK Cancel

4. Select the item and select **Delete**.

5. The **Warning** screen displays. Select **Yes** .

Warning

 **Warning**

Deleting this repeat will stop future repeats being generated for this medication item. Do you wish to continue?

For support please contact
Cegedim Rx Service Desk on 0330 303 3340.

Yes No

The item is removed.