



# Electronic Chronic Medication Service (eCMS) User Guide

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# CMS (Serial Prescribing) User Guide

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## Introduction to CMS (Serial Prescribing)

CMS (Serial Prescribing) is part of the Pharmacotherapy services in the GMS contract for Scotland. This scheme allows serial prescribing items to be sent electronically from Vision to the Community Pharmacy (CP), where all subsequent dispensing events can be managed. Serial prescribing is similar to the electronic Acute Medication Service (eAMS), but serial prescribing involves printing a single serial prescribing GP10 for multiple dispensing events. The CMS (Serial Prescribing) process is as follows:

- Practices have the option of flagging patients who are suitable for serial prescribing. This can be done by using the **Populate CMS Suitability Report** in **Utilities – Populate CMS**, or you can flag patients on an individual basis, see [Flagging Suitable eCMS Patients](#) (page 15) for details.
- The patient registers for serial prescribing at the CP and an assessment of the patient's pharmaceutical needs is documented as part of their pharmaceutical care package. Once registered at a pharmacy, a **CMS registration message** is received by Vision via Mail Manager and is recorded in the patient record, see [CMS \(Serial Prescribing\) Registration Messages](#) (page 65) and [CMS \(Serial Prescribing\) Registration and Patient Status](#) (page 24) for details.
- You can then issue CMS (Serial Prescribing) item(s) from Consultation Manager. You can choose from a 24, 48 and 56 week Medication Term, which determines the total duration of the serial prescribing care term for the item, and the Dispensing Frequency, which determines the frequency the item should be dispensed, see [Adding a Serial Prescribing Prescription](#) (page 29) for details.

- The serial prescription item prints onto the GP10 along with a barcode. A message is sent to the ePharmacy store with the details of the prescription including the medication term dates. In the future, you will also be able to send relevant clinical information, see [Printing the Serial Prescription GP10](#) (page 32) for details.
- The CP scans the barcode on the prescription to retrieve the corresponding message. From then on, the CP manages the medication and care of the patient within the terms of the pharmaceutical care package agreement. Vision receives a **Dispensing message** each time a claim for an item is submitted by the CP, and the patient record is automatically updated to reflect this. If a serial prescribing item is cancelled after the initial message has been sent to the pharmacy, a cancellation message is sent from Vision, see [Serial Prescribing Dispensing Messages](#) (page 65) for details.
- Practices also receive regular registration information via Mail Manager, which gives details of new patients that are registered or those who have been withdrawn from serial prescribing, see [Serial Prescribing Registration Messages](#) (page 65) for details.
- At the end of the medication term, a patient report known as the **Treatment Summary Report** is sent. A request for a new serial prescribing prescription might also be sent at the same time. This is retrieved via Mail Manager and is automatically filed to the patient record, see [Serial Prescribing End of Treatment Summary Report Messages](#) (page 67) for details.

You are then able to complete your Medication Review and reissue another serial prescribing GP10 if required, see [Reauthorising Serial Prescribing](#) (page 39) for details.

The advantages of serial prescribing include:

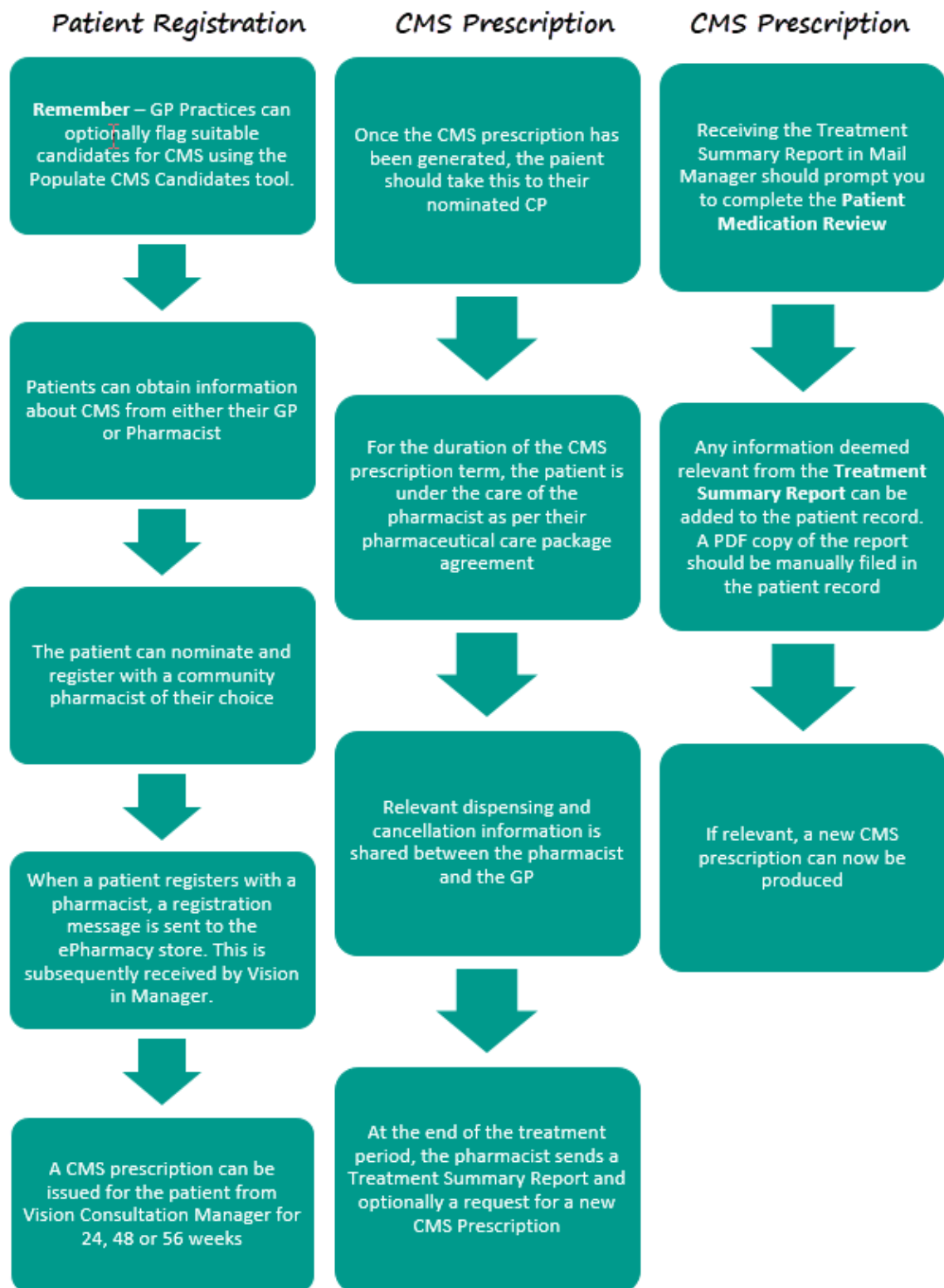
- Fewer visits to the GP practice for patients
- Greater convenience for patients.
- Improved monitoring and feedback
- Reduced paper usage



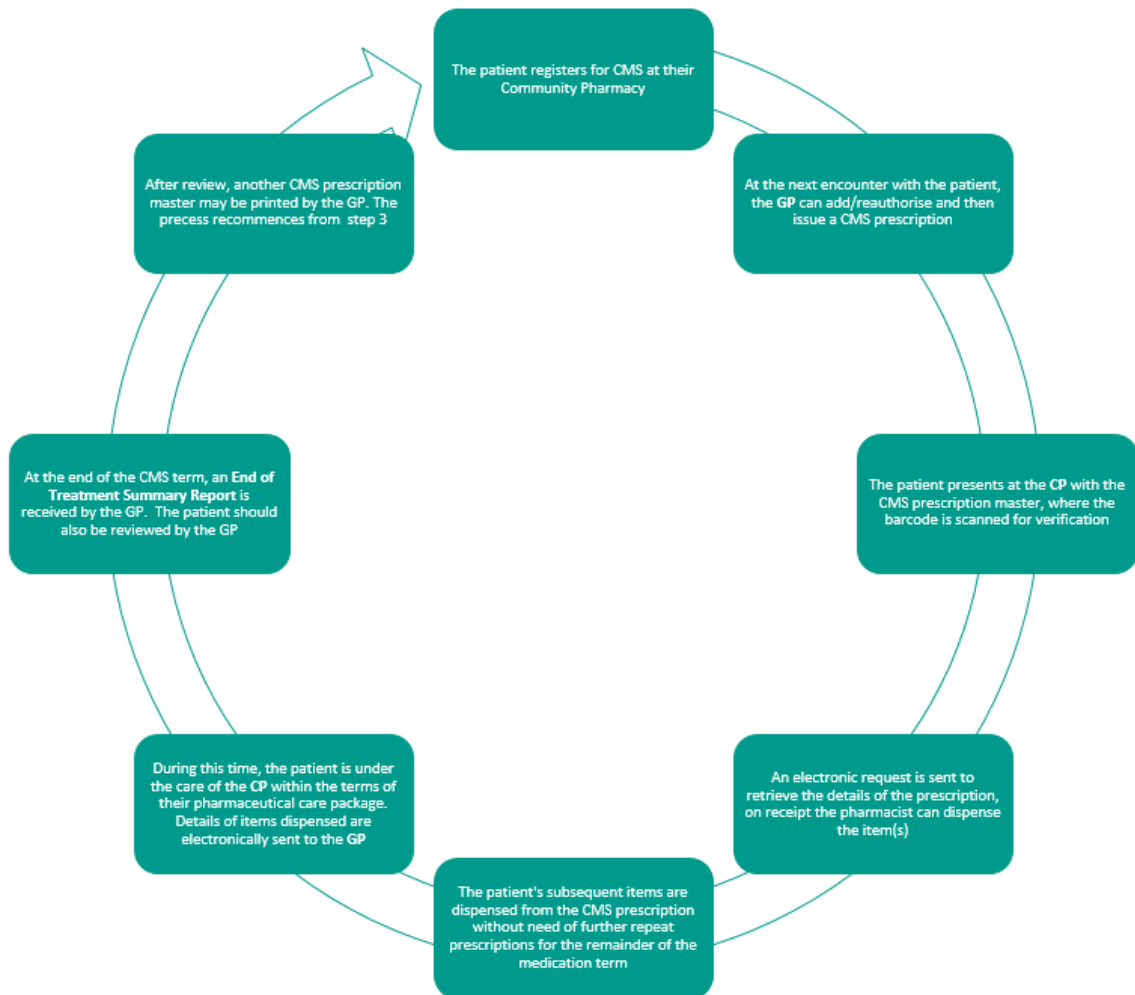
## Workflow Overview

The following diagrams show the CMS (Serial Prescribing) workflow processes. They display the serial prescribing cycle from a GP, Patient and Pharmacist perspective.

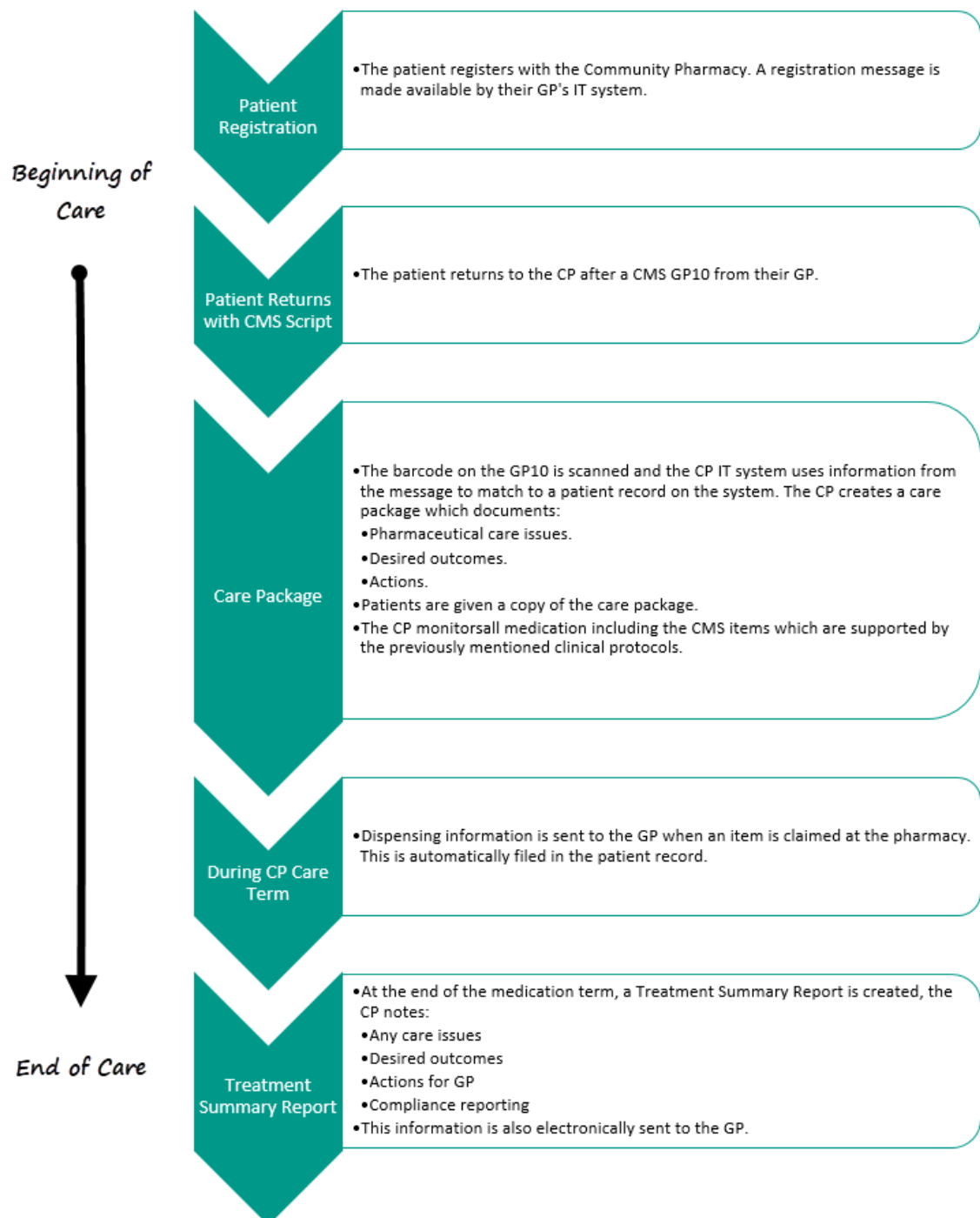
### GP Perspective



## Patient Perspective



## Pharmacy Perspective



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## Getting started with CMS (Serial Prescribing)

The following checklist provides guidance on what is required to get started with CMS (Serial Prescribing):

- Arrange for CMS (Serial Prescribing) to be activated, see [Activating CMS \(Serial Prescribing\)](#) (page 12) for details.
- Ensure that the Mail Gateway is working and running on the GPC Machine/EDI Account, see on [Mail Gateway](#) (page 59) for details.
- Before going live with CMS (Serial Prescribing), you should send a test CMS (Serial Prescribing) prescription to the ePharmacy message store and check that it was successful, see [Sending a Test CMS \(Serial Prescribing\) Prescription](#) (page 13) for details.
- Make sure that you have entered the relevant CP Contractor Codes in the relevant pharmacies set up in Control Panel, see [Adding Pharmacy Codes](#) (page 14) for details.
- Optional flagging of potential patients suitable for CMS (Serial Prescribing) at next individual patient encounter, see [Flagging Suitable CMS \(Serial Prescribing\) Patients](#) (page 15) for details.

## Activating CMS (Serial Prescribing)

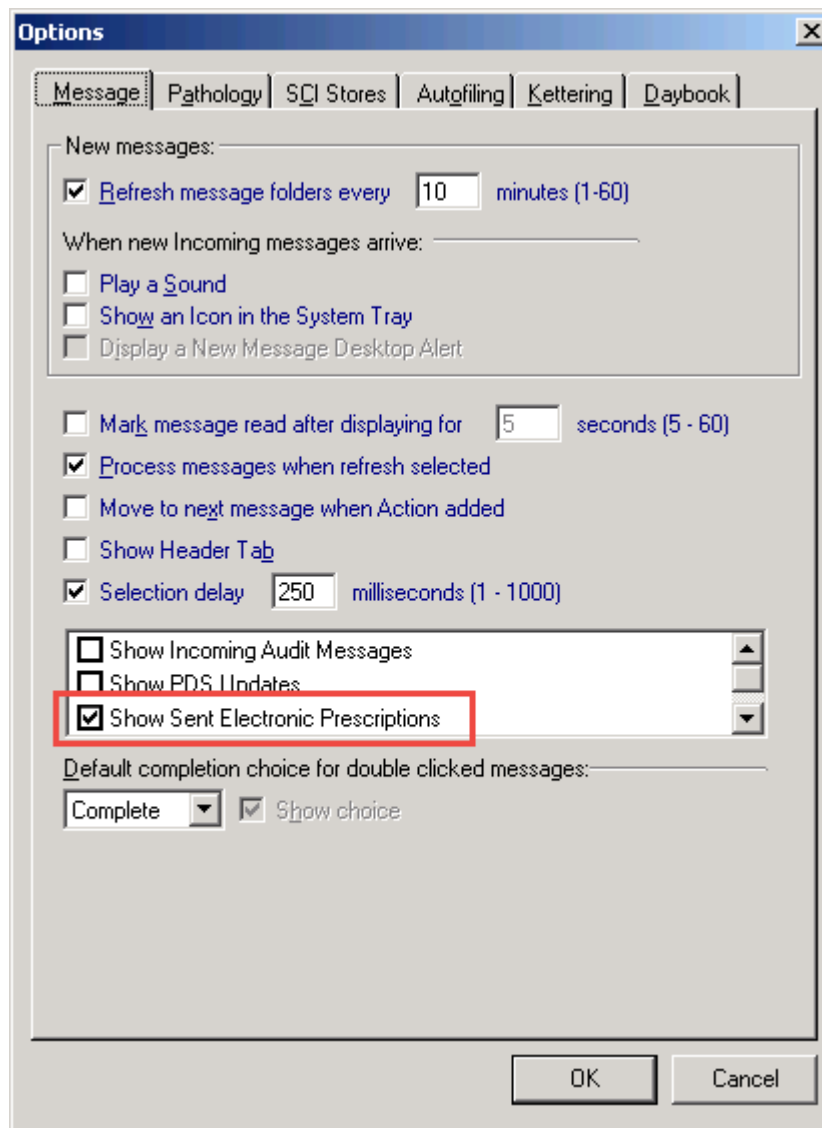
CMS (Serial Prescribing) needs to be switched on and you will be advised how to do this.

### Sending a Test CMS (Serial Prescribing) Prescription

**Note** - This action is normally carried out by Health Board staff or Vision personnel.

Before going live with CMS (Serial Prescribing) prescribing, it is recommended that you generate a test prescription message. You must be a system administrator to do this:

1. From **Mail Manager**, select **Tools – Options - Message**.
2. Tick **Show Sent Electronic Prescriptions**.
3. In the **Send CMS Prescription Message** section, select **Send**.




4. When prompted, *Are you sure you wish to send a CMS test prescription message?*, select **Yes**.

5. You are prompted with '*CMS test prescription message created successfully*' select **OK** to continue. A test CMS prescription is printed at the same time this states: "*for test purposes only – not to be dispensed*".

The message now appears in the Outgoing Mail folder in Mail Manager with a status of Available for Transmission. When the message has been successfully processed, ie an acknowledgement has been received, the message status changes to **Complete**.

---

 **Note** - Once the process of testing CMS (Serial Prescribing) messaging has been completed successfully, you are advised to return to **Tools – Options – Message** and untick **Show Sent Electronic Prescriptions**. This prevents the Outgoing Mail folder in Mail Manager becoming unnecessarily cluttered with successful (Complete) messages, which require no attention.

---

### Test Prescription Error

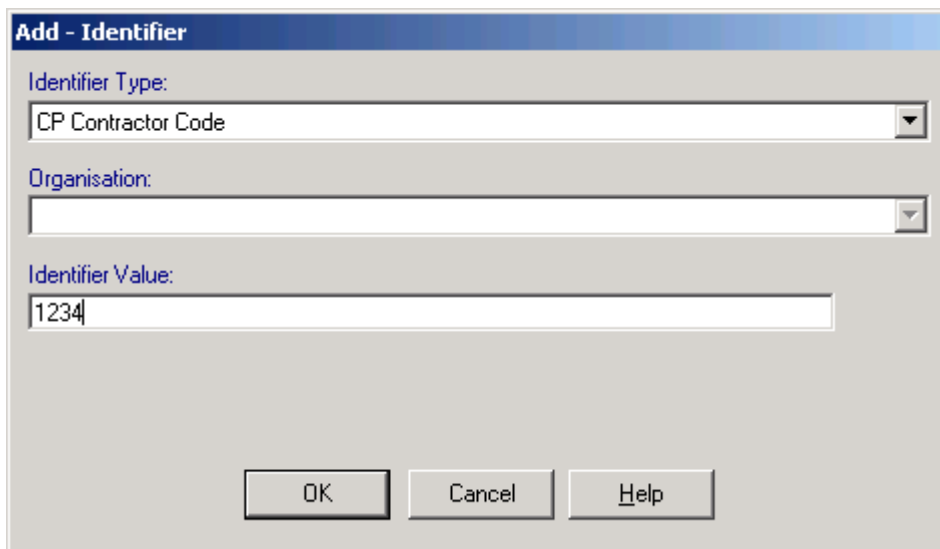
If the message status returns an error, you can right click on the message and select **Message – Reprocess** to resend. If you continue to receive transmission errors and you have checked that **Mail Gateway** and **Message Collector** are running successfully, contact the Vision helpdesk.

## Adding Pharmacy Codes

To add a Pharmacy Code:




1. From **Control Panel**, select **File Maintenance - Organisations**.
2. In the **Pharmacy** folder, right click on an existing pharmacy and select **Edit Organisation**.
3. Select the **Identifiers** tab and select **Add**.

A screenshot of a Windows dialog box titled "Add - Identifier". The dialog has a blue header bar. It contains three input fields: "Identifier Type:" with a dropdown menu showing "CP Contractor Code"; "Organisation:" with an empty dropdown menu; and "Identifier Value:" with a text box containing "1234". At the bottom, there are three buttons: "OK", "Cancel", and "Help".

4. Select **CP Contractor Code** from the **Identifier Type** list.
5. In **Identifier Value** enter the 4-digit pharmacy code.
6. Select **OK** and **OK** again to save.

---

 **Note** - You cannot delete a pharmacy contractor code for a pharmacy with CMS registered patients.

---

## Flagging Suitable CMS (Serial Prescribing) Patients

As some of your clinical and administrative workload is lightened if patients are registered for the CMS (Serial Prescribing) scheme, you might like to flag patients who are potentially suitable for CMS (Serial Prescribing) (although this is not a mandatory process). This should act as a prompt for you during the consultation to review the patient for CMS (Serial Prescribing) participation. There are two ways of flagging patients as potentially suitable for CMS (Serial Prescribing):

- Using the Populate CMS Suitability tool.
- Marking individual patients as suitable for CMS.

Other points to note:

- Suitable patients can be flagged before CMS (Serial Prescribing) is enabled on your system.
- You must be part of the Clinical Managers security group to flag a patient as suitable for CMS (Serial Prescribing).
- You can generate a report which lists all the patients suitable for CMS (Serial Prescribing), see [Patient Suitability](#) (page 24) for details.



## Group Populating Patients Suitable or Unsuitable for CMS (Serial Prescribing)

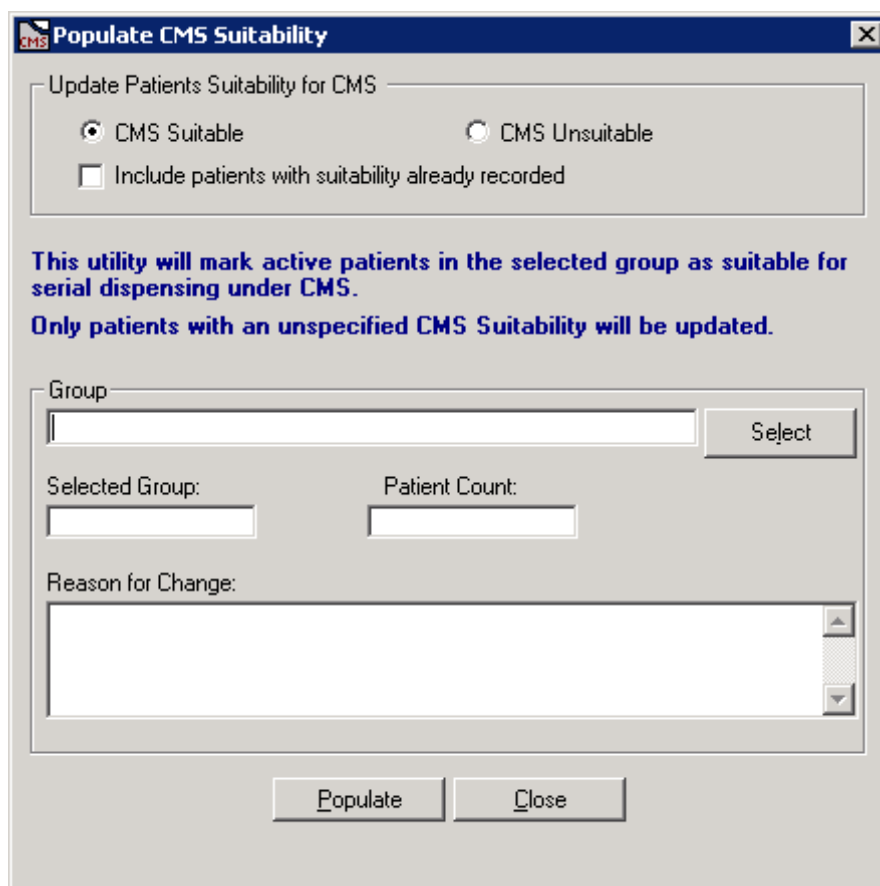
The **Populate CMS Suitability** function allows you to mark patients as suitable or unsuitable within a specific patient group. You might like to review your chronic disease registers for patients potentially suitable for CMS (Serial Prescribing). You can use the Clinical Audit audit groups to identify chronic disease patients and merge the groups together to create a definitive list of all chronic patients. You might also like to add a reminder to the flagged patients. The best way to do this would be to run the **CMS Suitability report** (see [Report Output](#) (page 70)) and save the results to a group so that you can bulk add reminders from patient groups.

To populate patients as suitable for CMS (Serial Prescribing):

1. From the Vision front screen, select **Utilities – Populate CMS Suitability**



2. The **Populate CMS Suitability** screen is displayed:



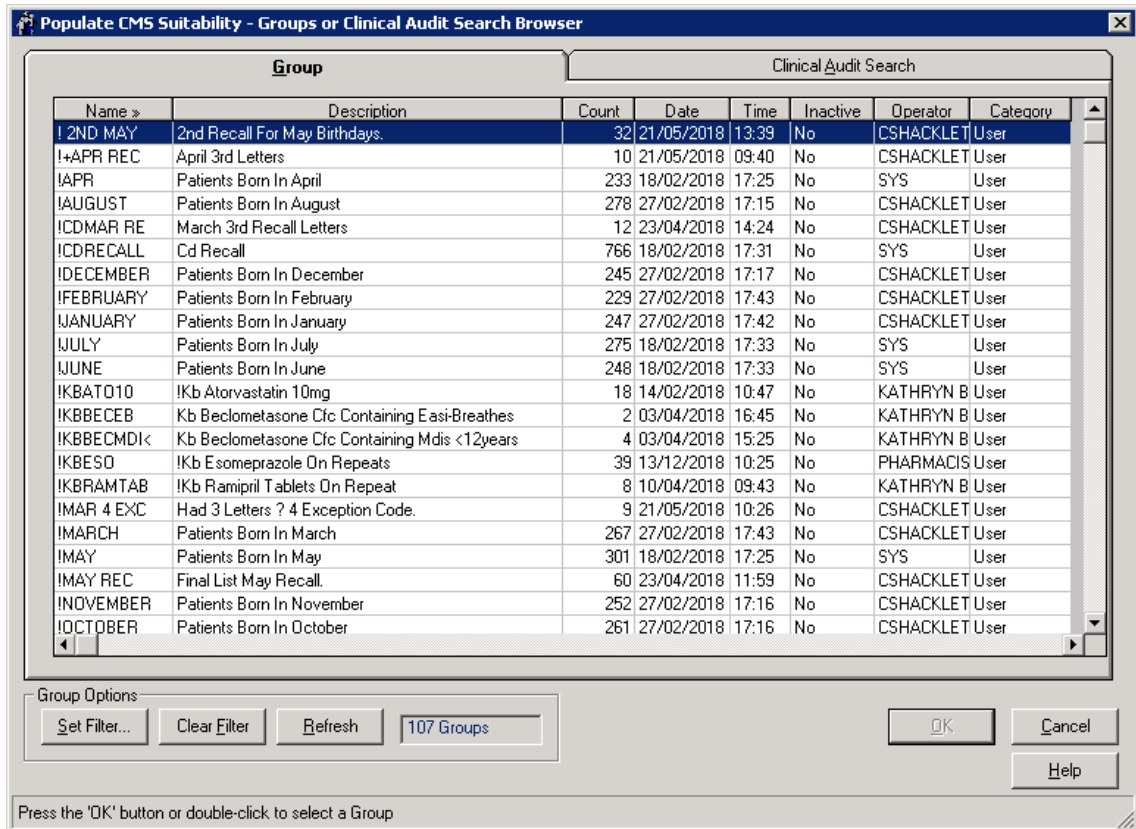
3. Select **Select** to display the Groups or Clinical Audit Search Browser.

4. Select either:

- **CMS Suitable** - for those patients that you want to mark as CMS (Serial Prescribing) suitable
- **CMS Unsuitable** - for those patients that you want to mark as CMS (Serial Prescribing) unsuitable

You can select to 'Include patients with suitability already recorded' by placing a tick in the check box.

- From the Groups or Clinical Audit Search Browser, select the required group for population. You can also enter a free text reason if desired. Select **OK**.



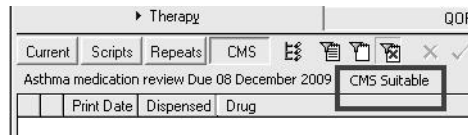
- The details of the selected group are displayed, including the number of patients in the group. Select **Populate** to continue.
- Before the Suitability population is started, the following warning is displayed *"This option will mark active patients in the selected group as suitable for serial dispensing under CMS. Please note there is no undo facility. Are you sure you wish to continue?"* Select **Yes** to continue.
- After the population has finished, a confirmation message appears informing you that the population has completed and the number of patients that have been flagged as suitable or unsuitable for CMS (Serial Prescribing).



**Note** - Patients must be Applied or Permanent and have a valid CHI number to be suitable for CMS (Serial Prescribing).

- Select **OK** and then **Close** to finish.

- 10.** The patients are now flagged as suitable or unsuitable for CMS (Serial Prescribing). This displays in **Consultation Manager – Therapy, Consultation Manager – Patient Details and Registration – Consent**, see *Viewing CMS (Serial Prescribing) Registration Status* (page 25) for details.



### Flagging Individual Patients as Suitable for CMS (Serial Prescribing)


You can flag patients suitable for CMS (Serial Prescribing) on an individual patient basis from Patient Details in Consultation Manager or Registration.

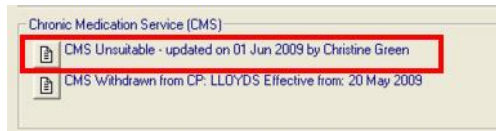
1. From **Consultation Manager**, select the patient and ensure that a consultation is open.
2. Select **Patient Details** and then the **Preferences** tab.



3. From the CMS section, you can see the patient's current CMS (Serial Prescribing) suitability status. There are three possibilities:


- **CMS Suitable**
- **CMS Unsuitable**
- **CMS Suitability Not Specified**

The user who last updated the patient's suitability and the date and time are also displayed. If there are any notes detailing the reason for suitability change, the notes icon is displayed as active . You can select this to view the text.



You can also see the patient's CMS (Serial Prescribing) registration status from the CMS section in the preferences screen. There are three possibilities:

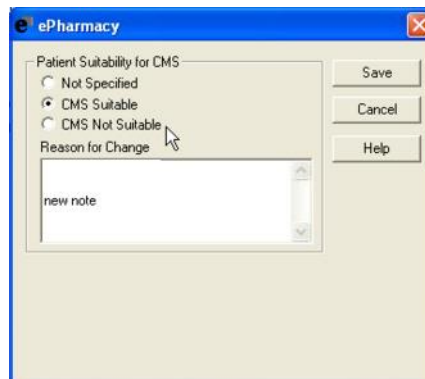
- **Not CMS Registered**
- **CMS Registered**
- **CMS Registration Withdrawn**

If a patient is CMS withdrawn, the notes button displays as active  and contains the reason for withdrawal if it has been entered.



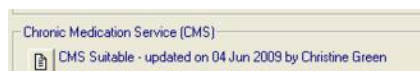
**4.** To change the patient suitability status, select **Change**.

**5.** You can now select from the suitability options and add a note if required:



**6.** Select **Save** to save the changes.

**7.** The CMS Status now displays as CMS Suitable:



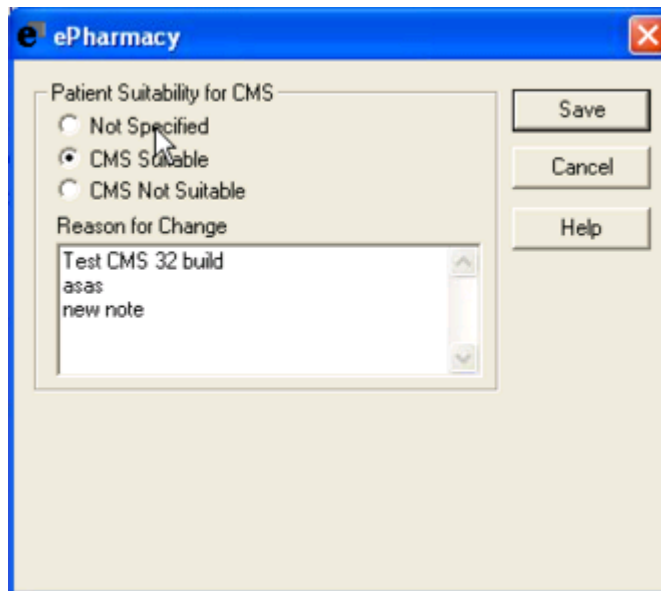
**8.** The suitability status is also displayed on the Therapy tab:



## Changing Patient Suitability in Patient Details, Consultation Manager

You can change the suitability status of individual patients at any time:

- 1.** From **Consultation Manager**, select the patient and ensure that a consultation is open.
- 2.** Select the **Patient Details** tab and select **Preferences**.
- 3.** From the **CMS** section, you can see the patient's current **CMS Suitability** status.
- 4.** Select **Change**, make your selection and optionally enter free text **Reason for Change**.
- 5.** Select **Save** and the new suitability status is displayed.



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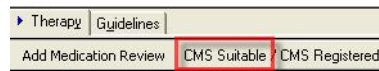
**Note** – You cannot change the suitability status for more than one patient at a time.

---

## Changing Patient Suitability from the Therapy tab, Consultation Manager

To change a patient's suitability from the Therapy tab:

1. From **Consultation Manager**, select a patient and ensure that the consultation is open.
2. Select the **Therapy** tab and select **CMS Suitable**.



3. From the **CMS** section, you can see the patient's current **CMS Suitability status**, select **Change**.
4. Make your selection and optionally enter free text in **Reason for Change**.
5. Select **Save**.
6. The new suitability is displayed on the Patient details screen and shows on the Therapy tab.

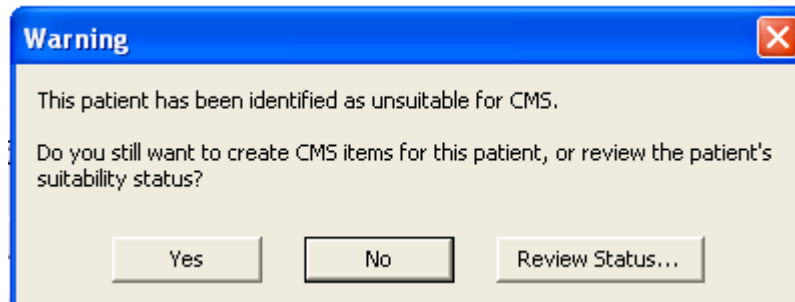
To view the changes on Therapy, select the Therapy tab and move your mouse over the CMS Suitable box. You can see when the change was made and by whom.

Current	Scripts	Repeats	CMS	Drug	Dosage	Q...	Preparation	Pro...	Authorised	Frequency	Exp...	Exp...
<input type="checkbox"/>	Not Printed	Not Dispensed		Paracetamol 500mg capsules	1 TO 2 CAPSULES UP TO FOUR TIMES DAILY AS REQUIRED	100	capsule	11/07/16	8 weeks	26/12		
<input type="checkbox"/>	Not Printed	15/06/10 (0)		Aspirin 75mg tablets	1 TABLET ONCE A DAY	168	tablet	11/07/16	8 weeks	26/12		
<input type="checkbox"/>	Not Printed	16/06/10 (0)		Amoxicillin 250mg capsules	TAKE ONE 3 TIMES/DAY	15	capsule	11/07/16	8 weeks	26/12		
<input type="checkbox"/>	17/02/15	Not Dispensed		Salbutamol 4mg modified-release capsules	1 PER RECTUM	56	capsule	17/02/15	8 weeks	04/03		

CMS Suitable - updated on 17 Aug 2015  
 by Christine Green  
 CMS Registered with CP:  
 THOMSON PHARMACY (Code: 6340)  
 22 Salamander Street  
 EH23 7YH  
 Tel: 01312268181


## Changing Patient Suitability from Therapy - Add

You can change a patient's suitability by selecting the CMS Tick Box  on **Therapy - Add**. You are prompted with the following warning message:



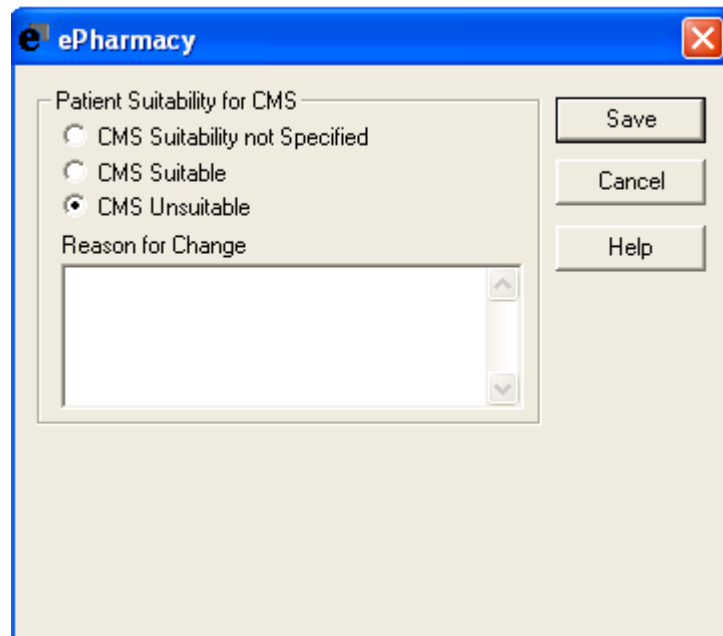
- **Yes** - Allows you to continue adding the CMS (Serial Prescribing) prescription.
- **No** - Shows a warning message stating: *This patient has been marked as unsuitable for CMS. The CMS checkbox will be disabled.*

---

 **Note** - Selecting **Yes** or **No** is saved for the remainder of the consultation and you are not prompted again.

---

- **Review Status** - opens the ePharmacy Patient Suitability screen, where you can change the patient's status. If the suitability status is still **CMS Unsuitable**, the CMS (Serial Prescribing) warning message appears again.



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# Managing CMS (Serial Prescribing)

## Introduction


The implementation of CMS (Serial Prescribing) affects many of the Vision modules. This section provides instruction on how to manage CMS (Serial Prescribing) on a day-to-day basis.

## CMS (Serial Prescribing) Registration and Patient Status

CMS (Serial Prescribing) registration is an agreement between the patient and the Community Pharmacy within which the patient is agreeing to share clinical data to support their healthcare. Once the patient has registered at a pharmacy for CMS (Serial Prescribing), an electronic registration notification is sent from the Pharmacy to the message store, which is then retrieved by the practice and used to update the patient's CMS (Serial Prescribing) registration status. Vision retrieves registration messages on a daily basis (see *CMS (Serial Prescribing) Message Management* (page 54)).

If a patient decides that they no longer wish to be part of the CMS (Serial Prescribing) scheme, they are entitled to withdraw by notifying the pharmacy. Once the pharmacy updates their system, a withdrawal message is sent and retrieved in much the same way as the original registration message.

---

 **Note** - Patients can register at another pharmacy as soon as they have deregistered/withdrawn from their previous pharmacy. If a patient withdraws and still has outstanding CMS (Serial Prescribing) prescriptions, neither the previous nor the new community pharmacist is authorised to dispense such items.

---

For you to issue a CMS (Serial Prescribing) prescription the patient must be eligible and registered. You are also able to flag potential patients as suitable for CMS (Serial Prescribing) to help with your records, but this has no bearing on CMS (Serial Prescribing) prescribing.

### *Eligible/Not Eligible*

Vision determines patient eligibility for CMS (Serial Prescribing) automatically. For a patient to be eligible they must:

- **Have a patient registration status of either Applied or Permanent.**
- **Have a valid CHI number.**
- **Not be a Private Patient.**

If a patient is not eligible, they cannot register with a CP or be flagged as suitable for CMS (Serial Prescribing) in Vision.




## Patient Suitability

Patient suitability status for CMS (Serial Prescribing) indicates whether the patient is a potential CMS (Serial Prescribing) participant. There are three possible suitability statuses:


- **CMS Suitable** – the patient has been flagged as a potential CMS (Serial Prescribing) participant.
- **CMS Unsuitable** – the patient has been flagged as unsuitable for CMS (Serial Prescribing) participation.
- **CMS Suitability Not Specified** – suitability for this patient has not yet been considered.

---

 **Remember** - The patient can still register with a CP regardless of suitability status in Vision.

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 **Note** – Patients are not automatically flagged as suitable for CMS (Serial Prescribing). You need to run the Suitability Group Population or manually flag the patient. See [Group Populating Patients Suitable for CMS \(Serial Prescribing\)](#) (page 16) and [Flagging Individual Patients as Suitable for CMS \(Serial Prescribing\)](#) (page 19). This can be done before or after CMS (Serial Prescribing) has been enabled on your system.


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## CMS (Serial Prescribing) Registration Status

There are three possible CMS (Serial Prescribing) registration statuses:

- **Not CMS Registered** – not currently registered with a CP for CMS (Serial Prescribing).
- **CMS Registered** - when the patient has registered with a Community Pharmacy for CMS (Serial Prescribing), on receipt of the registration message, the patient CMS (Serial Prescribing) status changes to "Registered".
- **CMS Withdrawn** - patients can be only be withdrawn from the CMS (Serial Prescribing) scheme by the Community Pharmacy. If you want to stop prescribing a CMS (Serial Prescribing) item(s), you can cancel CMS (Serial Prescribing) items if necessary.

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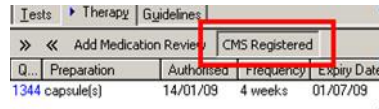
 **Important** – When patients have left the practice and have a registration status of Transferred Out, they are not automatically withdrawn from the CMS (Serial Prescribing) scheme, they must therefore be inactivated as part of your leavers process.

---

## Viewing CMS (Serial Prescribing) Registration Status and Suitability

The CMS (Serial Prescribing) patient registration status and suitability are displayed in the following three places within Vision:

- **Consultation Manager - Therapy Tab** - Registration and suitability status displays in the Therapy tab in Consultation Manager as follows:



Q...	Preparation	Authorised	Frequency	Expiry Date
1344	capsule(s)	14/01/09	4 weeks	01/07/09

- **Patient Details - Preferences** - You can also view CMS (Serial Prescribing) registration and suitability status from Patient Details – Preferences in Consultation Manager. If the patient is CMS (Serial Prescribing) Registered, the CMS (Serial Prescribing) Pharmacy is also displayed.



Appointments | Patient Select | Patient Details | Consultations | Journal | Filtered List | Summary/Grid | Tests | Therapy | Guidelines

Therapy


Preferred Pharmacy :

Acute Medication Service (AMS)

Patient consents to:  
The sending of AMS prescriptions electronically

Chronic Medication Service (CMS)

 CMS Unsuitable - updated on 01 Jun 2009 by Christine Green

 CMS Withdrawn from CP: LLOYDS Effective from: 20 May 2009

Registration | Identifiers | Family | Contacts | Preferences

 **Note** – You can select CMS Registered on the Therapy tab to go directly to the Patient Details, Preference tab.

- **Registration – Consent** - To view the CMS (Serial Prescribing) Registration and Suitability Status from the Registration module, select the patient and select the Consent tab. If the patient is CMS (Serial Prescribing) Registered, the CMS (Serial Prescribing) Pharmacy is also displayed.

**Registration Details** [X]

Incomplete Details     Incomplete RegLinks

Personal | Address | Registration | Notes | Other | Ids

Family | Consent | Online Services | Preferences

Consent refused for THIN Data Collection:

Consent refused to data sharing for emergency care:

Consent given for palliative care data sharing:

Acute Medication Service (AMS)  
This patient is not eligible for this feature. Change...

Chronic Medication Service (CMS)  
 This patient is not eligible for this feature. Change...  
 This patient is not eligible for this feature.

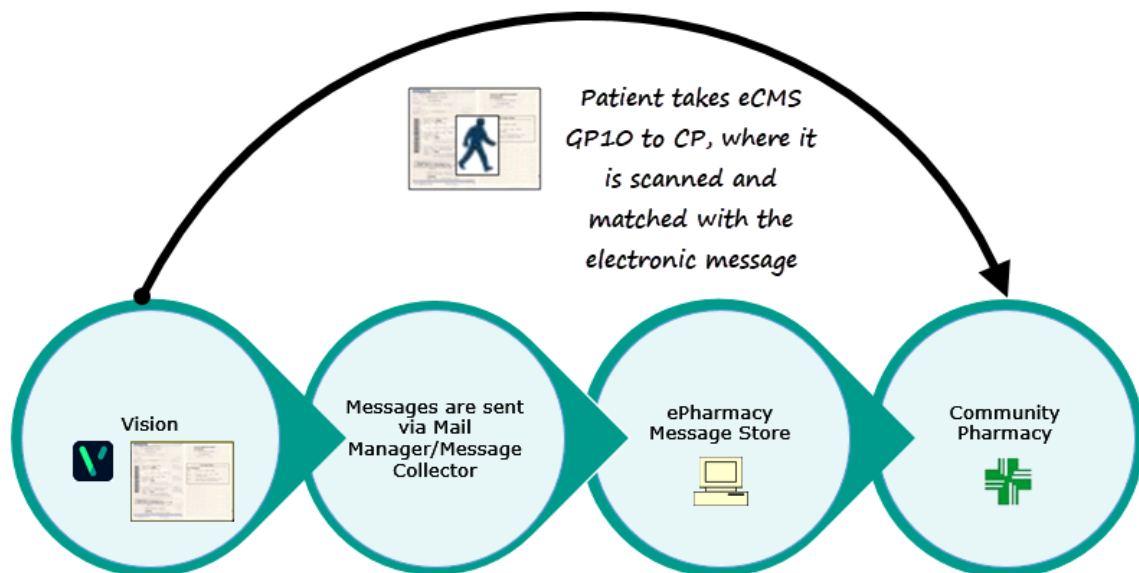
OK    Cancel    Contacts    Help

**Note** - You can also create a CMS Registration report and a CMS Suitability report. To list suitability and registration statuses, see [Registrations Report](#) (page 73) and [CMS Suitability Report](#) (page 71) for details.


## CMS (Serial Prescribing) Prescribing

CMS (Serial Prescribing) prescribing has all the attributes expected of a repeat item with the addition of a **medication term**, which specifies the total duration of the CMS (Serial Prescribing) item, and a **Dispensing Frequency**, which defines the period between dispensing events. The prescribing process is as follows:

- The GP creates a CMS (Serial Prescribing) item with medication term and dispensing frequency specified. The patient must be CMS (Serial Prescribing) registered.
- The GP selects the CMS (Serial Prescribing) items to be printed.
- The GP prints the prescription and a message is sent to the ePharmacy store detailing the CMS (Serial Prescribing) items.
- The CMS (Serial Prescribing) GP10 is given to the patient.
- The patient takes the GP10 to the CP where they are registered.
- The CP scans the GP10 and the CMS (Serial Prescribing) message is retrieved from the ePharmacy message store.
- Medication can now be dispensed, Dispensing information can be retrieved by the GP practice after the CP has claimed for items dispensed.



### Therapy - CMS (Serial Prescribing) Filter

All **CMS items** ("masters") are managed from the CMS filter in the Therapy tab in Consultation Manager. All the usual functionality exists as with conventional repeat prescription management (i.e. re-authorise/inactivate/select and deselect All). Notice that CMS (Serial Prescribing) items display with a different icon , and all other relevant CMS (Serial Prescribing) details are displayed in the column views in the CMS (Serial Prescribing) filter.

CMS Display Filter

CMS Items - CMS repeat masters are known as CMS Items

The patient's CMS Status is displayed here

The CMS Expiry dates are listed here, expired items are displayed in Red

Print Date	Dispensed	Drug	Dosage	Q...	Preparati...	Authorised	Frequency	Expiry Date	Prescriber	Next Alert
18/02/09	Not Dispensed	ALUPENT sf oral sol 1mg/5ml	1x5ML SPOON 4 TIMES/DAY	6720	mls	18/02/09	4 weeks	20/01/10	CGREE	
18/02/09	Not Dispensed	ASPIRIN ec tab 75mg	TAKE ONE DAILY	168	tablet(s)	18/02/09	4 weeks	05/08/09	CGREE	
16/01/09	Not Dispensed	XYLOMETAZOLINE HCl + ANTAZOLINE SULPHATE eye drp 0.05%+0.5%	ONE DROP 2-3 TIMES/DAY	30...	mls	16/01/09	4 weeks	03/07/09	CGREE	23/02/09
16/01/09	19/01/09 (2)	Gauze Swabs BP 198 Typ 13 ligh non steril 12 ply 7.5cmx7.5cm	AS DIRECTED	100	piece(s)	16/01/09	4 weeks	03/07/09	CGREE	26/01/09
16/01/09	14/01/09 (1)	SALBUTAMOL mr cap 4mg	TAKE ONE TWICE DAILY	336	capsule(s)	14/01/09	1 week	01/07/09	CGREE	11/02/09
16/01/09	14/01/09 (1)	RAMIPRIL caps 1.25mg	TAKE ONE DAILY	168	capsule(s)	14/01/09	1 week	01/07/09	CGREE	
16/01/09	14/01/09 (1)	DIPROBASE crm	APPLY AS NEEDED	50	gram(s)	14/01/09	1 week	01/07/09	CGREE	
14/01/09		# Dispensing Event								

Dispensed - Not printed displays or the last dispensed/print date

Quantity - Total quantity of medication

Dispensing Frequency - GP recommended dispensing frequency

CMS Overdue Dispensing Alert - When set, displays the date in red when dispensing of the medication is overdue

**Note** - CMS (Serial Prescribing) items can be viewed from the Current, Scripts and CMS filters. Dispensing events are only visible from the CMS filter within the CMS (Serial Prescribing) item.

## Adding a CMS (Serial Prescribing) Prescription

CMS (Serial Prescribing) items can be added from the **CMS** or **Scripts Filter** in **Consultation Manager – Therapy**.

1. From **Consultation Manager**, select a patient and ensure that a consultation is open.
2. Select on the **Therapy** tab and select the **CMS filter**.
3. Select the **Therapy – Add** form in the usual way (i.e. press F4/F8, start to type etc). You can also choose **CMS – New** or **Ctrl + M**.

4. Complete **CMS Item - Add** as follows:

- **Date Prescribed** – The date prescribed is always today's date. You are not permitted to add a CMS (Serial Prescribing) item for any other date.
- **Drug** - Find the drug required in the usual way.
- **CMS** - Tick to trigger the CMS (Serial Prescribing) options, if you do not tick CMS the Medication Term, Dispensing Frequency and Alert boxes are not visible.

**Note** – The CMS box is disabled if any of the CMS exclusions apply, see [CMS \(Serial Prescribing\) Exclusions](#) (page 52) for details.

- **Quantity** - The total drug quantity is automatically calculated according to the medication term and dosage (obtained from the maximum daily dosage in the Gemscript dictionary). If this cannot be calculated e.g. if the dosage instructs "use as needed", the Quantity displays in yellow:

You can make the following calculation by typing into the Quantity box then pressing enter:

$$7 * [\text{Medication term}] * [\text{daily quantity}] = \text{total quantity}$$

For example, the calculation of a paracetamol caps 500 CMS item with a medication term of 24 weeks and a dosage of two caps 4 times a day would be calculated as follows:

$$7*24*8 = 1344 \text{ total quantity.}$$

You can also use the "/" character as a divisor operand, for example when calculating how many inhalers to prescribe when the Dosage is specified as INHALE 2 DOSES 4 TIMES A DAY and the Preparation is a single 200 dose inhaler:


$$[\text{No. of doses}] * [\text{Daily frequency}] * [\text{Days in a week}] * [\text{Medication term}] / [\text{No. of doses in the item preparation}] = \text{total quantity}$$

i.e.  $2*4*7*24/200 = 6.72$  (which you would round up to 7)

You can also manually enter the total quantity if you wish.

- **Medication Term** - is the total duration of the CMS (Serial Prescribing) care term. Currently, you can select from 24, 48 or 56 weeks only. The current default is set at 48 weeks. To change the default, see [Therapy Options](#) (page 53).


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 **Note** – Items with different medication terms are printed on different prescription forms.

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- **Dispensing Frequency** – Allows you to set a dispensing frequency. For example, you can select from 1,2,3,4,6,8,12, 24 and 48 weeks if you have chosen a 48 week medication term.



- **Alert** – You can enter a time period in the Alert field which prompts you when a dispensing event is overdue. This generates a patient alert if a dispensing update has not been received within the time period specified. You can enter the usual date shortcuts of d, m, y. If you want to be prompted about dispensing alerts, it is advised that you enter a duration which matches the dispensing frequency, or slightly more to allow for late dispensing, see [CMS \(Serial Prescription\) Overdue Dispensing Alert](#) (page 50) for details.
- **CMS Notes** – You can add any optional free text notes to the CMS (Serial Prescribing) item by selecting **Notes** . This text is transmitted as part of the CMS (Serial Prescribing) Prescription Message and is visible to the CP, it does not print on the GP10 form.

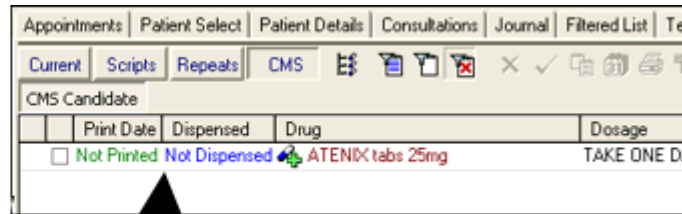
---

 **Note** – You can set user defaults for Medication Term and Dispensing Frequency in **Consultation – Options Set up**. See [CMS \(Serial Prescription\) Therapy Options](#) (page 53) for details.

---

5. Once the relevant fields have been checked/completed, select **OK**. The usual prescribing safety drug /allergy checks take place and the item is added to the CMS (Serial Prescribing) list with a status of **Not Printed**.

*New items added to the CMS list initially display as not printed and not dispensed*



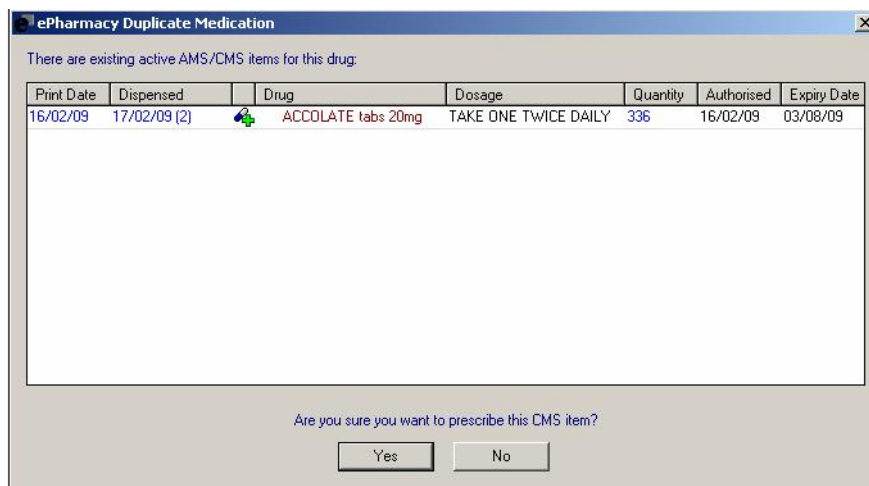
Print Date	Dispensed	Drug	Dosage
<input type="checkbox"/>	Not Printed	Not Dispensed	ATENIX tabs 25mg

### **Duplicate CMS (Serial Prescribing) Items**

When printing a drug that is already listed as an active AMS or CMS (Serial Prescribing) item, you are prompted with the following message:

*There are existing AMS/CMS items for this drug. Are you sure you wish to prescribe this CMS item?*

Select **Yes** to continue or **No** to cancel.




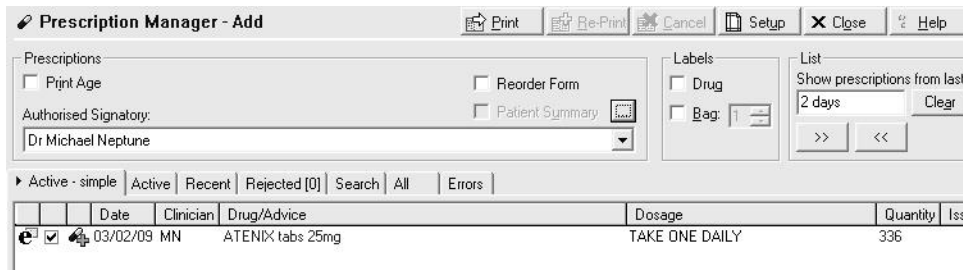
If any previous items are non-dm+d, they are excluded from the duplicate verification. The details are presented on the ePharmacy Duplicate medication screen along with any matched duplicate items.




## Printing the CMS (Serial Prescribing) GP10

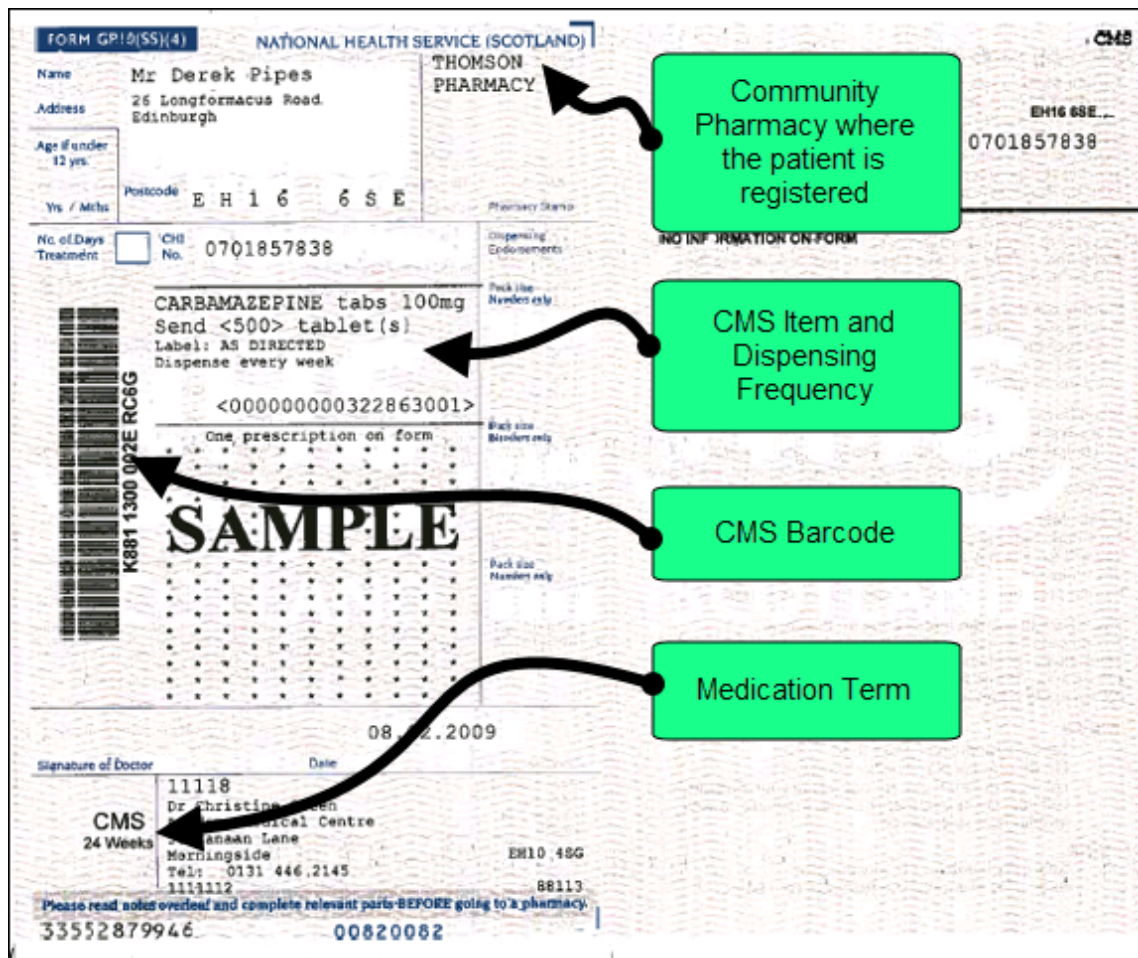
To print the CMS (Serial Prescribing) GP10:

1. Select the CMS (Serial Prescribing) item(s) in the usual way (ie select them or use select all).
2. Then press **F9** or select **Print** . Prescription Manager displays the items to be printed.



Date	Clinician	Drug/Advice	Dosage	Quantity	Iss
03/02/09	MN	ATENIX tabs 25mg	TAKE ONE DAILY	336	

3. Press **F9** or **Print**  again to print the CMS (Serial Prescribing) GP10. A prescribing message is automatically generated for each prescription form. This is sent to the ePharmacy store at the next scheduled transmission.



FORM GP10(SS)(4) NATIONAL HEALTH SERVICE (SCOTLAND) THOMSON PHARMACY

Name: Mr Derek Pipes  
Address: 25 Longformacus Road, Edinburgh  
Postcode: EH16 6SE  
Age if under 12 yrs: 12 yrs  
Yes / Mchs: E H 1 6 6 S E

Pharmacy Stamp: THOMSON PHARMACY  
Dispensing Expiry: NO INFORMATION ON FORM

Carbamazepine tabs 100mg  
Send <500> tablet(s)  
Label: AS DIRECTED  
Dispense every week

<00000000322863001>

One prescription on form

**SAMPLE**

08.02.2009

Signature of Doctor: Dr Christina Green  
Date: 08.02.2009

CMS 24 Weeks  
11118  
Dr Christina Green  
Medical Centre  
Janaan Lane  
Morningside  
Tel: 0131 446 2145  
111112

EH16 6SE...  
0701857838

EH10 4BG  
88113




Please read notes overleaf and complete relevant parts BEFORE going to a pharmacy.  
33552879946 00820082

The following details for CMS (Serial Prescribing) printing should be noted:

- CMS (Serial Prescribing) Items are printed separately from other types of prescriptions.
- No more than 3 CMS (Serial Prescribing) Items can be printed on a single prescription form.
- All the CMS (Serial Prescribing) Items on a prescription form must have the same Medication Term, i.e. items with 24 weeks medication term print on a different prescription from items with a 48 week medication term.
- If you add a new CMS (Serial Prescribing) item it does not automatically appear in the Prescription Manager screen unless you select it specifically and press print.
- The CMS (Serial Prescribing) pharmacy name prints on prescriptions only when the patient is CMS (Serial Prescribing) registered or has CMS (Serial Prescribing) items printed on the prescription.

### Prescription Notes

The following table demonstrates which prescription notes are printed on the prescription or sent in the electronic message:

	<b>Prints on right hand side of CMS (Serial Prescribing) Prescriptions</b>	<b>Prints on left hand side of CMS (Serial Prescribing) Prescriptions</b>	<b>Included in Electronic Message</b>
Patient Note 	✓	✗	✗
Dispensing Note 	✗	✓	✗
CMS (Serial Prescribing) Note 	✗	✗	✓

## Printing Contraceptive Endorsements

As part of CMS (Serial Prescribing), there is no longer an automatic endorsement of contraceptive drugs. The following applies:

- Drugs prescribed for contraceptive purposes only, do not print or send a message with the following endorsement: <For Contraceptive Use>.
- Drugs prescribed for either contraception or for other uses are endorsed based on the drug class selected. By selecting the drug class 'Contraceptives' the medication is endorsed, otherwise it is suppressed. For example, selecting Dianette from the Contraceptive drug class endorses the prescription. Choosing Dianette from the 'Hormones for treatment of acne' drug class does not endorse the prescription.
- Drugs eligible for endorsement print on a separate GP10.

The screenshot shows a software interface titled "Acute Therapy - Add" with a "OK" button in the top right corner. The form contains the following fields and values:

- Date Prescribed:** 26 October 2009
- Prescriber:** Dr Carol Norwood
- Source of Drug:** In practice
- Drug:** DIANETTE tabs
- Quantity:** 63
- Preparation:** tablet(s)
- Pack Size:** (empty)
- Treat Days:** (empty)
- Dosage:** TAKE ONE AS DIRECTED
- Action Group:** A dropdown menu with "Hormone treatments for acne" selected and highlighted in blue. Other options include "Hormone treatments for acne" and "Combined hormonal contraceptives".



## Reprinting CMS (Serial Prescribing) GP10

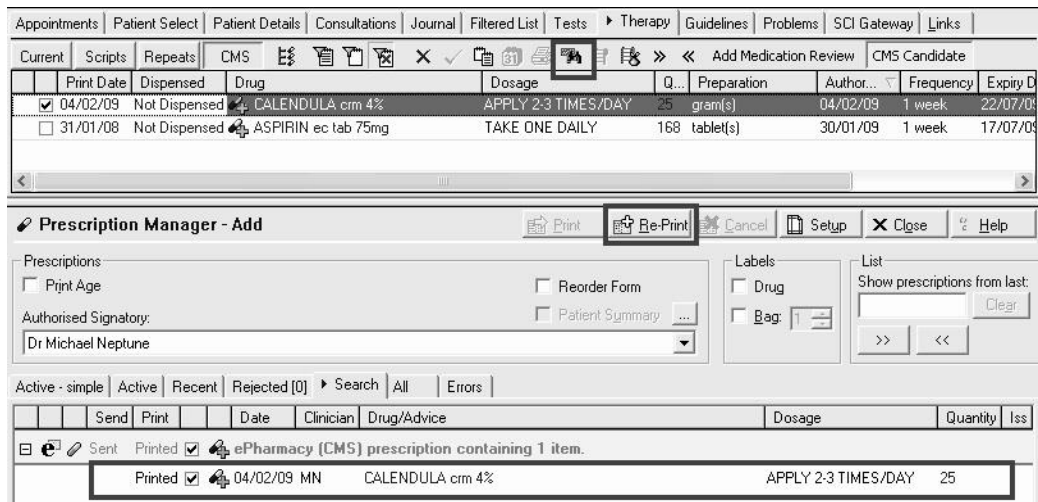
You can reprint the CMS (Serial Prescribing) GP10 to provide the patient with an identical copy of a CMS (Serial Prescribing) prescription form, eg if the previous copy was jammed in the printer.

Please note the following when reprinting a prescription:

- You cannot reprint the prescription if the selected prescriber in Prescription Manager differs from the original signer of the prescription.
- If the number of pages used differs from the original, the prescription does not reprint.

To reprint an item:

1. From **Consultation Manager - Therapy** select the **CMS** filter.
2. Select the CMS (Serial Prescribing) item and select **Show Prescriptions** .
3. Select the item in **Prescription Manager**.
4. Select **Reprint** .




The screenshot shows the 'Prescription Manager - Add' window. The top menu bar includes 'Appointments', 'Patient Select', 'Patient Details', 'Consultations', 'Journal', 'Filtered List', 'Tests', 'Therapy', 'Guidelines', 'Problems', 'SCI Gateway', and 'Links'. Below the menu is a toolbar with various icons, including a 'Re-Print' icon. The main area displays a table of prescriptions:

Print Date	Dispensed	Drug	Dosage	Q	Preparation	Author	Frequency	Expiry
04/02/09	Not Dispensed	CALENDULA crm 4%	APPLY 2-3 TIMES/DAY	25	gram(s)	04/02/09	1 week	22/07/09
31/01/08	Not Dispensed	ASPIRIN ec tab 75mg	TAKE ONE DAILY	168	tablet(s)	30/01/09	1 week	17/07/09

Below the table, there are options for 'Print Age', 'Reorder Form', and 'Patient Summary'. The 'Re-Print' button is highlighted in the top right corner of the window.

5. Select a **Prescription Reprint Reason**.
6. Select **OK**.
7. A copy of the CMS (Serial Prescribing) GP10 is printed. No further CMS (Serial Prescribing) message is sent.

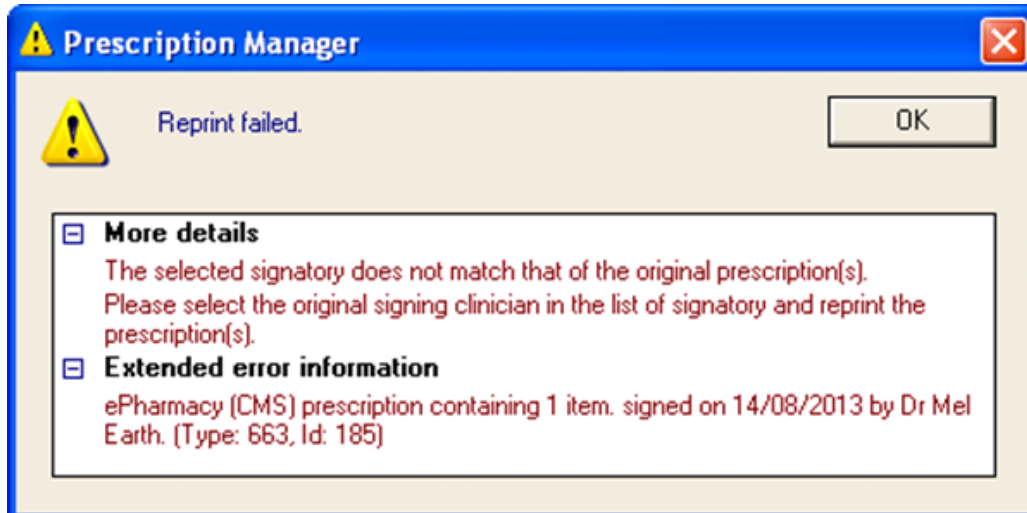
 **Note** - If a single item needs reprinting, the GP10 on which it was originally printed is reprinted in its entirety.

## Reprinting Restrictions

When reprinting an ePharmacy AMS or CMS (Serial Prescribing) prescription, you cannot reprint the prescription if the selected prescriber in Prescription Manager differs from the original signer of the prescription or is no longer valid in Vision. Where this happens, the following is displayed:

*"The selected signatory does not match that of the original prescription(s). Please select the original signing clinician in the list of signatory and reprint the prescription(s)."*

*ePharmacy (AMS/CMS) prescription containing n item signed on nn/nn/nnnn by "prescriber name"*



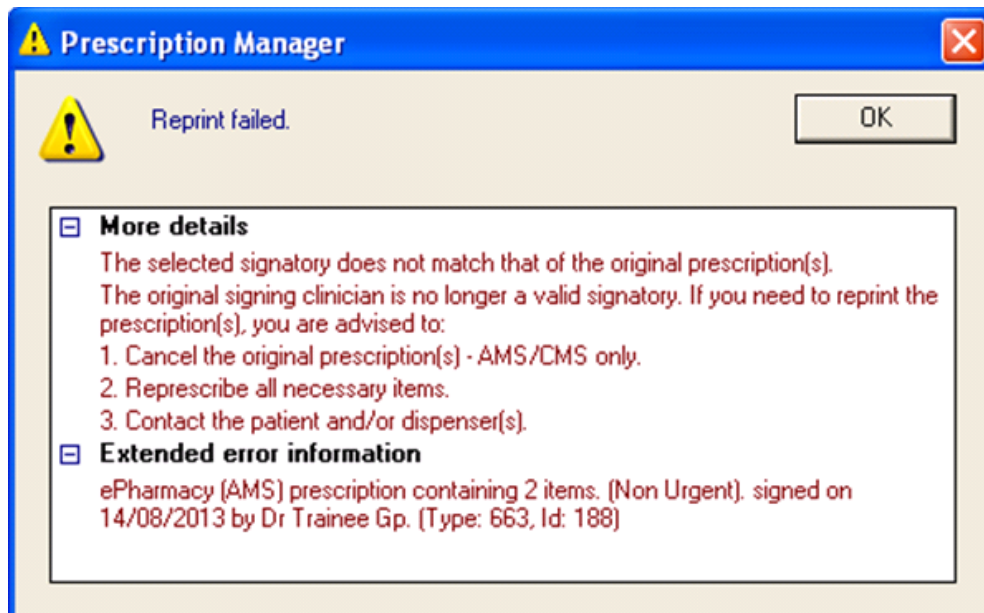
You should change the authoriser in Prescription Manager and continue to reprint.

Where the original prescriber is no longer available/valid, you are now asked to manually cancel the prescription and re-prescribe:

*"The selected signatory does not match that of the original prescription(s). The original signing clinician is no longer a valid signatory. If you need to reprint the prescription(s), you are advised to:*

- 1. Cancel the original prescription(s) - AMS/CMS only.*
- 2. Re-prescribe all necessary items.*
- 3. Contact the patient and/or dispenser(s).*

*ePharmacy (AMS/CMS) prescription containing n item signed on nn/nn/nnnn by "prescriber name"*

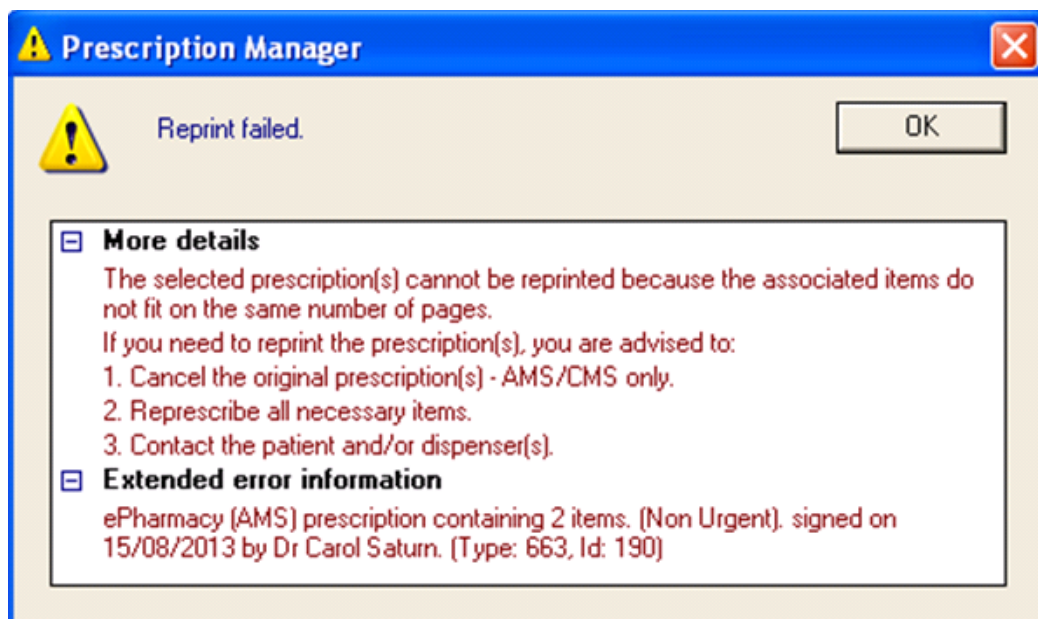


When reprinting a prescription, if the number of pages differs from the original prescription, the prescription is not reprinted and the following message is displayed:

*"The selected prescription(s) cannot be reprinted because the associated items do not fit on the same number of pages. If you need to reprint the prescription(s), you are advised to:*

1. *Cancel the original prescription(s) - AMS/CMS only.*
2. *Re-prescribe all necessary items.*
3. *Contact the patient and/or dispenser(s).*

*ePharmacy (AMS/CMS) prescription containing n item signed on nn/nn/nnnn by "prescriber name"*




**Note** - Vision does not reprint a prescription if cancelled items are selected, the prescription can be reprinted if cancelled items are deselected.

## Reorder Forms


CMS (Serial Prescribing) items are printed on the therapy reorder form with [CMS] next to the drug name along with the due for renewal date. CMS and Preferred pharmacy are printed on the forms.






## Printing Newly Added CMS (Serial Prescribing) Items At Another Time

 **Important** - If you are adding CMS (Serial Prescribing) items in advance of printing (eg transferring their repeats to CMS (Serial Prescribing) in anticipation of future printing of CMS (Serial Prescribing) items), you are prompted that there are unprinted items. This message appears for 48 hours after the script has been added, so care needs to be taken if you do not want to print them on that date. Select **Continue WITHOUT printing**.

When you wish to print at a later date, go back into the patient, to the **CMS** tab, select the printer icon / F9 and select the ALL tab which appears in prescription manager at the bottom of the screen. Select the items to be printed and press F9 / print and the scripts are printed with the updated date, which also updates in the scripts screen / and journal.

## Dispensing Events

Dispensing events display with the  symbol. You can view the date of the last CMS (Serial Prescribing) dispensing event from the CMS filter in the Therapy tab. The number of dispensing events is displayed in brackets next to the CMS (Serial Prescribing) Item. You can look at each dispensing event by selecting the + next to the CMS (Serial Prescribing) item. These are read only entries and do not display in the Scripts filter.

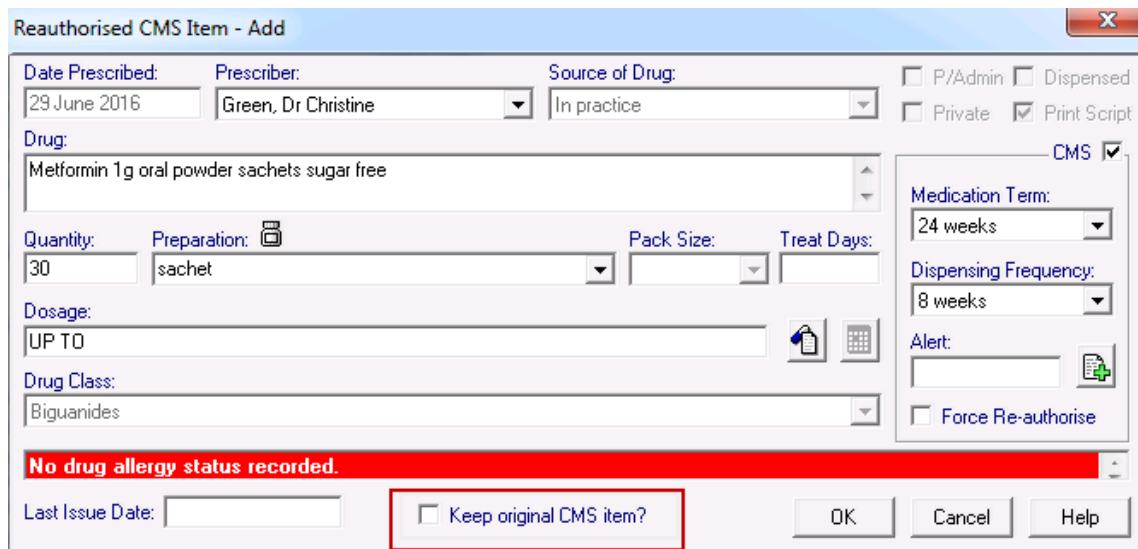
Appointments   Patient Select   Patient Details   Consultations   Journal   Filtered List   Summary/Grid   Tests   Therapy   Guidelines										
Current   Scripts   Repeats   CMS   Add Medication Review   CMS Suitable / CMS Registered										
	Print Date	Dispensed	Drug	Dosage	Q...	Preparation	Authorised	Frequency	Expiry Date	
<input type="checkbox"/>	14/01/09	20/01/09 (2)	 PANADOL caps 500mg	TAKE 1 OR 2 4 TIMES/DAY	1344	capsule(s)	14/01/09	4 weeks	01/07/09	
<input type="checkbox"/>	14/01/09	20/01/09 (3)	 DIPROBASE crm	APPLY AS NEEDED	50	gram(s)	14/01/09	4 weeks	01/07/09	
		20/01/09	 Dispensing Event							
		15/01/09	 Dispensing Event							
		14/01/09	 Dispensing Event							

## Reauthorising CMS (Serial Prescribing) Items that have not Expired

To reauthorise a CMS (Serial Prescribing) prescription, which has not yet expired:



1. From **Consultation Manager**, select a patient and open a consultation.
2. Highlight the repeat dispensing item to be reauthorised and select **Reauthorise**.
3. The **Reauthorised CMS Item - Add** screen is displayed:



4. Select from the following options:
  - Leave **Keep original CMS item** unticked - This cancels the original CMS (Serial Prescribing) script and is the default. Once you select **OK** a CMS (Serial Prescribing) cancellation message is produced and sent.
  - Tick **Keep original CMS item** - This creates a new CMS (Serial Prescribing) script, whilst retaining the original. A cancellation message is triggered on the first issue from the new CMS (Serial Prescribing) item.

**Note** – If the CMS (Serial Prescribing) item is not cancellable (eg it has not been sent, is already cancelled or expired) the process is unchanged. No cancellation message is sent.

5. If your therapy settings are configured to select an inactivation/reactivation reason, you must select from the **Inactivation Reason** screen:
  - **Not printed** - When you reauthorise a CMS (Serial Prescribing) items marked as **Not printed**, you are offered the option to assign from one to five inactivation reasons with additional text if required.
  - **Items sent to the Community Pharmacy** - When you reauthorise and change a CMS (Serial Prescribing) item that has been sent to the community pharmacy, you can only select three additional reasons, **Cancellation** and **Reauthorisation** are attributed to the change automatically.



*Tick up to three reasons*

*Enter additional information if required*

**Reauthorisation Change Reason**

Please select up to 3 reasons for reauthorising this medication:

- Patient has recovered
- Patient moved to a different drug
- Drug discontinued by manufacturer
- Manufacturer supply problems
- Advised by Hospital/Other agency
- Allergy/Adverse effect/intolerance
- Drug switch programme
- Patient decision
- Patient non-compliance
- Preparation change
- Dose change
- Change to brand/generic
- Palliative care
- Drug ineffective
- No longer required
- Other

Additional text:

OK Cancel

**6.** Tick up to three reasons for inactivation in the correct order, most appropriate first.

**Note** - You can only select three reasons for a reauthorisation change as the initial reasons are always **Cancelled** and **Reauthorisation**. It is important you select the reauthorisation reasons in the order of relevance, they are listed in the patient's record in selected order and the initial selection is coded for GP2GP transmission purposes. Any subsequent reasons selected are transmitted as text for GP2GP. If you select them in the wrong order, simply deselect them and then select in the correct order.



**7.** Enter any extra details, up to 192 additional characters, in **Additional text**.

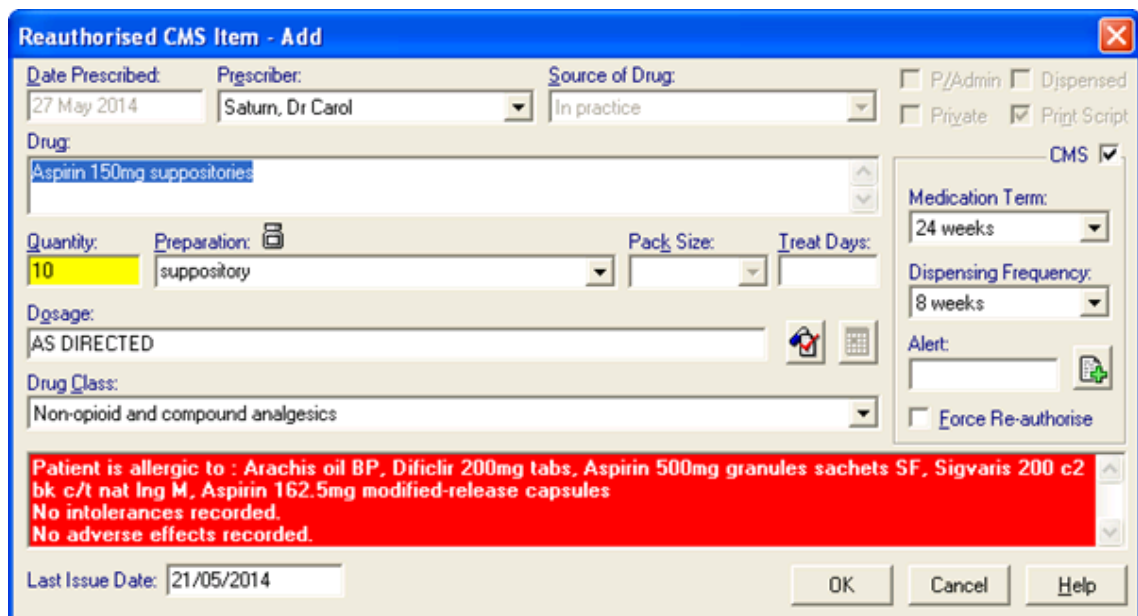
**8.** Select **OK**.

**Note** – On finalising the item, the prescribed and repeat until date are recalculated using the consultation date.

## Turn Repeat Masters into CMS (Serial Prescribing) Items

You can bulk reauthorise existing repeat masters as CMS (Serial Prescribing) items. The process allows you to review each item sequentially and they must be processed to completion before the next one is considered and the CMS box is automatically ticked.

1. From **Consultation Manager**, select a patient and make sure a consultation is started.
2. Select **Therapy - Repeats** .
3. Select the repeats you want to reauthorise as CMS (Serial Prescribing).
4. Select **Reauthorise as CMS** . The Reauthorise Repeat as CMS button is only available if:
  - CMS (Serial Prescribing) is switched on.
  - The patient meets the CMS (Serial Prescribing) eligibility/registration criteria.
  - The selected drug(s) are eligible for CMS (Serial Prescribing).
  - You must also have the relevant prescribing security rights in Control Panel.
5. The repeats are then processed sequentially. If any repeat fails to be reauthorised, the process continues with the next one regardless. As with Bulk Reauthorisations, the following are checked:
  - Constraints on force reauthorise.
  - Prompt for unexpired Repeats.
  - Constraints on inactive drugs.
6. Providing the checks are successful, the **Reauthorised CMS Item - Add** screen is displayed with the CMS box ticked and your defaults (ie medication term and dispensing frequency) populated:



**Reauthorised CMS Item - Add**

Date Prescribed: 27 May 2014 Prescriber: Saturn, Dr Carol Source of Drug: In practice  P/Admin  Dispensed  
 Private  Print Script

Drug: Aspirin 150mg suppositories  CMS

Quantity: 10 Preparation: suppository Pack Size: Treat Days:

Dose: AS DIRECTED


Drug Class: Non-opioid and compound analgesics

Medication Term: 24 weeks  
Dispensing Frequency: 8 weeks  
Alert:  Force Re-authorise

Patient is allergic to : Arachis oil BP, Difliclr 200mg tabs, Aspirin 500mg granules sachets SF, Sigvaris 200 c2 bk c/t nat lng M, Aspirin 162.5mg modified-release capsules  
No intolerances recorded.  
No adverse effects recorded.

Last Issue Date: 21/05/2014

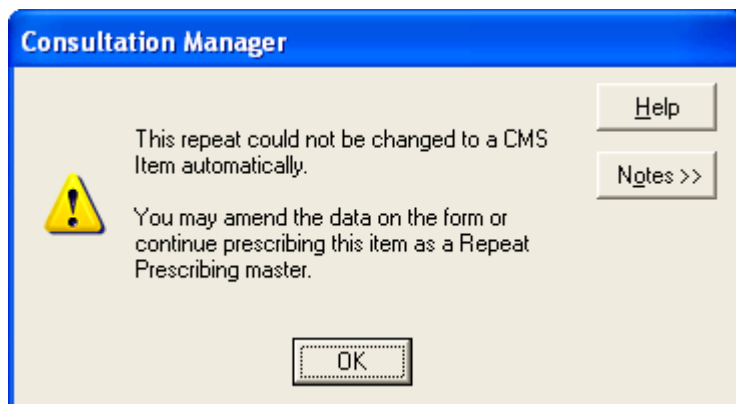
OK Cancel Help

 **Note** - Providing the Repeat item(s) is compatible with CMS (Serial Prescribing), the **CMS** box is automatically ticked.

7. Select **OK** to accept and continue to the next therapy selected for reauthorisation.

If a Repeat is not initially compatible (e.g. private medication), a warning is displayed:

*"This repeat could not be changed to a CMS Item automatically. You may amend the data on the form or continue prescribing this item as a Repeat Prescribing Master"*



Select **OK** to return to the **Reauthorised CMS Item - Add** form and either update the information on the form and then **OK** or select **Cancel**.

8. You can now print the required items.
9. The original repeat masters are now inactivated with the reason for inactivation recorded as "Reauthorisation":

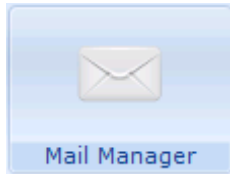
<input type="checkbox"/>	<input type="checkbox"/>	15/05/2014	<input checked="" type="checkbox"/>	Carbetocin 100micrograms/1ml solution for injection ampoules	2	5
		27/05/2014	<input checked="" type="checkbox"/>	Repeat Inactivation. Reason: Reauthorisation.		

### Important Information about Deleting, Amending or Cancelling CMS (Serial Prescribing) Items

Occasionally a drug is cancelled or amended after the item is dispensed. In this scenario the pharmacy has already requested and retrieved the prescription message from the message store. They are unable to receive any amendments or cancellations made at a later stage as this type of information is delivered to a pharmacy when the original message was requested and downloaded. It is therefore extremely important that the practice inform the pharmacy e.g. over the phone, of any amendments or cancellations and issue a new prescription for the patient.

## Compliance Messages for Deleted/Unmatched CMS (Serial Prescribing) Prescriptions

Incoming drug compliance messages do not autofile if the original CMS (Serial Prescribing) item has been deleted or if drug items are unmatched in Vision.



From **Mail Manager**, the banner in the message displays in red to indicate that the message contains a deleted item or in yellow if drug items are unmatched. The following message is also displayed in the banner:

- **Deleted Items** - *"Warning: Some dispensed items have been deleted on the Vision system - these will not be updated."*
- **Unmatched Items** - *"Warning: Some dispensed items are missing from the Vision system - these will not be updated."*

## Editing CMS (Serial Prescribing) Items

You might want to edit a CMS (Serial Prescribing) item, for instance, when the strength of a drug needs to be increased:

## Editing Unprinted CMS (Serial Prescribing) Items

You can edit a CMS (Serial Prescribing) drug item that has not yet been printed without restriction:

- Simply right click on the item and select **Edit**.

## Editing CMS (Serial Prescribing) Items that have been printed and sent

Editing printed CMS (Serial Prescribing) items is not permitted as such. However, if you right click and select **Edit** on a printed item, you are given the opportunity to cancel and create a new CMS (Serial Prescribing) item:

1. Right click on the CMS (Serial Prescribing) item.
2. Select **Edit**.
3. When the following message appears:

*You have elected to edit a printed/sent CMS item. Editing a printed/sent item will result in the original medication being inactivated, the original prescription being cancelled and a new amended medication being created. The patient will no longer be able to collect the original drug. Are you sure you wish to edit the selected printed/sent CMS item?*

Select **Yes** to proceed. If you select **No**, you are returned to the edit dialog.

4. Select up to three reasons from the **Reauthorisation Change Reason** screen.

**Reauthorisation Change Reason**

Please select up to 3 reasons for reauthorising this medication:

<input type="checkbox"/> Patient has recovered	<input type="checkbox"/> Patient non-compliance
<input type="checkbox"/> Patient moved to a different drug	<input type="checkbox"/> Preparation change
<input type="checkbox"/> Drug discontinued by manufacturer	<input type="checkbox"/> Dose change
<input type="checkbox"/> Manufacturer supply problems	<input type="checkbox"/> Change to brand/generic
<input type="checkbox"/> Advised by Hospital/Other agency	<input type="checkbox"/> Palliative care
<input type="checkbox"/> Allergy/Adverse effect/intolerance	<input type="checkbox"/> Drug ineffective
<input type="checkbox"/> Drug switch programme	<input type="checkbox"/> No longer required
<input type="checkbox"/> Patient decision	<input type="checkbox"/> Other

Additional text:

OK Cancel

*Tick up to three reasons*


*Enter additional information if required*


5. Select **OK**.
6. A cancellation message is sent for the original item and the add item form appears for you to add the new CMS (Serial Prescribing) item.
7. A new CMS prescription message is sent when the prescription is printed.

**Note** – It is not possible to edit dispensing events, these are displayed as read only entries in the CMS filter.

## Cancelling CMS (Serial Prescribing) Items

You can cancel CMS items, for instance, if you want to cancel a CMS item for which the patient has adverse side effects.

- Simply highlight the item and select **Inactivate** .

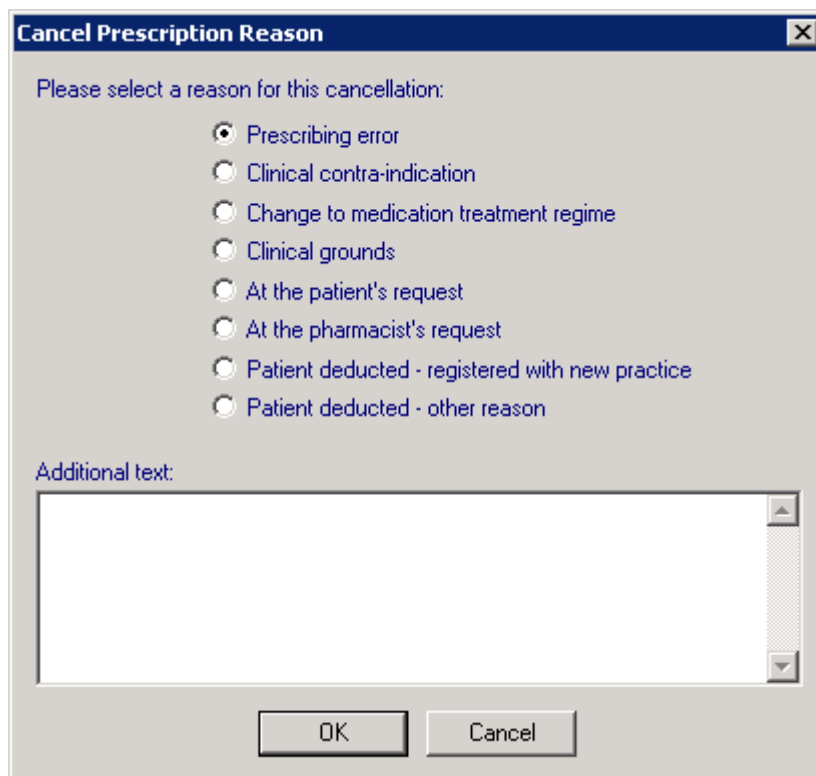
 **Note** - You are not able to reactivate a CMS (Serial Prescribing) item once it has been cancelled/inactivated.

## Cancelling/Inactivating Printed CMS Items

- 1.** When attempting to cancel any CMS (Serial Prescribing) item(s) which have already been printed, you are prompted with the following warning:

*You have elected to inactivate one or more printed/sent CMS items. Inactivating a printed/sent item will result in the medication being cancelled. The patient will no longer be able to collect this drug and it will not be possible to reactivate this item. Are you sure you wish to inactivate the selected printed/sent CMS item(s)?*

- 2.** Select **Yes** and the **Cancel Prescription Reason** screen is displayed:



- 3.** Select a reason from the list offered and add any free text if required.

- 4.** Select **OK** to save and close

## Cancelling/Inactivating Unprinted CMS (Serial Prescribing) items

- 5.** When attempting to cancel a CMS (Serial Prescribing) item(s) which has **not** yet been printed, you are prompted with the following warning:

*You have elected to inactivate one or more CMS items. It is not possible to reactivate CMS items. Are you sure you wish to inactivate the selected CMS item(s)?*

- 6.** Select **Yes** and the **Inactivation Reason** screen is displayed:

**Inactivation Reason**

Please select up to 5 reasons for inactivating this medication:

<input type="checkbox"/> Patient has recovered	<input type="checkbox"/> Patient non-compliance
<input type="checkbox"/> Patient moved to a different drug	<input type="checkbox"/> Preparation change
<input type="checkbox"/> Drug discontinued by manufacturer	<input type="checkbox"/> Dose change
<input type="checkbox"/> Manufacturer supply problems	<input type="checkbox"/> Change to brand/generic
<input type="checkbox"/> Advised by Hospital/Other agency	<input type="checkbox"/> Palliative care
<input type="checkbox"/> Allergy/Adverse effect/intolerance	<input type="checkbox"/> Drug ineffective
<input type="checkbox"/> Drug switch programme	<input type="checkbox"/> No longer required
<input type="checkbox"/> Patient decision	<input type="checkbox"/> Other

Additional text:

OK Cancel

*Tick up to five reasons*

*Enter additional information if required*

**7.** Tick up to five reasons for inactivation in the correct order, most appropriate first.

**Note** - It is important you select the inactivation reasons in the order of relevance, they are listed in the patient's record in selected order and the initial selection is coded for GP2GP transmission purposes. Any subsequent reasons selected are transmitted as text for GP2GP. If you select them in the wrong order, simply deselect them and then select in the correct order.

**8.** Enter any extra details, up to 192 additional characters, in **Additional text**.

**9.** Select **OK** to save and close.

## Display Inactive/Cancelled CMS (Serial Prescribing) Items

Inactivation and Reauthorisation Change Reasons are displayed in the order they were selected, followed by any additional comments indicated by <<text here>>. For a reauthorisation, the first reason is always **Reauthorisation**. Recorded reasons can be viewed from Consultation Manager:

From the patient's record:

- **Journal tab:**

Date	Description
13/08/18	Repeat <b>Cala Soothe cream</b> (Ennogen Healthcare Ltd) Last issued: 13/08/2018 Issued: 1 maximum 7 allowed Supply (100) ml APPLY TO AFFECTED AREA(S) WHEN REQUIRED Repeat Inactivation. Reason: Reauthorisation, Dose change.

Reasons displayed in order of selection



- **Therapy tab, select + to expand the item line:**








Last Issued	Drug	Iss	Max	Dosage	Q...	Preparation	Pro...	Authorised	Repeat Until	Prescriber	Print Script
10/08/2018	Rebetol 200mg capsules (Merck Sharp & Dohme Ltd)	1	8	TAKE ONE	140	capsule		10/08/2018		DTEY	Yes
10/08/2018	Repeat Inactivation. Reason: Reauthorisation, Patient has recovered, Advised by Hospital/Other agency, Change to brand/generic, Dose change.										


Select + to view reasons

Reasons displayed in order of selection

You can view inactive/cancelled CMS (Serial Prescribing) items from **Therapy – CMS** filter in Consultation Manager:

1. From the **Therapy** tab, select the **CMS** filter.
2. Make sure **Filter Inactive Repeats**  is de-pressed.
3. Inactive CMS (Serial Prescribing) items appear with the  symbol next to the Drug name.

Print Date	Dispensed	Drug	Dosage	Q...	Preparation
<input type="checkbox"/> Not Printed	Not Dispensed	 ASACOL MR tabs 400mg	TAKE ONE 3 TIMES/DAY	504	table(s)
<input type="checkbox"/> 02/02/09	Not Dispensed	 CALENDULA crm 4%	APPLY 2-3 TIMES/DAY	25	gram(s)
<input type="checkbox"/> 31/01/08	Not Dispensed	 CALENDULA crm 4%	APPLY 2-3 TIMES/DAY	25	gram(s)
<input type="checkbox"/> 31/01/08	Not Dispensed	 ASPIRIN ec tab 75mg	TAKE ONE DAILY	168	table(s)
<input type="checkbox"/> 31/01/08	Not Dispensed	 LEVOTHYROIDINE tabs 25micrograms	TAKE ONE EACH MORNING	168	table(s)
<input type="checkbox"/> 31/01/08	Not Dispensed	 PARACETAMOL + CODEINE PHOSPHATE caps 500mg + 30mg	TAKE 1 OR 2 4 TIMES/DAY	1344	capsule(s)
<input type="checkbox"/> 30/11/08	Not Dispensed	 SALBUTAMOL mr cap 4mg	TAKE ONE TWICE DAILY	336	capsule(s)

 **Note** - It is still possible to receive dispensing information for cancelled CMS (Serial Prescribing) items i.e. if the dispensing event took place before the CMS (Serial Prescribing) item was cancelled but the claim from the CP was not submitted until after cancellation.



## Deleting CMS (Serial Prescribing) Items

You can delete CMS (Serial Prescribing) items, but this should **only** be done if you have made a genuine mistake and you are certain that the medication has never been dispensed. All deleted information is recorded against the Vision audit trail.

## Deleting Unprinted CMS (Serial Prescribing) items

You can elect to delete a CMS (Serial Prescribing) item that has not yet been printed without restriction by right clicking on the item and selecting **Delete**. You are required to enter a reason for deletion, this is a generic audit requirement, as with conventional prescribing, and not specific to CMS (Serial Prescribing).

## Deleting Printed CMS (Serial Prescribing) items

You can delete a CMS (Serial Prescribing) drug item after it has been printed by right clicking on the item and selecting delete. You are then prompted with the following warning:

*You have elected to delete a printed/sent CMS item. Deleting a printed/sent item will result in the original medication being cancelled. The patient will no longer be able to collect this drug. Are you sure you wish to delete the selected printed/sent CMS item?*

If you select No, you are returned to the item; otherwise, after selecting Yes, the **Cancel Prescription Reason** window is opened. Select a reason from the list, the options are:

- Prescribing error
- Clinical contra-indication
- Change to medication treatment regime
- Clinical grounds
- At the patient's request
- At the pharmacist's request
- Additional text can be added in the available free text box (max 350 char).

Select **OK** to save and close.

**Note** - The reason for inactivation is used as the reason for cancellation included in the cancellation message.

The associated item is still visible from Prescription Manager but is greyed out and marked as deleted:



## Deleting CMS (Serial Prescribing) Dispensing Events

Dispensing Events are only deleted as a result of the associated CMS (Serial Prescribing) Item being deleted ie when you delete a CMS (Serial Prescribing) item, all associated Dispensing Events are deleted as a result.

## CMS (Serial Prescribing) Overdue Dispensing Alert

The overdue dispensing alert notifies you when dispensing information has not been received since the last dispensing event (or date printed if first issue) plus the duration entered in the alert criteria. This does not have to be set for every patient but might be useful for monitoring specific patients.

The screenshot shows a 'CMS Item - Add' dialog box with the following fields and values:

- Date Prescribed: 06 February 2009
- Prescriber: Dr Michael Neptune
- Source of Drug: In practice
- Drug: ATENLOLOL tabs 25mg
- Quantity: 168
- Preparation: tablet(s)
- Pack Size: (empty)
- Treat Days: (empty)
- Dosage: TAKE ONE DAILY
- Action Group: Beta-adrenoceptor blocking drugs
- Medication Term: 24 weeks
- Dispensing Frequency: 1 week
- Alert: 1 month

A status bar at the bottom of the dialog displays the text: **No drug allergy status recorded.**

In the example above, the last issue date was 06.01.09, and the alert appears if no dispensing update is received by 06.02.09.

If you re-authorise a standard repeat that has an alert attached and make it into a CMS (Serial Prescribing) repeat, the overdue date is calculated from the date dispensed on the new CMS (Serial Prescribing) item.

## Adding an alert after the CMS (Serial Prescribing) item has been entered

You can add an overdue dispensing alert to an individual CMS (Serial Prescribing) any time after it has been added to the patient record, even if it has already had dispensing events:

- 1.** From the **Therapy** tab, select the **CMS** filter.
- 2.** Right click on the item in the **CMS** filter and select **Set overdue dispensing alert**.
- 3.** At the **CMS Overdue Dispensing Alert** window, enter the time period for which you would like the alert to display in the Interval box. You can enter **d** for day or **m** for month. The date the alert is triggered on displays in the bottom right hand corner.



- 4.** Select **OK** to save.

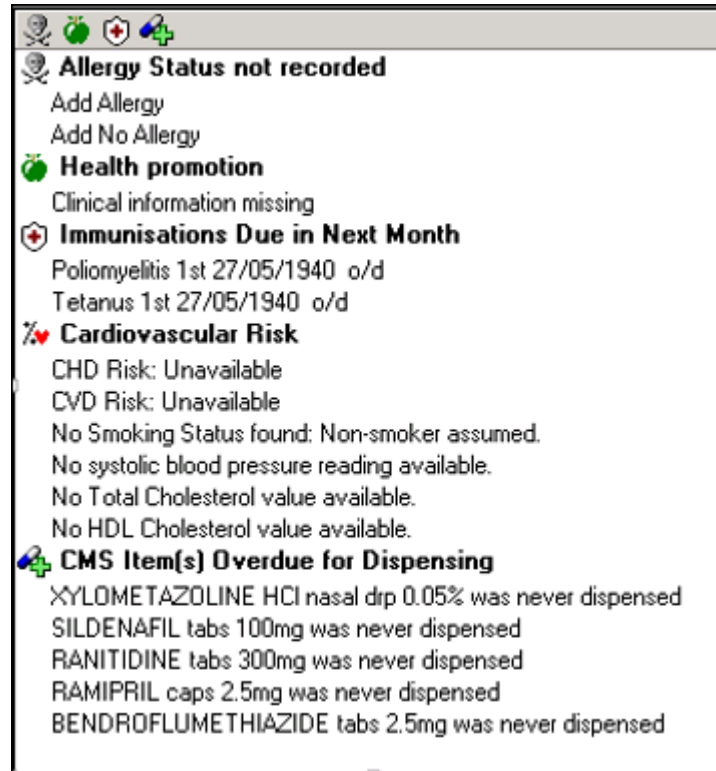
---

**Note** - The overdue dispensing alert can be removed at any time by selecting **Set overdue dispensing alert** and blanking out the interval.

---

## Overdue Dispensing Alert - Alerts Pane

When a CMS (Serial Prescribing) item becomes overdue for dispensing, a warning is displayed in the **Alerts** pane in Consultation Manager under the heading **CMS Item(s) Overdue for Dispensing**. Double click on the item to view it in the **CMS** filter.



The screenshot shows a window titled 'Alerts Pane' with a toolbar at the top containing icons for a skull and crossbones, a green apple, a red cross, and a blue plus sign. The alerts are listed as follows:

- Allergy Status not recorded**
  - Add Allergy
  - Add No Allergy
- Health promotion**
  - Clinical information missing
- Immunisations Due in Next Month**
  - Poliomyelitis 1st 27/05/1940 o/d
  - Tetanus 1st 27/05/1940 o/d
- Cardiovascular Risk**
  - CHD Risk: Unavailable
  - CVD Risk: Unavailable
  - No Smoking Status found: Non-smoker assumed.
  - No systolic blood pressure reading available.
  - No Total Cholesterol value available.
  - No HDL Cholesterol value available.
- CMS Item(s) Overdue for Dispensing**
  - XYLOMETAZOLINE HCl nasal drip 0.05% was never dispensed
  - SILDENAFIL tabs 100mg was never dispensed
  - RANITIDINE tabs 300mg was never dispensed
  - RAMIPRIL caps 2.5mg was never dispensed
  - BENDROFLUMETHIAZIDE tabs 2.5mg was never dispensed

## Overdue Dispensing Report

You can generate a report listing all the patients who have outstanding dispensing alerts, see [CMS \(Serial Prescription\) Overdue Dispensing Report](#) (page 78) for details.

## CMS (Serial Prescribing) Exclusions


The following items are outside the scope of CMS (Serial Prescribing):

<p><b>Medication</b></p> <p>Medication excluded from CMS (Serial Prescribing) includes:</p> <ul style="list-style-type: none"> <li>• Non-FP10 drugs</li> <li>• Discontinued drugs</li> <li>• Oxygen</li> <li>• Handwritten drugs</li> <li>• Schedule 1, 2, 3 and 4 Controlled drugs</li> <li>• Cytotoxics</li> </ul> <p><b>Patients</b></p> <p>See <i>CMS (Serial Prescribing) Registration and Patient Status</i> (page 24)</p>	<p><b>Types of Prescribing</b></p> <p>The following prescribing types cannot be executed as part of CMS (Serial Prescribing):</p> <ul style="list-style-type: none"> <li>• Bulk prescribing</li> <li>• Prescription forms other than GP10</li> <li>• Private Prescriptions</li> <li>• NHS24 Prescribing</li> <li>• Out of Hours Prescribing</li> <li>• Dispensing by dispensing doctors (however, dispensing doctors require the ability to prescribe using CMS (Serial Prescribing) functionality).</li> </ul>
<p><b>Prescribers</b></p> <p>The following prescribers are not able to produce an CMS (Serial Prescribing) prescription:</p> <ul style="list-style-type: none"> <li>• Nurse Prescribers</li> <li>• Supplementary Prescribers</li> <li>• Dentists</li> <li>• Hospital Consultants</li> <li>• Opticians</li> <li>• Optometrists</li> </ul>	<p><b>Other exclusions</b></p> <p>Other prescribing exclusions include:</p> <ul style="list-style-type: none"> <li>• Private prescription</li> <li>• Personally administered</li> <li>• Dispensed</li> <li>• Source of drug is other than In Practice</li> <li>• Prescribing date is in the past</li> <li>• The print box is unchecked.</li> </ul>

## CMS (Serial Prescribing) Therapy Options

There are user configurable options for CMS (Serial Prescribing) in Consultation Manager. These are per user preferences. Please make sure you are only logged into Vision on the current machine or else the changes are not saved.




- 1.** From **Consultation Manager** , go to **Consultation – Options – Setup**.
- 2.** Select the **Therapy** tab. In the **CMS** section you can select:
  - **Default Medication Term** – You can currently pick from 24, 48 or 56 weeks.
  - **Default Dispensing Frequency** – Select from 1, 2, 3, 4, 6, 8, 12, 24 weeks
- 3.** Select **OK** to save.

## CMS (Serial Prescribing) - Therapy Initial List

You can make the CMS (Serial Prescribing) view the initial view in the **Therapy** tab in **Consultation Manager**.



- 4.** From **Consultation Manager** , select a patient and open a Consultation.
- 5.** Right click on the **Therapy** tab and select **View Options**.
- 6.** From the Initial List, select **CMS**.
- 7.** Select **OK** to save.

---

## CMS (Serial Prescribing) Message Management

The main objective of CMS (Serial Prescribing) is that the patient registers with a CP and after having been issued with a CMS (Serial Prescribing) GP10, the patient's drugs are repeatedly dispensed by the CP over an agreed period of time (currently 24, 48 or 56 weeks). It is therefore imperative that you can send, receive and process information pertaining to registration, dispensing and treatment summary reports, including any replacements and deletions.

You should also be familiar with the daily workings of **Mail Manager**



(i.e. allocating messages, assigning patients, actioning, etc).

## CMS (Serial Prescribing) Regular Tasks

The following lists show the recommended housekeeping tasks for CMS (Serial Prescribing).

### GPs

#### Consultation Manager

- Review patients for CMS (Serial Prescribing) suitability at relevant patient encounters.

#### Mail Manager

- On a daily basis check for incoming **Treatment Summary Reports** in **Mail Manager**. These need to be viewed so that the relevant GP can take any action required (e.g. issue a repeat CMS (Serial Prescribing) prescription), before they can be marked as **Read** and manually filed, see [Treatment Summary Report](#) (page 80) for details.



**Training Tip** - If the GP's do not workflow through Vision, this report can be saved as a PDF and work-flowed via Docman.

---

## *Admin staff*

### **GP Communicator**

- Check that the **Mail Gateway** is running properly – eCMS tab.

### **Mail Manager**

- Regularly check the outgoing folder for unsuccessful messages for clinical staff. These have either failed to be transmitted in the first place, or have 'timed out' because an acknowledgement has not been received successfully, and in both cases display with a status of 'Transmission error'.
- Check for unmatched and unallocated messages in **Mail Manager**.
- Check for messages in error.

See *Outgoing Messages* (page 59) and *Incoming Messages* (page 63) for further details.


### **Search and Reports**

From Searched and Reports run:

- **Dispensing Report** - This allows you to monitor the patients that are not collecting their medication.
- **Batch Messaging Errors Report** - This highlights and gives details of any messaging errors.
- **Suitability Report** - To check for new suitable CMS (Serial Prescribing) patients.



## CMS (Serial Prescribing) Message Collector

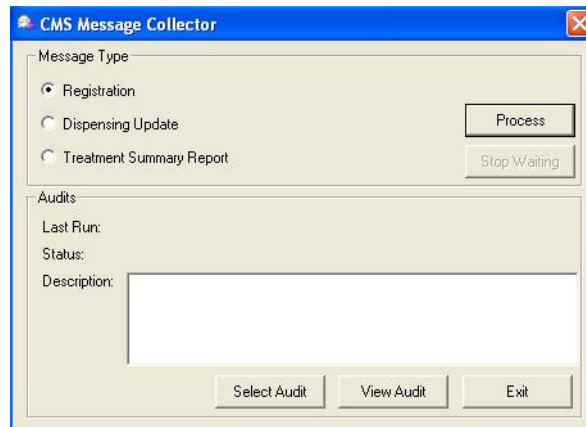
 **Note** - For Health Board or Vision Help desk use only.

The CMS Message Collector should have been configured to run automatically as a daily scheduled task from the GPC Machine/EDI Account when CMS (Serial Prescribing) was initially enabled. You are also able to run a manual CMS Message Collection which enables you to request and receive data from the ePharmacy message store on an ad hoc basis.

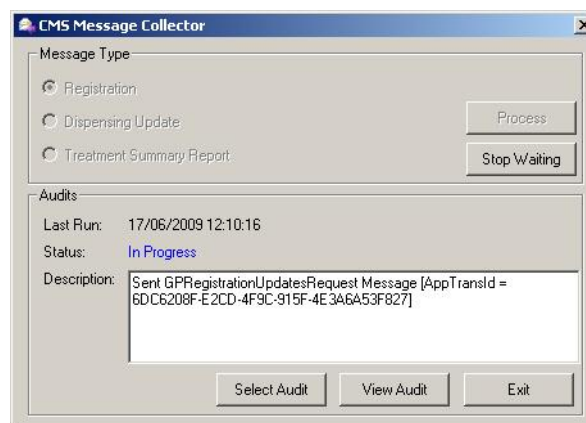
### Manual Collection

To run the **CMS Message Collector** manually:

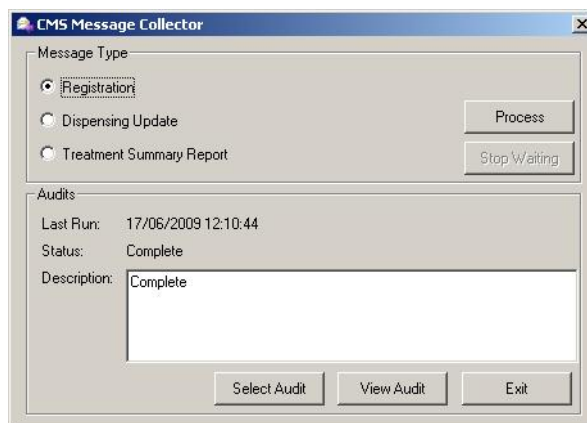
1. From the Vision front screen, select **Modules – CMS Message Collector**.
2. Select the Message Type you want to check, you can select from **Registration**, **Dispensing Update** or **Treatment Summary Report** messages.



3. Select **Process** to send a request for messages to the ePharmacy store.
4. The status displays as **In Progress** whilst waiting for messages to be returned. It might take some time to return a response for the request.



5. The Audit status and description displays as **Complete** once the message collection process has finished.



- 6.** If there are no messages to collect a prompt appears detailing that no update messages exist for the selected message type.

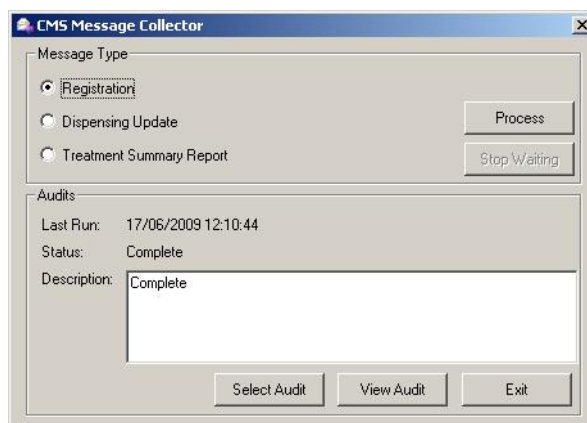


- 7.** The messages can now be checked in **Mail Manager**.

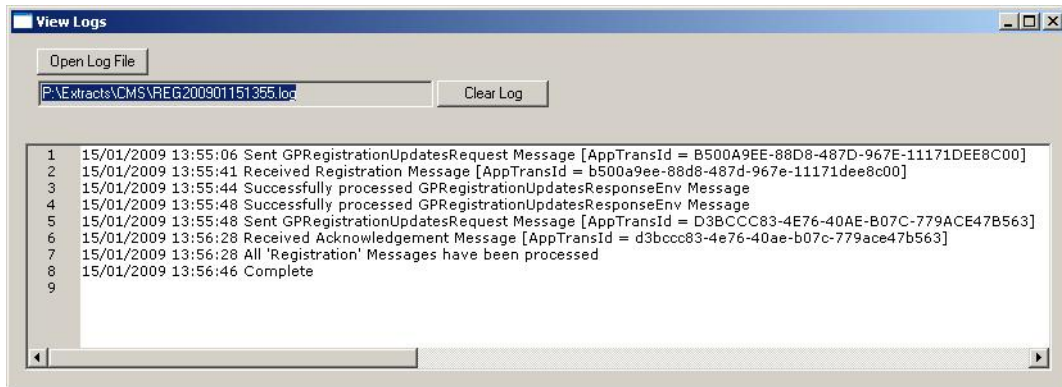
### **CMS Message Collector Audit**

From the CMS Message Collector, you can view an audit trail of previous message collection processes for each message type. This functionality is particularly useful when trying to determine why an error has occurred and is used by the helpdesk.

- 1.** From **CMS Message Collector**, select the message type you would like to view the audit for.
- 2.** You can then either:
  - **View Audit** which allows you to view an audit of the last run message collection.
  - **Select Audit** which allows you to select from a list of previously run message collections.

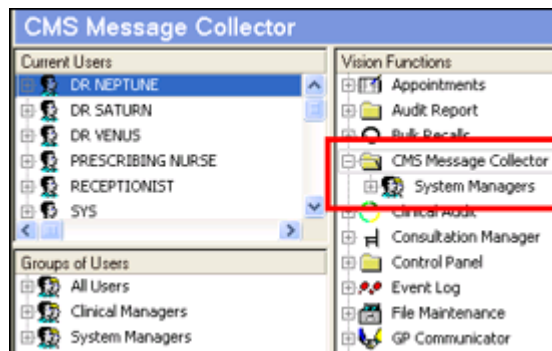


- 3.** Once you have selected which audit log you would like to display, the following screen appears. The collection process is broken down into the sequence of events. This may help you identify where an error originates.



## Security Access to the Message Collector

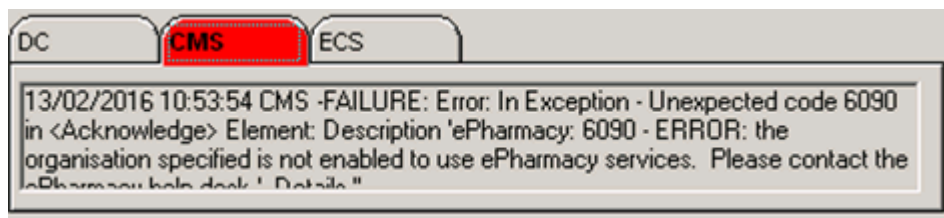
Access to the **CMS Message Collector** is initially accessible to those in the System Managers group in Control Panel. Please see on screen help for instruction on how to add a Vision Function group in Security.



## Mail Gateway

There is a CMS tab within **Mail Gateway**, which displays the status of the last CMS message collector process. You should check the status of this on a daily basis.

The CMS tab is displayed in red if there are errors, contact the Vision Helpdesk on the usual number if you experience persistent errors.



## Outgoing Messages

There are two outgoing message types for CMS (Serial Prescribing):

- CMS Prescription Message - See [CMS Prescription Message Contents](#) (page 60)
- CMS Cancellation Message – See [CMS Cancellation Message Contents](#) (page 61)

### ***Monitoring Outgoing Messages in Mail Manager***

When a CMS (Serial Prescribing) prescription is printed or cancelled in Consultation Manager, a CMS Prescription message is generated and is immediately sent to the ePharmacy store.

When CMS (Serial Prescribing) messages are initially created, they have a status of *Available for Transmission*. After they have been sent their status is updated to *Sent Awaiting Acknowledgement*. When successfully received by the ePharmacy store, an acknowledgement is sent in response and the status of the message in Mail Manager is updated to *Complete*.

All successful complete CMS (Serial Prescribing) messages are automatically archived in Mail Manager and are thus hidden from view by default. Unsuccessful messages have a status of *Transmission error*. They are displayed in the Outgoing folder and need to be attended to. You should check for unsuccessful messages on a daily basis, see [Messages with Transmission Errors](#) (page 61) for details.

## CMS (Serial Prescribing) Prescription Message Contents

The CMS Prescription message includes the following details:

- Patient Name, DOB and CHI Number
- Prescription Number
- Medication Term
- Drug Name, form and strength
- Drug Dosage
- Suggested Dispensing Frequency

The screenshot shows a software interface for viewing CMS Prescription messages. At the top, there is a table listing several messages, all with a status of 'Complete'. The main window displays the details for a specific prescription for 'Dummy TEST 12/05/1965 (1205651233)'. It shows the signed date as 27/01/2009 and the prescription number as K2345600022XK35P. Below this, a table provides details for the medication: Paracetamol 500mg capsules, with a quantity of 1344 capsules, a dosage of TAKE TWO 4 TIMES/DAY, a medication term of 24 weeks, and a suggested dispensing frequency of 4.

Line Item:	Description:	Quantity:	Dosage:	Medication Term:	Suggested Dispensing Frequency:	Additional Instructions:
1	Paracetamol 500mg capsules	1344 capsule (s)	TAKE TWO 4 TIMES/DAY	24 weeks	4	

**Note** – In future practices will be able to attach a CMS (Serial Prescribing) note for the CP, which will appear as an additional note in the message.


## CMS (Serial Prescribing) Cancellation Message Contents

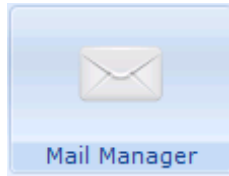
Cancellation messages include the following details:

- UPN (unique prescription number) of the CMS (Serial Prescribing) item you wish to cancel.
- A reference to the item position on the script (i.e. either item 1, 2 or 3).
- Patient name
- DOB
- CHI number.

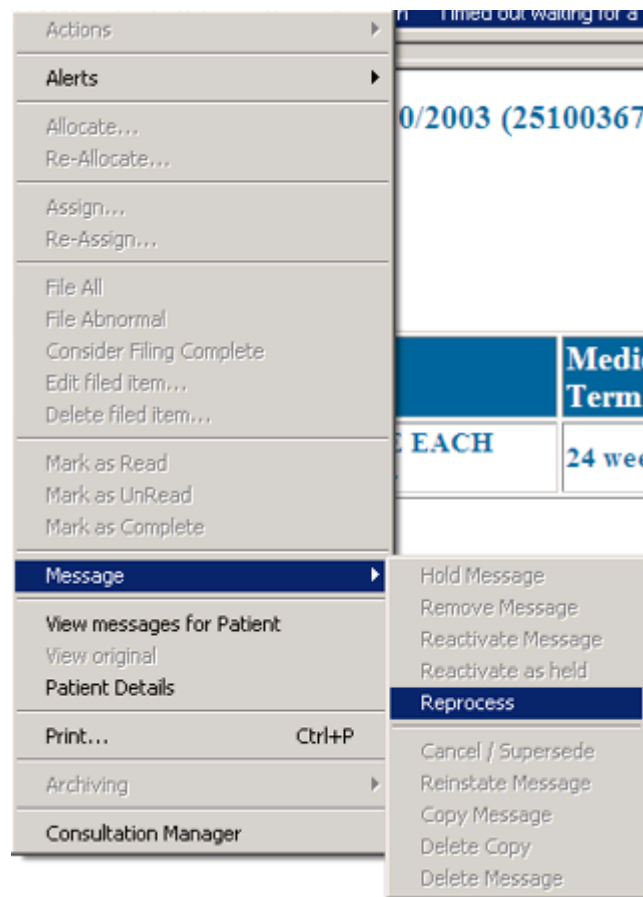
## Outgoing Messages with Transmission Errors

Outgoing messages which have a Transmission Error status because they have timed out have **Timed out waiting for a response** in the **Action/Subject** column. You should try to resend these messages.

 **Note** - Any other types of Transmission Error should be logged with the Vision helpline immediately.



1. From **Mail Manager**, select **Outgoing Mail**.
2. Right click on the message and select **Message – Reprocess**.



3. The message is re-queued for transmission.

If this does not resolve the problem, check the **Mail Gateway** and contact the Vision helpline in the usual way.

## Incoming CMS (Serial Prescribing) Acknowledgement Messages with Transmission Errors

Sometimes incoming CMS Acknowledgement messages may be in exception (see example below), therefore you must check the Incoming Mail folder for errors on a daily basis.

Instead of being matched with the corresponding CMS Prescription message in the Outgoing Mail folder and archived (thus disappearing from the normal Incoming Mail view), an exception message remains visible with **Ready for Action** in the **Status** column. Selecting the message and then the message's **Summary** tab displays the details of the error.

Because these exception messages have been sent by the ePharmacy Message Store, any such errors should be reported to yourHealth Board who can contact the ePharmacy Helpdesk.

The screenshot shows the 'Dr Bob Eagle - Mail Manager' interface. The main window displays a list of incoming messages. The first message is highlighted, showing a status of 'Ready for Action' and a type of 'CMS Acknowledgement'. The message details pane is open, showing a 'Failed response to: DD8408A3-7152-4417-A8A5-66C762FECCAE' and an error message: 'ePharmacy: 6090 - ERROR: the organisation specified is not enabled to use ePharmacy services. Please contact the ePharmacy help desk.'

Status	Type	Read	Date	Staff	Patient	Action/Subject	Copy	Flag
Ready for Action	CMS Acknowledgement	<input type="checkbox"/>	22/06/2009 15:18	Eagle, Bob	Josephs, Paula	Acknowledgement to: dd8408a3-7152...	No	EPM
Available for filing	CMS Dispensing Update	<input type="checkbox"/>	17/06/2009 14:41	Green, Christine	Johnston, Alan		No	phar
Available for filing	CMS Dispensing Update	<input type="checkbox"/>	17/06/2009 14:17	Green, Christine	Johnston, Alan		No	phar

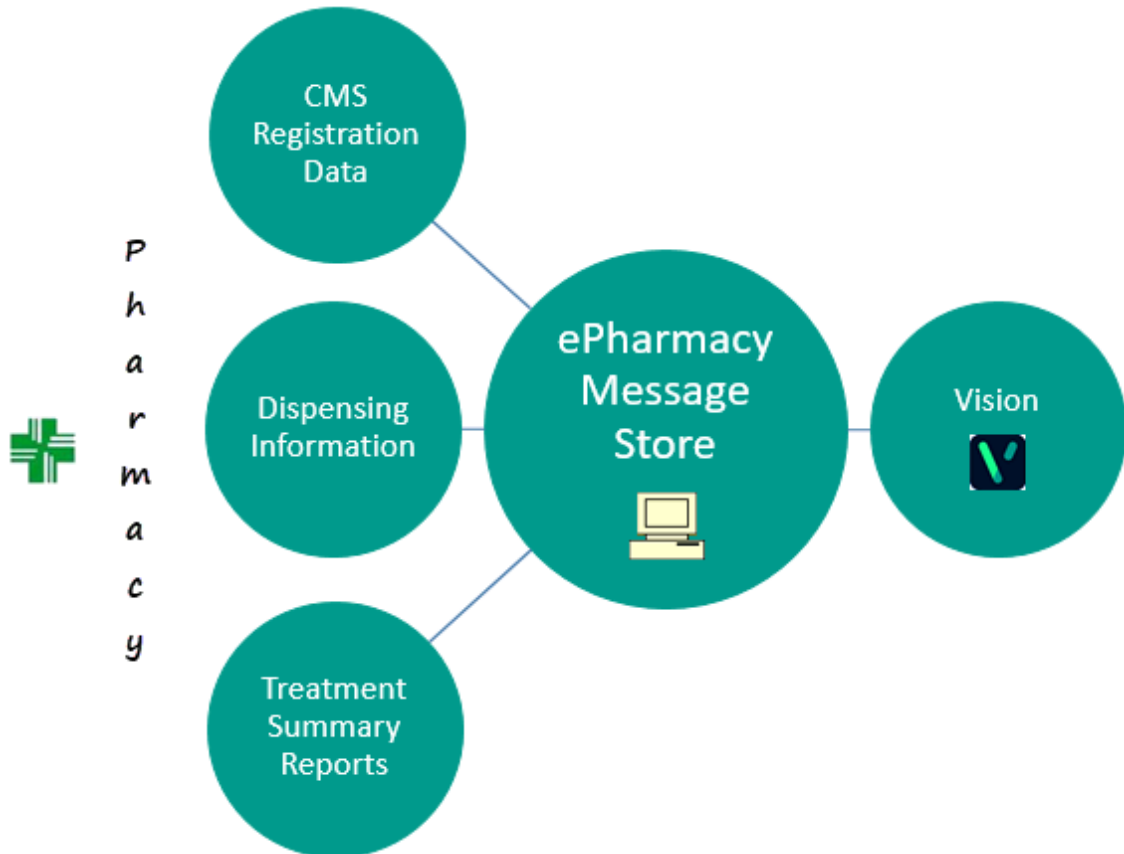
**Failed response to: DD8408A3-7152-4417-A8A5-66C762FECCAE**

ePharmacy: 6090 - ERROR: the organisation specified is not enabled to use ePharmacy services. Please contact the ePharmacy help desk.

## Incoming Messages

There are three patient-relevant incoming message types:

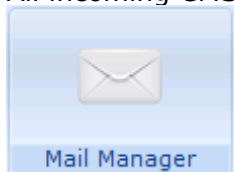
- *CMS Registration Messages* (page 65)
- *CMS Dispensing Messages* (page 65)
- *CMS End of Treatment Summary Report Messages* (page 67)





## Processing Incoming CMS (Serial Prescribing) messages in Mail Manager

All incoming CMS (Serial Prescribing) messages are managed in **Mail Manager**



You must check for unallocated and unassigned messages on a daily basis. Autofiling is enabled by default for dispensing and registration messages which have been automatically assigned and allocated, see [Autofiling](#) (page 68).

- **Dispensing** and **Registration** messages - Once autofiled, no further processing is required.
- **Treatment Summaries** - A clinician must read them, then mark them as read and manually file them to the patient record. You might also like to assign actions to this message type.

See Mail Manager on-screen help or Quick Reference to Mail Manager user guides from [Hive](http://hive.visionhealth.co.uk/p/cm/ld/fid=1083) <http://hive.visionhealth.co.uk/p/cm/ld/fid=1083>.

## CMS (Serial Prescribing) Registration Messages

CMS (Serial Prescribing) registration messages are received to notify you of:

- New registrations
- Withdrawals
- Changed registrations

These messages contain the date of registration/withdrawal, plus the pharmacy name and contractor code. All registration messages, if adequately matched to a patient and clinician, are automatically filed. This information can be viewed in **Registration**, and in **Patient Details** and **Therapy** in **Consultation Manager**.

## Unmatched Pharmacies

When a registration message is received, Vision checks to see if the pharmacy code contained in the message matches an existing pharmacy code. If a matching pharmacy is not found or you have a pharmacy organisation listed without the code, a new Pharmacy entry containing the code is created, this could potentially be a duplicate.

It is the responsibility of the practice to keep pharmacy details up to date, see [Adding Pharmacy Codes](#) (page 14) for details.

## CMS (Serial Prescribing) Dispensing Messages

CMS (Serial Prescribing) Dispensing messages contain details of dispensing events, apart from the patient and dispenser details, only the UPN (Unique Prescription Number), item number and the Date Dispensed are visible in **Mail Manager**. The drug name is not included in the Dispensing Update message and as the pharmacist is not obliged to dispense the exact item specified by the GP.

The information from the dispensing message is automatically filed in the patient record and is visible as a dispensing event from the **Scripts** or **CMS** filter in the **Therapy** tab. A Dispensing message may be received for a cancelled CMS (Serial Prescribing) item if the CP does not claim for the dispensed item before the cancellation is made. Dispensing messages which pertain to cancelled CMS (Serial Prescribing) items are flagged as unallocated and are not autofiled. You may manually allocate and file such messages if required.

## Dispensing Information for Deleted Items

If you receive dispensing information for an item which is not active, the following banner is flagged in Mail Manager: *Warning: Not all dispensing items can be matched to active prescription items.*

Status	Type	Read	Date	Staff	Patient	Action/Subject	Copy	From
Available for filing	CMS Dispensing Up...	<input type="checkbox"/>	17/06/2009 14:41	Green, Christine	Johnston, Alan		No	phar...
Available for filing	CMS Dispensing Up...	<input type="checkbox"/>	17/06/2009 14:17	Green, Christine	Johnston, Alan		No	phar...
Available for filing	CMS Treatment Sum...	<input type="checkbox"/>	16/06/2009 13:36	Green, Christine	Brown, Kenneth		No	phar...
Available for filing	CMS Treatment Sum...	<input type="checkbox"/>	16/06/2009 12:24	Green, Christine	Johnston, Alan		No	phar...

**Warning: Not all dispensed items can be matched to active prescription items.**

JOHNSTON ALAN 27/03/1940 Male ([Details](#))

**Dispensing Details**

UPN: K881130000EX2B1			
Item	CNR	Dispensed	Source
1	M01234INLKCM9MM4	15/06/2009	claim

## Duplicate Dispensing

A dispensing message may contain a mixture of valid and duplicate items. This can happen if the pharmacist dispenses/claims then later cancels and resubmits the claim for the item instalment. You must manually file such messages. On electing to manually file, Mail Manager ignores duplicate information and files valid items only. The following banner appears on messages with duplicate Dispensing information:  
*Error: Filing prohibited as all Dispensing items are already filed.*

Status	Type	Read	Date	Staff	Patient	Action/Subject	Copy	From
<input type="checkbox"/>	Ready fo... CMS Dispensing Up...	<input type="checkbox"/>	17/06/2009 13:16	Green, Christine	Brown, Kenneth		No	phar.
<input type="checkbox"/>	Ready fo... CMS Dispensing Up...	<input type="checkbox"/>	17/06/2009 13:16	Green, Christine	Brown, Kenneth		No	phar.
<input type="checkbox"/>	Available... CMS Treatment Sum...	<input type="checkbox"/>	16/06/2009 13:36	Green, Christine	Brown, Kenneth		No	phar.

**Error: Filing prohibited as all dispensed items are already filed.**

BROWN KENNETH 25/10/2003 Male ([Details](#))

---

**Dispensing Details**

UPN: K8811300000GJYAL

Item	CNR	Dispensed	Source
1	M01234L40.ACGDGN0	15/06/2009	claim

## Dispensing Information in Consultation Manager

As dispensing information is received, the patient record is automatically updated. You can see dispensing information from the **CMS** filter in the **Therapy** tab. In the example below, you can see that there have been three dispensing events for Diprobase Cream.

Print Date	Dispensed	Drug	Dosage	Q...	Preparation	Authorised	Frequency	Expiry Date
14/01/09	20/01/09 (2)	PANADOL caps 500mg	TAKE 1 OR 2 4 TIMES/DAY	1344	capsule(s)	14/01/09	4 weeks	01/07/09
14/01/09	20/01/09 (3)	DIPROBASE crm	APPLY AS NEEDED	50	gram(s)	14/01/09	4 weeks	01/07/09
	20/01/09	Dispensing Event						
	15/01/09	Dispensing Event						
	14/01/09	Dispensing Event						


## CMS (Serial Prescribing) End of Treatment Summary Report Messages

End of Treatment Summary Reports are sent by the Pharmacy at the end of the medication term. They include the following information:

- All dispensing events during the care period
- Re-prescribing Request (if requested by the CP)
- Any other notes from the CP

This message type must be **Marked as Read** in Mail Manager and then you must manually file the report to the patient record, by right clicking and selecting **File All**. When filed to the patient record, the Treatment Summary Report (which is received as a PDF file) is added as an attachment only. You might like to action this message type, i.e. if you want any information from the report to be Read-coded onto the patient record.


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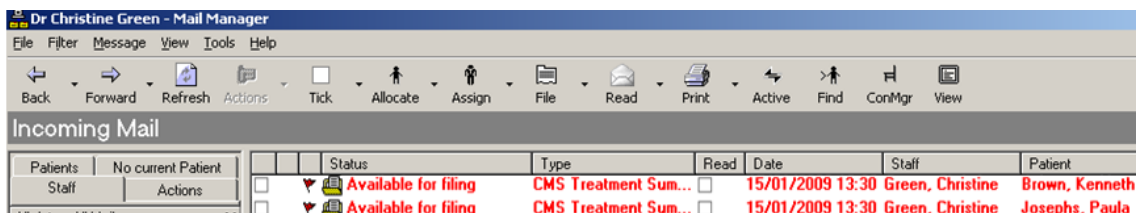
 **Remember** - You should run the **Treatment Summary** report on a regular basis to check for unread **Treatment Summary** messages, see [Treatment Summary Report](#) (page 80) for details.

---



## Re-prescribing Requests

Some Treatment Summary Reports have Re-prescribing Requests. This means that the CP has requested that you print another GP10 for the patient's CMS (Serial Prescribing) items. Treatment Summary Reports which have re-prescribing requests:

- Are highlighted in red on the message list
- Display a flag  at the side of the message.
- Have "Prescribe = true" for the CMS (Serial Prescribing) item in the Message Summary

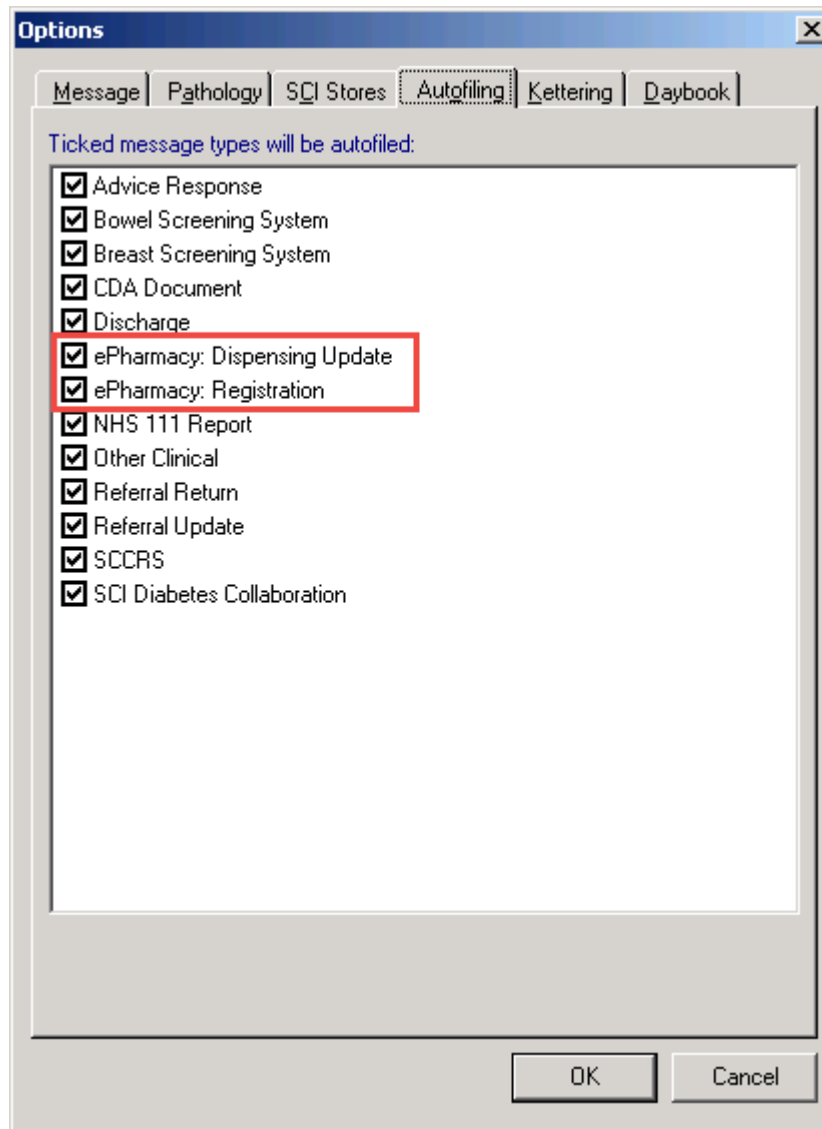


The screenshot shows the Mail Manager interface for Dr Christine Green. The 'Incoming Mail' list contains two messages, both highlighted in red. Each message has a flag icon in the 'Status' column and is labeled 'Available for filing' in red text. The messages are of type 'CMS Treatment Sum...' and were received on 15/01/2009 at 13:30. The staff listed are Green, Christine and the patients are Brown, Kenneth and Josephs, Paula.

Patients	No current Patient	Status	Type	Read	Date	Staff	Patient
		 Available for filing	CMS Treatment Sum...	<input type="checkbox"/>	15/01/2009 13:30	Green, Christine	Brown, Kenneth
		 Available for filing	CMS Treatment Sum...	<input type="checkbox"/>	15/01/2009 13:30	Green, Christine	Josephs, Paula

## Autofiling

By default, Registration and Dispensing messages automatically file to the patient record. This is set from **Mail Manager - Tools - Options - Autofiling**.



## Consultation Type for Filed CMS Data

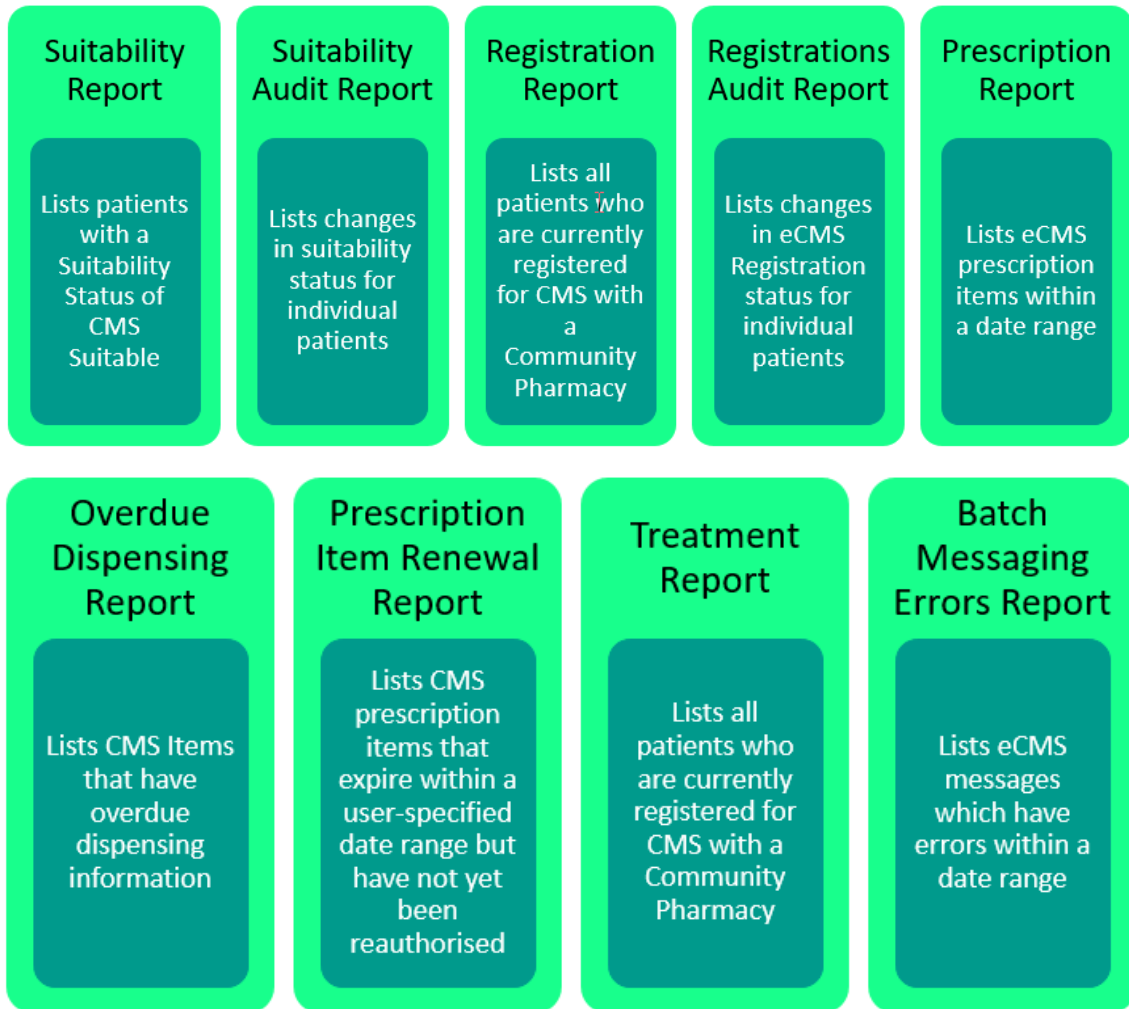
The Consultation Type for filed Treatment Summary Reports and Dispensing Events is **ePharmacy Message**.



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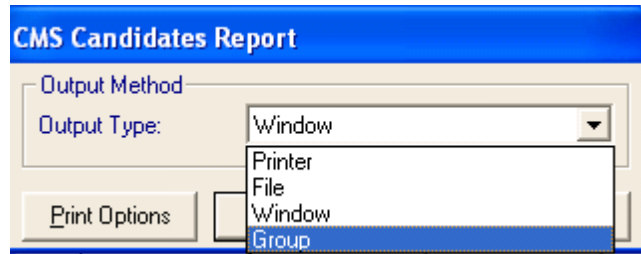
## CMS (Serial Prescribing) Reporting - Scotland

There are nine reports within Search and Reports that you can use to monitor CMS (Serial Prescribing) activity. Each report can be found from the **Reports – CMS Reporting** menu. The sections to follow give detailed instructions on running each **CMS report**.



## Report Output

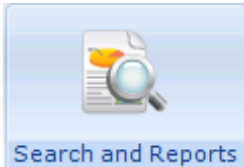
For multi-patient CMS (Serial Prescribing) reports, there is a **Group** option for report output which allows you to save the results of the search to a Patient Group. This is particularly useful if used in conjunction with the suitability report, for example, where if you save the results to a group, you can use the group to generate a bulk letter or add a reminder flag. Alternatively, you can choose to print to file, window or printer.



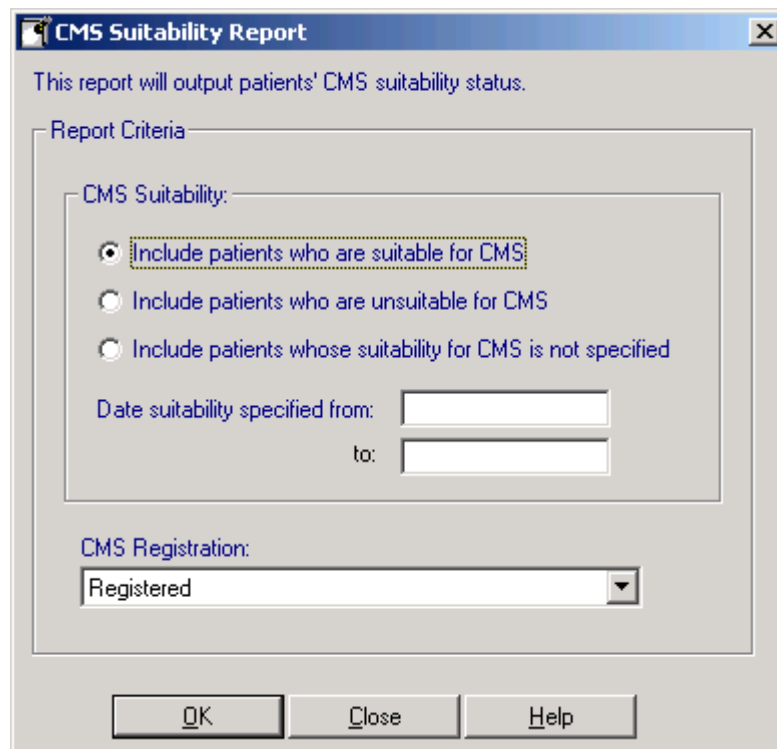
## CMS Suitability Report

The CMS Suitability Report lists the patients who have been flagged as suitable, unsuitable or unspecified for the CMS (Serial Prescribing) scheme.

1. From the Vision front screen, select **Reporting - Search and Reports**



2. Select **Reports – CMS Reporting - Suitability Report.**
3. The **CMS Suitability Report** is displayed:



4. Select as required:

- **CMS Suitability**
    - Include patients who are suitable for CMS (Serial Prescribing)
    - Include patients who are unsuitable for CMS (Serial Prescribing)
    - Include patients whose suitability for CMS (Serial Prescribing) is not specified
    - Date suitability specified from and to - Enter dates here to restrict the search time frame if required
  - **CMS Registration**
    - All - Include all patients
    - Registered - Include patient who are registered
    - Withdrawn - Include patients who have withdrawn
    - Not Registered - Include patients not registered
5. Select **OK** to create the report.
  6. Before the report runs, you must select the preferred output format (see [Report Output](#) (page 70)). In this case, we have elected to display the results in a window.
  7. Select **OK** to generate the report.
  8. The results are displayed in the window in surname order. The patient's surname, forename, DOB, CHI number and CMS Registration status are displayed. You can also see which Report Criteria have been selected.

**CMS Suitability Report**

Include patients who are suitable for CMS: Yes  
 Include patients who are unsuitable for CMS: No  
 Include patients whose suitability for CMS is not specified: No

Include patients who are registered: No  
 Include patients who have withdrawn: Yes

Name	DoB	CHI Number	CMS Registration Status	CMS Suitability	Reason for change
Mr Elliot Aaron	15/06/1929	150629 0116		Suitable	
Mr Simon Adrian	23/11/1965	231165 2311		Suitable	

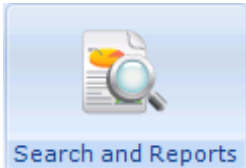
9. Select **Print** to print the report or **Export** to export the data.



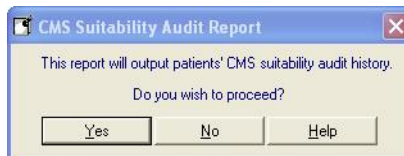
## Suitability Audit Report

The Suitability Audit Report is an individual patient report which shows historical changes in Suitability status.

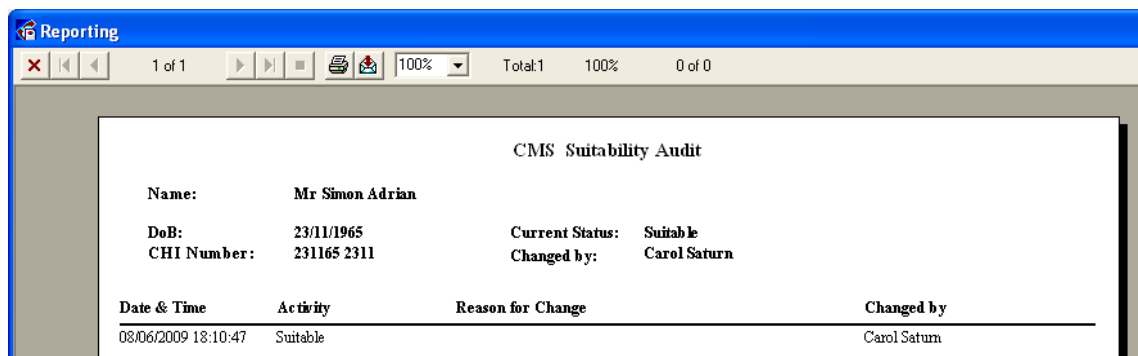
1. From the Vision front screen, select **Reporting - Search and Reports**



2. Select **Reports – CMS Reporting - Suitability Audit Report**.
3. When prompted with *This report will output patients CMS Suitability audit history. Do you wish to proceed?* Select **Yes**.



4. Select the required output method, see [Report Output](#) (page 70).
5. From **Select Patient**, find the patient you would like to create the report for.
6. When you have found the patient, select **OK** to create the report.
7. The report displays the patient surname, forename, DOB, CHI Number, the activity and reason for change along with the person who changed it.

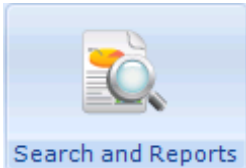


8. Select **Print** to print the report or **Export** to export the data.

## Registrations Report

The Registrations Report lists all patients who are currently registered with a Community Pharmacy.

1. From the Vision front screen, select **Reporting - Search and Reports**





2. Select **Reports – CMS Reporting - Registrations Report**.
3. The **CMS Registration Report** is displayed:

A screenshot of a Windows-style dialog box titled "CMS Registrations Report". The dialog box has a blue title bar with a close button (X) on the right. The main content area is light gray and contains the following elements:

- A text label: "This report will output Active Patients who are currently registered with a Community Pharmacy"
- A section header: "Report Criteria"
- A dropdown menu labeled "Community Pharmacy:" with "All" selected.
- Two unchecked checkboxes:
  - Include Inactive/Expired Community Pharmacies
  - Include Community Pharmacies with no Registered Patients
- A dropdown menu labeled "Registration Status:" with "Registered" selected.
- Two text input fields for "Effective Date from:" and "to:".
- Two checked checkboxes:
  - Include patients that have been issued a CMS prescription
  - Include patients that have not been issued a CMS prescription
- At the bottom, three buttons: "OK", "Close", and "Help".

4. Complete as required:
  - **Community Pharmacy** - Select either **All** or a specific pharmacy.
  - **Include Inactive/Expired Pharmacies** – Tick to include inactive or expired pharmacies in the search.
  - **Include Community Pharmacies with no Registered Patients** - Tick to include community pharmacies with no registered patients in the search.
  - **Registration Status** – Select the CMS (Serial Prescribing) registration status you require from **All**, **Registered** or **Withdrawn**.
  - **Effective Date from** and **to** - Enter effective dates if required.
  - **Include patients that have been issued a CMS prescription** - Tick to include those patients that have been issued a CMS (Serial Prescribing) prescription.

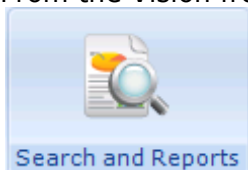
- **Include patients that have not been issued a CMS prescription** - Tick to include those patients that have not been issued a CMS (Serial Prescribing) prescription.

5. Select **OK**.
6. Select the required output method, see [Report Output](#) (page 70).
7. The report displays the patient name, community pharmacy (CP) code, first line of the address, postcode and telephone number of the registered pharmacy. The results are grouped by pharmacy and are ordered by Patient Surname.
8. Select **Print**  to print the report or **Export**  to export the data.

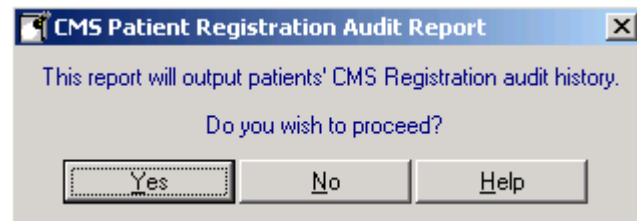
## Registration Audit Report



The Registration Audit Report is an individual patient report which shows historical changes in Registration status.

1. From the Vision front screen, select **Reporting - Search and Reports**



2. Select **Reports – CMS Reporting - Registration Audit Report**.
3. You are prompted with the following: *This report will output patients' CMS Registration audit history. Do you wish to proceed?* Select Yes to continue.

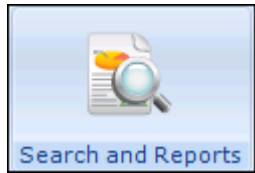


4. Select the required output method. See [Report Output](#) (page 70).
5. At the Select Patient window, find the patient you would like to create the report for.
6. Make criteria selections as required.
7. When you have found the patient, select **OK** to create the report.
8. The report displays the patient name, community pharmacy (CP) code, first line of the address, postcode and telephone number of the registered pharmacy and the person who changed it. It also lists an audit trail of their previous registration status history.
9. Select **Print**  to print the report or **Export**  to export the data.

## Prescriptions Report

The CMS Prescriptions report lists eCMS prescription items generated within a date range. The report criteria takes into account active patients (permanent and applied), the print status of the prescription, CMS repeats and Active repeats.

1. From the Vision front screen, select **Reporting - Search and Reports**



2. Select **Reports – CMS Reporting - Prescriptions Report**.

3. The **CMS Prescriptions Reports** screen displays, complete as required:

- **Prescriptions generated From and To** – The date range defaults to the previous month, update as required.
- **Exclude unprinted prescription** – Tick to exclude unprinted prescriptions.

4. Select **OK**.
5. Select the required report output method, see [Report Output](#) (page 70).
6. Select **OK** to create the report.
7. The results are displayed in order of patient surname with the names of the CMS items and the dates prescribed listed underneath.

*Patient Details*

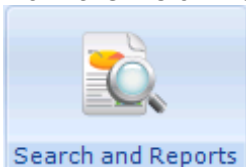
CMS Prescriptions generated from 12/01/2019 to 12/02/2019		
Name	DoB	CHI Number
Chailey adult pubic pressure flange curved top WS202-22-A...		Date Prescribed: 14/01/2019
Erastig 4.6mg/24hours transdermal patches (Teva UK Ltd)		Date Prescribed: 14/01/2019
Li-Liquid 509mg/5ml oral solution (Rosemont Pharmaceutica...		Date Prescribed: 14/01/2019
Bi-Carzem SR 60mg capsules (Tillomed Laboratories Ltd)		Date Prescribed: 14/01/2019
Plaquenil 200mg tablets (Sanofi)		Date Prescribed: 14/01/2019
Fractionated coconut oil		Date Prescribed: 29/01/2019
Bricanyl 2.5mg/5ml solution for injection ampoules (Astra...		Date Prescribed: 29/01/2019
Fractionated coconut oil		Date Prescribed: 05/02/2019
Fractionated coconut oil		Date Prescribed: 05/02/2019

**8.** Select **Print**  to print the report or **Export**  to export the data.

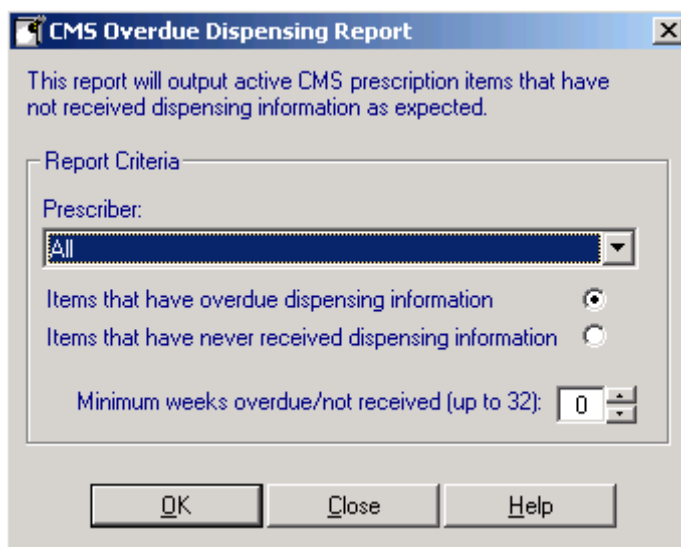
## CMS Overdue Dispensing Report

The CMS Overdue Dispensing Report lists active CMS prescription items which have overdue Dispensing information (i.e. late dispensing events). This allows you to identify the patients who are not collecting their prescriptions from the pharmacy, so long as you have set a dispensing alert period when adding the CMS item. Items which have never received dispensing information can also be included.

1. From the Vision front screen, select **Reporting - Search and Reports**





2. Select **Reports – CMS Reporting - Overdue Dispensing Report.**
3. The CMS Overdue Dispensing Report screen is displayed:

A screenshot of a dialog box titled 'CMS Overdue Dispensing Report'. The dialog box contains the following elements:

- A title bar with the text 'CMS Overdue Dispensing Report' and a close button (X).
- A message: 'This report will output active CMS prescription items that have not received dispensing information as expected.'
- A section titled 'Report Criteria' containing:
  - A 'Prescriber:' label followed by a dropdown menu with 'All' selected.
  - Two radio buttons: 'Items that have overdue dispensing information' (which is selected) and 'Items that have never received dispensing information'.
  - A label 'Minimum weeks overdue/not received (up to 32):' followed by a numeric input field containing '0' and a spinner control.
- Three buttons at the bottom: 'OK', 'Close', and 'Help'.

4. Complete as required:
  - **Prescriber** – Select all prescribers or a particular prescriber from the available list.
  - **Items that have overdue dispensing information** -Tick to search on CMS items that have been printed, but for which dispensing information is overdue within the chosen Minimum weeks overdue/not received period (i.e. items which have had previous Dispensing information but for which subsequent dispensing information is overdue). This is checked against the non-Dispensing alert set for each CMS item.
  - **Items that have never received dispensing information** – Tick to search on CMS items that have been printed, but for which no dispensing information has **ever** been received (i.e. prescription has been given but no items have been dispensed).
  - **Minimum weeks overdue/not received (up to 32)** – Select the number of weeks by which the Dispensing information is overdue.
5. Select **OK**.
6. Select the required report output, see [Report Output](#) (page 70).

7. Select **OK**.
8. The report is displayed in order of patient name, community pharmacy (CP) code, first line of the address, postcode and telephone number of the registered pharmacy, last dispensed date and days Dispensing overdue are displayed on the report.
9. Select **Print**  to print the report or **Export**  to export the data.

---

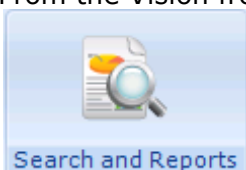
 **Note** – Non-Dispensing warnings are also displayed on the individual patient record in the Alerts Pane in Consultation Manager.

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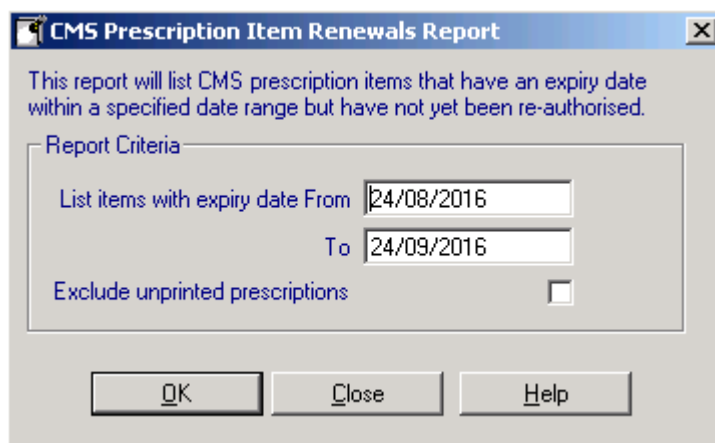
## Prescription Item Renewals Report

The Prescription Item Renewals Report lists CMS prescription items that have an expiry date within a specified date range, but have not yet been re-authorised.

1. From the Vision front screen, select **Reporting - Search and Reports**



2. Select **Reports – CMS Reporting - Prescription Item Renewals Report**.
3. The CMS Prescription Item Renewals Report screen is displayed:



**CMS Prescription Item Renewals Report**



This report will list CMS prescription items that have an expiry date within a specified date range but have not yet been re-authorised.

Report Criteria

List items with expiry date From

To

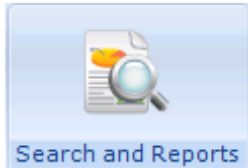
Exclude unprinted prescriptions

4. Complete as required:
  - **List items with expiry date From and To** - The date range defaults to the previous month, but can be updated as required.
  - **Exclude unprinted prescriptions** - Tick to exclude unprinted prescriptions.
5. Select **OK**.
6. Select the required report output method, see [Report Output](#) (page 70).
7. Select **OK**.
8. The results are displayed in order of patient name, community pharmacy (CP) code, first line of the address, postcode and telephone number of the registered pharmacy with the names of the expiring drugs underneath. The Pharmacy and Expiry Date is also displayed alongside each drug.
9. Select **Print**  to print the report or **Export**  to export the data.

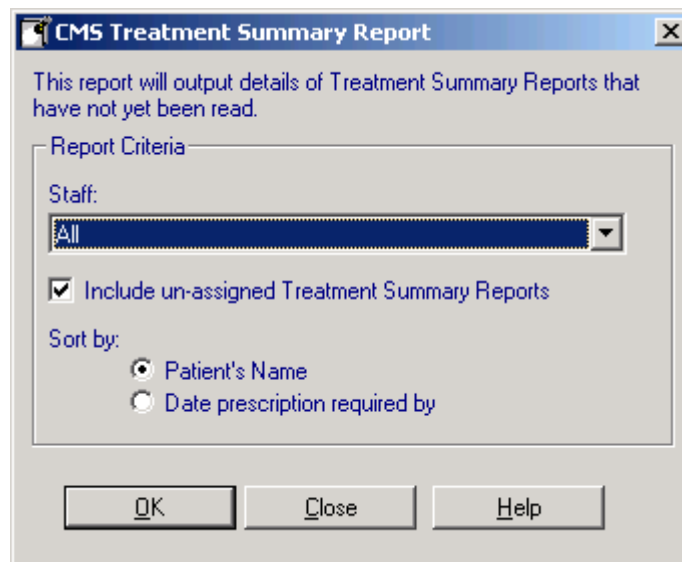
## Treatment Summary Report



The Treatment Summary Report lists all the Treatment Summaries that have been received, but have **not** been marked as read in Mail Manager.

1. From the Vision front screen, select **Reporting - Search and Reports**



2. Select **Reports – CMS Reporting - Treatment Summary Report**.
3. The **CMS Treatment Summary Report** screen is displayed:

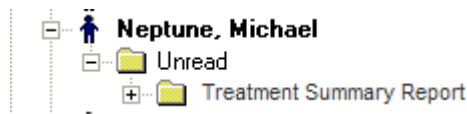


4. Complete as required:
  - **Staff** - This indicates the recipient of the Treatment Summary in Mail Manager, select from the available list or leave as **All**.
  - **Include un-assigned Treatment Summary Reports** - Tick to include Treatment Summary Reports that are unassigned to a patient.
  - **Sort by** - Select the order you wish the report to display in.
5. Select **OK**.
6. Select the required report output, see [Report Output](#) (page 70).
7. Select **OK**.
8. Select **Print**  to print the report or **Export**  to export the data.



## Finding Unread Treatment Summaries in Mail Manager

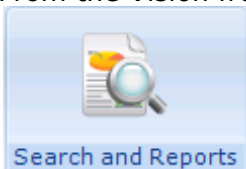
You can find Treatment Summaries reported as unread in Mail Manager by drilling down to the Treatment Summary folder within the Unread folder next to the mailbox name for the prescriber in question.



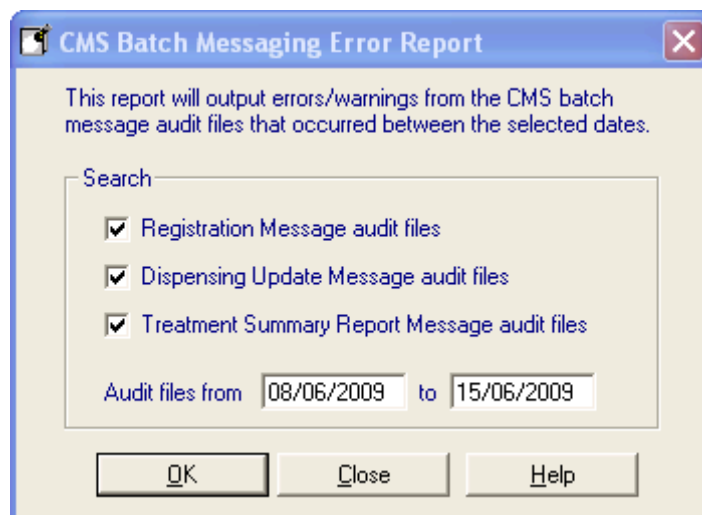
## Batch Messaging Errors Report



The batch messaging report allows you to report on any eCMS messaging errors:

1. From the Vision front screen, select **Reporting - Search and Reports**



2. Select **Reports – CMS Reporting - Batch Messaging Errors Report**.
3. Select the message types and date range you would like to search on and select **OK**.



4. Select the required report output, see [Report Output](#) (page 70).
5. Select **OK** to start the search.
6. Select **Print**  to print the report or **Export**  to export the data.

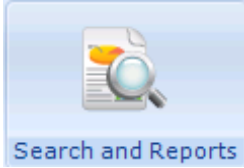
Reporting			
1 of 1		100%	Total:10 100% 10 of 10
<b>CMS Batch Messaging Errors in Audit Files Generated from 06/01/2009 to 20/01/2009</b>			
Report on the following messages: ALL			
Date	Time	Error/Warning text	Filename
<b>Compliance Messages</b>			
14/01/2009	15:24:05	Warning: Received code 50040 in message response - details "Response signature is invalid. BodyDefName=ComplianceNotification BodyDefPosition=1 BodyIndex=0	CMP200901141523.log
15/01/2009	10:13:27	Error: In Exception - Unexpected code 7040 in <Acknowledge> Element: Description 'ePharmacy: 7040 - ERROR (technical): last block ID within update request message invalid - no block found. Please contact the ePharmacy help desk.', Details "	CMP200901151012.log
20/01/2009	12:53:20	Error: Error Occured transmitting Compliance message [Warning: Timer Expired whilst waiting for a response]	CMP200901201252.log
<b>Registration Messages</b>			
14/01/2009	13:21:06	Error: In Exception - Unexpected code 6090 in <Acknowledge> Element: Description 'ePharmacy: 6090 - ERROR: the organisation specified is not enabled to use ePharmacy services. Please contact the ePharmacy help desk.', Details "	REG200901141320.log
14/01/2009	13:22:56	Error: Error Occured transmitting Registration message [Description "ListenerCMS: com error: No further information can be extracted from the exception thrown. ", ErrorMessage "Unspecified error", Error Code 0x80004005, Source [EMI.Listener.1]]	REG200901141322.log
14/01/2009	17:13:48	Error: In Exception - Unexpected code 7000 in <Acknowledge> Element: Description 'ePharmacy: 7000 - ERROR (technical): last block ID within registration update request message invalid - no block found. Please contact the ePharmacy help desk.', Details "	REG200901141713.log
16/01/2009	14:38:00	Error: Error Occured transmitting Registration message [Warning: Timer Expired whilst waiting for a response]	REG200901161437.log
16/01/2009	14:42:16	Error: Error Occured transmitting Registration message [Warning: Timer Expired whilst waiting for a response]	REG200901161441.log
20/01/2009	12:51:16	Error: Error Occured transmitting Registration message [Warning: Timer Expired whilst	REG200901201250.log

# Ad-hoc CMS Searching and Reporting

## Searching for CMS Repeat Masters

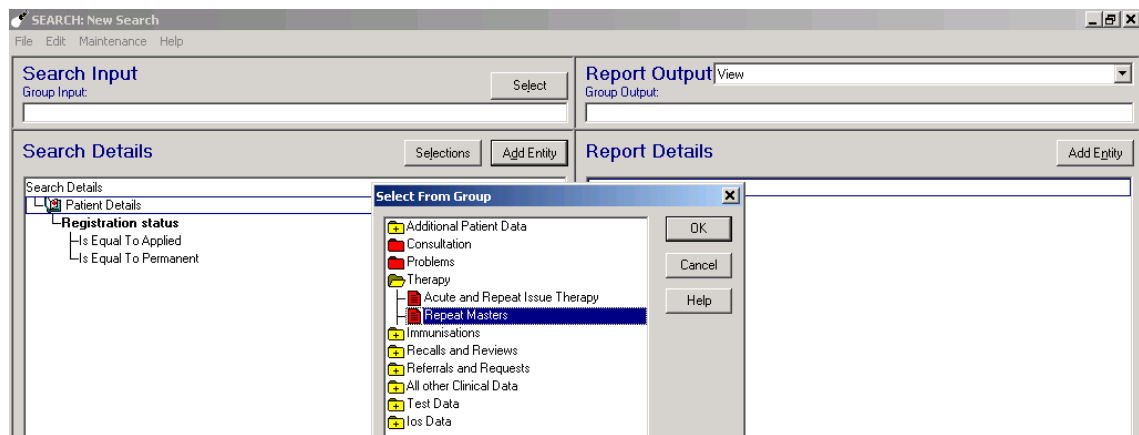
To create an ad-hoc search that identifies CMS Repeat masters:

1. From the Vision front screen, select **Reporting - Search and Reports**

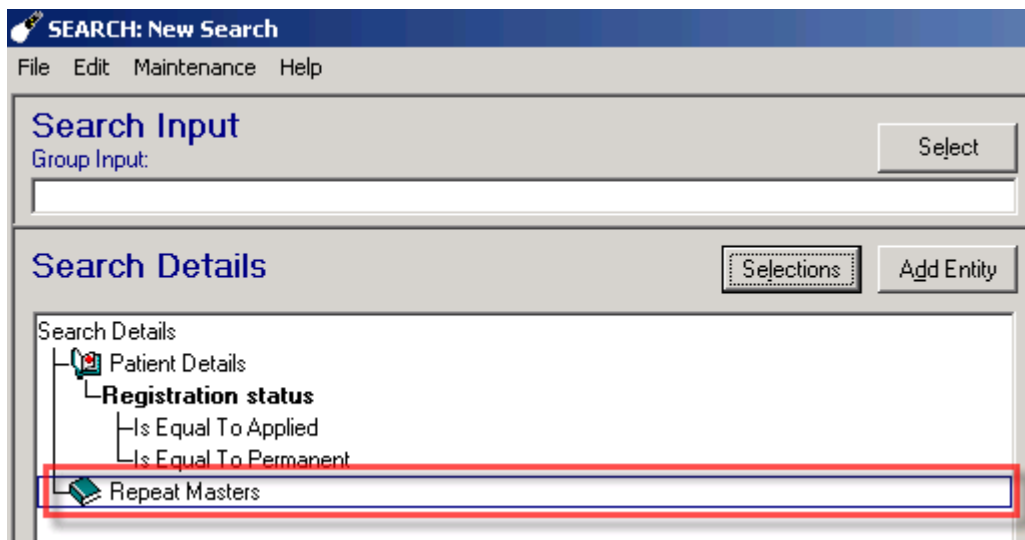


2. Select **Reports - New Ad hoc Search**.

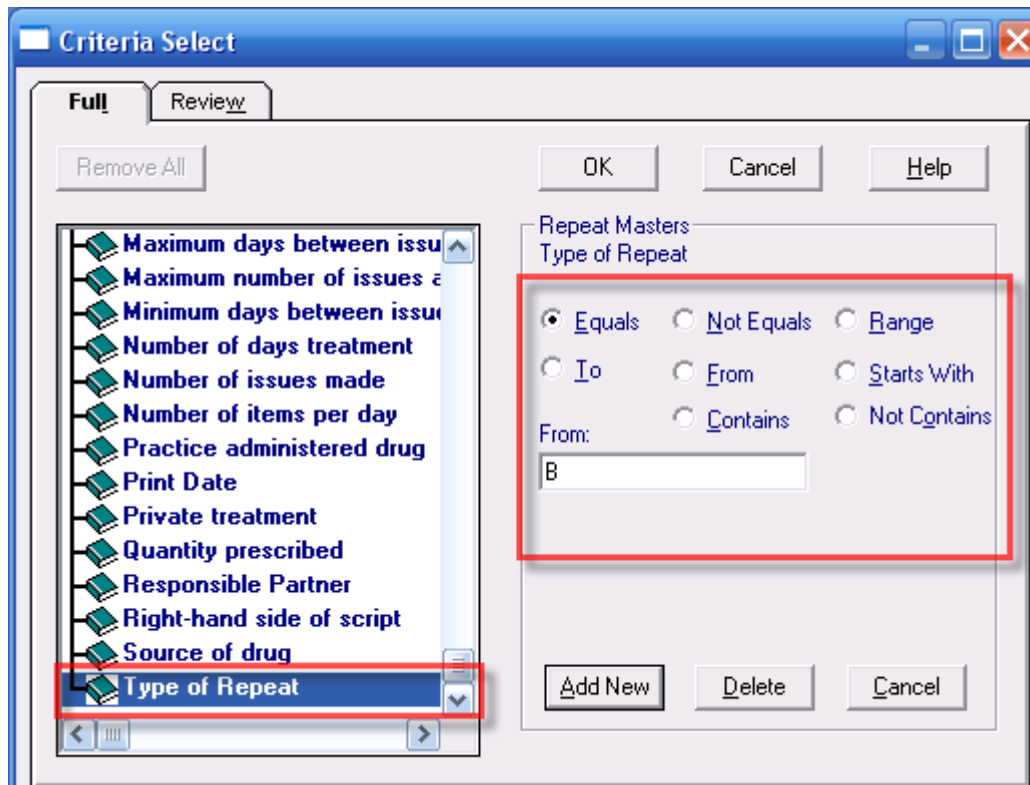
3. Select **Add Entity**, then **Therapy**, and then **Repeat Masters**.



4. Highlight **Repeat Masters** and choose **Selections**.



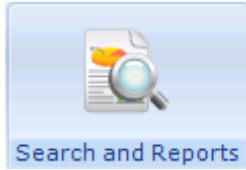
5. Select **Type of Repeat** from the search criteria screen and select **Add New**. Type the letter **B** (Batch/CMS prescribing) in the **From** box and select **OK**.



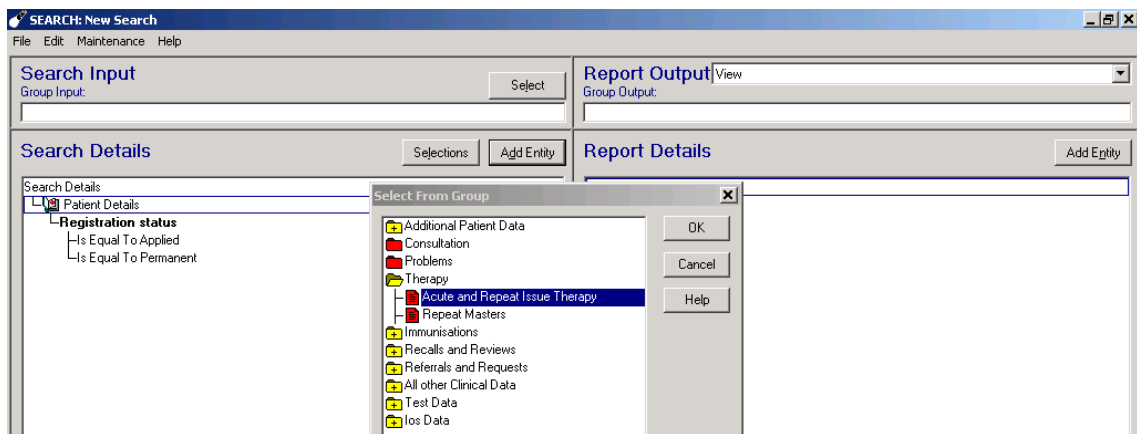
## Searching for CMS Dispensed items

To search for CMS dispensed items:

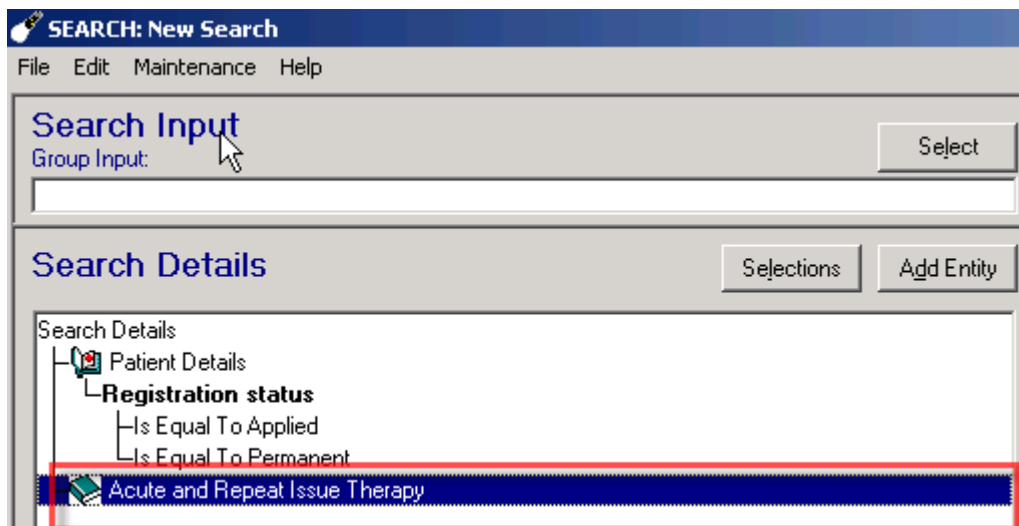
1. From the Vision front screen, select **Reporting - Search and Reports**



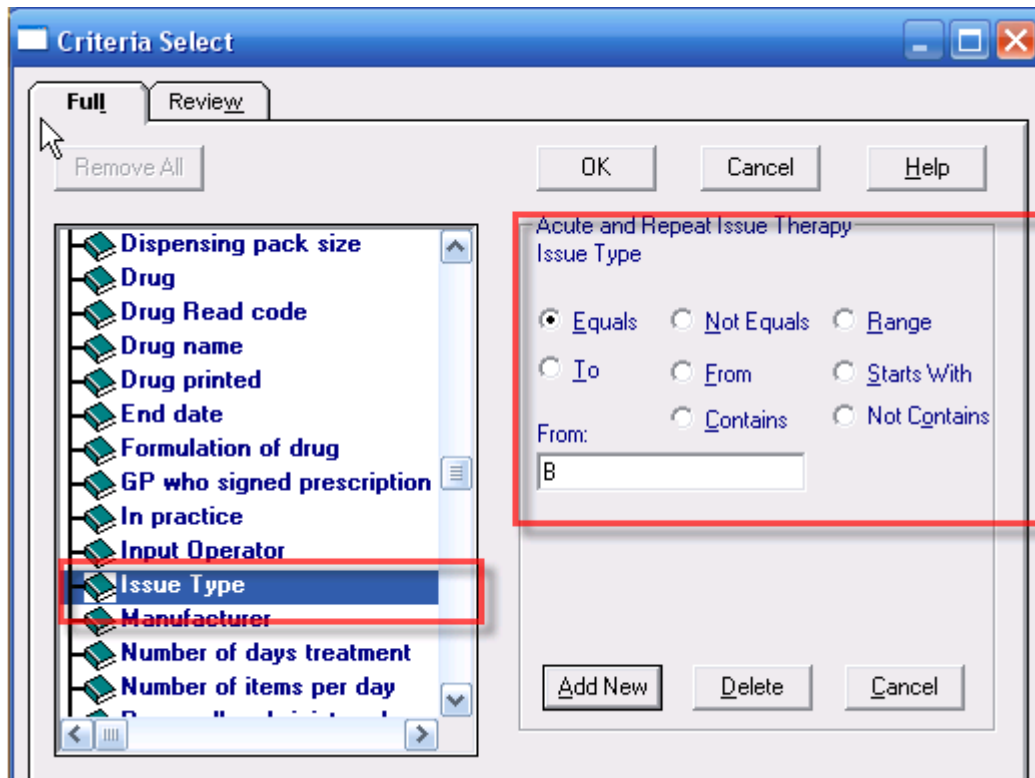
2. Select **Reports - New Ad hoc Search**.
3. Select **Add Entity**, then **Therapy**, and then **Acute and Repeat Issue Therapy**.



4. Highlight **Acute and Repeat Issue Therapy** and select **Selections**.



5. Select **Issue Type** from the search criteria screen and select **Add New**. Type the letter **B** (for Batch/CMS dispensed items) in the **From** box and select **OK**.



### Changes to Therapy History on a Standard Report

Dispensing details for CMS drugs display when printing therapy on a Standard report.

Therapy History Report			
Miss Julie Broadford	04.03/2006	Female	252 550 2094 Permanent
<b>Acute and Repeat Issue Therapy</b>			
26/01/2010	issued	FORTUM powd/inj soln 500mg/vial	Supply: (2) vial(s) 1TDS
15/01/2010	1 issued	FRADOR tincture	Supply: (3.5) mls APPLY AS NEEDED
9/05/2009	1 disp.	SALBUTAMOL mr cap 4mg	
9/05/2009	1 disp.	ASPIRIN ec tab 75mg	
9/05/2009	2 disp.	ALUPENT sf svcp 10mg/5ml	
9/05/2009	2 disp.	GAVISCON sf lic	
9/05/2009	2 disp.	RAMIPRIL caps 1.25mg	
19/05/2009	1 disp.	DIPROBASE crm	
19/05/2009	issued	ASPIRIN ec tab 75mg	Supply: (28) tablet(s) TAKE ONE
DAILY Instalments: no additional information Notes for patient: Test for AMS			
19/05/2009	issued	ASPIRIN ec tab 75mg	Supply: (28) tablet(s) TAKE ONE DAILY
19/05/2009	1 disp.	ALUPENT sf svcp 10mg/5ml	
19/05/2009	1 disp.	GAVISCON sf lic	
19/05/2009	1 disp.	RAMIPRIL caps 1.25mg	
<b>Total patients for report 1</b>			

## Changes to Patient Reports

Patient reports that print medication now also display CMS information.

<b>Encounter Report</b>			
<b>Miss Lynne Cassidy</b>	<b>09/07/2001</b>	<b>Female</b>	<b>809 052 4141 Permanent</b>
<b>Address</b> 12 Buckstone Wood Edinburgh EH10 6QW		Address Type: Main address	
<b>Problems</b> Currently Relevant                      Started: 03/09/2008      Ended:			
<b>Repeat Masters</b>			
SALBUTAMOL mr cap 4mg TAKE ONE TWICE DAILY	Until: 03/11/2009	CMS last disp.: 19/05/2009	Num. disp. events: 2 maximum 3
ALUPENT sf syp 10mg/5ml 1X5ML SPOON 4 TIMES/DAY	Until: 03/11/2009	CMS last disp.: 19/05/2009	Num. disp. events: 2 maximum 3
PANADOL caps 500mg TAKE 1 OR 2 4 TIMES/DAY	Until: 03/11/2009	CMS last disp.: 19/05/2009	Num. disp. events: 2 maximum 3
<b>Consultation</b> 21/01/2010    Other                                      Mr System Supervisor			
<b>Total patients for report 1</b>			

Full Report				
<b>Miss Julie Broadford</b>	<b>04/03/2006</b>	<b>Female</b>	<b>252 550 2094</b>	<b>Permanent</b>
<b>Address</b>				
5-5 Sheriff Bank Edinburgh Midlothian EH6 6ER			Address Type: Main address	
<b>Problems</b>				
Currently Relevant	Started: 03/09/2008	Ended:		
<b>Asthma register</b>				
Asthma Placed on register: 25/01/2010 Removed from register:				
<b>Medical History</b>				
25/01/2010	Asthma clinical management plan			Dr Christine Green
<b>Repeat Masters</b>				
Febini energy liq [FRESENIUS] 12	Until: 08/07/2010	CMS last disp.:	Num. disp. events: maximum 3	
GAVISCON sf liq 20ML 4 TIMES/DAY	Until: 08/07/2010	CMS last disp.: 19/05/2009	Num. disp. events: maximum 3	
DIPROBASE crm APPLY AS NEEDED	Until: 08/07/2010	CMS last disp.: 19/05/2009	Num. disp. events: maximum 3	
RAMIPRIL caps 125mg TAKE ONE DAILY	Until: 08/07/2010	CMS last disp.: 19/05/2009	Num. disp. events: maximum 3	
HELIXATE NEXGEN pw dr/inj.soln 500 iu 4TDS CMS Notes: crms notes	Until: 07/07/2010	CMS last disp.:	Num. disp. events: maximum 3	
FRADOR tincture APPLY AS NEEDED	Until:	Last issued: 15/01/2010	Number of issues: 1 maximum 12 allowed	
PANADOL caps 500mg	Until:	Last issued:	Number of issues: maximum 12 allowed	
Full Report				
<b>Miss Julie Broadford</b>	<b>04/03/2006</b>	<b>Female</b>	<b>252 550 2094</b>	<b>Permanent</b>
<b>Address</b>				
5-5 Sheriff Bank Edinburgh Midlothian EH6 6ER			Address Type: Main address	
<b>Problems</b>				
Currently Relevant	Started: 03/09/2008	Ended:		
<b>Asthma register</b>				
Asthma Placed on register: 25/01/2010 Removed from register:				
<b>Medical History</b>				
25/01/2010	Asthma clinical management plan			Dr Christine Green
<b>Repeat Masters</b>				
Febini energy liq [FRESENIUS] 12	Until: 08/07/2010	CMS last disp.:	Num. disp. events: maximum 3	
GAVISCON sf liq 20ML 4 TIMES/DAY	Until: 08/07/2010	CMS last disp.: 19/05/2009	Num. disp. events: maximum 3	
DIPROBASE crm APPLY AS NEEDED	Until: 08/07/2010	CMS last disp.: 19/05/2009	Num. disp. events: maximum 3	
RAMIPRIL caps 125mg TAKE ONE DAILY	Until: 08/07/2010	CMS last disp.: 19/05/2009	Num. disp. events: maximum 3	
HELIXATE NEXGEN pw dr/inj.soln 500 iu 4TDS CMS Notes: crms notes	Until: 07/07/2010	CMS last disp.:	Num. disp. events: maximum 3	
FRADOR tincture APPLY AS NEEDED	Until:	Last issued: 15/01/2010	Number of issues: 1 maximum 12 allowed	
PANADOL caps 500mg	Until:	Last issued:	Number of issues: maximum 12 allowed	

## Populating Patients Suitable for eCMS

When eCMS was initially enabled, you ran the **Populate CMS** tools from by selecting **Utilities – CMS Populate**. You might like to run this at regular intervals in order to catch new potentially suitable patients, see [Flagging Suitable eCMS Patients](#) (page 15) for details.



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## Troubleshooting

### What do I do when I have a transmission error in Mail Manager for an outgoing CMS prescription message?

- See *Outgoing Messages with Transmission Errors* (page 61) for details.

### Why do I have duplicate Pharmacies in File Maintenance – Organisations?

- When a registration message is retrieved, Vision checks to see if the pharmacy code contained in the message matches an existing pharmacy code in Vision. If a matching pharmacy is not found or you have a pharmacy organisation listed without the pharmacy code, Vision creates a new Pharmacy entry containing the code, which could potentially be a duplicate. You can transfer any extra information from the pharmacy without the code and delete it if required.

### What happens when a patient registered for CMS transfers out?

- When a patient with CMS items transfers out, they are not automatically withdrawn from the eCMS scheme. In fact, they are still able to pick up their medication from the pharmacy they are registered at for the remainder of the medication term.

### What happens when a patient changes their Community Pharmacy?

- When a patient changes their pharmacy, they register at the new Community Pharmacy and Vision receives the registration message, which is automatically filed. Vision also receives a withdrawal message from the old CP. You should cancel existing CMS item(s) then add/ and print new CMS item(s) for dispensing at the new CP.

### How do I withdraw a patient from the CMS scheme?

- Only the CP can withdraw patients from CMS as such. However, a practice clinician could inactivate all CMS items, mark the patient as **CMS Not Suitable** from within Registration or Consultation Manager, and telephone the CP to request the patient be withdrawn.

---

## Glossary

Term	Meaning
AMS	Acute Medication Service.
CMS Suitable	Patient has been flagged as being suitable for CMS registration.
CMS	Chronic Medication Service.
CMS Item	CMS medication master.
Dispensing	Notification of a dispensing event for a CMS drug received from a CP.
CP	Community Pharmacy.
Dispensing Event	Notification of a CMS drug being dispensed to a patient by the CP.
Dispensing Frequency	Recommended frequency the CMS item should be dispensed.
eAMS	Electronic support for AMS.
eCMS	Electronic support for CMS.
Eligible	Patient is eligible to be suitable for eCMS. To be eligible you must have a patient registration status of either Applied or Permanent, a valid CHI number and not be registered as a Private Patient.
GP	General Practitioner.
GP10	Prescription form for use by GP.
Medication Term	The period (initially 24 or 48 weeks) during which all CMS items prescribed for a patient on any single GP10 are dispensed in instalments by the CP with whom they have registered.
Registered	Patient is registered with a CP for CMS.
Serial Prescribing	A part of CMS which incorporates shared care with the patient's GP establishing a serial prescription for either 24, 48 or 56 weeks.
Withdrawn	Patient has withdrawn from a CMS CP.

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