

ePharmacy User Guide (Scotland)



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ePharmacy

Introduction to ePharmacy

Scottish ePharmacy is intended to improve patient care and reduce GPs' workload by making better use of pharmacists' skills and expertise, especially for patients requiring long-term medication for chronic conditions.

eAMS and eCMS are names of the ePharmacy solutions supporting the electronic Acute Medication Service and Chronic Medication Service. After pilots in Ayrshire & Arran, it was decided to extend the community pharmacy services, now known as ePharmacy.

Acute Medication Service (AMS) describes the pharmaceutical service provided by community pharmacists and GPs to acute patients by adding electronic support and automated payment for acute prescription items.

The patient attends for an appointment. During the consultation, a decision is taken to create an acute prescription. The patient consent is reviewed and the prescriptions are printed. Once authorised, the prescriptions are given to the patient who has responsibility for taking them to a community pharmacy.

Acutes and repeat issues are handled as AMS prescriptions. These are printed on a GP10 prescription with a barcode. An XML message is transmitted (via AMS) through the NHSnet to the ePharmacy store to await call down by the pharmacist when the patient first presents at the pharmacy. The pharmacy will access the patient registration details through the central patient registration system.

The pharmacist is then able to scan the bar code to retrieve the corresponding message. If an item is deleted or edited after the initial message has been sent, then further update or cancellation messages are sent.

Note - Neither nurses nor supplementary prescribers in Scotland are authorised to print bar-coded AMS prescriptions.

The **Electronic Chronic Medication Service (eCMS)** is part of the wider Tranche 4 requirements for NHS Scotland. This scheme allows CMS items to be sent electronically from Vision to the Community Pharmacy (CP), where all subsequent dispensing events can be managed. eCMS is similar to eAMS (electronic Acute Medication Service), but eCMS involves printing a single eCMS GP10 for multiple dispensing events. See [Activating eCMS](#) (page 24)

GP Prescribers for ePharmacy

All GP prescribers should have a prescriber number and GMC code entered in the Control Panel Staff file. If your practice is using eAMS, then in order to print prescribed items, a GMC code is essential and without it, the prescription will be not printed.

An exception is made for locums, registrars and GP retainers (see below).

GP Locums and ePharmacy

From DLM 280 onwards, a user, if a Locum or GP Registrar, will pick up the Responsible Partner's GMC code if their own is not recorded in Control Panel, in the same way that they currently pick up the Responsible Partner's prescriber number.

We recommend if GP locums are doing sessions at your practice that each and every locum name is entered as a record under Staff (role = Salaried partner) * in Control Panel - File Maintenance.

Check that the locum's GMC code is entered in **Control Panel - File Maintenance - Edit user** [locum name] - **Identifiers** tab. All locums and GP Registrars share a prescriber code* (GMP/PPA) with their responsible partner, but they should have their own personal GMC code. If the GMC code is not entered for locums, registrars and GP retainers, then Vision will pick up their Responsible Partner's GMC code.

You can inactivate or activate locum staff very quickly from the Control Panel - File Maintenance - Staff record to control their display in staff lists.

What is not recommended is the practice of entering just one locum in the Staff file, called, for example, Dr Locum, and not entering a GMC code on this record. No prescriptions will be printed from a GP prescriber without a GMC code. From an audit point of view, the correct name of the GP locum and the correct GMC code is important against each issued prescription.

* **Note** - Currently choosing Locum as a role in Staff does not allow entry of the doctor's own prescribing number and the system forces you to use that of the Responsible partner. Choosing Salaried partner, however, does allow a unique prescribing number.

Why can't our locum GP print prescriptions?

If a locum GP is having trouble printing prescriptions, there may be an error message along the lines of "Transform failed: ... @gmc_code....".

Check that the locum's GMC code is entered in **Control Panel - File Maintenance - Edit user** [locum name] - **Identifiers** tab. All locums and GP Registrars share a prescriber code (GMP/PPA) with their responsible partner, but they should have their own personal GMC code.

Advanced Printing for ePharmacy and Printer Profiles

Advanced Printing MUST be switched on for ePharmacy. Prescription can be printed on the new stationery in Scotland GP10(SS)(4) or on the older version (3).

Printer Profiles

The Printer profiles screen can be reached from the following:

- The Vision front menu - **Options - Setup- Printers**. Then Add or Edit a Printer Profile.
- Consultation Manager - Therapy (Current or Scripts) -  - Prescription Manager - Setup - Print Profile.
- Consultation Manager - Consultation - Options - Prescription Setup - Print Profile.

If you are using Printer Profiles for the first time

In Scotland in Printer Profiles, you need to set up both the GP prescription stationery and the Nurse/SP prescriptions. Although it is optional, this does allow you to specify the different "bins" on the printer from which the GP and nurse/SP prescriptions can be loaded.

1. From the Vision front menu, go to **Vision - Options - Setup**, then on the **Printers** tab.
2. Select **Prescriptions** and click on **Add**.
3. Select the **Available Printer** from which the GP prescription stationery will load.
4. In **Stationery**, select (GP10(SS)(4)) if you are using version (4). If not select version (3).
5. Print a Test Page and make any adjustments to the left and top margins by trial and error.
6. Click on **Advanced** and select the **Paper Source**, if required, to specify the bin/tray for loading.
7. Click on **Save** then **Close**

If you are already using Printer Profiles and want to change the prescription stationery

Currently most Scottish GP prescribers are using version 3 of the prescription forms - GP10(SS)(3). There is a new version of this prescription soon to be available in Scotland called GP10(SS)(4).

The Stationery is a user setting, **so all prescribers must update this setting individually.**

1. When a GP wants to change over to printing on the new prescriptions:
2. Go to **Vision - Options - Setup**, then on the **Printers** tab.
3. Make sure **Prescriptions** is selected, then click on **Edit**.
4. In **Stationery**, select (GP10(SS)(4)) .
5. Click on **Save** then **Close** to the front Printer Profiles screen.

Note - Each individual GP must make this stationery change.

ePharmacy Prescription Notes

The following table shows which prescription notes are printed on the left or right hand side of the prescription and if they are also included in the electronic eAMS or eCMS message:

AMS Prescription Notes

	Prints on RHS	Prints on LHS	Included in Electronic Message
Patient Note 	P	x	x
Dispensing Note 	x	P	x
CMS Note 	Not available	Not available	Not available

CMS Prescription Notes

	Prints on RHS	Prints on LHS	Included in Electronic Message
Patient Note 	P	x	x
Dispensing Note 	x	P	x
CMS Note 	x	x	P

eAMS

Activating eAMS

AMS needs to be switched on and you will be advised how to do this.

Note that for AMS to work:

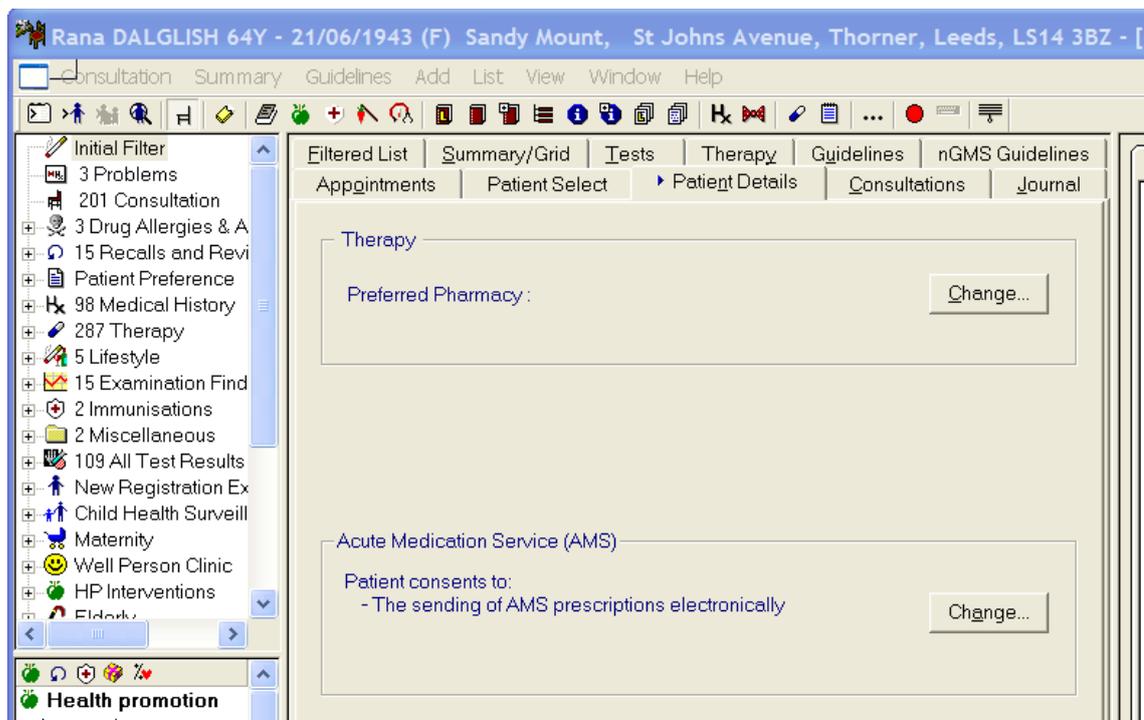
- The patient must have a valid CHI number recorded in Registration;
- Advanced printing is enabled.

Patient Consent for eAMS

Patient consent for participation in the AMS scheme is assumed, though it can be withdrawn (patient consent for future CMS will not be assumed). GPs are not required to record consent in Vision as all patients will be set to consenting by default. Only if patient consent is withdrawn does this dissent need recording.

Once consent is withdrawn, the prescription will not print with a barcode and there is no electronic message.

1. From **Consultation Manager - Patient Details – Preferences**, you can record or change the patient's consent to the sending of electronic AMS prescriptions. You can also access the patient's consent form from within Prescription Manager.



2. You may optionally select the patient's preferred pharmacy where their prescriptions are dispensed but this is not essential for eAMS. The pharmacy name must first be added in **Control Panel - File Maintenance - Organisations** under **Pharmacy** for it to appear in the Preferred Pharmacy picklist.

3. When you go into **Preferences**, you should see the AMS consent listed under Preferred Pharmacy, with the words *Patient consents to - The sending of AMS prescriptions electronically*.
4. If instead you see the message "*This patient is not eligible for this feature*", then it is most likely that that patient has no CHI number recorded in Registration.
5. The consent form is also accessible from **Registration** which may be more convenient for admin staff to record consent, rather than starting a consultation in Consultation Manager. Note that you should not have the same patient open in Consultation Manager *and* Registration at the same time if you are recording consent.

Mr PATRICK ESKANDER

File Action Folder Report Transfer Security View Help

Registration Details

Incomplete Details Incomplete RegLinks

Personal | Address | Registration | Notes | Other | Ids | Family | Consent

Consent refused for GPRD Data Collection:

Consent refused for THIN Data Collection:

Acute Medication Service (AMS)

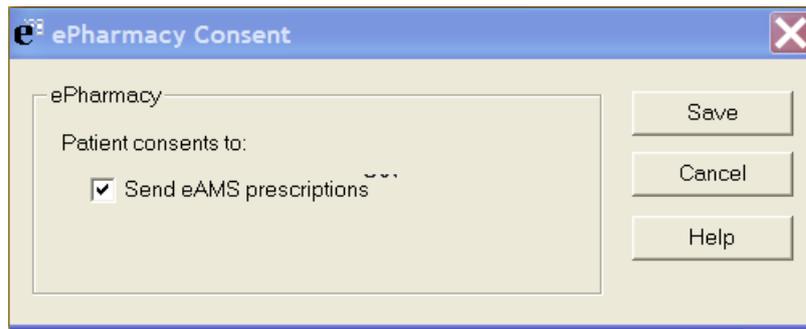
Patient consents to:
- The sending of AMS prescriptions electronically

Change...

OK Cancel Carer Help

6. The Consent dialog allows the recording of consent or dissent. Assent to sending AMS prescriptions is assumed. If the patient withdraws consent, this too needs to be recorded.

7. To change consent status, click on the **Change** button to display the ePharmacy Consent form.



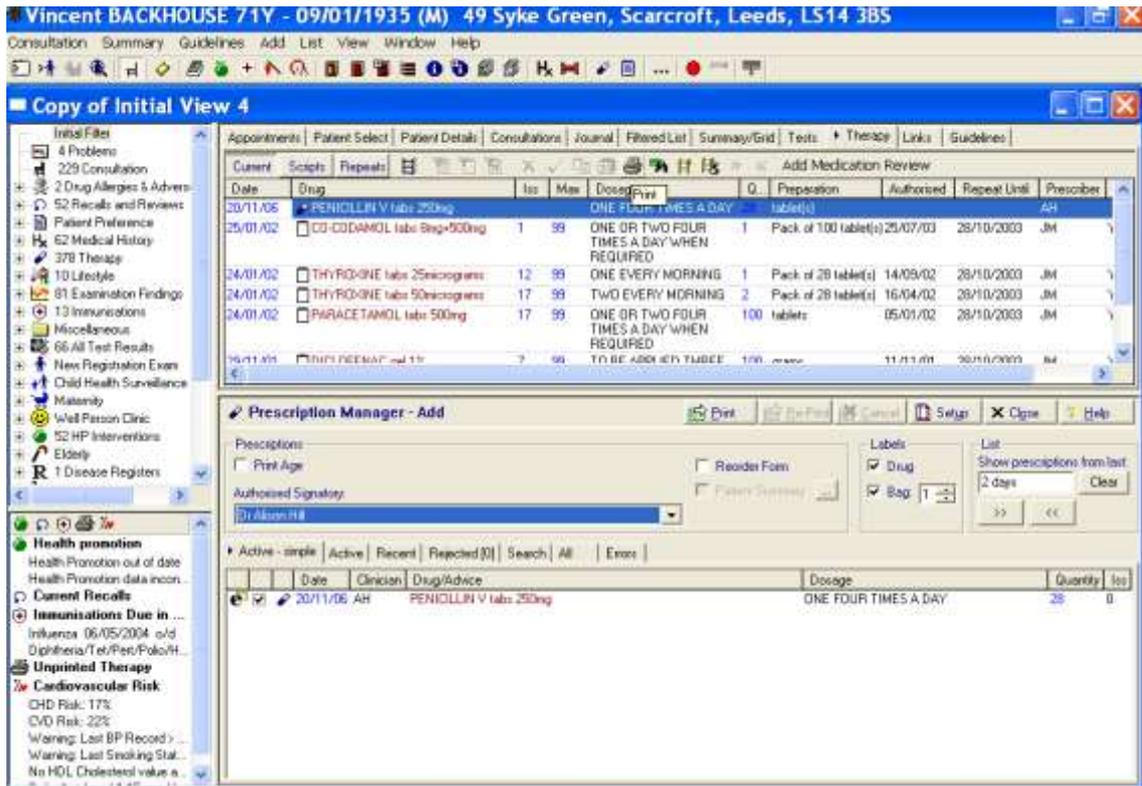
8. On the **ePharmacy Consent** screen, the box **Send eAMS prescriptions** is ticked if the patient consents to electronic prescriptions. If the patient withdraws consent or wants to opt out, remove the tick from **Send eAMS prescriptions** and click on **Save**. If a patient opts out of AMS, then no barcode is printed on the prescription form and no electronic message transmitted to EPMS.

Adding an Acute eAMS Prescription

An eAMS item is created in the same way as for a normal acute with Therapy Add from the Current tab.

1. Use **Therapy Add** from the Current tab in **Consultation Manager** in the usual way to add the acute medication.
2. Double click in **Drug Name** to access the **Drug Select** screen. You can check that the medication will be part of AMS by looking at the Product Information in the bottom pane (use the down scroll arrow to reach this). If it has a DM+D mapping, then it can be included in AMS, with certain exceptions - see [Qualifying items for eAMS](#) (page 13).
3. Click OK to complete Therapy Add.
4. Press F9 or click on .
5. On the Prescription Manager screen, any acute medications added today will be selected by default.
6. Click on  or press F9.
7. The barcoded prescription (token) will be printed, and the AMS message sent off, if the item is eligible for AMS.

8. The XML message can be tracked through Mail Manager and you should visit this regularly to check for rejected AMS messages.



Prescription Notes - AMS

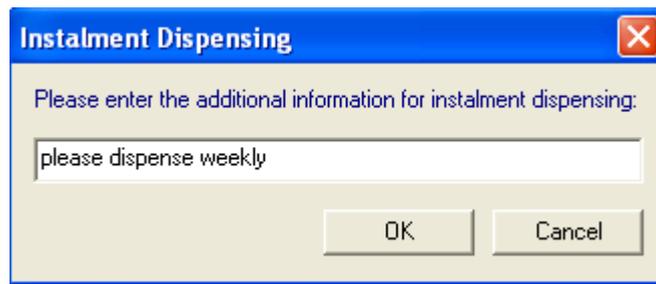
The following table demonstrates which prescription notes are printed on the left, or right hand side of the prescription for AMS prescriptions. None of the notes are sent in the electronic message:

	Prints on RHS	Prints on LHS	Included in Electronic Message
Patient Note 	P	X	X
Dispensing Note 	X	P	X
CMS Note 	Not available	Not available	Not available

Instalment Dispensing

Note that there is a new icon on Therapy Add . When clicked, a free text box is displayed for you to add a note for the pharmacist if you intend for the item to be

dispensed in instalments, eg *Dispense weekly*. Type in free text then click OK. The icon will now have a red tick to show a note has been added .



The text of your message appears under Dosage for that item on a Therapy list. It will also be printed on the prescription in the endorsement area with <I> to indicate instalment dispensing.

Qualifying Items for eAMS

When an unprinted acute or repeat issue is viewed within Prescription Manager, it is displayed as an AMS item provided that the following conditions are met:

- AMS is enabled
- The person to sign is a GP. Nurses and Supplementary Prescribers are excluded from AMS.
- The patient has not withdrawn consent to participate in the AMS program.
- The drug is not a prescription which normally prints on the right-hand side
- The item is not PA (personally/practice administered). Note that in Scotland, PA items are not printed. If you tick the P/Admin box on Therapy Add because the item is practice administered, the Print Script checkbox is automatically unchecked. If you want the prescription to be printed, recheck the Print Script box again.
- The item is not Private (right-hand side)
- The source of drug is "In Practice"

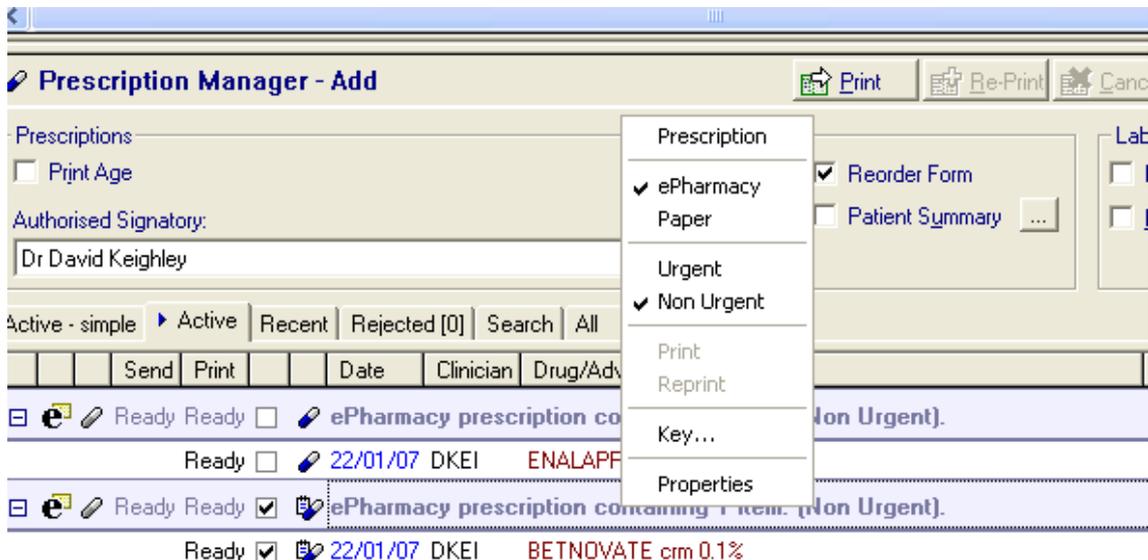
Any item that falls within the scope of eAMS is printed with a barcode on the prescription form, with up to 3 items per form.

Non-AMS Items

Any items selected from printing which fall outside eAMS scope are printed on prescriptions without barcodes, with up to 3 items per form, and no electronic is generated. For example, if 6 items are selected, 4 in eAMS scope and 2 outside, there will be 2 eAMS bar-coded prescription with electronic messages, and 1 non-bar-coded prescription without an electronic message.

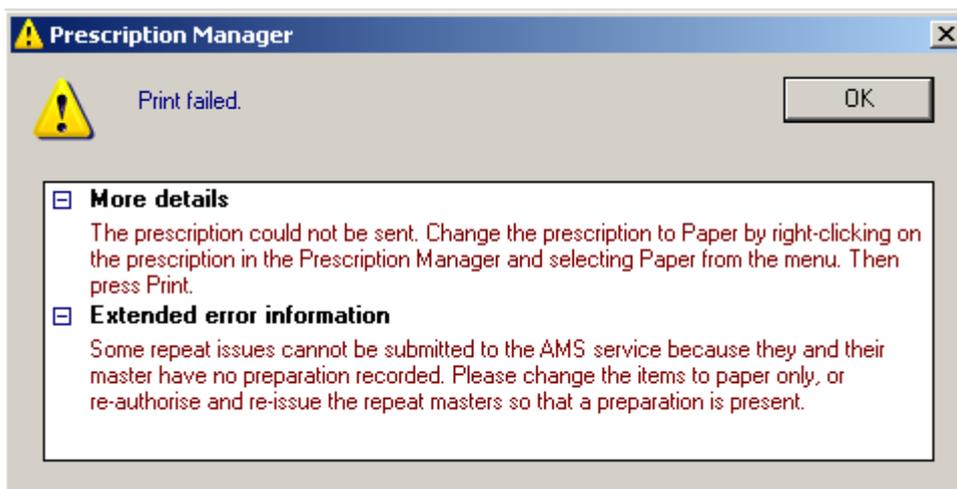
Changing between ePharmacy and Paper

On the Prescription Manager screen, the prescription type can be changed between Paper/ePharmacy via the right click context menu. Paper prints the prescription and no message is sent. ePharmacy prints the prescription and sends an electronic message.



Note - in some cases or error, the system will not send an electronic prescription and will need to swap to a paper prescription. For example, this could happen if:

- If a repeat master, added in the past, has a blank Preparation field (eg glucagon) (probably first prescribed a year or so ago). eAMS demands an entry in the Preparation field so a blank Preparation field will give an error message and the prescription will be paper only.
- it has not yet reached its maximum number of issues so is therefore still active
- and you try to print an issue.



Prescription Printing of eAMS Items

Print eAMS items in the usual way (F9, F9). The first F9 or Print icon reaches the On the Prescription Manager screen from where you can select which items to print.

When you finalise (ie click on the Print button ) on Prescription Manager, the following takes place:

1. Translation of the message(s). This is to detect any translation problems early.
2. Printing of the script(s). This will provide definitive paging information and item order.
3. Sending the message(s) using the paging and item order information obtained during the printing stage.

On the printed prescription, the following are printed:

- the patient's CHI number
- The DM+D code (18 digits)
- Any endorsement. <S> sls, <C> contraceptive, <I> instalment dispensing with text of message
- Unused space on prescription is filled with asterisks
- The bar code for eAMS items has a UPN (unique prescription number) which is repeated and can be used to identify the prescription on the Mail Manager message
- The last 5 digits of the GP's PPA number
- the GMC code (beneath the practice telephone number)

The following fields are in Courier 11 Black to make them scannable: CHI Number, DM+D Code, Script Date, Endorsements, Prescriber Code. Other fields have varying point sizes to fit them on the prescription.

Reprinting Restrictions

When reprinting an ePharmacy AMS or CMS 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"



AMS Reprinting where original prescriber is still valid

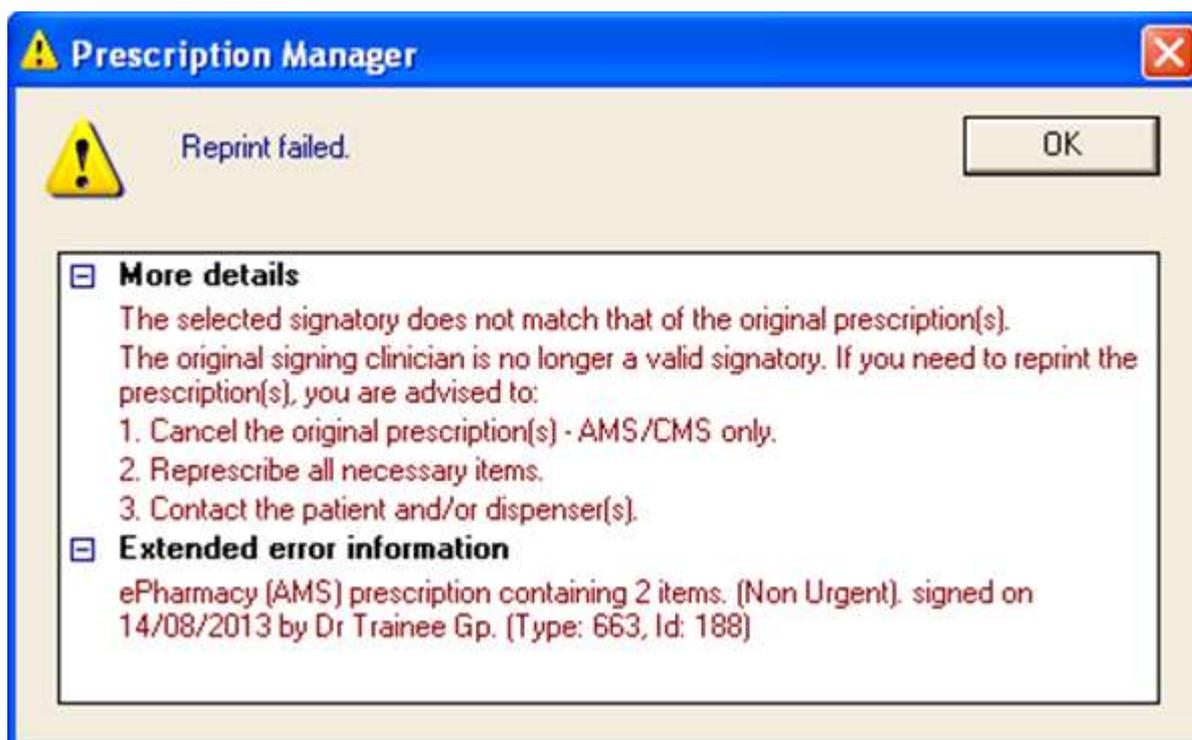
You should change the authoriser in Prescription Manager and continue to reprint.

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"



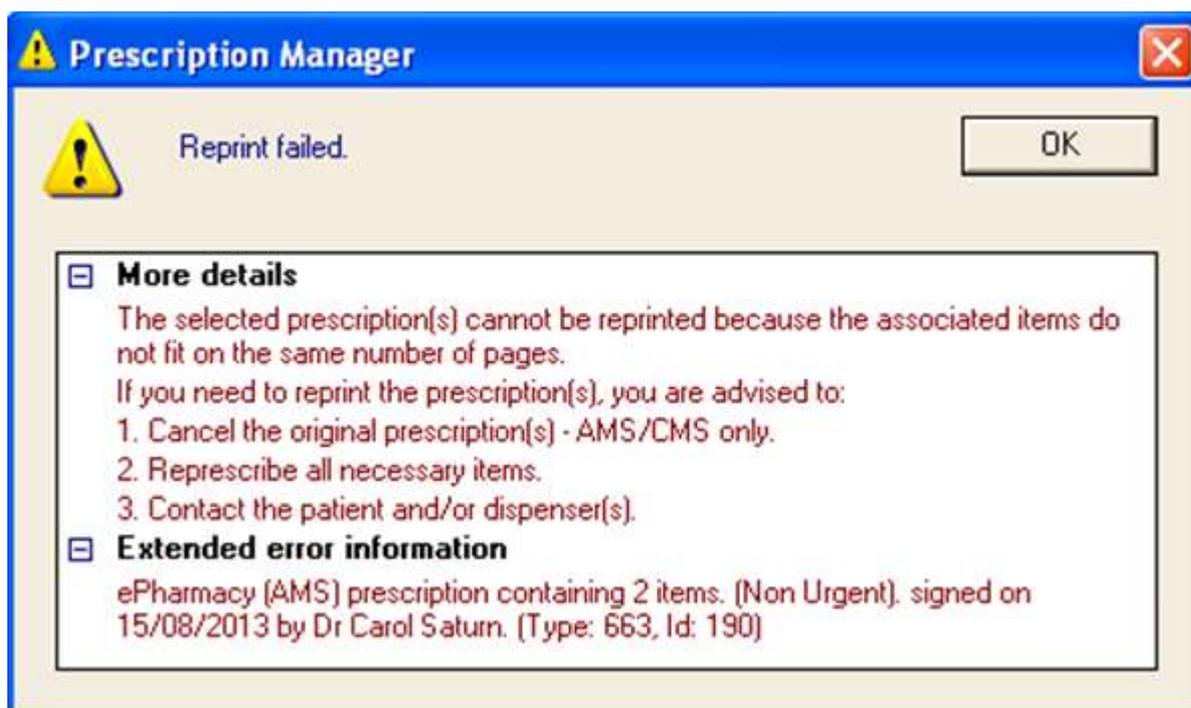
AMS Reprinting where you want to change original prescriber

When reprinting a prescription, if the number of pages used differs from the original prescription, the prescription will not be 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** - When reprinting a prescription with cancelled items, the current functionality remains the same i.e. Vision will not reprint the prescription if the cancelled items are selected, the prescription will be allowed to be reprinted if the cancelled items are deselected.

Cancelling an eAMS Item

1. From **Vision – Consultation Manager – Therapy** select the item requiring cancellation.
2. Select **Delete, Inactivate** or **Edit**, you are prompted *"The item has already been sent electronically. A cancellation message will now be sent and you are advised to update the script accordingly"*
3. Click **OK** to proceed.
4. 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).

5. Click **OK** to save and close.

Editing AMS Items

When acute medication items have been sent via AMS, it is possible to amend **some** of the medication fields. An amendment reason is recorded and a prescription amendment message is sent. This process has been updated and a picklist is now presented for selection.

1. From Vision – Consultation Manager, Therapy select the item to edit. The following details can be edited:
 - Quantity
 - Prescriber Endorsements
 - Dosage (instructions for use)
 - Preparation (prescribed units)
2. Make the required changes, click **OK** to save and close.
3. The **Prescription Amendment Reason** window is displayed, select a reason from the list:
 - Previous error correction
 - Prescriber change
 - Prescriber addition
 - Pharmacist request
 - Patient request
 - Other
 - Additional text can be added in the available free text box (max 350 char).

Note – Additional text is **Mandatory** if **Other** is selected.

4. Click **OK** to save and close.

eAMS messages in Mail Manager

Practices should be regularly checking for rejected AMS messages in Mail Manager and reporting rejections to the INPS helpline at a regular interval (say weekly or fortnightly depending upon how many you are getting) so these can be investigated for the root cause.

The AMS messages to the ePharmacy store pass through Mail Manager with a message type of AMS Prescription.

Mail Manager has filters to hide successful AMS messages from view so that only rejected messages are shown. In Mail Manager, go to **Tools - Options - Message - Show Sent Electronic Prescriptions**. If you are AMS enabled, we recommend that you leave this option unticked so that only unsuccessful/error messages are displayed, as this will improve performance and declutter your screen. If this option is ticked, all messages including sent and complete AMS messages are displayed.

There are three successful status of AMS Prescription messages in Mail Manager Outgoing Mail :

1. Awaiting Transmission
2. Sent Awaiting Acknowledgement
3. Complete

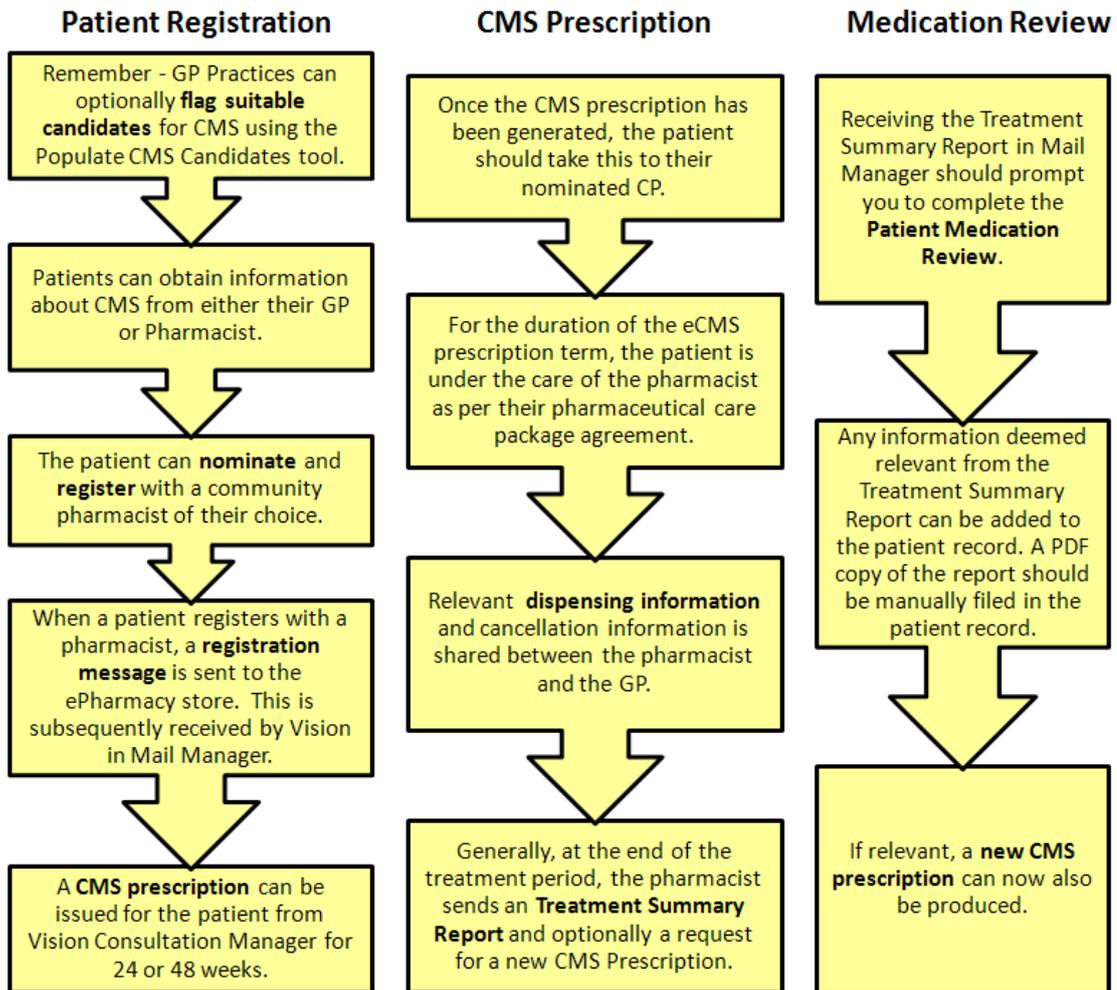
In Incoming mail, you will see a Ready for Action message on a message type AMS Acknowledgement. There is no action you need take - this message automatically updates the outgoing one from Awaiting Acknowledgement to Complete.

eAMS messages contain full practice and patient details, including telephone numbers

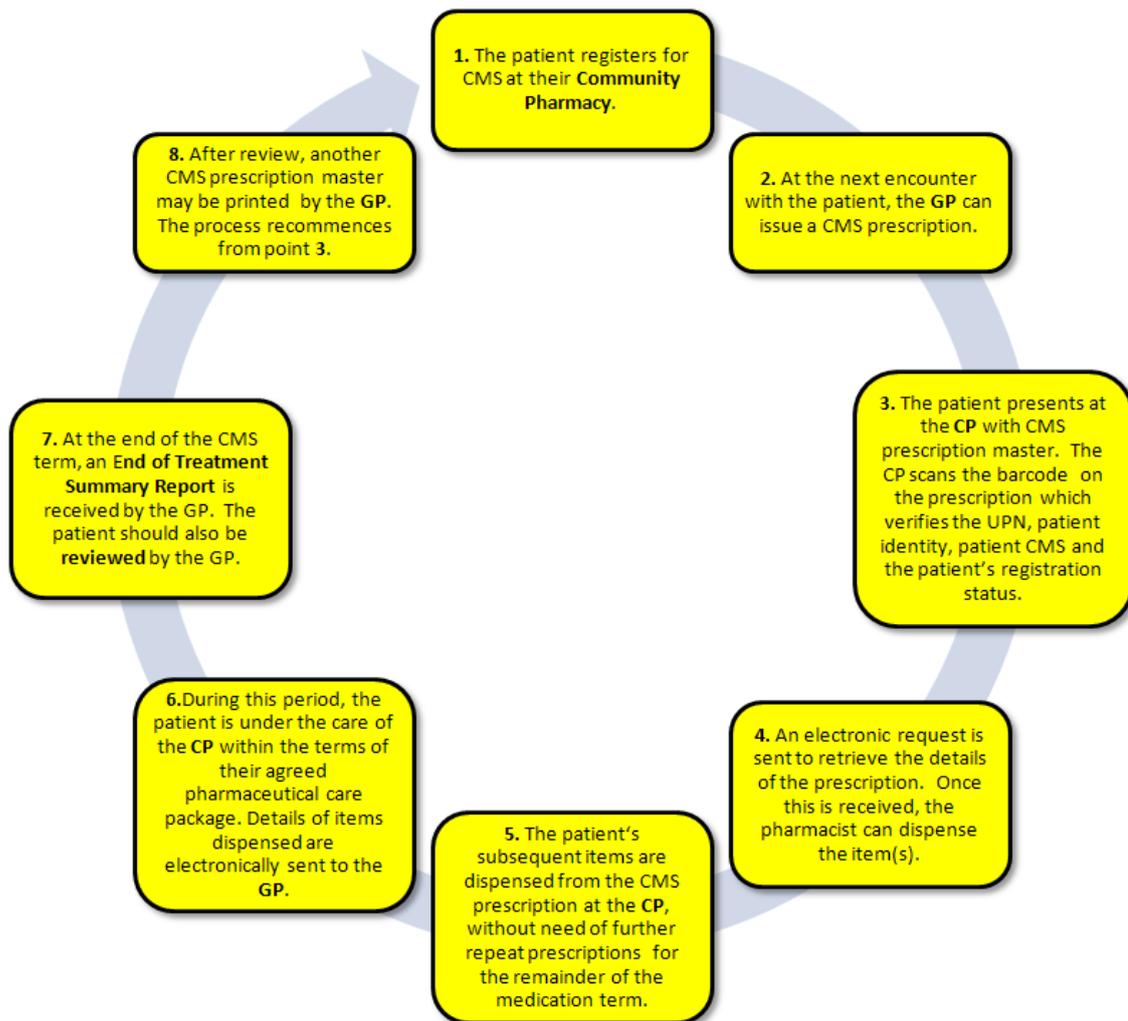
Workflow Overview

The following diagrams show the eCMS workflow processes. They display the eCMS cycle from a GP, Patient and Pharmacist perspective.

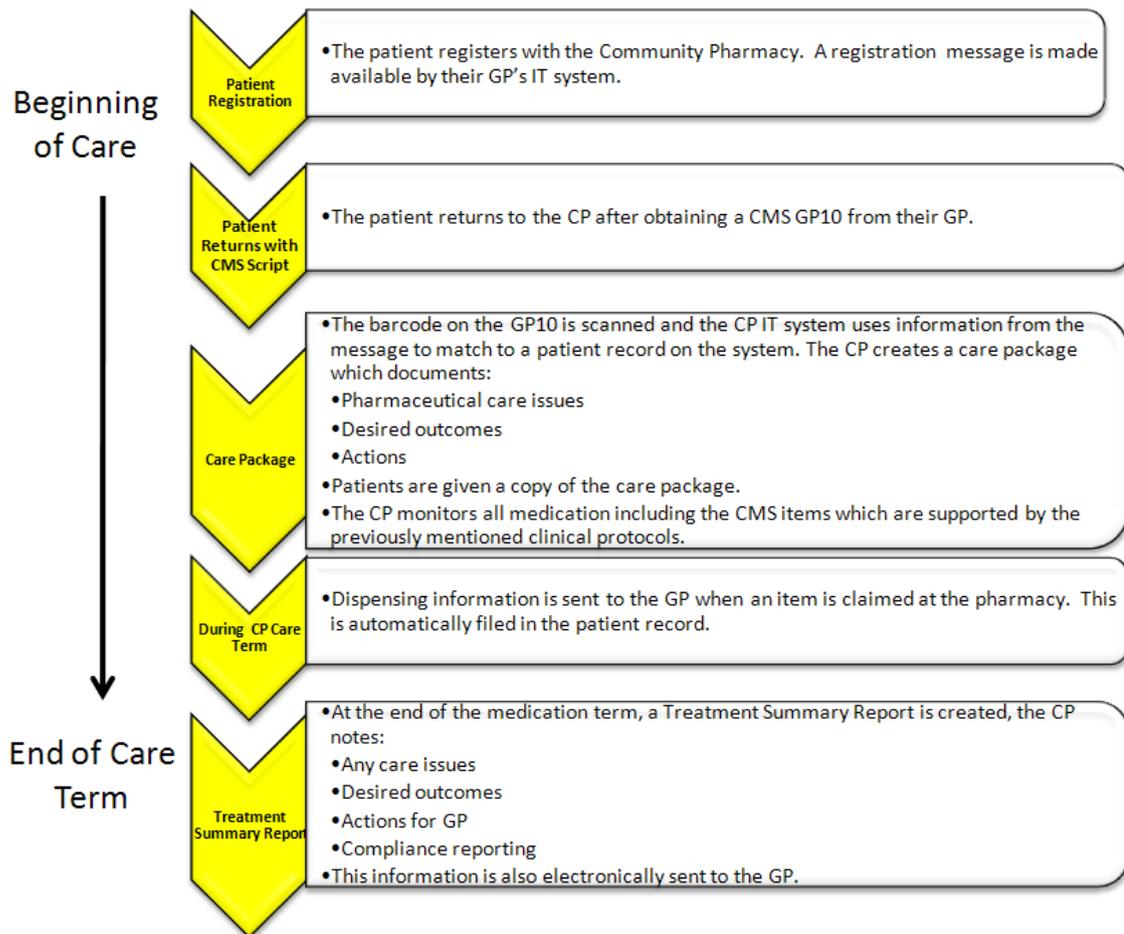
GP Perspective



Patient Perspective



Pharmacy Perspective



Activating eCMS

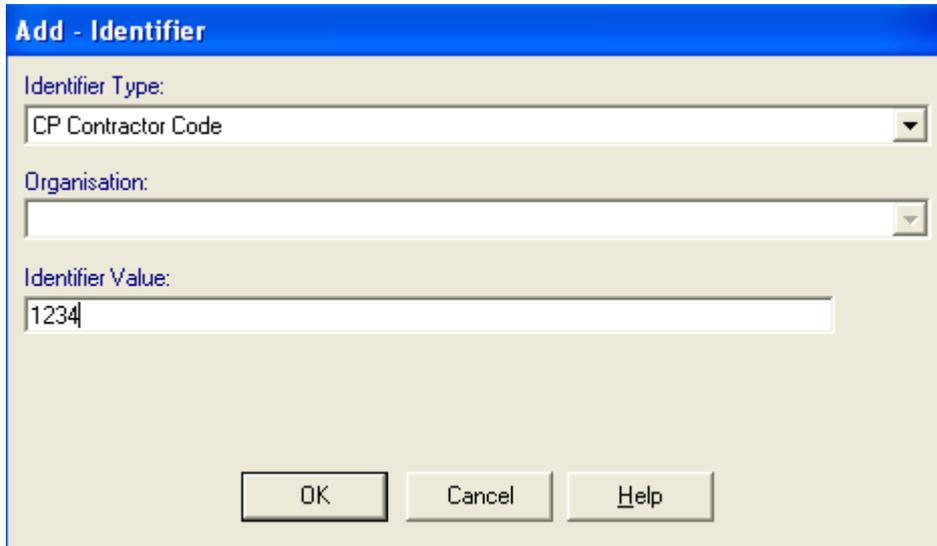
eCMS needs to be switched on and you will be advised how to do this. You must also have advanced printing enabled. If you are using eAMS you should already have advanced printing enabled. The following steps are required:

- Before going live with eCMS prescribing, it is recommended that you generate a test prescription message. See Mail Manager on screen help for further details.
- When a registration message is received, 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. This means that you could have duplicate pharmacies created in Control Panel. It is therefore advisable that you add pharmacy codes to all existing pharmacies in Vision before CMS is enabled. See [Adding Pharmacy Codes](#) (page 24) for further details.

Adding Pharmacy Codes

When a registration message is received, 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. This means that you could have duplicate pharmacies created in Control Panel. It is therefore advisable that you add pharmacy codes to all existing pharmacies in Vision before CMS is enabled.

1. In **Control Panel**, go to **File Maintenance**.
2. Click on the **Organisations** tab.
3. In the Pharmacy folder, right click on an existing pharmacy and select **Edit Organisation**.
4. In the Identifiers tab, click on **Add**.
5. From the Identifier Type drop down list, select **CP Contractor Code**.
6. In the Identifier Value field, enter the 4-digit pharmacy code.



The screenshot shows a dialog box titled "Add - Identifier". It has a blue header bar. Below the header, there are three main sections. The first is "Identifier Type:" with a dropdown menu currently showing "CP Contractor Code". The second is "Organisation:" with an empty dropdown menu. The third is "Identifier Value:" with a text input field containing the number "1234". At the bottom of the dialog, there are three buttons: "OK", "Cancel", and "Help".

7. Press **OK** and **OK** again to save.

Note - You cannot delete a pharmacy contractor code for a pharmacy which has CMS registered patients.

Flagging Suitable eCMS Patients

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

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

Other points to note:

- Suitable patients can be flagged before eCMS is enabled on your system.
- You must be part of the Clinical Managers security group to flag a patient as suitable for CMS.
- You can generate a report which lists all the patients suitable for CMS. See Search and Reports on screen help for further details.

Group Populating Patients Suitable for eCMS

The Populate CMS Suitability function allows you to mark patients as suitable within a specific patient group. You might like to review your chronic disease registers for patients potentially suitable for CMS. You can use the QoF 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 create the CMS Suitability report (see Search and Reports on screen help) and save the results to a group so that you can bulk add reminders from patient groups.

To populate patients as suitable for eCMS:

1. From the front screen of Vision, select **Utilities – Populate CMS Suitability**.
2. At the Populate CMS Suitability screen, click on **Select** to display the Groups or Clinical Audit Search Browser.

Populate CMS Suitability

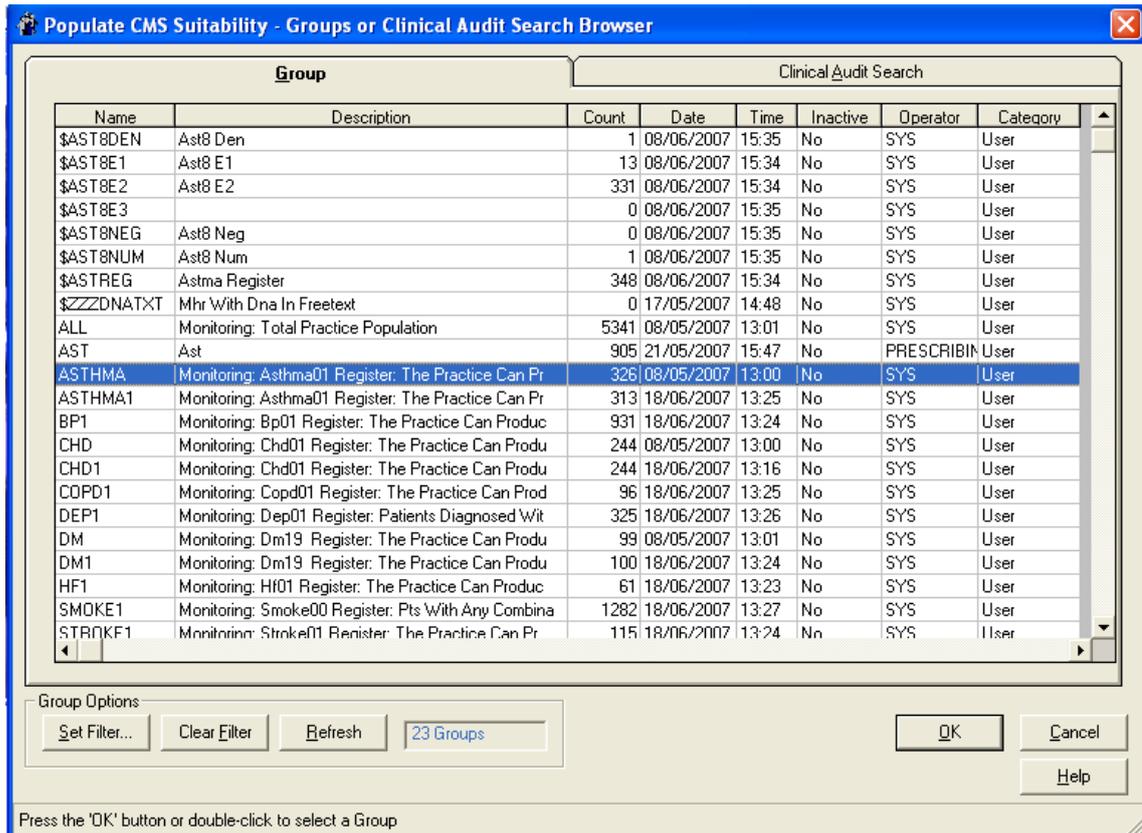
This utility will mark active patients in the selected group as suitable for serial dispensing under CMS.
Patients who have already had their CMS suitability flagged will not be updated.

Group:

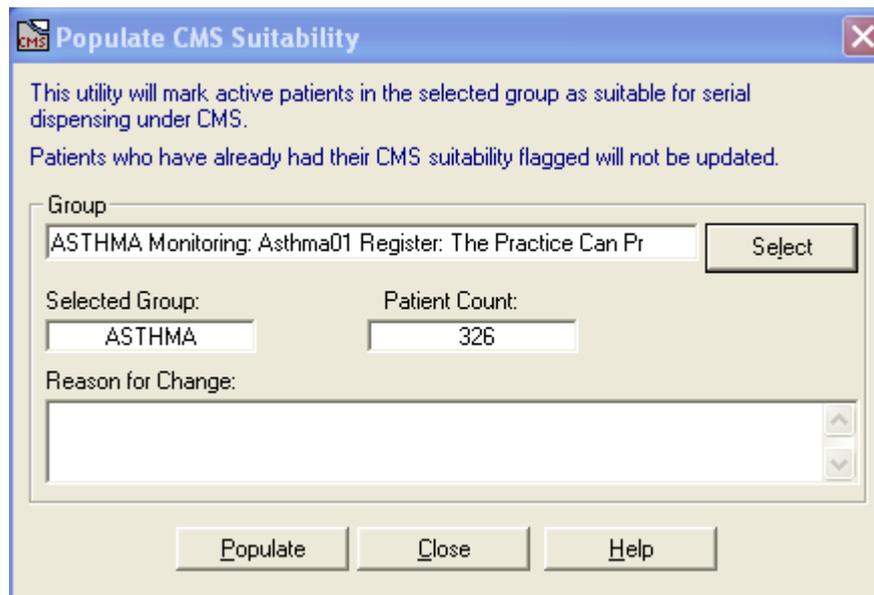
Selected Group: Patient Count:

Reason for Change:

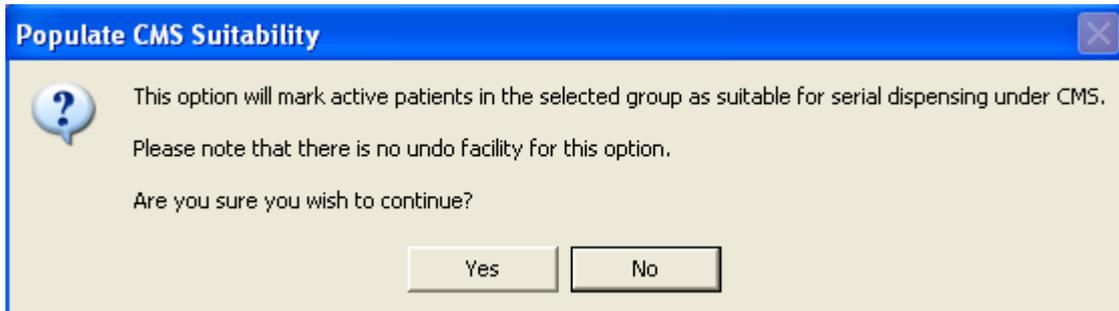
- From the Groups or Clinical Audit Search Browser, select the required group for population. You can also enter a free text reason if desired. Click **OK**.



- The details of the selected group are displayed, including the number of patients in the group. Press **Populate** to continue.

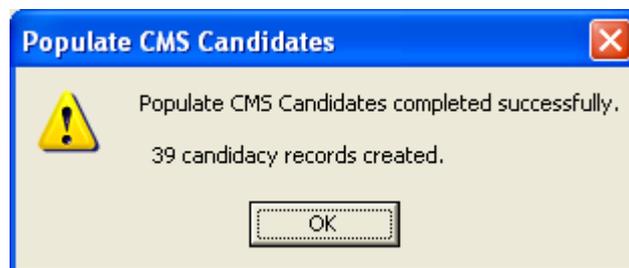


- Before the Suitability population is started, a warning message appears which states: *"This option will mark active patients in the selected group as suitable for serial dispensing under CMS. Please note there is no undo facility. Are you sure you wish to continue?"* Select **Yes** to continue.



Note - Patients who are already CMS registered will not be marked as suitable.

- 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 for CMS.



Note - Patients must be Applied or Permanent and have a valid CHI number to be suitable for CMS.

- Click **OK** then **Close** to finish.
- The patients are now flagged as suitable for CMS. This displays in Consultation Manager – Therapy, Consultation Manager – Patient Details and Registration – Consent. See [Viewing CMS Registration Status](#) (page 35) for further information.



Flagging Individual Patients as Suitable for eCMS

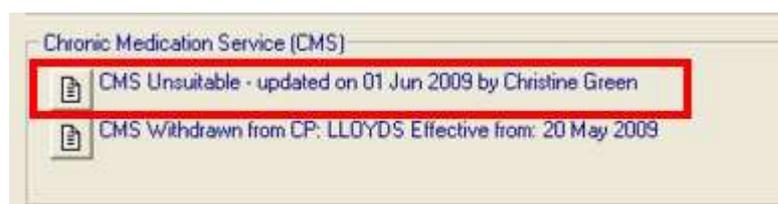
You can flag patients suitable for eCMS on an individual patient basis from Patient Details in Consultation Manager or Registration.

1. In Consultation Manager, select the patient and ensure that a consultation is open.
2. Go to the **Patient Details** tab and select **Preferences**.



3. From the CMS section, you can see the patient's current CMS suitability status. There are three possibilities:
 - **CMS Suitable**
 - **CMS Unsuitable**
 - **CMS Suitability Not Specified**

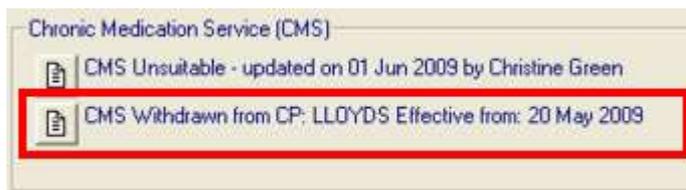
The user who last updated the patient's suitability and the date and time are also displayed. If there are any notes detailing the reason for suitability change, the notes icon will display as active . You can click on this to view the text.



You can also see the patient's CMS 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 will display as active  and contain the reason for withdrawal if it has been entered.



- To change the patient suitability status, click on the **change** button
- You can now select from the suitability options and add a note if required:



- Click **Save** to save the changes
- The CMS Status now displays as CMS Suitable:



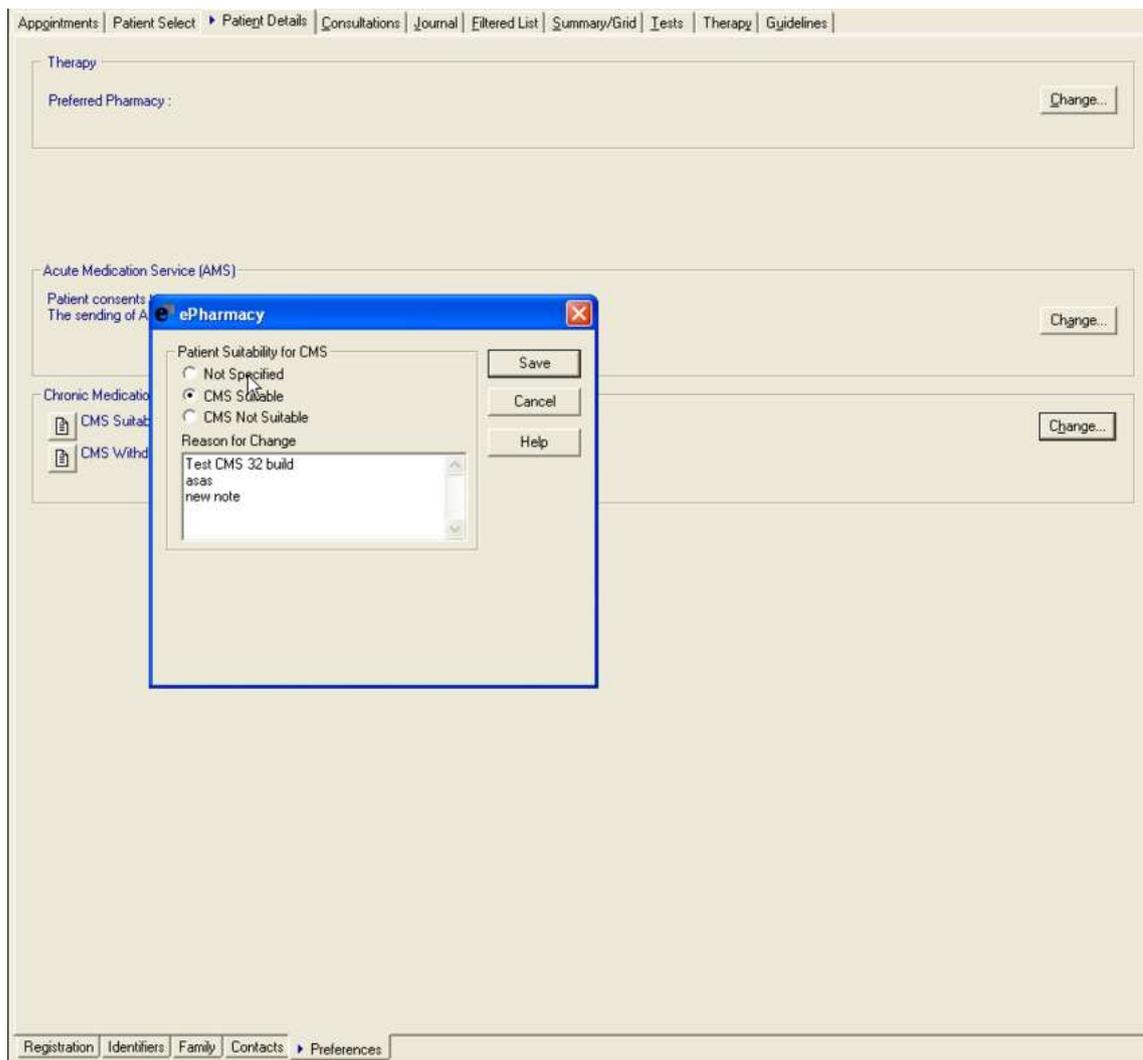
- The suitability status is also displayed in the Therapy tab:



Changing Patient Suitability in Patient Details, Consultation Manager

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

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



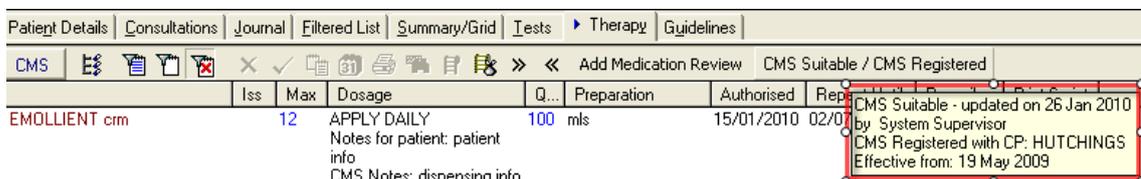
Note – You cannot change the suitability status for more than one patient at a time.

Changing Patient Suitability from the Therapy tab, Consultation Manager

1. In Consultation Manager, select a patient and ensure that the consultation is open.
2. Choose the **Therapy** tab.
3. To change the suitability, click on **CMS Suitable**. From here, there is a direct link to the Patient Details, Preference tab.



4. From the CMS section, you can see the patient's current CMS Suitability status. Click on **Change**.
5. Make your selection and optionally enter a free text Reason for Change.
6. Click **Save**.
7. The new suitability displays on the Patient details screen and will show on the Therapy tab.
8. 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.



Changing Patient Suitability from Therapy - Add

You can change a patients suitability by selecting the CMS Tick Box on the Therapy Add form. You are prompted with the following warning message:

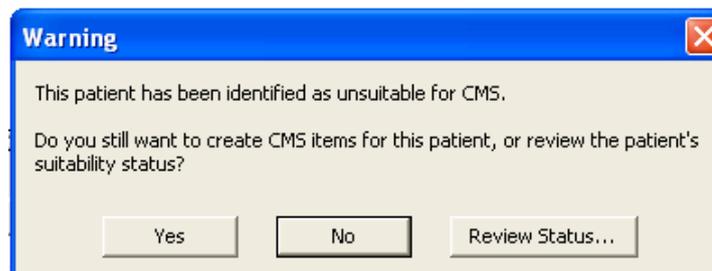


Figure 1: CMS Warning Message

- **Yes** - allows you to continue adding the eCMS 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 warning message appears again.

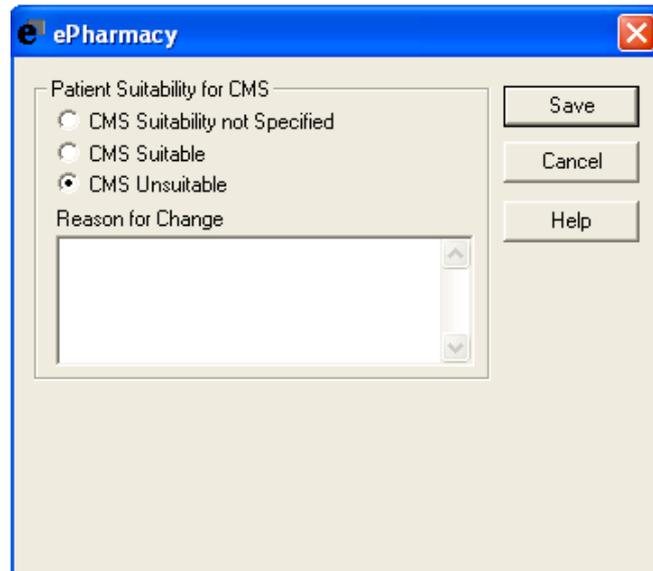


Figure 2: CMS Review Status

eCMS Registration and Patient Status

eCMS 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 eCMS, 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 eCMS registration status. Vision retrieves registration messages on a daily basis (see *eCMS Message Management* (page 55)).

If a patient decides that they no longer wish to be part of the eCMS 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 prescriptions, neither the previous nor the new community pharmacist is authorised to dispense such items.

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

Eligible/Not Eligible

Vision determines patient eligibility for CMS 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 will not be able to register with a CP or be flagged as suitable for CMS in Vision.

Patient Suitability

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

- **CMS Suitable** – the patient has been flagged as a potential CMS participant.
- **CMS Unsuitable** – the patient has been flagged as unsuitable for CMS 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.

Note – Patients will **not** be automatically flagged as suitable for CMS. You need to run the Suitability Group Population or manually flag the patient. See *Group Populating Patients Suitable for eCMS* (page 26) and *Flagging Individual Patients as Suitable for eCMS* (page 28). This can be done before or after eCMS has been enabled on your system.

CMS Registration Status

There are three possible CMS registration statuses:

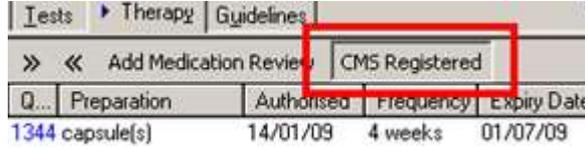
- **Not CMS Registered** – not currently registered with a CP for CMS.
- **CMS Registered** - when the patient has registered with a Community Pharmacy for eCMS, on receipt of the registration message, the patient CMS status changes to "Registered".
- **CMS Withdrawn** - patients can only be withdrawn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

Note – When patients have left the practice and have a registration status of Transferred Out, they are not automatically withdrawn from the eCMS scheme.

Viewing CMS Registration Status and Suitability

The eCMS patient registration status and suitability are displayed in the following three places within Vision:

1. **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

2. **Patient Details - Preferences** You can also view eCMS registration and suitability status from Patient Details – Preferences in Consultation Manager. If the patient is eCMS Registered, the CMS 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 click on CMS Registered on the Therapy tab to go directly to the Patient Details, Preference tab.

3. **Registration – Consent.** To view the eCMS Registration and Suitability Status from the Registration module, select the patient and click on the Consent tab. If the patient is eCMS Registered, the CMS Pharmacy is also displayed.

The screenshot shows a software window titled "Registration Details". At the top, there are checkboxes for "Incomplete Details" and "Incomplete RegLinks". Below these are several tabs: "Personal", "Address", "Registration", "Notes", "Other", "Ids", "Family", and "Consent". The "Consent" tab is highlighted with a red rectangular box. Under the "Consent" tab, there are two checkboxes: "Consent refused for GPRD Data Collection" and "Consent refused for THIN Data Collection". Below these are two sections: "Acute Medication Service (AMS)" and "Chronic Medication Service (CMS)". The "Chronic Medication Service (CMS)" section is highlighted with a red rectangular box. It contains two entries: "CMS Suitable - updated on 08 Jun 2009 by Carol Saturn" and "Not CMS Registered". Each entry has a "Change..." button to its right. At the bottom of the window are buttons for "OK", "Cancel", "Contacts", and "Help".

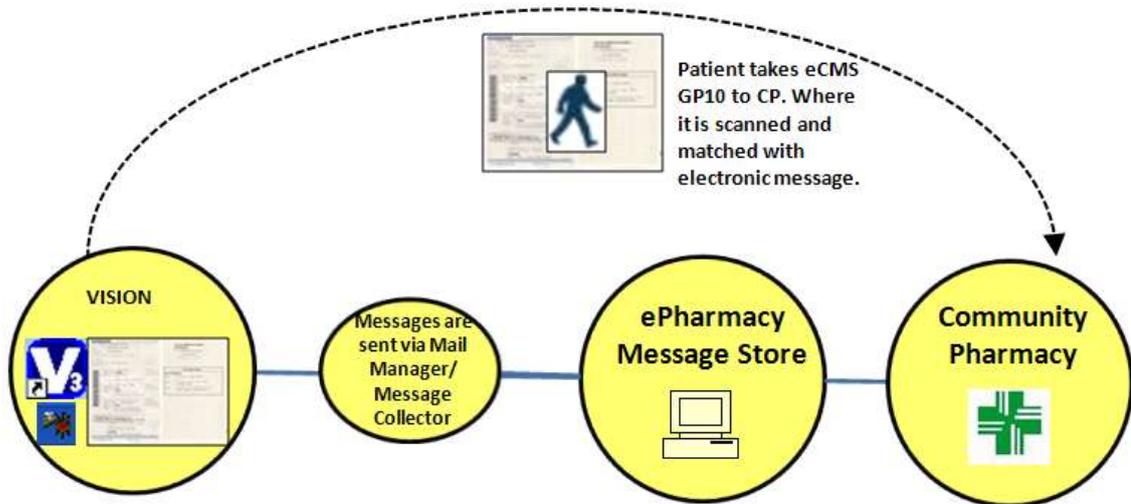
Note - You can also create a CMS Registration report and a CMS Suitability report. To list suitability and registration statuses See Registrations Report and CMS Suitability Report in search and reports on screen help.

CMS Prescribing

CMS 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 item, and a **Dispensing Frequency**, which defines the period between dispensing events. The prescribing process is as follows:

- The GP creates a CMS item with medication term and dispensing frequency specified. The patient must be CMS registered.
- The GP selects the CMS items to be printed.
- The GP prints the prescription and a message is sent to the ePharmacy store detailing the CMS items.
- The CMS 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 message is retrieved from the ePharmacy message store.
- Medication can now be dispensed and Dispensing information can be retrieved by the GP practice after the CP has claimed for items dispensed.



Therapy - CMS 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). You will notice that CMS items display with a different icon , and all other relevant CMS details are displayed in the column views in the CMS filter.

Appointments Patient Select Patient Details Consultations Journal Filtered List Summary/Grid Tests Therapy Guidelines												
Current Scripts Repeats CMS Add Medication Review CMS Registered												
	Print Date	Dispensed	Drug	Dosage	Q...	Preparati...	Authorised	Frequency	Expiry Date	Prescriber	Next Alert	
<input type="checkbox"/>	18/02/09	Not Dispensed	 ALUPENT sf oral soln 10mg/5ml	1x5ML SPOON 4 TIMES/DAY	6720	mls	18/02/09	4 weeks	20/01/10	CGREE		
<input type="checkbox"/>	18/02/09	Not Dispensed	 ASPIRIN ec tab 75mg	TAKE ONE DAILY	168	tablet(s)	18/02/09	4 weeks	05/08/09	CGREE		
<input type="checkbox"/>	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	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	16/01/09	19/01/09 (2)	 Gauze Swabs BP 198 Typ 13 lighAS DIRECTED non steril 12 ply 7.5cmx7.5cm	AS DIRECTED	100	piece(s)	16/01/09	4 weeks	03/07/09	CGREE	26/01/09
<input checked="" type="checkbox"/>	<input type="checkbox"/>	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
<input checked="" type="checkbox"/>	<input type="checkbox"/>	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	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	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									

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

Dispensing Information in Consultation Manager

As dispensing information is retrieved, 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.

Adding a CMS Prescription

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

1. In Consultation Manager, select a patient and ensure that a Consultation is open.
2. Click 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. Find the drug as usual.
5. You must tick the CMS box  on the Therapy – Add form. If you do not tick this box, the Medication Term, Dispensing Frequency and Alert boxes will not be visible.

Note – The CMS box is disabled if any of the CMS exclusions apply. See [eCMS Exclusions \(page 53\)](#) for further information.

6. The CMS Item Add form has the following additional fields which you should check/complete:



- **Date Prescribed** – The date prescribed is always today’s date. You are not permitted to add a CMS item for any other date.
- **Medication Term** - is the total duration of the CMS care term. Currently, you can select from 24 or 48 weeks only. The current default is set at 24 weeks. To change the default, see Therapy options.



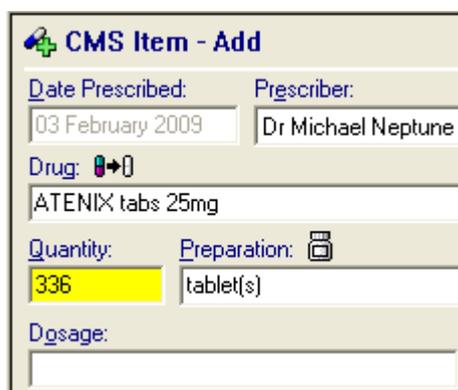
Note – items with different medication terms will be printed on different prescription forms.

- **Dispensing Frequency** – Allows you to set a dispensing frequency. You can select from 1,2,3,4,6,8 and 12 weeks.



A screenshot of a dropdown menu titled "Dispensing Frequency:". The menu is open, showing a list of options: "1 week", "2 weeks", "3 weeks", "4 weeks", "6 weeks", "8 weeks", and "12 weeks". The "1 week" option is currently selected and highlighted in blue.

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



A screenshot of a web form titled "CMS Item - Add". The form contains several fields: "Date Prescribed:" with the value "03 February 2009", "Prescriber:" with the value "Dr Michael Neptune", "Drug:" with the value "ATENIX tabs 25mg", "Quantity:" with the value "336" (highlighted in yellow), and "Preparation:" with the value "tablet(s)". There is also a "Dosage:" field which is currently empty.

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.

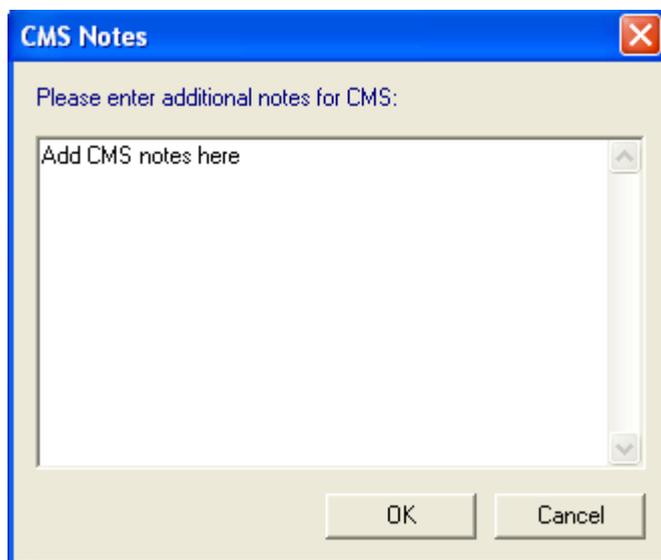
- **Alert** – You can enter a time period in the Alert field which prompts you when a dispensing event is overdue. This will generate a patient alert if a dispensing update has not been received within the time period specified. You can enter the usual date shortcuts of d, m, y. If you want to be prompted

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 Overdue Dispensing Alert* (page 52)**

Alert:

1 month

- **CMS Notes** – You can add any optional free text notes to the CMS item by selecting the notes icon . This text will be transmitted as part of the CMS Prescription Message and will be visible to the CP. This text 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 *eCMS Therapy Options* (page 54).

7. Once the relevant fields have been checked/completed, click OK. The usual prescribing safety drug /allergy checks will take place and the item is added to the CMS list with a status of **Not Printed**.

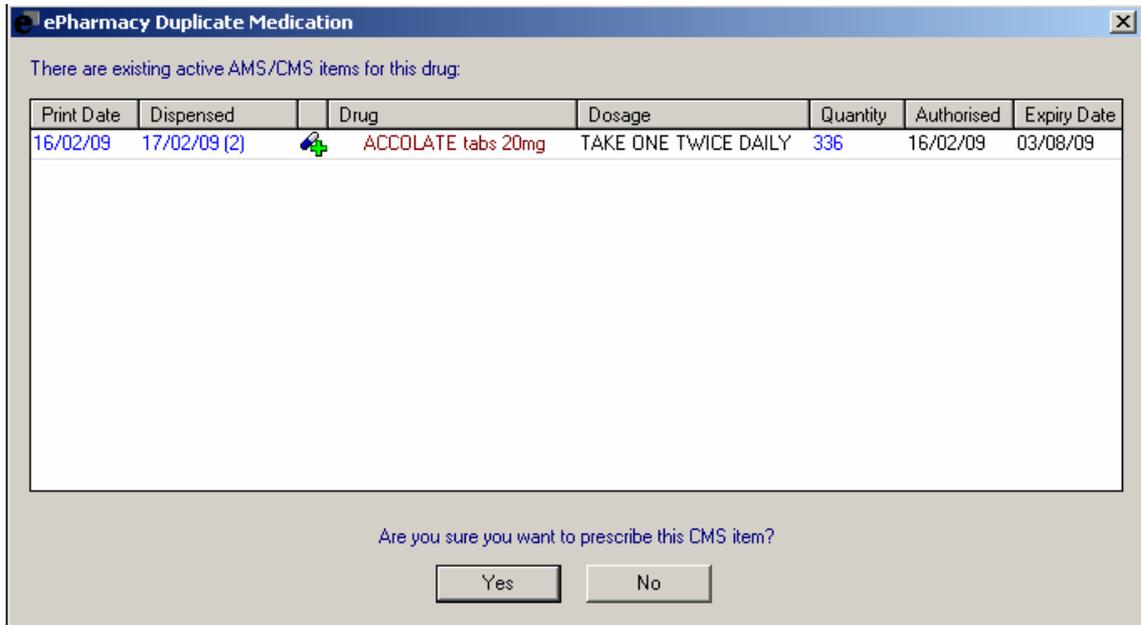
Print Date	Dispensed	Drug	Dosage	Q...	Preparation	Authorised	Frequency
<input type="checkbox"/> Not Printed	Not Dispensed	 ATENIX tabs 25mg	TAKE ONE DAILY	336	tablet(s)	03/02/09	4 weeks

Duplicate CMS Items

When printing a drug that is already listed as an active AMS or CMS 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.

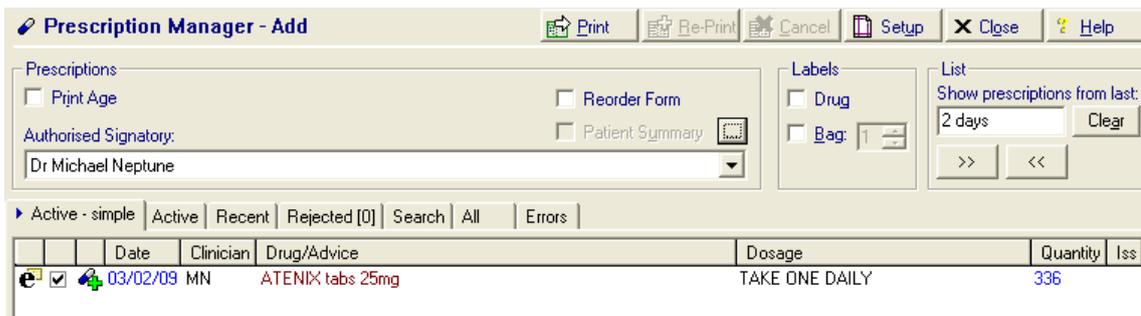


If any previous items are non-dm+d, they are excluded from the duplicate verification. The details are presented on the ePharmacy Duplicate medication screen along with any matched duplicate items.

Printing the CMS GP10

To print the CMS GP10:

1. Select the CMS item(s) in the usual way (i.e. click on them or use select all).
2. Then press **F9** or select the printer icon . Prescription Manager displays the items to be printed.



- Press **F9** or print again to print the CMS 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(55)(4)		NATIONAL HEALTH SERVICE (SCOTLAND)		CMS	
Name	Mr Derek Pipes	THOMSON PHARMACY	Mr Derek Pipes		
Address	26 Longformacus Road Edinburgh		26 Longformacus Road Edinburgh	EH16 8SE...	
Age if under 12 yrs				0701857838	
Yrs / Mths	Postcode E H 1 6 6 S E	Pharmacy Name			
No. of Days Treatment	CHI No. 0701857838	Dispensing Endorsements	NO INFORMATION ON FORM		
 K881 1300 002E RC6G	CARBAMAZEPINE tabs 100mg Send <500> tablet(s) Label: AS DIRECTED Dispense every week		Pack size Members only		
	<00000000322863001>		Pack size Members only		
	One prescription on form		Pack size Members only		
	<div style="text-align: center; border: 1px solid black; padding: 5px;"> <h1>SAMPLE</h1> </div>		Pack size Members only		
Signature of Doctor		Date 08.02.2009			
CMS 24 Weeks 11118 Dr Christine Green Academy Medical Centre 56 Canaan Lane Morningside Tel: 0131 446 2145 1111112		EH10 4SG 88113			
Please read notes overleaf and complete relevant parts BEFORE going to a pharmacy.					
33552879946		00820082			

The following details for eCMS printing should be noted:

- CMS Items are printed separately from other types of prescriptions.
- No more than 3 CMS Items can be printed on a single prescription form.
- All the CMS Items on a prescription form must have the same Medication Term, i.e. items with 24 weeks medication term will print on a different prescription from items with a 48 week medication term.
- If you add a new eCMS item it will not automatically appear in the Prescription Manager screen unless you select it specifically and press print.

Printing Contraceptive Endorsements

As part of eCMS, 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 will endorse the prescription. Choosing Dianette from the 'Hormones for treatment of acne' drug class will not endorse the prescription.

- Drugs eligible for endorsement will print on a separate GP10.

Reprinting CMS GP10

You are able to reprint the CMS GP10 when the aim is to provide the patient with an identical copy of a CMS prescription form, e.g. 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.
- When reprinting a prescription, if the number of pages used differs from the original, the prescription will not be reprinted.

To reprint an item:

1. From the CMS filter in the Therapy tab, select the CMS item.
2. Click on the **Show Prescriptions** icon.
3. Select the item in Prescription Manager.
4. Click on the **Reprint** button.

5. Select a Prescription Reprint Reason.
6. Click OK.
7. A copy of the CMS GP10 is printed. No further CMS message is sent.

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

Reprinting Restrictions

When reprinting an ePharmacy AMS or CMS 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"



AMS Reprinting where original prescriber is still valid

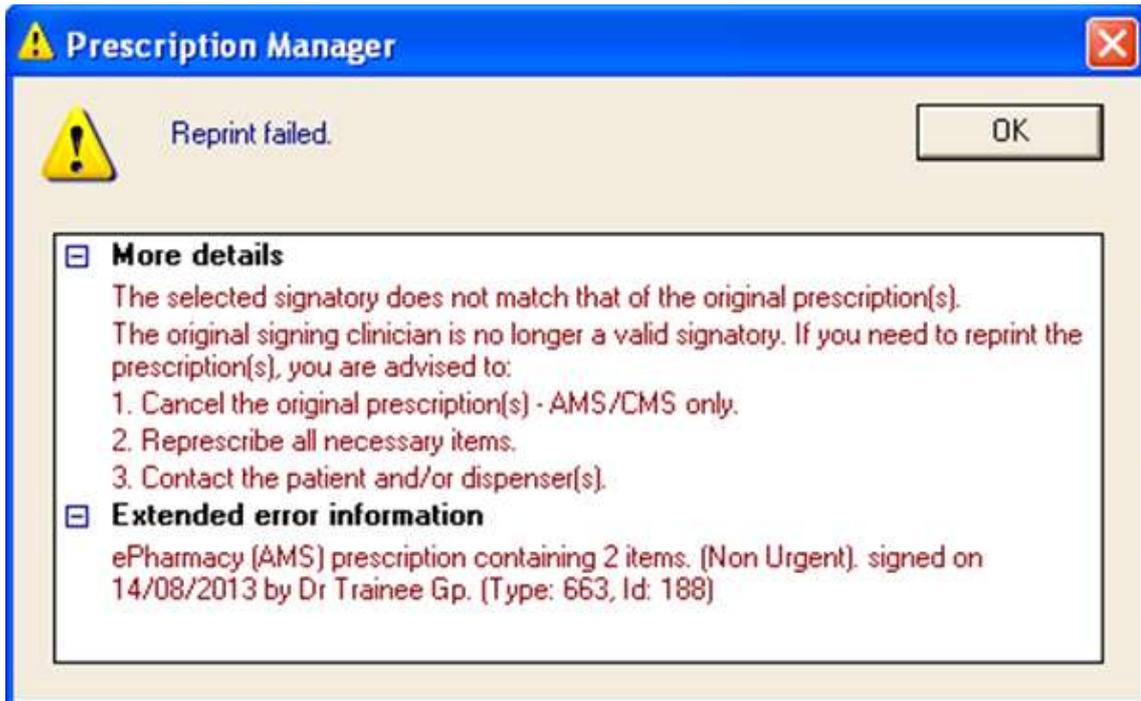
You should change the authoriser in Prescription Manager and continue to reprint.

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"



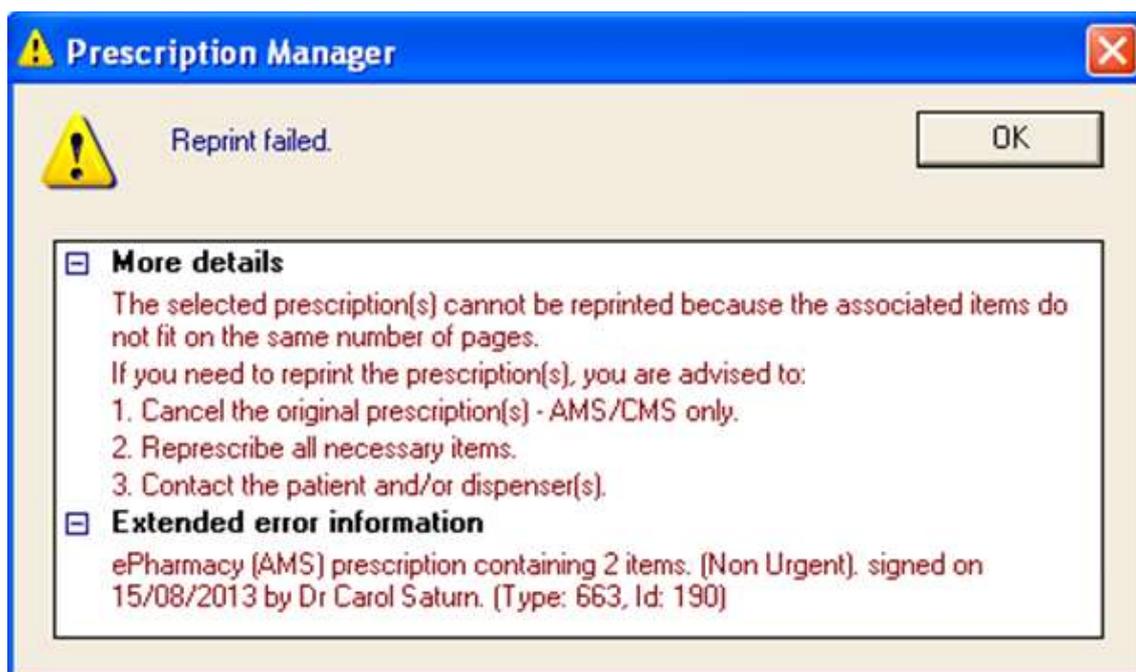
AMS Reprinting where you want to change original prescriber

When reprinting a prescription, if the number of pages used differs from the original prescription, the prescription will not be 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 - When reprinting a prescription with cancelled items, the current functionality remains the same i.e. Vision will not reprint the prescription if the cancelled items are selected, the prescription will be allowed to be reprinted if the cancelled items are deselected.

Reorder Forms

eCMS 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 Items At Another Time

If you are adding CMS items in advance of printing (e.g. transferring their repeats to CMS in anticipation of future printing of CMS items), Vision will prompt you that there are unprinted items. This message will appear 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. Click "continue WITHOUT printing". When you wish to print at a later date, go back into the patient, to the CMS tab, press the printer icon / F9 and click on 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 will be 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 dispensing event from the CMS filter in the Therapy tab. The number of dispensing events appears in brackets next to the CMS Item. You can look at each dispensing event by clicking on the + next to the CMS 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 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
			 Dispensing Event						
			 Dispensing Event						
			 Dispensing Event						

Reauthorising CMS Items

To reauthorise a CMS prescription, which has not yet expired:

1. In **Vision – Consultation Manager**, select a patient and open a consultation.
2. Select the repeat dispensing item to be reauthorised. Click the reauthorisation  icon.
3. You are prompted: *"The CMS Item (drug name) can still be dispensed at the pharmacy. Do you wish to send a cancellation message to prevent further issues? This action cannot be undone. Yes, No, Abort"*.
 - **Yes** – The original CMS item is inactivated, a new active copy is made and a cancellation message is sent.
 - **No** – The original repeat dispensing item remains active, a new active copy is made.
 - **Abort** – Cancels the reauthorisation
4. Click the relevant button to make your selection.

Note – If the CMS 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. The item is now ready to be issued.
6. On finalising the item, the prescribed and repeat until date will be recalculated using the consultation date.
7. If the original CMS item is active, it is changed to inactive.

Note – A CMS cancellation message is **not** sent.

Important Information about Deleting, Amending or Cancelling CMS Items

Occasionally a drug is cancelled or amended some time 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.

Editing CMS Items

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

Editing Unprinted CMS Items

You are able to edit a CMS drug item that has not yet been printed without restriction by right clicking on the item and selecting edit.

Editing CMS Items that have been printed and sent

Editing printed CMS items is not permitted as such. However, if you right click and select edit on a printed item, you will be given the opportunity to cancel and create a new CMS item:

1. Right click on the CMS 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**, then you are returned to the edit dialog.

4. You must fill in a cancellation reason.
5. Click **OK**. A cancellation message will be sent for the original item
6. The add item form appears and you can add the new CMS item.
7. A new CMS prescription message will be 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 Items

You are able to cancel CMS items by selecting them and clicking on the inactivate  button as with conventional repeat masters. For instance, you might want to cancel a CMS item for which the patient is having adverse side effects. You are not able to

reactivate a CMS item once it has been cancelled/inactivated. You should note the following for cancelling printed and unprinted CMS items:

Cancelling/Inactivating Printed CMS Items

When attempting to cancel any CMS 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)?

If you select **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).

Click **OK** to save and close.

Cancelling/Inactivating Unprinted CMS items

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

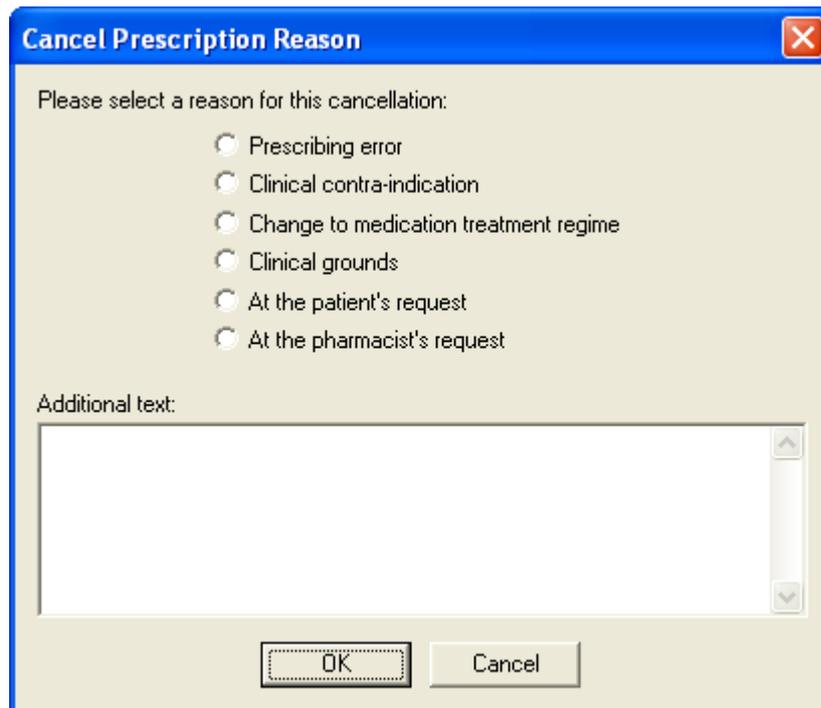
You have elected to inactivate one or more CMS items. It is not possible to reactivate CMS items. Are you sure you wish to inactivate the selected CMS item(s)?

Click **Yes** to Continue.

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).



Cancel Prescription Reason

Please select a reason for this cancellation:

- Prescribing error
- Clinical contra-indication
- Change to medication treatment regime
- Clinical grounds
- At the patient's request
- At the pharmacist's request

Additional text:

Click **OK** to save and close.

Display Inactive/Cancelled CMS Items

You can view inactive/cancelled CMS items from Therapy – CMS filter in Consultation Manager:

1. From the Therapy tab, select the CMS filter.
2. Make sure the Filter Inactive Repeats button  is de-pressed.
3. Inactive CMS 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	tablet(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	tablet(s)
<input type="checkbox"/>	31/01/08	Not Dispensed	 LEVOTHYROXINE tabs 25micrograms	TAKE ONE EACH MORNING	168	tablet(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 items i.e. if the dispensing event took place before the CMS item was cancelled but the claim from the CP was not submitted until after cancellation.

Deleting CMS Items

You are able to delete CMS 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 items

You can elect to delete a CMS 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. (N.B. This is a generic audit requirement, as with conventional prescribing, and not specific to CMS.)

Deleting Printed CMS items

You are able to delete a CMS 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).

Click **OK** to save and close.

Note - the reason for inactivation will be 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:

The screenshot shows the 'Prescription Manager - Add' window. It features a toolbar with 'Print', 'Re-Print', 'Cancel', 'Setup', 'Close', and 'Help' buttons. Below the toolbar are sections for 'Prescriptions' (with 'Print Age' and 'Record Sheet' options), 'Labels' (with 'Drug' and 'Bag' options), and a 'List' section for showing prescriptions from last. The main area contains a table with columns for 'Send', 'Print', 'Date', 'Clinician', 'Drug/Advice', 'Dosage', 'Quantity', and 'Iss'. The table lists two items: 'Black currant syrup' (AS DIRECTED, 168, 0) and 'TABACUM tabs 30c - [DELETED]' (TAKE 1 OR 2 AS DIRECT..., 1500, 0). The second item is greyed out and has a 'Cancelled' status.

Deleting CMS Dispensing Events

Dispensing Events will only be deleted as a result of the associated CMS Item being deleted i.e. when you delete a CMS item, all associated Dispensing Events are deleted as a result.

CMS 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 the 'CMS Item - Add' window. It includes fields for 'Date Prescribed' (06 February 2009), 'Prescriber' (Dr Michael Neptune), and 'Source of Drug' (In practice). The 'Drug' field contains 'ATENOLOL tabs 25mg'. Other fields include 'Quantity' (168), 'Preparation' (tablet(s)), 'Pack Size', 'Treat Days', 'Dgsage' (TAKE ONE DAILY), and 'Action Group' (Beta-adrenoceptor blocking drugs). On the right, there are settings for 'Medication Term' (24 weeks), 'Dispensing Frequency' (1 week), and 'Alert' (1 month). A red banner at the bottom states 'No drug allergy status recorded.'

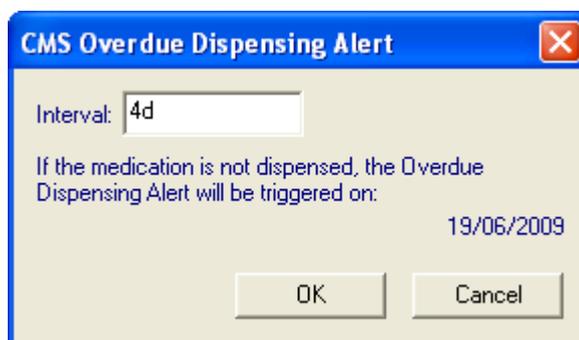
In the example above, the last issue date was 06.01.09, and the alert will appear if no dispensing update is received by 06.02.09.

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

Adding an alert after the CMS item has been entered

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

1. In the Therapy tab, select the CMS filter.
2. Right click on item in 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 will be triggered on displays in the bottom right hand corner.



4. Click 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 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. You can double click on the item to view it in the CMS filter.

Overdue Dispensing Report

You can generate a report listing all the patients who have outstanding dispensing alerts. See Search and Reports on screen help - CMS Overdue Dispensing Report for instructions on running this report.

eCMS Exclusions

The following items are outside the scope of eCMS:

<p>Medication Medication excluded from eCMS includes:</p> <ul style="list-style-type: none"> • Non-FP10 drugs • Discontinued drugs • Oxygen • Handwritten drugs • Schedule 1, 2, 3 and 4 Controlled drugs • Cytotoxics <p>Patients See <i>eCMS Registration and Patient Status</i> (page 33)</p>	<p>Types of Prescribing The following prescribing types cannot be executed as part of eCMS:</p> <ul style="list-style-type: none"> • Bulk prescribing • Prescription forms other than GP10 • Private Prescriptions • NHS24 Prescribing • Out of Hours Prescribing • Dispensing by dispensing doctors (however, dispensing doctors will require the ability to prescribe using CMS functionality).
<p>Prescribers The following prescribers are not able to produce an eCMS prescription:</p> <ul style="list-style-type: none"> • Nurse Prescribers • Supplementary Prescribers • Dentists • Hospital Consultants • Opticians • Optometrists 	<p>Other exclusions Other prescribing exclusions include:</p> <ul style="list-style-type: none"> • Private prescription • Personally administered • Dispensed • Source of drug is other than In Practice • Prescribing date is in the past • The print box is unchecked.

eCMS Therapy Options

There are user configurable options for CMS 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 will not be saved.

1. In 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 or 48 weeks.
 - **Default Dispensing Frequency** – select from 1, 2, 3, 4, 6, 8, 12 weeks
3. Press **OK** to save.

CMS - Therapy Initial List

You can make the CMS view the initial view in the Therapy tab in Consultation Manager.

1. In Consultation Manager, select a patient and open a Consultation.
2. Right click on the Therapy tab and select **View Options**
3. From the Initial List, select **CMS**.
4. Click **OK** to save.

eCMS Message Management

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

Mail Manager and a new function called **Message Collector** manage the transmission and receipt of all eCMS-related messages, and should be checked on a daily basis. The **Message Collector** looks after the mechanics of message transmission and imports the messages into Mail Manager, where incoming and outgoing messages can be monitored. You can view the details of the last Message Collector transmission from the CMS tab in **Mail Gateway**.

Before you can send and receive eCMS messages successfully, you need to make sure that you have configured the Message Collector scheduled task option on the GPC machine/EDI account. You should also be familiar with the daily workings of Mail Manager (i.e. allocating messages, assigning patients, actioning, etc).

eCMS Message Collector

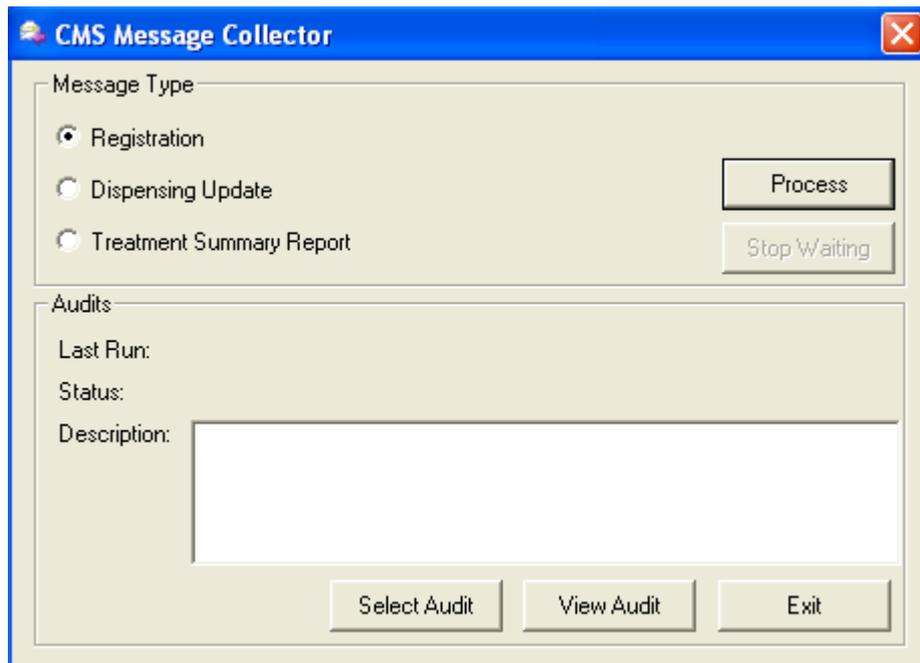
The eCMS Message Collector should have been configured to run automatically as a daily scheduled task from the GPC Machine/EDI Account when eCMS was initially enabled. You are also able to run a manual CMS Message Collection which enables you to request and receive data from the ePharmacy message store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

Manual Collection

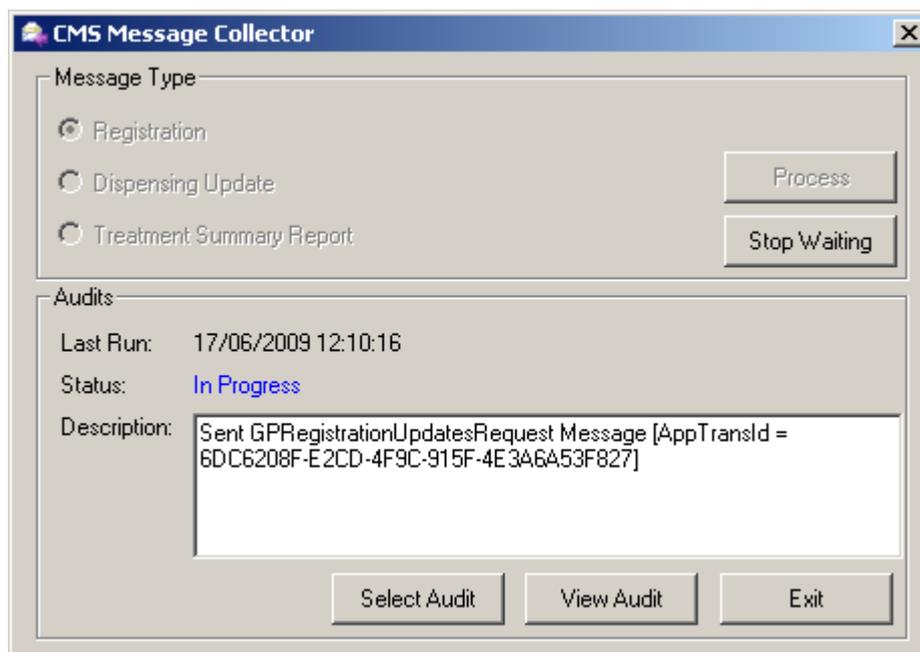
To run the CMS Message Collector manually:

1. From the front screen of Vision select **Modules – CMS Message Collector**.

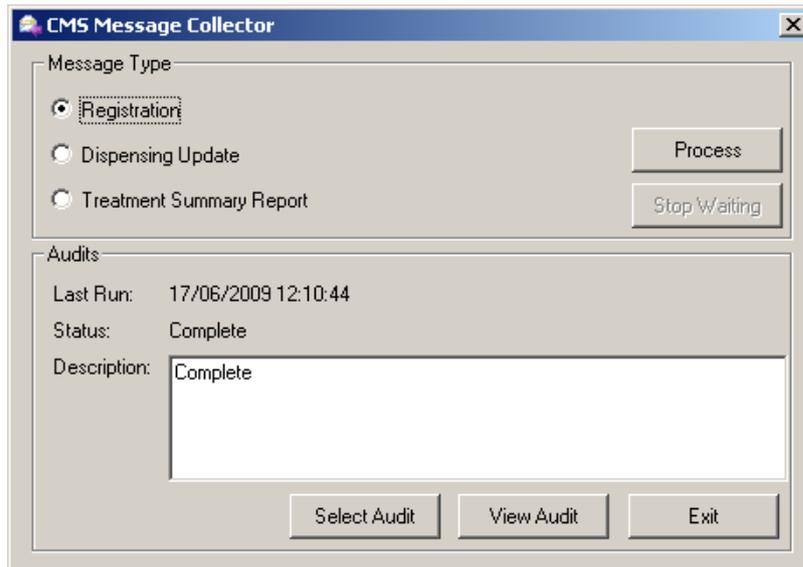
2. Select the Message Type for which you would like to check. You can select from Registration, Dispensing Update or Treatment Summary Report messages.



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.



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



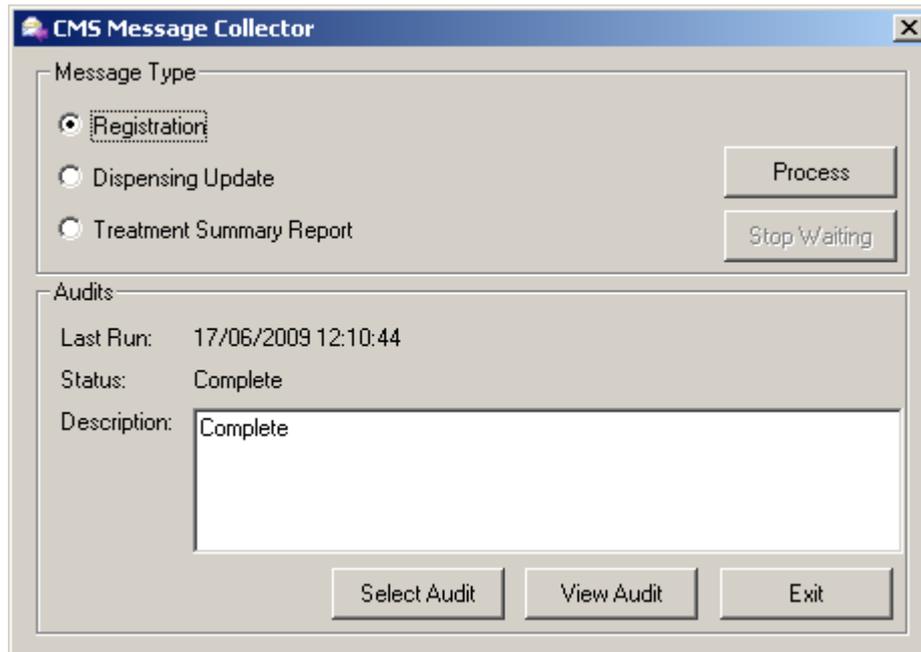
6. The messages can now be checked in Mail Manager.

CMS Message Collector Audit

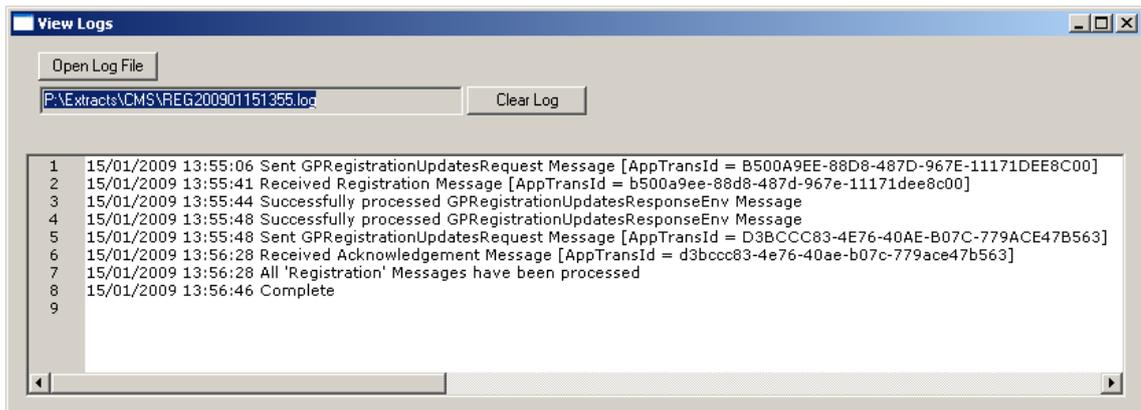
From the CMS Message Collector, you can view an audit trail of previous message collection processes for each message type. This functionality is particularly useful when trying to determine why an error has occurred and will most probably be used by the helpdesk.

1. From the main CMS Message Collector window, select the message type you would like to view the audit for.
2. You can then elect to:
 - **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.



eCMS Regular Tasks

The following lists show the recommended housekeeping tasks for eCMS.

GPs

Consultation Manager

- Review patients for CMS suitability at relevant patient encounters.

Mail Manager

- Regularly check Mail Manager outgoing folder for unsuccessful messages for clinical staff. These will either have failed to be transmitted in the first place, or have 'timed out' because an acknowledgement has not been received successfully, and in both cases will display with a status of 'Transmission error'.
- 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 prescription), before they can be Marked as Read and manually filed.

CMS Populate

- You might also like to create the Suitability Report once a month to check for new suitable CMS patients. This could be allocated as an admin task.

Admin staff

GP Communicator

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

Mail Manager

- Check for unmatched and unallocated messages in Mail Manager.
- Check for messages in error.

Search and Reports

- Run the Dispensing Report on a daily basis in Search and Reports. This allows you to monitor the patients that are not collecting their medication.
- Run the Batch Messaging Errors Report on a daily basis. This highlights and gives details of any messaging errors.
- Run the Suitability Report once a month to check for new suitable CMS patients. This could be a clinician's task.

Mail Gateway

There is a new eCMS tab within the Mail Gateway screen, which displays the status of the last eCMS message collector process. You should check the status of this on a daily basis. See GPC on screen help for Mail Gateway details

eCMS Reporting

There are eight reports within Search and Reports that you can use to monitor CMS activity. Each report can be found from the **Vision – Search & Reports-Reports – CMS Reporting** menu. See Search and Reports on screen help for further details.

Suitability Report <ul style="list-style-type: none">• Lists patients with a Suitability Status as CMS Suitable.	Suitability Audit Report <ul style="list-style-type: none">• Lists changes in suitability status for individual patients.	Registrations Report <ul style="list-style-type: none">• Lists all patients who are currently registered for CMS with a Community Pharmacy.	Registrations Audit Report <ul style="list-style-type: none">• Lists changes in eCMS Registration status for individual patients.	Prescriptions Report <ul style="list-style-type: none">• Lists eCMS prescription items within a date range.
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Overdue Dispensing Report <ul style="list-style-type: none">• Lists CMS Items that have overdue dispensing information.	Prescription Item Renewal Report <ul style="list-style-type: none">• This report lists CMS prescription items that will expire within a user-specified date range but have not yet been re-authorised.	Treatment Report <ul style="list-style-type: none">• Lists all patients who are currently registered for CMS with a Community Pharmacy.	Batch Messaging Errors Report <ul style="list-style-type: none">• Lists eCMS messages which have errors within a date range.
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