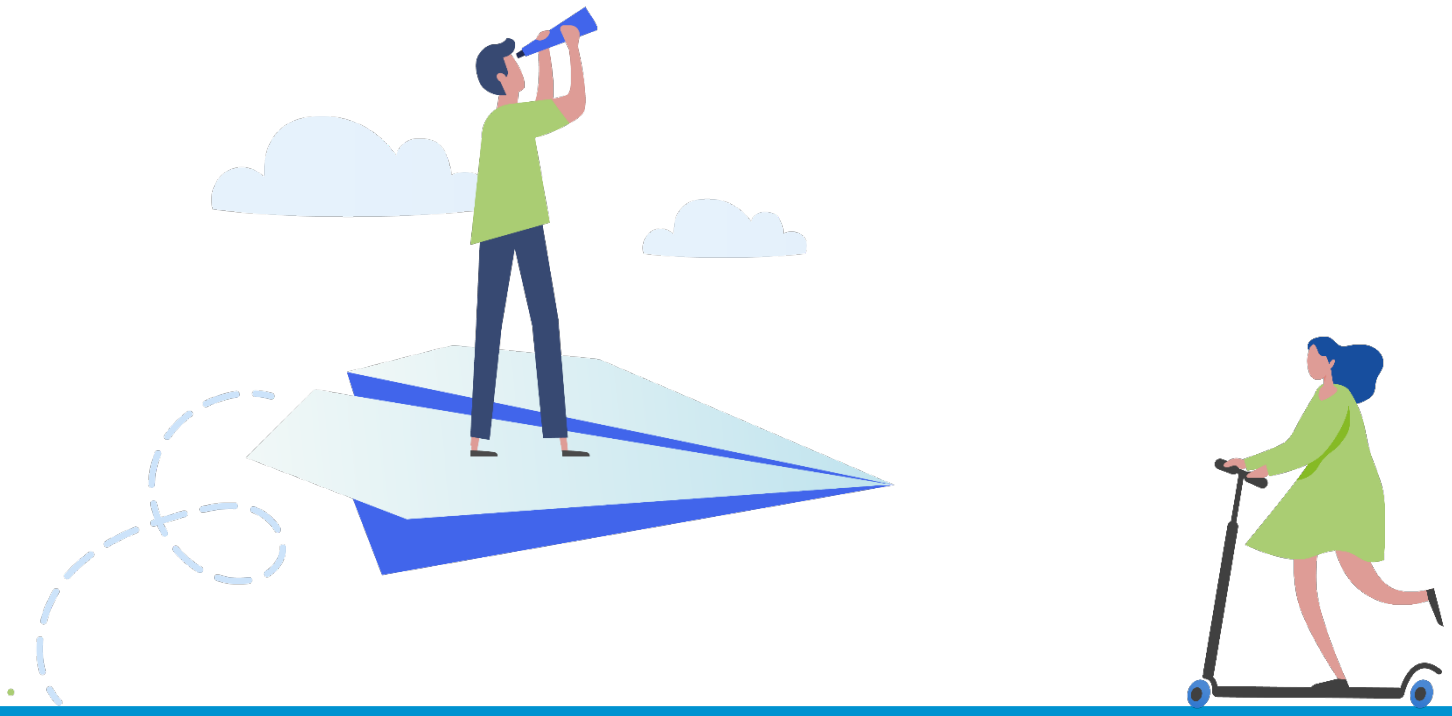
Pharmacy Manager

Repeat Rx User Guide

Version 1.0

17 May 2021



cegedim Healthcare Solutions

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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

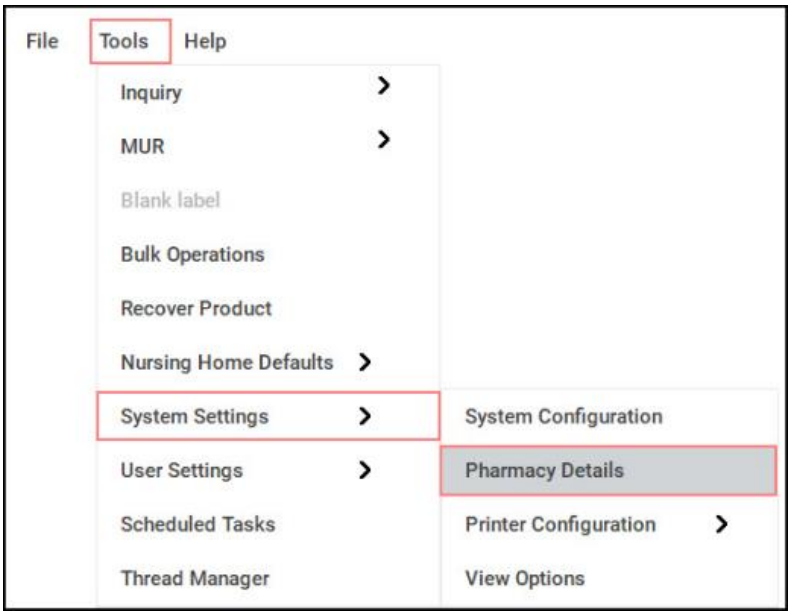
To set up Repeat Rx for your pharmacy, complete the following steps:

- 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.

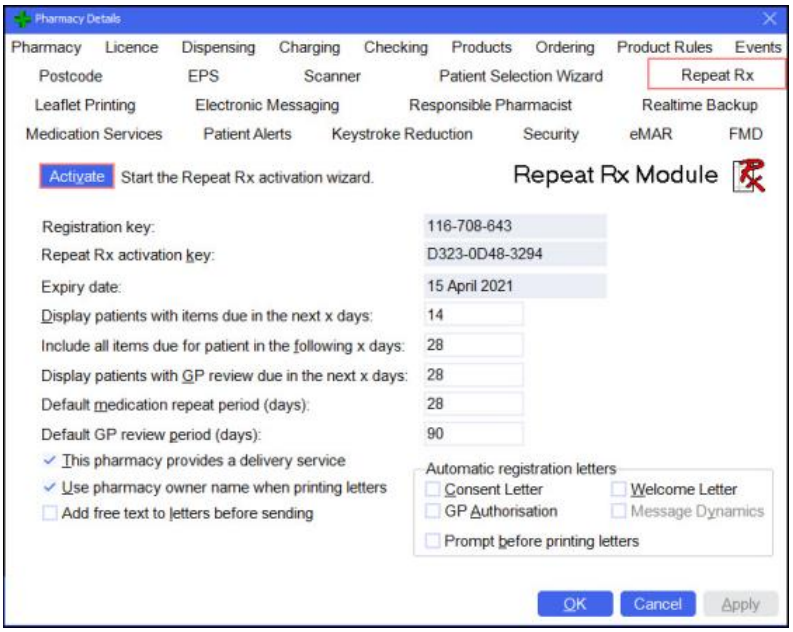
Activating Repeat Rx

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

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



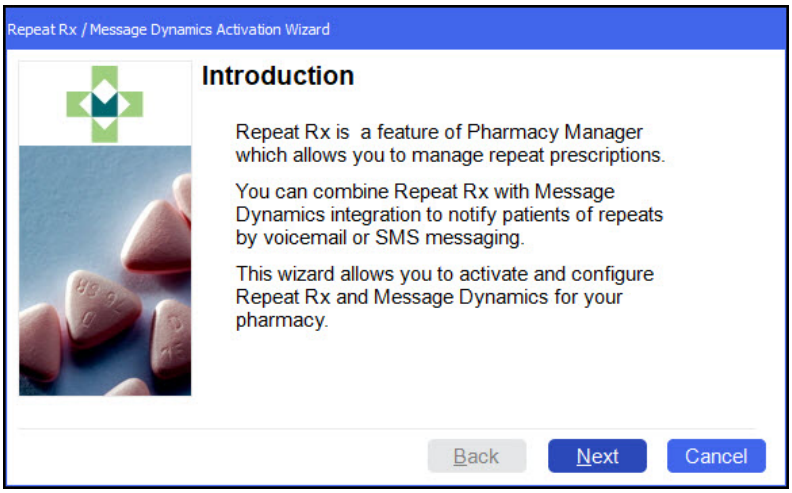
2. The **Pharmacy Details** screen displays:



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

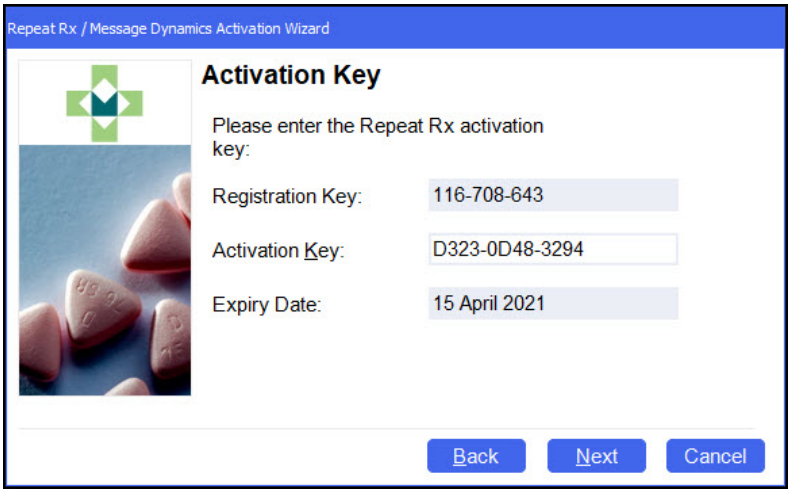
.

4. The **Introduction** screen displays:



5. Select **Next** .

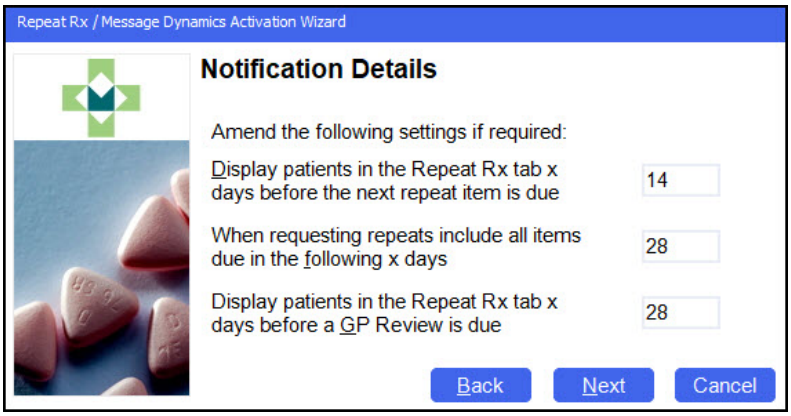
6. The **Activation Key** screen displays. Complete as outlined below:



- **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:

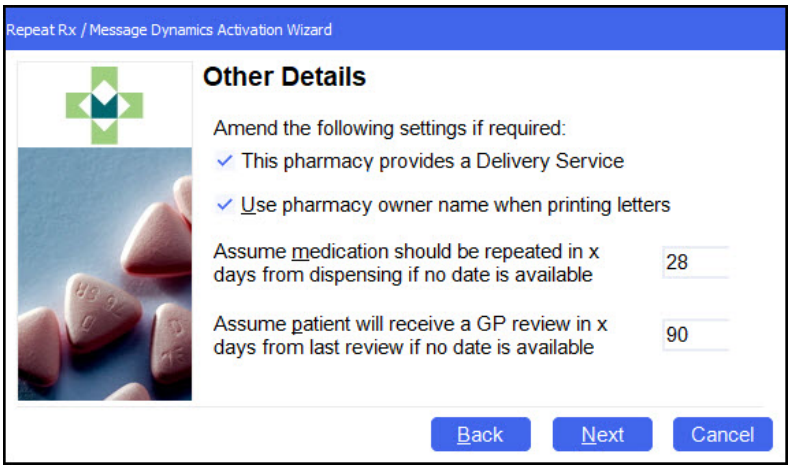


- **Display patients in the Repeat Rx tab x days before the next repeat item is due** - Displays the number of days in advance that patients with upcoming repeat prescriptions display in the Repeat Rx tab.
- **When requesting repeats include all items due in the following x days** - Displays how many 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:



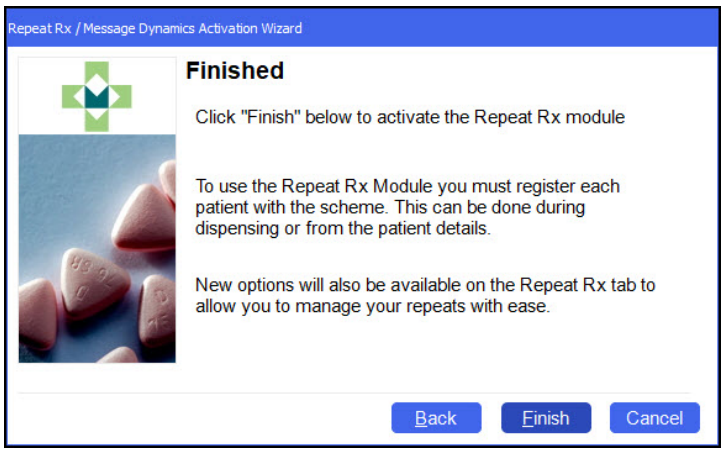
- **This pharmacy provides a Delivery Service** - Select if you provide a delivery service to your patients.
- **Use pharmacy owner name when printing letters** - Select to use the pharmacy owner name when printing letters.
- **Assume medication should be repeated in x days from dispensing if no date 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

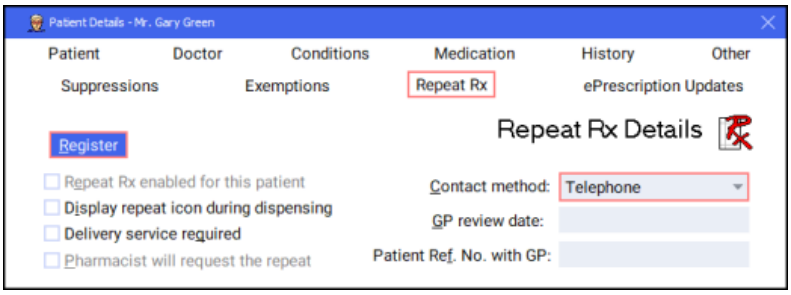
To manage a patient's repeat prescription with Repeat Rx, they must be registered for Repeat Rx.

To register a patient for Repeat Rx:

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

:

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



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

. The patient is now registered for Repeat Rx.

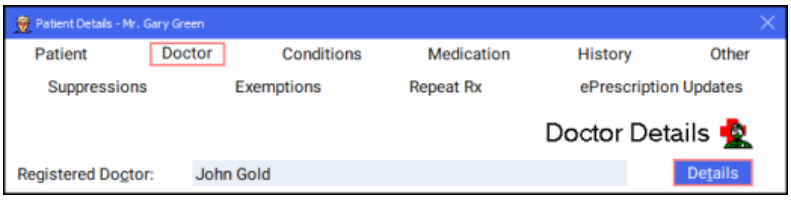
Training Tip - You also need to register the GP for Repeat Rx.

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** OK:

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



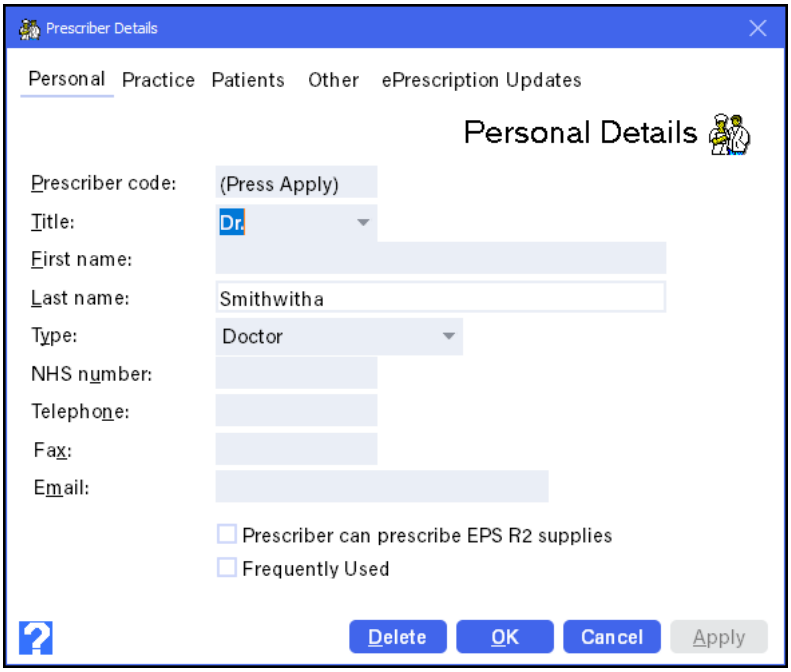
4. Type in the GP name and select **Enter**.
5. If the patient's GP has already been set up as a Prescriber then the GP details will populate, skip to step 10.
6. If there is no information to populate the **Find Prescriber** screen displays:

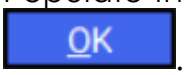
7. Enter the surname of the required prescriber, for example, Smith. Select **Find** Find.

8. Matching prescribers display:

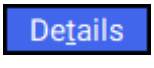
If no matching prescriber displays you need to add a new prescriber, to add a new prescriber:

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



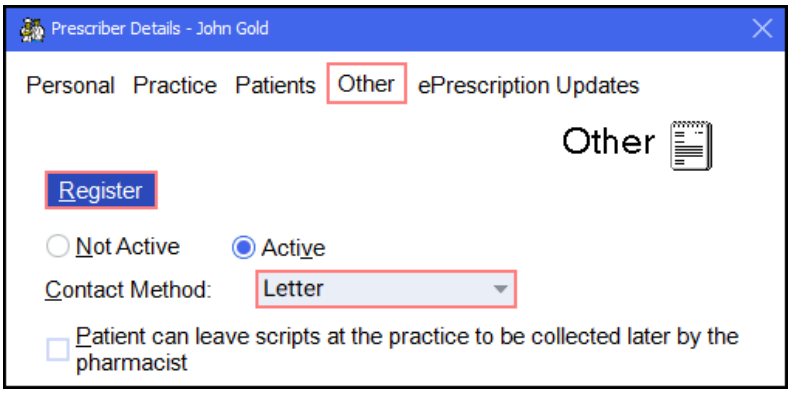
b. Populate the **Personal** and **Practice** tabs and select **OK**  .

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:



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.

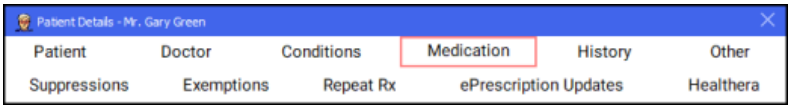
Marking Items as Repeat Rx Items

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

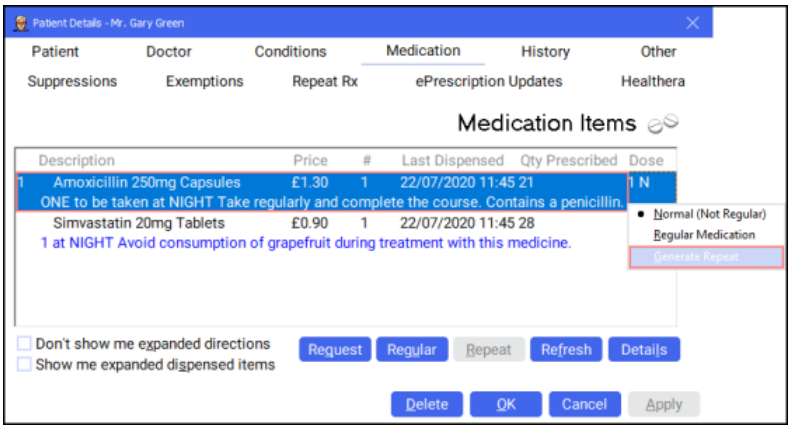
To mark an item as a Repeat Rx item:

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

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



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



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

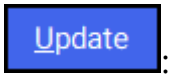
Dispensing a Repeat Rx Item

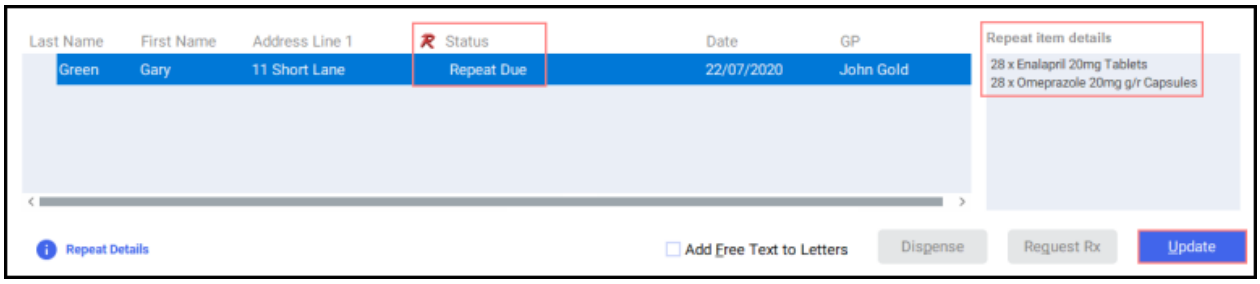
Requesting a Repeat Prescription

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

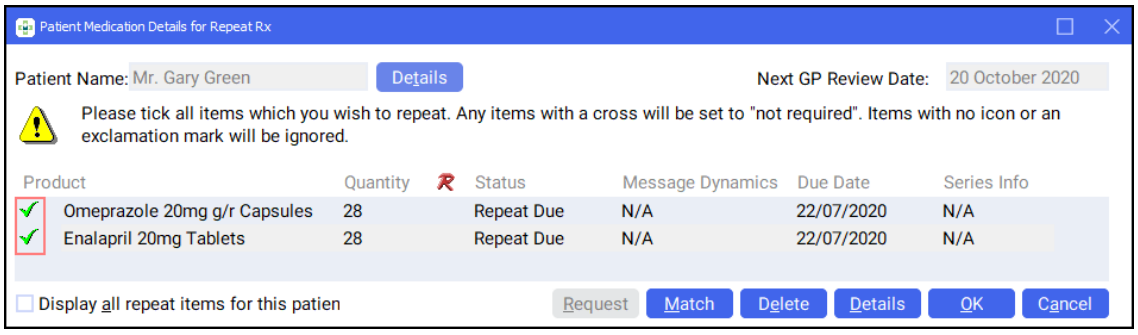
Note - The items that are due for repeat display within **Repeat item details**.

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**  :



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:

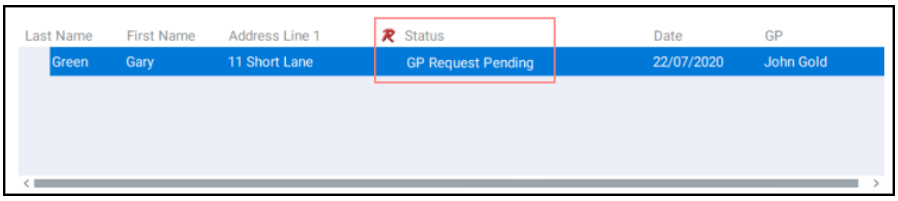


- Select the **Green tick** to request a repeat prescription for an item.
- Select the **Red cross** if a repeat prescription is not required this time. The due date for the item will move forward by 28 days.
- Select the **Exclamation mark** if a repeat prescription is not required for an item and the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

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

4. Select **OK**

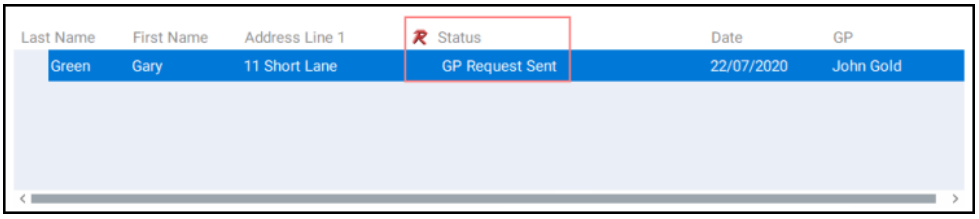
.
5. The patient's status updates to **GP Request Pending**:



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:

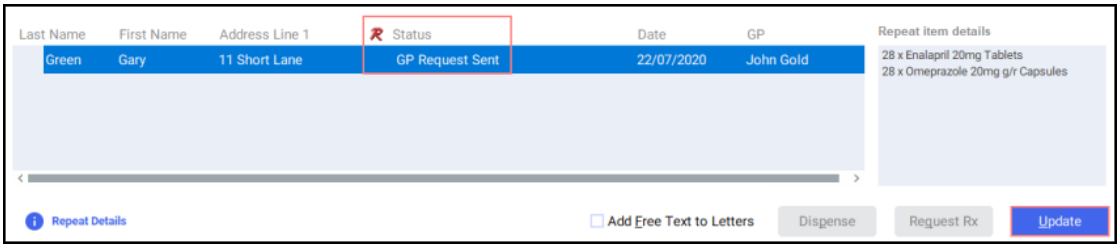
9. The prescription status updates to **GP Request Sent**:

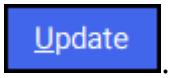


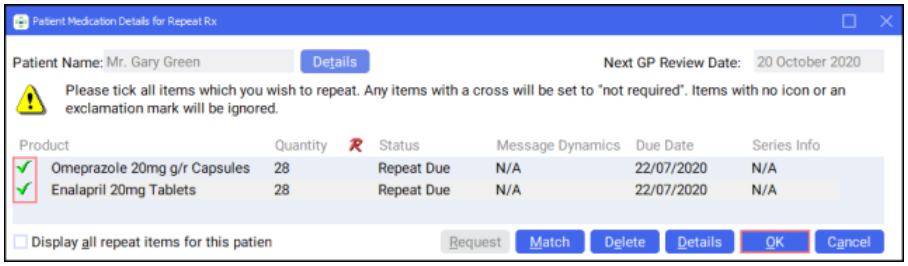
Confirming you have received the repeat prescription from the GP

When the prescription is received from the GP surgery:

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

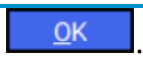


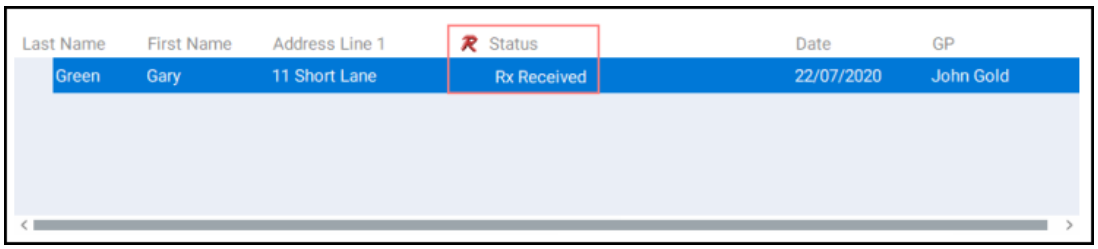
2. Select the patient and select **Update**  .
3. The **Patient Medication Details for Repeat Rx** screen displays:



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**:



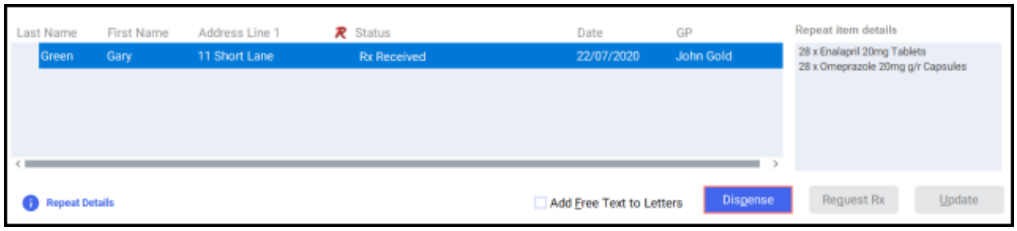
> **Note** - If the prescription is received electronically, the prescription status automatically updates from **GP Request Sent** to **Rx Received** when the prescription downloads. You can then dispense the prescription as normal.

Dispensing the Repeat Rx Prescription

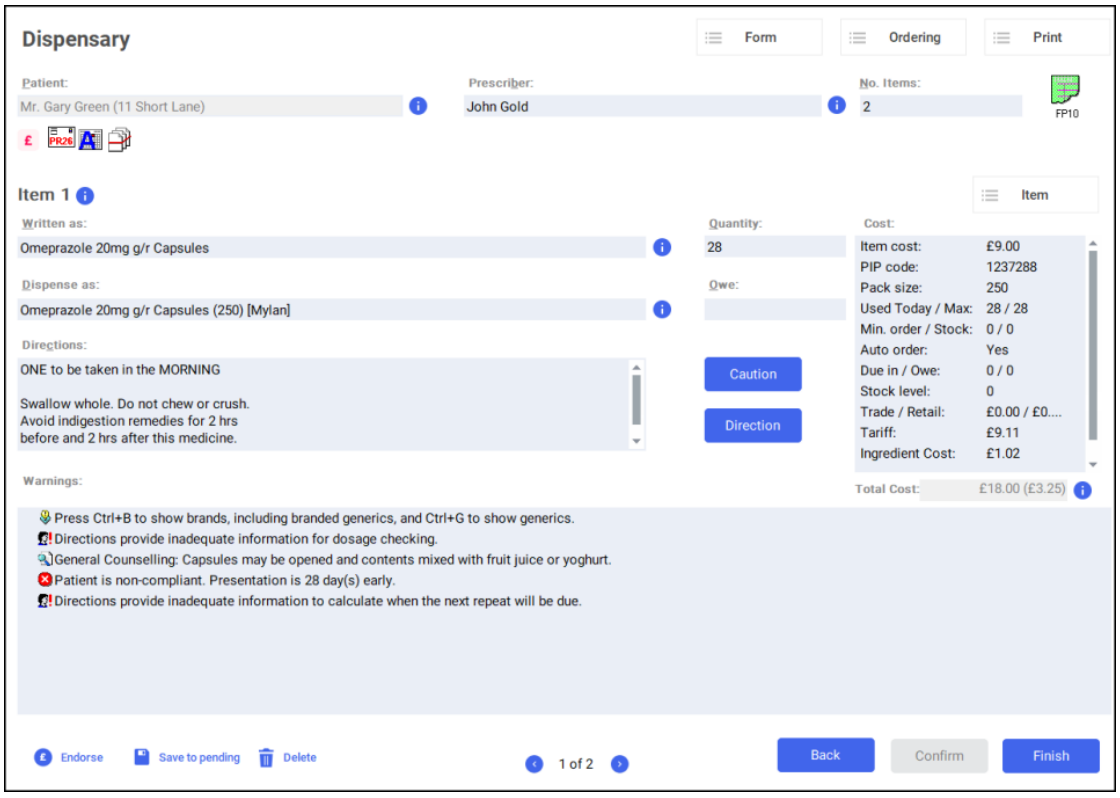
To dispense the Repeat Rx prescription:

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

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



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

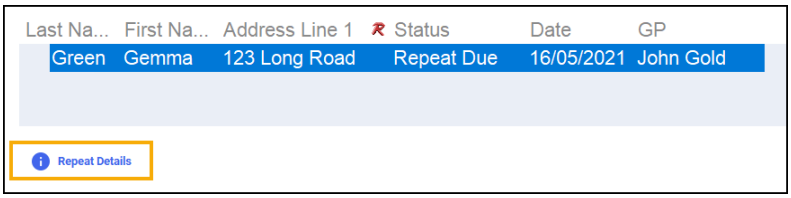


Removing an Item from Repeat Rx

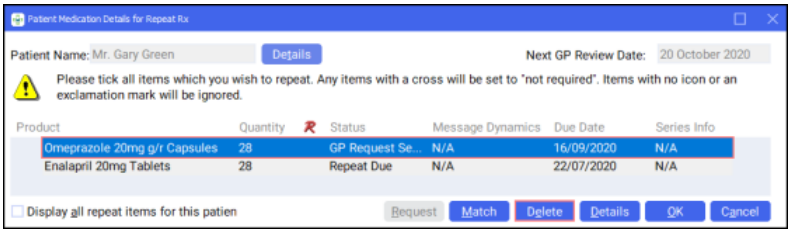
If you no longer want to manage a repeat item using Repeat Rx, the item can be removed.

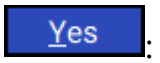
To remove an item:

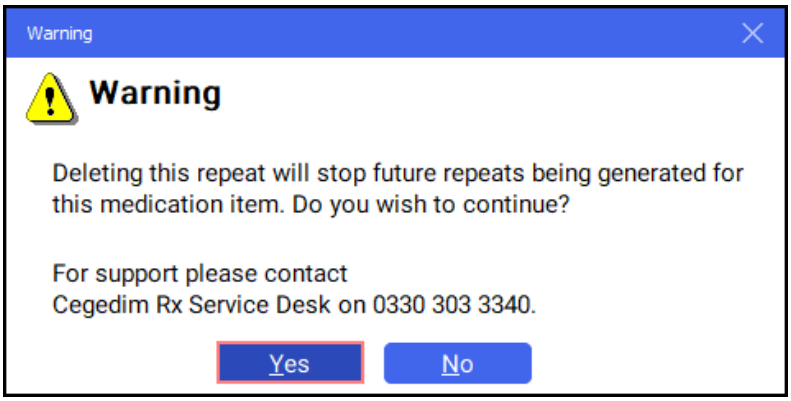
1. From the **Pharmacy Manager Side Navigation Bar**, select **Repeats** .
2. Select the patient and select **Repeat Details** :



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



4. Select the item and select **Delete**.
5. The **Warning** screen displays. Select **Yes**  :



The item is removed.